

Welcome to the 2006 Facet Publishing catalogue

Dear colleagues

Facet Publishing is the premier source for practical and thoughtful expert advice on topics dear to every LIS professional's heart. We publish and sell books in practically every country throughout the world and have a rising profile in the US through our distributor and co-publisher Neal-Schuman. Some of our titles have been translated into over 15 languages. We pride ourselves on our micro and macro marketing, which is second-to-none.

We want to create products that are interesting, useful and of excellent quality, so we are discriminating in what we choose to publish. Our authors, editors and advisers are active in the community that we are selling into and publishing for.

We're always looking for new authors and ideas. Our ideal author has a very clear rationale for what they are planning to write and knows exactly what they want the reader to learn and take back to the workplace having read their text. If you are a first-time author we will help and encourage you.

We hope that you will find what you are looking for in this year's catalogue. If you don't, please get in touch with us and tell us what should be there, and what resources you need to help you do your job more effectively.

Best wishes

Helen Carley

Publishing Director, Facet Publishing

Contents

Important information	<i>Inside front cover</i>
Academic library services and e-learning	2
Acquisitions and collection development	5
Archives and records management	6
Cataloguing and classification	8
Children's and school services	11
Copyright and legal issues	12
Digital library services	14
Information architecture and content management	18
Information literacy	20
Information studies	21
Internet	24
Management and professional skills	27
Reference services	33
Reference works	35
Training and development	37
Training packages	38
Author index	39
Title index and order form	40
Overseas agents	<i>Inside back cover</i>

Contact details

Editorial

Helen Carley

Publishing Director

helen.carley@facetpublishing.co.uk

Tel: +44(0)20 7255 0592

Rebecca Casey

Commissioning Editor

rebecca.casey@facetpublishing.co.uk

Tel: +44(0)20 7255 0593

Lin Franklin

Desk Editor

lin.franklin@facetpublishing.co.uk

Tel: +44(0)20 7255 0596

Marketing

Mark O'Loughlin

Marketing Manager

mark.o'loughlin@facetpublishing.co.uk

Tel: +44(0)20 7255 0597

Sales

Rohini Ramachandran

Sales Manager

rohini.ramachandran@facetpublishing.co.uk

Tel: +44(0)20 7255 0594

Production

Kathryn Beecroft

Production Manager

kathryn.beecroft@facetpublishing.co.uk

Tel: +44(0)20 7255 0595



facet publishing

f New for 2006

Providing Effective Library Services for Research

Jo Webb, Academic Services Manager, De Montfort University, Pat Gannon-Leary, Records and Information Manager, University of Northumbria, and Moira Bent, Science Faculty Liaison Librarian, Robinson Library, University of Newcastle upon Tyne

Researchers rely on libraries to provide the information they need; equally, supporting research is a fundamental reason for libraries' existence. This book is the first to explore the crucial relationship between libraries and researchers, focusing on developing and managing effective library services to support research and researchers. It covers researchers' information-seeking behaviour, their needs and wants; reviews the management and service response; and then places these issues into a wider strategic context. Key topics are:

- what is research?
- current issues in the research community
- defining research and researchers
- collection management in support of research
- the researcher's toolkit
- the information literate researcher
- the role of the library in supporting research activity
- futurewatch.

This book will inform and advise all who work with researchers in libraries, combining practical advice with an exploration of fundamental issues relating to the relationship between research and libraries. It will be essential reading for anyone who works in academic and research libraries.

November 2006; 256pp; hardback; 1-85604-589-7; £39.95



NEW

Managing Suppliers and Partners for the Academic Library

David Ball, with contributions from Jill Beard and Jane Ryland

This is a fascinating guide to current practice and developments in areas such as procurement, outsourcing and collaboration with libraries in different sectors.

ARIADNE

The modern academic library stands at the centre of a complex network of relationships, commercial, academic and professional, with external institutions. These relationships are essential to its operation, but can pose major challenges to assuring quality of service. This new book examines these relationships in detail and offers tools, techniques and strategies for their successful management and for achieving and maintaining quality.

Drawing on successful practice in an innovative academic library, the author offers advice on the pressing issues of: managing suppliers and publishers, outsourcing, buying e-resources, library consortia purchasing and working with partner organizations. The book is divided into two main parts dealing with commercial and academic relationships respectively. Key chapters include:

- the information chain
- relationships with suppliers
- strategies and techniques for managing suppliers
- outsourcing and externalization
- HE-FE relationships
- HE-NHS relationships
- library collaboration.

Presenting a comprehensive picture of the externally facing operation of the modern academic library, this is essential reading for all staff managing and working in today's academic institutions.

2005; 192pp; hardback; 1-85604-547-1; £39.95



NEW

CILIP Guidelines for Colleges

Recommendations for learning resources

Andrew Eynon, editor for the CILIP Colleges of Further and Higher Education Group (CoFHE)

In order for learning resource services to meet the ever-changing requirements of governmental agencies (social inclusion, accessibility for all, lifelong learning and 'empowering the learning community') there is a need for relevant, up to date and robust guidelines for such provision.

This new edition of the *Guidelines* incorporates the results of the *UK Survey of Library and Learning Resource Provision in Further Education Colleges 2003*. There are new sections on facilitating learning, promotion and advocacy, and accessibility to reflect new demands on learning resource provision. In addition, these guidelines include key recommendations and quantitative performance indicators.

At the heart of the *Guidelines* are ten recommendations that form the basic foundation of excellent learning resource services provision. The chapters that follow expand upon these key points and cover:

- facilitating learning
- a quality framework
- promotion and advocacy
- the learning environment
- accessibility
- learning materials
- human resources
- finance.

2005; 96pp; paperback; 1-85604-551-X; £22.95

E-learning and Teaching in Library and Information Services

Barbara Allan

A very well-structured introduction to many of the issues about learning and teaching strategies and models, that are on my own lifelong learning timetable for this year.

ARIADNE

An essential book for those already working in this area, or considering moving in to it, due to its practical, straightforward and balanced approach.

MANAGING INFORMATION

This book will be particularly useful for info professionals who are interested in getting into e-learning.

FREEPINT

This stimulating book provides an overview and guide to the rapidly developing field of virtual learning, and provides much-needed practical guidance in the development, use and delivery of online learning and teaching materials and programmes. It is presented in a readable and visually attractive style, with a wealth of examples, checklists, charts and tables and includes a wide range of international case studies.

2002; 288pp; hardback; 1-85604-439-4; £39.95

NEW

Developing the New Learning Environment

The changing role of the academic librarian
 Philippa Levy and Sue Roberts, editors

In a rapidly changing environment where the boundaries between librarians' roles and those of academic staff, learning and information technologists, educational developers and skill support specialists are becoming increasingly blurred, the academic librarian needs not only to embrace new opportunities but also to influence proactively the development of learning environments.

This key text captures and critically discusses the librarian's changing learning support role in an educational context, providing guidance and practical support. Written by acknowledged experts across a broad range of roles in the new academic environment, it challenges thinking in this area as well as offering practice-based advice. The following key areas are covered:

- the policy framework
- pedagogy in a changing environment
- literacies and learning
- key issues in the design and delivery of technology-enhanced learning
- new professional identities and practices
- new academic teams
- responding to the e-learning imperative
- information literacy education in practice
- the inclusion agenda and its impact on practice
- management and support of new learning environments
- (e)merging professional identities and practices.

This book is essential reading for practitioners at every level within the higher education and further education sectors, including information specialists, learning support professionals, academic liaison co-ordinators and subject specialists, academic service managers and heads of library and information services. It is also a valuable resource for all other professionals involved in the delivery of learning support, and for students of LIS and of education.

2005; 256pp; hardback; 1-85604-530-7; £39.95

SEE ALSO

E-books in Libraries

Chris Armstrong and Ray Lonsdale

See page 15

E-Journals

Donnelyn Curtis

See page 15

Libraries Without Walls 6

Peter Brophy, Jenny Craven and Margaret Markland

See page 16

NEW

Managing Academic Support Services in Universities

The convergence experience
 Terry Hanson, editor

This book is a virtually indispensable text for anyone considering convergence in their strategic planning.

INFORMATION WORLD REVIEW

The converged management of academic libraries and computer services emerged as a popular model in universities in the late 1980s. Today over half of the higher education sector in the UK has adopted a converged structure and yet there has been little analysis of this radical approach and what it means for the services involved.

This timely book takes stock of some twenty years of experience of convergence. It explores management practice throughout the sector in order to assess how extensive the converged model has become, and what variations in the model exist: the reasons for converging – or de-converging, or deciding not to converge at all; the perceived advantages and disadvantages of the model adopted; and what lessons have been learned.

The book contains case studies contributed by directors of information services throughout the UK, as well as internationally from Europe, the USA and Australia.

There is also a history of convergence from Clive D.Field, Director of Scholarship and Collections at The British Library, and an introduction by the editor reflecting on this history.

This book is essential reading for all managers in academic libraries and computer service departments, and for all university staff with responsibility for policy in this area.

2005; 224pp; hardback; 1-85604-525-0; £44.95

NEW

Supporting E-Learning

A guide for library and information managers

Maxine Melling, editor

This is a valuable contribution to the current debate about e-learning, indeed learning in general. I commend it to learning oriented librarians everywhere.

SCONUL FOCUS

It would be useful reading for anyone dealing with LIS organisational change in relation to the implementation of e-learning.

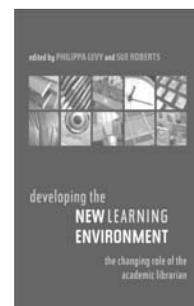
INTERNET RESOURCES NEWSLETTER

This management guide takes a practical and strategic approach to providing quality services in an e-learning environment. It will help managers understand e-learning and, more importantly, help them exploit the full potential of this new area for their service. Contributions from leading managers and practitioners address the range of operational issues that managers should consider in supporting e-learning, and provide case studies in order to demonstrate how the theory can be translated into practice. Key areas covered include:

- managed learning environments (MLEs)
- process and partnerships
- change management
- support in the use of new media
- e-literacy in the wider perspective
- collection management.

This book is essential reading for all managers of library and information services involved with policy and service development issues, from senior to team managers. It will also be insightful for new professionals and students.

2005; 192pp; hardback; 1-85604-535-8; £39.95



NEW

The Academic Library

Peter Brophy

An immaculate introduction to academic library management.
MULTIMEDIA INFORMATION & TECHNOLOGY

An excellent snapshot of the issues facing academic libraries.
UPDATE

The second edition of this authoritative and wide-ranging textbook has been completely updated, with a new chapter on performance measurement and more extensive coverage of: accessibility; information literacy; portals; digital libraries; copyright; institutional repositories; virtual and managed learning environments; and management of change. Written in a readable and accessible style, the book focuses on:

- the library in the institution
- users of the academic library
- the impacts and opportunities of ICTs
- human resources
- management and organization of resources
- collection and access management
- the academic library building
- library systems and networks
- specialist services
- management and professional issues
- the academic library of the future.

This textbook is an indispensable introduction to the range of issues facing academic libraries for students and new professionals. It also makes stimulating reading for education administrators and academic library managers in both higher and further education.

2nd edn; 2005; 248pp; paperback; 1-85604-527-7; £34.95

Developing Web-based Instruction

Planning, designing, managing, and evaluating for results

Elizabeth A Dupuis, editor

The book successfully highlights important areas of consideration for managing a web-based project, without overwhelming the reader with detail.

UPDATE

This is – as we’ve come to expect from Facet – a down to earth, common sense book packed with excellent advice.

INTERNET RESOURCES NEWSLETTER

If you are responsible for delivering online instruction to users in your library, or if you are considering setting up such a facility for e-learning, then you need this practical, comprehensive book.

2003; 296pp; paperback; 1-85604-494-7; £49.95

Developing Academic Library Staff for Future Success

Margaret Oldroyd, editor

Like its predecessor it will be an essential item on academic library managers’ bookshelves, and deserves wider reading given the excellent record of academic libraries in staff development activity and thought.

ARIADNE

On the rear cover the publisher declares ‘this book is essential reading for all current and future academic library managers as well as institutional managers and staff developers’ - it certainly is.

EDUCATION LIBRARIES JOURNAL

This book looks at the place of staff development in the current and future strategic management of academic libraries. It highlights how roles are changing and evaluates the implications of this for skill needs and development routes. Contributions include:

- human resources for higher education in the 21st century
- rethinking professional competence for the networked environment
- developing the academic library managers of the future
- converging on staff development
- developing the academic librarian as learning facilitator
- development routes for academic library support staff
- lifelong learning at work: staff development for the flexible workforce
- delivering staff development using a virtual learning environment
- collaborative staff development
- taking the strategic approach to staff development.

2004; 208pp; hardback; 1-85604-478-5; £44.95

SEE ALSO

Digital Literacies for Learning

Allan Martin and Dan Madigan

See page 20

Teaching Information Skills

Jo Webb and Chris Powis

See page 20

Information and IT Literacy

Allan Martin and Hannelore Rader

See page 20



Managing Acquisitions in Library and Information Services

Liz Chapman

An exemplary manual which is as impressive in its clarity, both of language and layout, as it is in its breadth and depth of knowledge.

JOLIS

This outstanding publication deserves to become a standard work in library acquisitions departments and library schools throughout the world.

AUSTRALIAN LIBRARY JOURNAL

This is the definitive text on procedures and practice in acquisitions. It approaches the acquisitions process logically, from requests through to the checking, ordering and receipt of library materials. It explains the role of acquisitions in a practical context, and offers guidance on improving service in terms of speed, cost, efficiency and financial competence.

This classic text has been fully revised and updated to reflect recent innovations in acquisitions, especially the increasing use of the internet and online purchasing by libraries, publishers and suppliers. Other major revisions to the text cover key areas such as: changes in the supply chain; consortia purchasing; the emerging e-book market; and the planned extension of ISBNs. The new edition also includes expanded guidance on acquiring non-book materials such as government information, music and audiovisual materials. Key areas covered include:

- pre-order checking
- publishers and publishing
- beyond the basic book
- suppliers
- ordering
- out-of-the-ordinary ordering
- when the orders arrive
- finance and budgets
- the way ahead.

Library and information professionals new to the acquisitions function, LIS students, and assistants in acquisitions and technical services throughout all sectors will find this an essential and state-of-the-art guide to all aspects of the acquisitions process. It will also be of value to those wishing to improve or revise their acquisitions practice.

Rev. edn; 2004; 160pp; paperback; 1-85604-496-3; £32.95

Collection Management

International Yearbook of Library and Information Management 2000–2001

G E Gorman, General Editor

This is an excellent book, full of well-researched, scholarly chapters written by international leaders in the field of collection management.

LCATS

2000; 464pp; hardback; 1-85604-366-5; £59.95

Building an Electronic Resource Collection

A practical guide

Stuart D Lee and Frances Boyle

Building an electronic resource collection is a daunting task, but with its comprehensive coverage and systematic approach, the second edition of this book makes it a whole lot easier!

FREEPINT

I would wholeheartedly recommend this to anyone who works in collection development whether digital or print.

LIBRARY REVIEW

This updated second edition remains one of the best, if not the best, guide of its type.

PROGRAM

This practical book guides you step-by-step through building and managing an electronic resource collection. It outlines the range of electronic products currently available in abstracting and indexing, bibliographic, and other services and then describes how to effectively select, evaluate and purchase them.

Electronic resources are a fast moving area so the new edition of this invaluable guide has been brought completely up to date; emerging new areas such as Virtual Learning Environments and reading/resource list software are considered, and the helpful bibliography of sources is expanded. Issues covered include:

- what is on offer? The electronic resources landscape
- e-books and e-journals
- what to buy? Assessing and acquiring the electronic resource
- delivering the electronic resource.

This is an essential book for the professional or student new to e-collection development, as well for the experienced practitioner.

2nd edn; 2004; 184pp; paperback; 1-85604-531-5; £32.95

Managing Information Resources in Libraries

Collection management in theory and practice

Peter Clayton and G E Gorman

This book is recommended for library science collections and for consideration as a textbook by instructors.

LCATS

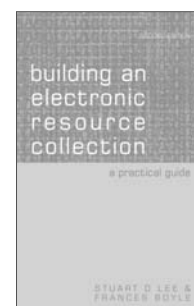
A really useful overview of the subject which has the added advantage of incorporating non-traditional information resources... suitable for a range of readers, but still detailed enough to give the senior manager an update to their professional skills.

MANAGING INFORMATION

This book is an accessible practice-based guide encompassing all areas of collection management, but with a particular focus upon what is new or different from traditional approaches. It is essential reading for acquisitions librarians and collection managers in all types of libraries, as well as for students of library and information studies.

2001; 288pp; paperback; 1-85604-581-1; £39.95

This title is print on demand only – see inside front cover for ordering information



About the series

This new series provides a body of core texts relating to the twin fields. Each volume in the series offers a detailed and professionally written overview of one or more topics within these fields. The series addresses digital records and archives as well as paper, principles and strategies and practical and operational matters. It reflects up-to-date views on established professional issues and explore new areas of current concern.

Series Editor

Geoffrey Yeo is Director of the Masters Programme in Archives and Records Management at the School of Library, Archive and Information Studies, University College London.

New for 2006

Ethics, Accountability, and Recordkeeping in a Dangerous World

Richard J Cox, Professor in Library and Information Science at the School of Information Sciences, University of Pittsburgh

This new book from the eminent American archivist, Richard J Cox, explores current issues confronting records professionals - such as censorship, intellectual property, truth and recordkeeping, and the control of government records and information. Many of the essays reflect on the notion of whistle-blowing and its implications for archivists and records managers.

This significant text challenges archivists and records managers to re-think their own perspectives about such matters, asking if their professional associations' ethics codes are sufficient, given recent challenges to the control of records and information in government agencies, corporations, and even cultural institutions. Key topics include:

- from accountability to ethics, or when do records professionals become whistleblowers?
- testing the spirit of the information age
- searching for authority: archivists and electronic records in the new world at the fin-de-siècle
- searching for recognition: does strategic information have ARMs?
- why the nomination of the Archivist of the United States is important to records professionals and society
- the world is a dangerous place: recordkeeping in the age of terror
- technology, the future of work, and records professionals
- records and truth in the post-truth society
- censorship and records
- personal notes: intellectual property, technology, and unfair stories
- archiving archives: rethinking and revitalizing a concept.

With a foreword by Sarah Tyacke former Chief Executive of the National Archives this important debate is of great interest to records professionals and archivists worldwide needing to know how the issues will impinge on their work.

October 2006; 256pp; hardback; 1-85604-596-X; £44.95

New for 2006

Management Skills for Archivists and Records Managers

Elizabeth Shepherd, Senior Lecturer in Archives and Records Management at the School of Library, Archive and Information Studies, University College London, and **Karen Anderson**, Senior Lecturer at the School of Computer and Information Science, Edith Cowan University, Australia

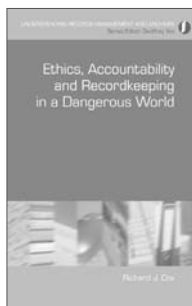
This book introduces the range of management skills employed by records managers and archivists, and shows how they may be applied, adding value both in terms of personal professional development and in the organizational benefits of service delivery, excellence, accountability and transparency in both large and small archive and records management units.

Each chapter deals with a key aspect of archive and records management, illustrated by case studies and examples. Throughout, the book provides a clear conceptual framework, but ensures that this is translated into practical terms to enable the reader to make use of the knowledge in their work. The chapters are:

- identifying management skills for archivists and records managers
- taking the long term view: corporate and strategic planning
- managing projects successfully
- managing money and other resources
- managing people
- providing accountability: performance measurement
- advocating for archives and records management
- developing personal management skills.

This book is a key resource for records managers and archivists working in any sector, especially those at the start of their careers and those moving into positions of management who wish to refresh their skills. It is also of great value to graduate students of archives and records management, and to all information professionals studying for management.

October 2006; 256pp; hardback; 1-85604-584-6; £39.95



NEW

Managing Electronic Records

Julie McLeod and Catherine Hare, editors

One of the biggest challenges faced by any organization today is that of managing electronic records. Bringing together for the first time the views, experience and expertise of international experts in the records management field in the public and the private sectors, this book covers the theory and practice of managing electronic records as business and information assets.

It focuses on the strategies, systems and procedures necessary to ensure that electronic records are appropriately created, captured, organized and retained over time to meet business and legal requirements. In addition to chapters covering principles, research and developments, there are case studies relating to practice and lessons learned. Chapters cover:

- the wild frontier ten years on
- the use of standards and models
- metadata matters
- digital preservation
- research in electronic records management
- technologies for preservation
- legal issues
- ethics and electronic recordmaking
- competencies – the asset that counts most
- records management – case studies in the private sector
- electronic recordkeeping in the public sector
- playing the long game.

This book explores issues and offers solutions, not only for records professionals but also for information, IT and business administration specialists. It will also be a key textbook for records management courses.

2005; 216pp; hardback; 1-85604-550-1; £39.95

Managing Records

A handbook of principles and practice

Elizabeth Shepherd and Geoffrey Yeo

I believe this is one of the best basic records management textbooks to appear in a very long time.

JOURNAL OF THE SOCIETY OF ARCHIVISTS

Exactly as the title implies, this is an incredibly detailed volume about the practice of managing records within an organisation.

MANAGING INFORMATION

This bestselling book is an indispensable purchase for organizations wishing to introduce better practices for managing their records. It is designed to be of value to experienced records managers as well as established information professionals and newcomers to the field. It offers invaluable advice on the management of records in both electronic and traditional paper media, and focuses on the following areas:

- understanding records management
- analysing the context for records management
- classifying records and documenting their context
- creating and capturing records
- managing appraisal, retention and disposition
- maintaining records and assuring their integrity
- providing access
- implementing records management: practical and managerial issues.

The appendices provide a wealth of additional information including a list of standards for records management, an annotated bibliography and sources of further information, and details of relevant professional and advisory bodies.

It should be on the desk of every manager and every information professional with responsibility for records management.

2003; 336pp; hardback; 1-85604-370-3; £39.95



New for 2006

Preserving Archives

Helen Forde, independent consultant on archives

Access to archival material – the documentary heritage of people all over the world that gives them their identity and ensures their rights – is dependent on the survival of fragile materials: paper, parchment, photographic materials, audiovisual materials and, most recently, magnetic and optical formats. The primary importance of such survival is widely acknowledged but sometimes overlooked in a rush to provide ever better means of access. But without the basic material, no services can be offered. Preservation is the heart of archival activity.

Archivists in all types of organizations face questions of how to plan a preservation strategy in less than perfect circumstances, or deal with a sudden emergency. This book considers the causes of threats to the basic material, outlines the preservation options available and offers flexible solutions applicable in a variety of situations. Benefiting from the author's contact with international specialists as Head of Preservation Services at the National Archives of the UK, it offers a wide range of case studies and examples. Key topics are:

- standards and policies of archive preservation
- preservation assessment
- understanding archive materials and their characteristics
- managing digital preservation
- archive buildings and their characteristics
- managing archival storage
- managing risks and avoiding disaster
- setting up a conservation workshop
- moving the records
- exhibiting archives
- handling the records
- managing a pest control programme
- using and creating surrogates
- putting preservation into practice.

This is a vital handbook for professional archivists, but also for the many librarians, curators and enthusiasts, trained and untrained, in museums, local studies centres and voluntary societies in need of good clear advice.

December 2006; 224pp; hardback; 1-85604-577-3; £39.95

SEE ALSO

Copyright for Archivists

Tim Padfield

See page 13

Preservation Management for Libraries, Archives and Museums

G. E. Gorman and Sydney Shep, editors

See page 32

Essential Classification

Vanda Broughton

What a pleasure to look through this extensive well-researched and practical resource on almost every aspect of classification written by an internationally recognized expert in classification research, with over 30 years of experience.

LIBRARY MANAGEMENT

Broughton has done the profession a service by providing a well balanced book on this topic.

NEW LIBRARY WORLD

It is a pleasure to welcome this work as an up-to-date, introductory, practical textbook for students of classification.

UPDATE

This much-needed text leads you step by step through the basics of subject cataloguing, with an emphasis on practical document analysis and classification. It deals with fundamental questions of the purpose of classification in different situations, and the needs and expectations of end users. The novice is introduced to the ways in which document content can be assessed, and how this can best be expressed for translation into the language of specific indexing and classification systems.

The characteristics of the major general schemes of classification are discussed, together with their suitability for different classification needs. This guide is essential reading for library school students, novice cataloguers and all information workers who need to classify but have not formally been taught how. It also offers practical guidance to computer scientists, internet and intranet managers, and all others concerned with the design and maintenance of subject tools.

2004; 336pp; paperback; 1-85604-514-5; £29.95

Essential Cataloguing

J H Bowman

Written in very clear language with an easy informal tone, reading the book feels like having a personal tutorial with the author.

CATALOGUE AND INDEX

Bowman succeeds in leading us through the complexities of AACR2 in a very accessible and readable manner. This text will certainly meet the needs of beginner and novice cataloguers.

MANAGING INFORMATION

An easy to understand and well illustrated guide designed to help library and information science students and professional librarians learn the Anglo-American Cataloguing Rules.

LIBRARY JOURNAL

Cataloguing is important, despite what some people may tell you. Because it is hardly taught nowadays, there is all the more likelihood that you will find yourself having to catalogue without having been taught anything about it.

This book covers descriptive cataloguing, and is designed as a simple companion to the Anglo-American Cataloguing Rules (revised 2002 edition).

2003; 224pp; paperback; 1-85604-456-4; £24.95

New for 2006

Essential Thesaurus Construction

Vanda Broughton, Lecturer in Library and Information Studies at the School of Library, Archive and Information Studies, University College London

Many information professionals working in small units today fail to find the published tools for subject based organization that are appropriate to their local needs, whether they are archivists, special librarians, information officers, or knowledge or content managers. Large established standards for document description and organization are too unwieldy, unnecessarily detailed, or too expensive to install and maintain. In other cases the available systems are insufficient for a specialist environment, or don't bring things together in a helpful way. A purpose built, in-house system would seem to be the answer, but too often the skills necessary to create one are lacking.

This practical text examines the criteria relevant to the selection of a subject management system, describes the characteristics of some common types of subject tool, and takes the novice step-by-step through the process of creating a system for a specialist environment. The methodology employed is a standard technique for the building of a thesaurus that incidentally creates a compatible classification or taxonomy, both of which may be used in a variety of ways for document or information management. Key areas covered are:

- what is a thesaurus?
- tools for subject access and retrieval
- what a thesaurus is used for
- why use a thesaurus?
- examples of thesauri
- the structure of a thesaurus
- thesaural relations
- practical thesaurus construction
- the vocabulary of the thesaurus
- building the systematic structure
- conversion to alphabetic format
- forms of entry in the thesaurus
- maintaining the thesaurus
- thesaurus software
- the wider environment.

Although primarily aimed at the practising information professional, the book is also suitable for students of library and information science.

May 2006; 256pp; paperback; 1-85604-565-X; £29.95

Essential Dewey

J H Bowman

Bowman is to be congratulated in compressing the range of Dewey highways and bye ways into such a compact volume.

NEW LIBRARY WORLD

In this book, John Bowman provides an introduction to the Dewey Decimal Classification suitable either for beginners or for librarians who are out of practice using Dewey. He outlines the content and structure of the scheme and then, through worked examples using real titles, shows readers how to use it.

Most chapters include practice exercises, to which answers are given at the end of the book. A particular feature of the book is the chapter dealing with problems of specific parts of the scheme. Later chapters offer advice on how to cope with compound subjects, and a brief introduction to the Web version of Dewey.

Written in an engaging and direct style, this text is ideal for library students, and for public, school and solo librarians and classifiers who are just beginning to use Dewey and need some simple examples.

2004; 160pp; paperback; 1-85604-519-6; £24.95



Catskill Version 3.0 For ASP Internet Delivery

Distributed in the UK by Facet Publishing

CatSkill is an excellent package that can serve multiple users in both library cataloguing departments and librarianship schools...this package is extremely useful for libraries who suddenly find themselves having to do their own cataloguing.

INCITE AUSTRALIA

CatSkill remains a simple and effective way to learn the basics of cataloguing and offers a cost-effective in-house alternative to expensive (and scarce) cataloguing courses. The new web version of *CatSkill* is now accessible to distance learning students and part-time students as well as full-time, on site students, 24 hours a day, seven days a week.

Buy a licence for the web-based version and you can offer the course to as many students within your institution as you wish – without paying anything extra. *CatSkill* Version 3.0 now offers:

- the latest version of MARC 21
- the updated AACR revision 2002 including sections on e-resources and continuing resources
- a brush-up module on MARC 21a web accessible package.

Whatever your level of knowledge, whatever your role in the library, *Catskill* offers you a simple and effective way to learn the basics of cataloguing and offers a cost-effective in-house alternative to expensive (and scarce) cataloguing courses.

Already used by many UK schools of librarianship and information science, *CatSkill* has been endorsed as a very useful self-directed learning tool covering the complete range of topics needed.

2004; 1-85604-503-X; From £165.00 + VAT

Available in the UK direct from Facet Publishing only

For further information call the Sales Department on 020 7255 0590; e-mail info@facetpublishing.co.uk or order online at www.facetpublishing.co.uk

Indexing and Abstracting in Theory and Practice

F W Lancaster

I will continue to recommend this text to my students, it has certainly added to my knowledge of this field and has influenced my approach to the teaching of information retrieval.

LSTN-ICS

I do not know of another work which covers such a wide range of contemporary issues in such depth and so well.

MMIT

This book offers guidance on indexing and abstracting as practiced by published indexing and abstracting services (in paper or electronic form), but is equally applicable to those concerned with improving subject access in online catalogues. Fully revised to take into account the latest changes – especially in the areas of multimedia sources, text searching, automatic indexing, and the internet – it is illustrated throughout with useful indexing and abstracting exercises to guide the practitioner.

This is designed primarily as a text to be used in teaching indexing and abstracting in schools of library and information science. It is also invaluable reading for all individuals and institutions involved in training for information retrieval and related activities, including practising library and information professionals and database producers.

3rd edn; 2003; 472pp; hardback; 1-85604-482-3; £39.95

NEW

Cataloguing and Organizing Digital Resources

A how-to-do-it manual for librarians

Anne M Mitchell and Brian E Surratt

It is a good practical guide to cataloguing electronic resources, and for those librarians who already have experience of cataloguing and are using MARC21 coding I would recommend it.

MMIT

Organizing, managing, and making accessible a wide variety of resources is critical to the library mission. But as the nature of information changes, libraries must modify their functions and processes.

This timely manual shows how to best integrate online resources into traditional workflows – collection development, acquisition, description, organization, and administration – and includes a special section on managing local digital libraries. Coverage tackles problematic areas such as:

- copyright considerations
- Dublin Core metadata creation
- user interface design
- access control
- hardware and software selection.

and more. The authors provide step-by-step guidance for analyzing, recording, and organizing the bibliographic data of online content and best practices for cataloguing electronic monographs, serials, integrated resources, and digitized collections. Their practical guidance includes fully worked out coding for MARC21 records for a variety of formats. Chapters explore alternative means of compiling and promoting collections through web lists, information links, and federated searches.

This useful guide is an essential addition for any library looking to satisfy the needs of users in the 21st century.

2005; 236pp; paperback; 1-85604-556-0; £39.95

The Subject Approach to Information

A C Foskett

The strength of this book lies not simply in its scholarship, but also in its unassuming ... easy to read, easy to learn format.

MANAGING INFORMATION

This classic librarianship text looks at the advancement of technology and its effect on the organization and retrieval of information.

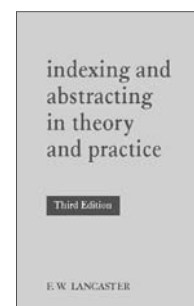
5th edn; 1996; 472pp; paperback; 1-85604-048-8; £39.95

SEE ALSO

Practical Taxonomics

Bob Bater

See page 18



NEW

Anglo-American Cataloguing Rules 2nd edition, 2002 Revision: 2005 Update

Published jointly by Facet Publishing on behalf of the Chartered Institute of Library and Information Professionals (CILIP) The American Library Association (ALA) and the Canadian Library Association (CLA).

Since 1967, Anglo-American Cataloguing Rules has served the profession with highly developed content standards for cataloguing resources in libraries and information services worldwide. AACR2 is a unique and authoritative resource that shows you how to catalogue records using standards that apply to all metadata formats.

What's new in the 2005 update?

- new and updated rules including instructions for capitalization of single letters used to represent words, and for multiple-letter prefixes in compound terms
- changes arising from the preparation of the new edition of *Cartographic Materials: a manual of interpretation for AACR2*
- a checklist of updates.

Available in a looseleaf format, to allow for future updates, AACR2 is more practical and easy-to-use than ever. You can choose to buy the binder-ready AACR2 2005 Update separately or as a complete AACR2 set, which includes the 2005 Update. Either way you get the most up-to-date set of internationally accepted cataloguing rules available.

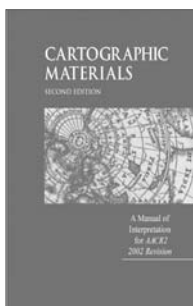
Complete Text Including Update Pages – with binder included
2005; AACR2 2002 Revision 2005 Update; 712pp; looseleaf and binder; 1-85604-571-4; £59.95

Complete Text Including Update Pages – without binder
2005; AACR2 2002 Revision 2005 Update; 712pp; looseleaf only; 1-85604-570-6; £49.95

2005 Update Pages Only
2005; AACR2 2002 Revision 2005 Update; 68pp; looseleaf; 1-85604-569-2; £19.95

2004 Update Pages Only
2004; AACR2 2002 Revision 2004 Update; 68pp; looseleaf; 1-85604-537-4; £19.95

2003 Update Pages Only
2003; AACR2 2002 Revision 2003 Update; 102pp; looseleaf; 1-85604-500-5; £19.95



NEW

Cartographic Materials

A manual of interpretation for AACR2, 2002 Revision with 2004 Update

Elizabeth Mangan, editor for the Anglo-American Cataloguing Committee for Cartographic Materials

If you are responsible for cataloguing listing or in anyway providing access to a collection of maps, and you don't have this book, go out and buy it immediately.

BULLETIN OF THE SOCIETY OF CARTOGRAPHERS

This edition of Cartographic Materials contains the 2004 Update, which reflects current AACR2 terminology, and additional forms of cartographic materials.

What's new in the 2004 Update?

- new and updated rules in full concordance with AACR2 2003 and 2004 updates
- rule revisions for appendices A and K
- "Type and extent of resource" in area 3 for electronic materials eliminated
- includes area 5 rules for remote access electronic materials
- revised format for all appendices
- a complete and fully revised index
- new pages to reflect the merger of the National Library of Canada and National Archives of Canada
- a checklist of new updates.

Available in a convenient loose-leaf plus binder format, to allow for future updates, Cartographic Materials remains a must-have for those institutions dealing with substantial cartographic holdings and national agencies charged with creating bibliographic records for cartographic materials.

Complete text, including 2004 Update pages
2005; looseleaf and binder; 1-85604-579-X; £89.95

Complete text, excluding 2004 Update pages
2004; looseleaf and binder; 1-85604-516-1; £69.95

2004 Update pages only
2005; looseleaf only; 1-85604-575-7; £24.95

The Concise AACR2

Prepared by Michael Gorman, published jointly by Facet Publishing on behalf of the Chartered Institute of Library and Information Professionals (CILIP) The American Library Association (ALA) and the Canadian Library Association (CLA)

It is a very comprehensive, informative, and easy to follow resource for the national cataloguing standards written in a clear and simple language.

LIBRARY MANAGEMENT

The Concise AACR2 is an essential textbook for cataloguers.
MMIT

This fourth edition of a classic text incorporates all the changes and updates made to AACR2 (Anglo-American Cataloguing Rules), Second Edition, 2002 Revision including the latest 2004 Update.

Changes have been made to AACR2 in key areas such as electronic resources, serials, and cartographic materials; while the Appendices on capitalization, the glossary, and the comparative table of rule numbers have also been fully updated since the last edition.

The concise version conveys the essence and basic principles of AACR2 while simplifying the rules to make them more accessible. Those rules taken from the full text have been rewritten and supplied with new examples designed to highlight those more commonly encountered library materials. Although the presentation may be different the end result of using the full or concise versions of AACR2 should be the same.

4th edn; 2004; 200pp; paperback; 1-85604-540-4; £32.95

The CILIP Guidelines for Secondary School Libraries

Lynn Barrett and Jonathan Douglas, editors for the CILIP School Libraries Group

The CILIP Guidelines for Secondary School Libraries will undoubtedly be absolutely essential reading for all school librarians.

NEW LIBRARY WORLD

These *Guidelines* are the recommendations of CILIP for the effective management of secondary school libraries. They are primarily directed to those who manage school libraries – as practical guidance and as material for advocacy. They are also commended to the attention of headteachers, governors and all who are involved in the strategic management of education.

At the heart of the *Guidelines* are ten recommendations that form the basic foundation of excellent school library provision. The ten chapters that follow expand upon these key points and cover:

- the school library and learning: CILIP's vision
- school library policy and development planning
- the management of the school library
- facilities management
- management of learning resources
- information literacy
- reader development
- marketing, promotion and advocacy
- evaluation
- partnerships.

Developing technologies and new resources are rewriting the parameters for school libraries. These *Guidelines* are an essential tool for librarians and all those involved in generating and implementing a new vision for school libraries.

2004; 128pp; paperback; 1-85604-481-5; £22.95

The Internet and Information Skills

A guide for teachers and school librarians

James E Herring

Herring's book is a thorough and practical instruction in how to use the internet in educational situations. Books of this kind are a valuable resource for librarians and teachers.

INFORMATION RESEARCH

This guide provides the inspiration to devise new ways to work with the internet-weary student who confronts us from time to time, and to become competent with a new generation of internet users.

ORANA

This book offers teachers and school librarians the means to exploit the internet effectively both as a learning and a teaching resource; in particular to hone their skills in accessing the most relevant parts of the internet to provide suitable information sources to aid students' learning. It offers valuable insights into information literacy and provides helpful examples of the most effective ways of teaching information skills.

The book is a vital resource for all teachers and school librarians, and is relevant in all areas of the world. It is equally of use to head teachers and to professional educators and managers up to further education level. It should be on reading lists of all education institutions offering teacher training courses.

2004; 192pp; paperback; 1-85604-493-9; £29.95

Managing Your School Library and Information Service

A practical handbook

Anthony Tilke

This is a polished professional guide to school libraries.

UPDATE

This is a book you should not miss if you are a practicing school librarian.

MANAGING INFORMATION

This practical handbook defines the librarian's role and how it fits into the structure and needs of the school. It focuses on the strategies required to link the professional aspects of the school librarian's role with the individual school's organization, and with learning and curriculum policies.

2002; 320pp; paperback; 1-85604-437-8; £32.95

Exploiting the Internet as an Information Resource in Schools

James E Herring

This is a well laid out and well produced book. It comes at a time of great change in the use of ICT in schools and it will prove a handy tool to help with those changes.

INVIEW

1999; 192pp; paperback; 1-85604-279-0; £32.95

Children and Young People

LA guidelines for public library services

Catherine Blanshard, editor for the LA Youth Libraries Group

Anyone wishing to establish a vital and effective service for children, young people and their carers would do well to invest in a copy.

ELG NEWS

2nd edn; 1997; 64pp; paperback; 1-85604-209-X; £22.95

Outstanding Books for Children and Young People

The LA guide to Carnegie/Greenaway winners

1937–1997

Keith Barker

Barker's book is an invaluable guide through the thickets of contemporary children's fiction.

THE MAIL ON SUNDAY

1998; 152pp; paperback; 1-85604-287-1; £32.95

A Place for Children

Public libraries as a major force in children's reading

Judith Elkin and Margaret Kinnell, editors, with contributions from Debbie Denham, Peggy Heeks and Ray Lonsdale

Packed with useful statistics, research evidence, references and quotations, this is a text which all practitioners and library managers should have at hand.

LA RECORD

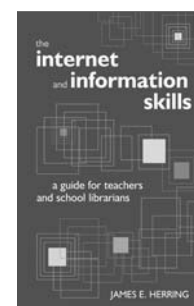
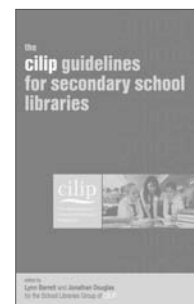
2000; 224pp; hardback; 1-85604-320-7; £49.95

SEE ALSO

Essential Dewey

J. H. Bowman

See page 8



NEW

Managing Digital Rights

A practitioner's guide

Paul Pedley, editor

It is a short - but highly relevant - work, likely to be useful to any information professional...

ARIADNE

This is a very useful book for the practitioner, particularly someone fairly new to the field or returning after a break and who needs up-to-date information and guidance in this complex area.

ELUCIDATE

This is a practical guide to the use of digital content. It deals with the question of how electronic information can be used legitimately, outlining the issues to be considered and suggests ways in which copyright clearance can be obtained whilst keeping the administration to a manageable level. With contributions from leading experts, it covers topics such as:

- what is digital rights management?
- the right to digitize: gaining copyright clearance to create digital collections of text
- the implications of digital rights for teaching and learning: use of digital content in virtual or managed learning environments
- DRM: an international perspective
- the corporate rights owner's perspective.

This book is essential for all practitioners working in library and information centres, archives and museums needing to know how to go about digitizing their collections and to understand the complexities of DRM. It is also of great value to publishers managing contracts, assignments and licences, and to students of information and media studies.

2005; 152pp; hardback; 1-85604-544-7; £39.95

Freedom of Information

A practical guide to implementing the Act

Kelvin Smith

This must be the book of the year for records managers and anyone else involved with implementing Freedom of Information, including administrators, and senior managers alike.

RECORDS MANAGEMENT JOURNAL

It certainly is a useful practical guide to the legislative requirements, and FOI Officers would do well to benefit from the author's considerable experience.

FREEDOM OF INFORMATION JOURNAL

A clearly written text, with useful examples and full of practical advice, free of jargon and with the more obscure sections of the Act explained very effectively.

LEGAL INFORMATION MANAGEMENT

This book takes its title very seriously. It is a practical guide to the implementation of the Freedom of Information Act 2000. Its combination of descriptions, checklists, models and practical examples will enable all those involved in the discharge of this important enactment to do so without fear or worry. Written by an expert at the National Archives, it avoids describing Freedom of Information in legal terms and instead focuses on implementation of the Act from a user's point of view; pointing the reader to those parts of it which will affect implementation procedures.

This guide provides all the information need to ensure efficient and speedy compliance with the Act. Full of checklists and toolkits, the book also comes with free, downloadable training materials. It is essential reading for all in public services work, particularly those involved in customer enquiries, record keeping and policy making.

2004; 200pp; hardback; 1-85604-517-X; £39.95

New for 2006

SECOND EDITION

Essential Law for Information Professionals

Paul Pedley, Head of Research at the Economist Intelligence Unit

I promised to lend my copy to a colleague when I had finished with it, but after reading it, I told her she would need to get her own copy as I was pretty sure I would be referring back to it regularly.

FREEPINT

Information professionals should have a copy of this.

INFORMATION WORLD REVIEW

Clear and concise and lacks legal jargon.

MANAGING INFORMATION

Until relatively recently the impact of the law on the work of information professionals has been limited and confined principally to matters concerning copyright. However, in today's information society, librarians and information practitioners are increasingly engaging in activities that bring them into contact with varied and complex aspects of law, going beyond copyright into areas such as libel, freedom of information, professional liability, privacy and human rights. The range of legal knowledge that is required of a competent and prudent information professional has therefore expanded significantly.

This classic text offers both a complete picture of the law as it affects information management and an exploration of the fundamental principles that underlie practice. It uses individual cases to illustrate legal principles and contextualize specific regulations. Legal information often appears dense and impenetrable, but this approachable text cuts through the legalese to present the reader with exactly the information they need in a digestible form.

This completely updated edition includes new chapters on the Re-use of Public Sector Information, Human Rights, and Legal Deposit. A helpful glossary of terms is now included, and the chapter on Cybercrime and Computer Misuse has been substantially expanded.

This book enables every information worker to quickly identify and assess the legal hazards that may be associated with their work. It is also the perfect textbook of law for information studies students.

April 2006; 240pp; paperback; 1-85604-552-8; £34.95

Staying Legal

A guide to issues and practice affecting the library, information and publishing sectors

Chris Armstrong and Laurence W Bebington, editors

Staying Legal has succeeded in covering the basic concepts of law and stimulates the reader to actively investigate and learn more about areas of particular interests.

LIBRARY MANAGEMENT

This authoritative book, written by leading experts in the field, offers a practical guide to the full range of legal issues relating to information work and the knowledge industries.

Aiming to make the law accessible, it provides a first port of call for information professionals and publishers wishing to know where they stand, and will alert them to the potential pitfalls surrounding such activities as publishing on the internet, direct marketing and doing business on the web.

This second edition is comprehensively revised to cover the many changes in the law that have occurred recently, and there are completely new chapters covering patents, trade marks, risk management, IT contracts and negotiating licences.

2nd edn; 2003; 288pp; hardback; 1-85604-438-6; £49.95



f NEW FACET'S FIRST E-BOOK

Digital Copyright

Paul Pedley, Head of Research at the Economist Intelligence Unit

This e-book examines how copyright applies in the electronic environment. It asks whether digital content is treated differently than hard-copy material, and if so how. Topics covered include:

- database right • the application of copyright to websites and intranets • the use of screenshots in presentations • hyperlinking and deep linking • how the copyright exceptions apply to digital content • licences, contracts, or a set of terms and conditions • the interface between copyright law and contract law • model licence agreements • digital signatures • relevant legal cases.

What's an e-book?

Our e-book exploits the functionality of Adobe pdf and more. *Digital Copyright* has been specifically written as an e-book. It is not simply a pdf of a conventional book. It is searchable; has been optimised for viewing and using on screen; is full of web links to relevant resources; has customisable sample forms in Word format. On top of these features you can make your own comments and bookmarks to the document.

We have offered you two basic licences as a starter. If neither of these suit you, tell us what access and use you require and we will see if we can help.

See www.facetpublishing.co.uk/ibriefing for further details. When you order we send you your password and user name to download the file from our website.

Single users: 2005; 1-85604-573-0; £34.95 plus VAT in the UK

Single site licence: 2005; 1-85604-559-5; £174.95 plus VAT in the UK

Copyright for Archivists and users of archives

Tim Padfield

The author is to be congratulated on producing a work, which is user-friendly, readable and often enlightening in unexpected ways.

JOLIS

Padfield's book is learned and authoritative...recommended for reference purposes for anyone working in an archive.

JOURNAL OF DOCUMENTATION

It is ideal as an easy-to-use, quick guide for answering the specific copyright questions which arise in the daily world of the archivist.

BUSINESS ARCHIVES PRINCIPLES AND PRACTICE

This book explains the provisions of copyright law in the UK with particular reference to unpublished material, the most important part of the holdings of any archive. It gives advice and examples that take account of the special interests of archivists and users of archives; provides worked examples based on real-life enquiries answered by the author; and includes the full text of the statutory regulations for the copying of archival and library materials.

2nd edn; 2004; 280pp; paperback; 1-85604-512-9; £29.95

Practical Copyright for Information Professionals

The CILIP handbook

Sandy Norman

It is clear from reading the book that the author has spent a considerable amount of time researching and understanding copyright law, while at the same time writing in a non-legalese style.

INFORMATION WORLD REVIEW

This book is likely to be a regularly consulted reference volume for library workers, information managers and anyone who manages the use of copyright material and needs an accessible introduction to copyright law.

FREEPINT

Are you worried about recent changes in copyright law? This guide, written by a copyright expert, de-mystifies the complicated law of copyright and related rights. The author provides commonsense, practical guidance on respecting and keeping on the right side of the copyright law in your library or information service. The changes emanating from the EU Copyright Directive are covered extensively together with indepth chapters on compliance with the new rules.

As well as being an indispensable guide for library and information staff, the guide is also essential for researchers, academics, teachers, reprographics staff and technicians - and, indeed, for anyone who uses, or wants to learn about using, copyright material.

2004; 208pp; paperback; 1-85604-490-4; £29.95



Copyright

Interpreting the law for libraries, archives and information services

Graham P Cornish

A real timesaver for the general practitioner attempting to get a quick fix on the day-to-day issues that they may be bombarded with in the context of copyright.

ELUCIDATE

Cornish's book has always been a friend of mine: you can dip into it and pick up fresh hints.

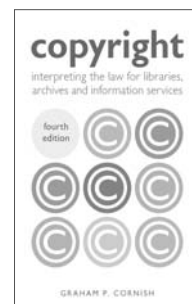
JOURNAL OF DOCUMENTATION

This classic book explains the provisions of the UK Copyright Act and supporting legislation in quick and easy question-and-answer form. It is a working guide for the practising LIS professional to the intricacies of copyright as it needs to be understood in the context of library and information work, explaining the law in straightforward terms and answering the questions that it is likely to provoke.

The EU Copyright Directive has now been fully implemented and many in the information world are coming to terms with how it is affecting their work. This fully updated edition clarifies the new law and its consequences for the information worker. It also deals with the latest developments in such areas as case law, licensing agreements, databases and moral rights. Topics now covered in greater depth include copying for commercial use; the meaning of broadcasting and its implications for websites; electronic rights management, including digitization programmes; and changes to educational copyright.

Addressing as it does situations and problems taken from actual working experience, this is an essential practical working tool for all library and information practitioners, managers, policy makers and students who need to identify what can and cannot be done legally.

4th edn; 2004; 224pp; paperback; 1-85604-508-0; £29.95



f New for 2006

Access and Identity Management for Libraries

Controlling access to online information

John Paschoud, InfoSystems Engineer & Projects Manager, Library, London School of Economics and Political Science

With the rapid increase in the use of electronic resources in libraries, managing access to online information is an area lots of librarians struggle with. Managers of online information wish to implement policies about who can access the information and under what terms and conditions but often they need further guidance.

This practical book is the first to explain the principles behind access management, the available technologies and how they work. It includes detailed case studies describing how access management is being implemented at organizational and national levels in the UK and Europe, USA and Australia and a practical guide to the resources available to help plan, implement and operate access management in your library. Key topics covered are:

- what libraries do
- e-library resources: public and not-so-public
- publishers and licensing terms
- principles and definitions of access management
- authentication technologies
- current access management technologies
- who you are? Or what you do?
- single sign-on
- identity management
- commercial AM and IM products
- shibboleth
- the future
- case studies: access in action
- the practical guide: diagnostic; organizational; specific technologies.

Written by an acknowledged expert, with a foreword by Clifford Lynch, this is essential reading for all who need to understand the principles behind access management or implement a working system in their library.

July 2006; 256pp; hardback; 1-85604-588-9; £39.95

Creating a Successful E-Information Service

Sheila Pantry and Peter Griffiths

All organisations are information based and so this is a handy practical guide which will be extremely useful for anybody (literally) who is considering making information available electronically and establishing an e-information service.

MANAGING INFORMATION

This book is essential reading for anyone wishing to establish an electronic information service, whatever the type or size of organization they work in, and is equally essential for those wishing to convert an existing traditional service into an e-information service. It is packed full of ideas and examples of how an e-information service can be created, maintained and marketed in a cost effective way.

2002; 192pp; paperback; 1-85604-442-4; £32.95

Networking and the Future of Libraries 2 Managing the intellectual record

Lorcan Dempsey, Derek Law and Ian Mowat, editors

Provides a wealth of material which brings together the current thoughts of many of the major players worldwide in a concise and well-edited volume.

MANAGING INFORMATION

1997; 244pp; paperback; 1-85604-241-3; £39.95

f New for 2006

Negotiating Licences for Digital Resources

Fiona Durrant, Library and Information Centre Manager at the Knowledge Management Department, Baker & McKenzie, LLP

This is a practical guide on how to get the best deal for online subscriptions. The processes outlined in this book can be applied to a wide range of electronic products, ranging from e-journals to multi-modular databases. There are practical tips and guidance on what to focus on during the course of the negotiation and, most importantly, what preparation is needed to ensure that you gather the necessary amount of information to achieve the best outcome.

The text guides you logically through the stages of negotiation, from initial awareness of your organization's needs to making the contract more understandable, and offers advice on the skills and techniques of negotiation, whether in written or face-to-face scenarios. Key areas covered include:

- understanding your organization's needs
- what type of agreement to choose
- usability and value
- preparation for negotiation
- communication skills
- the contract
- disseminating negotiation outcome
- staff development
- the negotiation timeline.

Additional sources of information and FAQs are also offered.

This book can act as a reference tool for experienced negotiators, or as a primer for those who have never before been involved in the process.

February 2006; 160pp; paperback; 1-85604-586-2; £39.95

The Digital Factor in Library and Information Services

International Yearbook of Library and Information Management 2002-2003

G E Gorman, General Editor

Altogether this is confidently recommended as the most complete and satisfactory introduction to the digital scene, for the non-expert professional, that is likely to appear in 2002 and 2003.

LIRN JOURNAL

This book examines the all-encompassing questions of how digital initiatives are affecting library and information services. The focus is intentionally broad, ranging from organizational to technical issues, from collective management to reader services.

2002; 416pp; hardback; 1-85604-452-1; £59.95

Digital Imaging

A practical handbook

Stuart D Lee

Those who are intending to embark on a digitization project would do well to read this handbook.

ONLINE INFORMATION REVIEW

Lee successfully provides us with a wealth of approaches, important insights and recommendations and does so in a consistently pragmatic way.

INFORMATION WORLD REVIEW

This essential introductory guide to digital imaging focuses a practical approach to undertaking a digitization project, with a sequential outline of the stages involved and the options and preservation and access issues that arise.

2000; 160pp; paperback; 1-85604-353-3; £29.95



f New for 2006

E-books in Libraries**Provision, promotion and use**

Chris Armstrong, Managing Director, Information Automation Limited, and Ray Lonsdale, Reader in Information Studies, University of Wales, Aberystwyth

E-books are finally firmly on the acquisition list of library and information services, and raising difficult questions for librarians about their purchase, operation and use. This important new book is the first to explore e-books and their use from the perspective of the librarian.

Written by two experts, the book opens with an exploration of the definitions of e-books and the genesis of the format. Trends in contemporary publishing of e-books are explored to determine the characteristics of academic, reference and fiction publishing. The practical issues surrounding provision and use of e-books in all types of libraries are covered in depth, including bibliographic control and collection management. The book concludes with a consideration of the potential developments and challenges in e-book publishing and provision. Key topics include:

- the emergence of the e-book
- publishing trends
- the place of e-books in libraries
- legal deposit and bibliographic access
- collection management of e-books
- the future.

Essential reading for librarians struggling with e-books across all types of libraries, this book will also be of great interest to publishers, and students and researchers studying the topic.

August 2006; 256pp; hardback; 1-85604-572-2; £39.95

NEW

E-Journals

A how-to-do-it manual for building, managing and supporting electronic journal collections

with companion website

Donnelyn Curtis, with contributions from Virginia M. Scheschy

Considering the extraordinary changes in serials from the mid-1990s to midway in this decade, a publication like this is very welcome. It is a practical guide for working librarians that will help them navigate the e-journal jungle....very useful.

BOOKLIST

An essential purchase for all libraries.

LIBRARY JOURNAL

The electronic journal, a new format only a few years ago, is now commonplace in many libraries and information services. Recent years have seen a huge growth in the range and number of journals being published on the internet, and an increasingly large number of them are now 'born digital'. Complex e-journal management systems have been developed by LIS vendors, with user interface replacing many traditional LIS functions.

This practical manual, written by one of the leading US experts in the field, suggests innovative ideas for helping library and information staff to optimize online experiences for their users. It opens by evaluating the information-seeking behaviour of users, and goes on to explore practical ways of building and managing an e-collection that will address rapidly evolving service expectations.

2005; 438pp; paperback; 1-85604-541-2; £39.95

f New for 2006

Information Users and Usability in the Digital Age

G G Chowdhury, Senior Lecturer, and Sudatta Chowdhury, Researcher, both at the Department of Computer and Information Sciences, Strathclyde University

Information users and usability constitute the main building blocks of today's electronic information world. This important new text is the first to give a holistic overview of all of the necessary issues relating to information users and the usability of information services in the digital world, including user-centred design, and the characteristics and behaviour of information users.

This book helps readers understand why information users and the usability of information services are important and equips them to play a proper role in designing user-centred information systems and services and to properly exploit information services for the maximum benefit of users. It covers all of the major issues, the current situation and what the various research studies from around the world show. The chapters are:

- information users
- human information behaviour
- usability of information systems and services
- usability: internet and web information services
- usability: digital libraries and information services
- barriers to information access and usability
- the digital divide and social inclusion
- the digital divide and usability of digital information services: the global perspectives
- current issues and trends.

Essential reading for researchers and practitioners interested in the design and evaluation of digital information systems and services, as well as for students on library, information, and digital library courses.

November 2006; 304pp; hardback; 1-85604-597-8; £39.95

The Library in the Twenty-first Century

New services for the information age

Peter Brophy

Deserves to be read by anyone with an interest in the future of libraries, and should certainly be compulsory reading for all students of library/information science, as well as for all library managers.

JJIM

Brophy has provided a rich text raising fundamental questions. It deserves to be taken seriously and is highly recommended to all concerned with libraries, librarians, and the future.

AUSTRALIAN LIBRARY JOURNAL

Many new social and technological developments are revolutionizing library services and leading to a fundamental rethinking of the role of the library in society. The way ahead for the profession is now generally seen as a practical blend of traditional and electronic materials often referred to as the 'hybrid' library. This book offers a clear model of how traditional and electronic sources can co-exist in the library of the future.

2000; 240pp; hardback; 1-85604-375-4; £39.95

Information Landscapes for a Learning Society

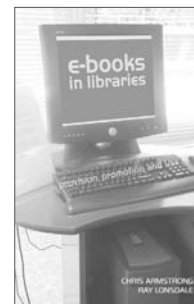
Networking and the future of libraries 3

Lorcan Dempsey, Sally Criddle and Richard Heseltine, editors

A good source of information, knowledge and innovative ideas for anybody working and studying within the LIS environment.

MANAGING INFORMATION

1999; 304pp; hardback; 1-85604-310-X; £49.95



NEW

E-metrics for Library and Information Professionals

How to use data for managing and evaluating electronic resource collections

Andrew White, Associate Director and Eric Djiva Kamal, Systems Administrator at Health Sciences Center Library, Stony Brook University, New York

Is your library getting every pound's-worth out of that thousand-pound database? Should you re-subscribe to that pricey e-journal? Are your indexes serving your users? Collection development and acquisitions librarians are facing tough new questions. Unfortunately, for many, these were unanswerable questions – until now.

White and Kamal show how to use e-metrics to measure library performance and value in the digital age. With this book, you can learn how to use effectively the electronic data captured from various network activities to manage library collections, budgets, and services. Using e-metrics, the authors identify expensive and underused digital resources, visualize virtual user behaviour patterns, and construct new collection development strategies.

Real-world examples demonstrate how to develop a locally established library e-metric system and apply it with supplier usage statistics to critical collection management and financial decisions. Practical tips and detailed analysis illustrate the important application of e-metrics to help you better serve your users and run an effective library.

2005; 268pp; paperback; 1-85604-555-2; £39.95

NEW

Delivering Digital Services

A handbook for public libraries and learning centres

with companion website

David McMenemy and Alan Poulter

This timely book offers practical guidance and expertise for staff in libraries and learning centres in setting up, developing and managing effective digital services. The book has a holistic focus on the use of ICT, taking staff beyond user training applications into areas of network management, e-learning, digitization and web design. The emphasis is on creative utilization of ICT for front-line library and information services.

The book is divided into three main parts: policy and legal background; front-line issues in the 21st-century public library; and content creation. Key areas covered include:

- the role of the 21st century public library
- managing access: legal and policy issues of ICT use
- the importance of building on ICT skills
- supporting electronic government: a role for public libraries
- designing websites and intranets and understanding XML
- creating simple portal solutions in public libraries
- creating digitized content in community libraries.

This is an essential handbook to de-mystify this new area of development for all library and information staff. It is suitable for all staff working in, or setting up, a PC-based digital learning centre in information service settings within public libraries, community networking centres, and school and academic libraries.

2005; 200pp; hardback; 1-85604-510-2; £39.95

New for 2006

Libraries Without Walls 6

Evaluating the distributed delivery of library services

Peter Brophy, Director of CERLIM, Manchester Metropolitan University, Jenny Craven, Research Associate, CERLIM, and Margaret Markland, Research Associate, CERLIM, editors

This edited collection is drawn from the sixth Libraries Without Walls Conference, held in 2005. From their beginnings in 1995, the Libraries Without Walls conferences have mapped a major change in the practice of librarianship. While library services are still concerned to provide users with physical access to their buildings, electronic access, often from remote locations, is becoming ever more dominant. Papers presented at previous LWW conferences have provided examples of how libraries are pushing out the frontiers of their services. In 2005 a different approach was taken. The question was asked, 'How do we know whether these new services are having a positive impact on our users?'

In response, papers written by leading professionals worldwide followed these broad themes:

- theoretical approaches to the evaluation of the new services, with an emphasis on qualitative methods
- the user experience: what do we know about the users of these services?
- assessment of the usability, including the accessibility, of the services
- measuring the outcomes and impact.

These state-of-the-art papers will enable library managers and information professionals in all sectors to keep abreast of the latest developments in this vital area. The book will also assist educational specialists and course developers in increasing their understanding of the role and importance of information in the learning process.

June 2006; 288pp; hardback; 1-85604-576-5; £44.95

Libraries Without Walls 5

The distributed delivery of library and information services

Peter Brophy, Shelagh Fisher and Jenny Craven, editors

This remains a strong collection from which practitioners, academics, and students alike will gain much, most particularly in relation to the academic library sector.

PROGRAM

Libraries Without Walls 5 is a carefully edited volume and the state-of-the-art papers will assist information professionals, managers and educators to keep abreast with the latest developments in this field.

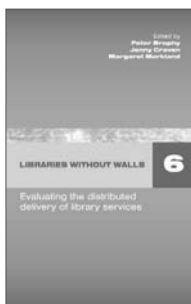
ELECTRONIC LIBRARY

It has been a very rewarding experience to read the book. It is very well edited and it does not contain one paper one could classify as boring or without perspectives. The book gives inspiration to both professionals working in the field and to researchers investigating the fast changing information environment.

JOURNAL OF DOCUMENTATION

This edited collection is drawn from the fifth Libraries Without Walls Conference, which addressed the key strategic issues arising from international, regional and cross-sectoral approaches to the provision of library services to distant users. It is recognized as the premier resource for all needing to keep updated on distance learner and virtual library issues.

2004; 288pp; hardback; 1-85604-511-0; £49.95



DIGITAL FUTURES SERIES

Series Editors: **Marilyn Deegan** and **Simon Tanner**

Written by leading international experts in digital library development, each book in the Digital Futures series examines in detail some of the key strategic and practical issues facing libraries and other cultural institutions in the rapidly expanding world of digital information.

 **New for 2006**
Digital Preservation

Marilyn Deegan, Director of Research Development, Centre for Computing in the Humanities, King's College London, and **Simon Tanner**, Director of KCL Digital Consultancy Services at Kings College London, editors

Digital preservation is a hugely important and complex issue, with many different aspects and views, so in this book each chapter is written by an international expert on the topic. Many case studies and examples are used to ground the ideas and theories in real concerns and practice. This volume will arm the information professional with the knowledge they need about this important and pressing issue and give examples of best practice to help find a way to a solution for this problem. Chapters cover:

- formats of digital data
- authenticity of digital data
- preservation strategies
- international trends in digital preservation
- web archiving
- metadata
- institutional policies
- the cost of digital preservation and cost of data loss.

This is an indispensable guide for all information managers, librarians and archivists. Others in the information and culture world, such as museum curators, media professionals and web content providers will also find it essential reading, as will students of digital culture on library and information studies and other courses.

July 2006; 256pp; hardback; 1-85604-485-8; £39.95

Digital Futures**Strategies for the information age**

Marilyn Deegan and **Simon Tanner**

For the novice in the field of digital libraries – it would be hard to find a better introductory text than this one.

D-LIB MAGAZINE

If you are involved with digital information then you should buy your own copy of this book, and all libraries serving information managers need one or more copies.

LIBRARY HI-TECH NEWS

A fascinating and absorbing book, by two authors who know their subject well.

INTERNET RESOURCES NEWSLETTER

The strategic issues in realising a digital future for libraries in the information age are very complex. With the rise of the internet and the rapid expansion of electronic communication media, information gathering, storage and transmission have presented fresh challenges to those responsible for preserving the cultural memory of society. This book looks at how librarians and information professionals can locate the electronic resources most relevant to the needs of their users, integrate these resources into the infrastructure of their institutions, manage the necessary technology and anticipate future trends in the digital age.

2001; 288pp; paperback; 1-85604-580-3; £39.95

This title is print on demand only – see inside front cover for ordering information

Digitizing Collections**Strategic issues for the information manager**

Lorna M Hughes

This book is a valuable contribution to the series on this complex topic and it manages to deliver a great deal of practical information.

INFORMATION WORLD REVIEW

The volume offers a great deal of useful project planning and management advice to anyone considering digitising sources – even whether to do it at all.

UPDATE

This book is a compulsory read for any student of digitisation as it captures major issues and debates on the subject matter and provides sufficient examples for investigative research.

PROGRAM

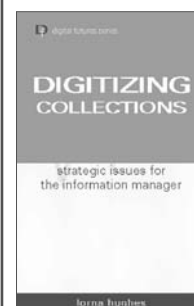
If you need a step-by-step guide to the digitization process then look no further. This book presents information managers with all the strategic and practical issues to consider when making the decision to digitize their collections. It runs through the digitization process and outlines the different techniques available to deal with a wide range of library resources, and explores the opportunities offered by a collaborative approach to digitization.

Fully case-and evidence-based, the text is supported by examples of digitization projects carried out in various types of libraries around the world, and by an extensive list of sources of further information. Divided into two main sections, 'Strategic Decision Making' and 'Digitizing Collections', the chapters include:

- why digitize? The costs and benefits of digitization
- selecting materials for digitization
- intellectual property, copyright and other legal issues
- the institutional framework
- the importance of collaboration
- project planning and funding
- managing a digitization project
- digitization of rare and fragile materials
- digitization of audio and moving image collections
- digitization of text and images.

This key international text offers information managers the benefit of a fully strategic approach to digitization and substantial experience drawn from leading digitization projects. It is also essential reading for managers in heritage institutions such as museums, galleries and local archives, and for students of information science.

2004; 344pp; hardback; 1-85604-466-1; £39.95



NEW

The Content Management Handbook

Martin White

In providing an introduction to CMS, this book is a clear example of why White is an authority on the subject.

INFORMATION WORLD REVIEW

If you want to manage content successfully within your organization but are not sure how to go about it - start by reading this book.

INTERNET RESOURCES NEWSLETTER

If your organization is struggling with managing its intranet or internet website, then you have probably thought about getting a content management system. This book should be your starting point.

ELUCIDATE

This book gives you step-by-step guidance on how to develop a content management strategy, sets out the elements of a content management system and provides advice on the specification, selection, implementation and management of content management software. It takes advantage of the author's extensive consulting experience in supporting CMS implementations in a wide range of organizations in the UK, Europe and the USA, including government agencies, charities and multinational businesses. It is of great value to information staff at all levels who are involved in the process of using a CMS to support the development of websites and intranets.

2005; 176pp; hardback; 1-85604-533-1; £39.95

Metadata for Information Management and Retrieval

David Haynes

The book is choc-a-block with information, on virtually every aspect of metadata.

ELUCIDATE

David Haynes is a persuasive advocate for the cause of metadata, and has provided a useful short volume that allows those new to this area to gain a useful understanding of the main features of this electronic landscape.

NEW LIBRARY WORLD

I shall certainly order a copy of this book for my university library.

ONLINE INFORMATION REVIEW

One of the key challenges facing information managers today is the need to inter-relate different sources and types of information, whether it be in an internet search across a range of resources or an e-commerce system that needs to exchange data between proprietary applications in order to complete a transaction. Metadata allows interoperation of information systems, improves retrieval performance and provides a way of managing information resources. It is now an established part of the work of LIS professionals.

This book is essential reading for network-oriented librarians and information workers in all sectors and for students of librarianship, information science and records management. In addition it will provide useful background reading for ICT professionals supporting content-based systems and information services. Publishers, policy makers and practitioners in other curatorial traditions such as museums and archives will also find much of relevance.

2004; 200pp; hardback; 1-85604-489-0; £44.95

f New for 2006

Practical Taxonomies

Bob Bater, Principal Associate, InfoPlex Associates

A good taxonomy is the backbone of an organization's information architecture, but building a taxonomy that effectively supports an organization's individual goals can be confusing and time-consuming.

This practical, easy-to-follow guide will equip you with a portfolio of techniques and tools, and takes you through the steps needed to select the most effective method to build a taxonomy for your organization. Backed up with copious real-life examples and case studies, this manual provides all the information needed to survive in this complex field.

Contents include:

- why taxonomies are useful
- preparing for an enterprise taxonomy project
- the initial investigation
- analyzing enterprise semantics: frameworks and techniques
- the semantic description framework
- documenting and communicating the description framework
- building the enterprise taxonomy
- common deployment issues
- managing, maintaining and developing semantic structures
- appendix of resources and tools.

Essential reading for anyone involved in the design, implementation or management of systems for Knowledge or Information Management, Content Management, Document Management or Records Management.

August 2006; 256pp; hardback; 1-85604-585-4; £39.95

f New for 2006

The Enterprise Search Handbook

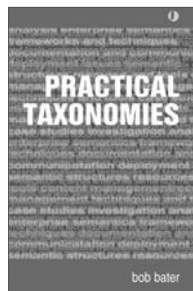
Martin White, Managing Director, Intranet Focus Ltd

This unique study is designed to help organizations to understand, specify and implement intranet and enterprise search applications, focusing on the practical aspects, rather than the theory of information retrieval. This is the first book to guide you through the complexities of spidering, scripting, indexing, query management and document rendering to enable you to understand the benefits and issues with each solution whether from the traditional high-end range or the newer plug-and-play solutions. Copiously illustrated with screen-shots and supported by references to web resources and other further reading, the book covers:

- the scale of the problem
- the technology of searching
- defining search requirements
- usability of the search interface
- developing the business case
- selecting a search engine
- implementing a search engine.

If you are responsible for implementing your organization's internal search strategy this book will give you crucial guidance to be found nowhere else. It also provides essential awareness of the issues for all those on information science courses around the world.

November 2006; 192pp; hardback; 1-85604-602-8; £44.95



f New for 2006

Portals

People, processes and technology

Andrew Cox, based in the Department of Information Science, Loughborough University, editor

This book provides the library and information community with a clear overview of what portals can do, and how they can be and are being used. It looks at what a portal can offer and stakes a claim for what it should be in terms of its functionality.

It assists decision-making when implementing a portal application, and offers clear advice to end users on portal services available on the web. Specifically, the edited collection will:

- define what a portal is and what it can be
- examine the pros and cons of portals
- describe current portal developments nationally and internationally
- look at the technology involved, and both available and possible functionality
- discuss the delivery of information through a portal and the requirements for effectively achieving this
- detail case examples from different sectors on the use of portals
- investigate how portals used by libraries relate to wider organizational contexts.

Readers will benefit from this book by learning about portals in a wide context, within and beyond the library and information world. They will increase their knowledge of what portals can offer and be able to make informed decisions when using and/or implementing portals.

June 2006; 224pp; hardback; 1-85604-546-3; £39.95

Information Architecture

Designing information environments for purpose

Alan Gilchrist and Barry Mahon, editors

I would recommend this book to anyone who wants to gain a greater understanding of how to design an information environment so that it is fit for purpose.

FREEPINT

This important book both catches and perpetuates the wave of interest that appears to be building in Europe over Information Architecture.

INFORMATION WORLD REVIEW

Librarians interested in staying on the cutting edge of technology, specifically web site design, will welcome this volume.

LIBRARY JOURNAL

This book addresses the broad issues of coherence and coordination of information increasingly used to drive modern organizations. Information systems and sources need a design framework, an architecture, which requires a detailed understanding of the roles of the information and the tools to manipulate it, within the organization. The different elements of the architecture are described and analysed and the necessity to undertake detailed and continuous research into developments in computer hardware, software and in information management is emphasized. In addition, the roles of the various parties, general management, computing personnel and information professionals as joint owners of the information architecture are examined.

Published in association with TFPL **tfpl** ■■■■

2003; 288pp; hardback; 1-85604-487-4; £44.95

Metadata Applications and Management

International Yearbook of Library and Information Management 2003–2004

G E Gorman, General Editor Daniel G Dorner, Associate Editor

This volume will undoubtedly find a place with those who have a scholarly interest in metadata and emerging concepts and issues.

ELUCIDATE

This book examines the significant impact that metadata is having on the management of electronic information resources, on resource description and discovery, and on access to data in specific communities, such as libraries, museums and archives.

2003; 384pp; hardback; 1-85604-474-2; £59.95

SEE ALSO

Information Users and Usability in the Digital Age

G G Chowdury and Sudatta Chowdury

See page 15

Competing with Knowledge

The information professional in the knowledge management age

Angela Abell and Nigel Oxbrow

It provides an excellent progress report on how far we have come in the KM experiment.

KNOWLEDGE MANAGEMENT

The beauty of this book for me is that knowledge management is examined from the point of view of information professionals.

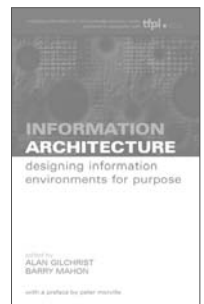
INFORMATION WORLD REVIEW

This book highlights the role and impact that information professionals play within organizations. It specifically links the skills of the information professional to the effective management of knowledge within organizations, and the competitive advantages that businesses gain in adopting knowledge management practices.

Published in association with TFPL **tfpl** ■■■■

2001; 288pp; paperback; 1-85604-583-8; £44.95

This title is print on demand only – see inside front cover for ordering information



Teaching Information Skills

Theory and practice

Jo Webb and Chris Powis

For information professionals who are involved in the teaching of information skills in a workplace setting, the theories and methods discussed in this book are a valuable adjunct to the less 'scientific' methods of informal delivery that are often used in the workplace.

INFORMATION WORLD REVIEW

This book provides information professionals with the background theory, and a range of techniques, that will enable them to deliver well founded and effective information skills sessions for a variety of audiences.

LIBRARY REVIEW

Above all, this book manages to motivate and enthuse, and I would thoroughly recommend it to anyone working in this area.

LTSN-ICS

Teaching information skills and using technology to empower users is now a crucial part of most information professionals' jobs, but very few have been formally trained to teach. In order to be effective at teaching and supporting learning it is necessary to take a professional approach and to understand the processes involved in learning. This practical book shows the reader how to implement vital teaching skills in their role as information manager.

The text covers both the theory and the practice of library instruction. Each chapter has two parts: a section explaining the principles of learning and teaching, followed by a section analysing successful learning and teaching activities, rooted in personal experience. The book draws best practice examples and case studies from a broad range of sectors and organizations.

All library and information professionals who have to instruct others – either students or colleagues – as part of their job, whether working in an education, public, health or workplace library context, need this book. It is an essential text for library school students as the subject becomes more widely taught.

2004; 240pp; hardback; 1-85604-513-7; £39.95

Reading and Reader Development

The pleasure of reading

Judith Elkin, Briony Train and Debbie Denham

This is an astonishingly comprehensive survey of where we are in our knowledge of reading and, refreshingly, written with a real sense of passion and enthusiasm for this most important human activity.

TIMES EDUCATIONAL SUPPLEMENT

It is refreshingly free of jargon and incomprehensible academic verbiage and I have no hesitation in recommending it.

JOURNAL OF LIBRARIANSHIP AND INFORMATION SCIENCE

Good, concise references, a clear helpful index and high standards of printing and layout make this book a pleasure to read.

NEW LIBRARY WORLD

This book is excellent. I wouldn't be without it.

UPDATE

Based on new research on reader development, this much needed book combines the authors' considerable academic and practice-based knowledge in the area of reading for pleasure, providing a text that is both accessible and, above all, relevant to both national and international practitioners, presenting highly transferable models of good practice.

The authors provide timely evidence of the value of reading in the personal, cultural and social development of both the reading adult and the reading child. It is essential reading for all information and education professionals, researchers and students involved with reading, literacy and social inclusion.

2003; 256pp; hardback; 1-85604-467-X; £49.95

New for 2006

Digital Literacies for Learning

Allan Martin, Director of the IT Education Unit at the University of Glasgow, Scotland, and Dan Madigan, Director of the Center for Teaching, Learning and Technology, Bowling Green State University, Ohio, editors

This book brings together a global community of educators, educational researchers, librarians and others involved in enabling learning, to consider how learners need to be equipped in an educational environment which is increasingly suffused by digital technology. Traditional notions of literacy need to be challenged and new literacies, including information literacy and IT literacy need to be considered as foundation elements for digitally-involved learners. Leading educational experts from the USA, Canada, Australia, New Zealand, South Africa, Mexico and throughout Europe contribute to the debate.

In part one the authors consider how digital technologies have enabled transformative change in the ways in which learning can be constructed. In the second part they discuss the nature of the new literacies that have emerged in this digitally-enabled educational environment. In the third part they consider the way in which digital literacies can be made available to learners, and in the final part these literacies are relocated within the broader perspective of the activity of learning. This book takes the issues raised in the successful *Information and IT Literacy*, by the same Editor, into a broader context.

June 2006; 304pp; hardback; 1-85604-563-3; £39.95

Information and IT Literacy

Enabling learning in the 21st century

Allan Martin and Hannelore Rader, editors

It will be of great interest to anyone interested in information literacy and in the future of IT's role in education.

JOURNAL OF ACADEMIC LIBRARIANSHIP

I found the structure well conceived, the main issues largely explored, and the contents eminently readable.

FREEPINT

This volume provides a clear snapshot of information literacy developments and current thinking.

LEGAL INFORMATION MANAGEMENT

This groundbreaking book contains a collection of selected and invited papers from foremost practitioners in the field and is edited in consultation with an international editorial board. It surveys and analyses current practice, emerging directions and ongoing issues relating to information and IT literacy, focusing on all aspects of learning enablement, including education and training worldwide, lifelong learning and elearning.

2003; 304pp; hardback; 1-85604-463-7; £39.95



f New for 2006

FOURTH EDITION

How to do Research

The complete guide to designing and managing research projects

Nick Moore, Managing Partner in the research company Acumen

Moore clearly draws on his wealth of experience to present sound, practical advice on seeing a project move from conception to completion.

AUSTRALIAN LIBRARY JOURNAL

Overall, the book offers very practical advice in plain language.

LASIE

It is refreshing to read this clear and logical approach to the research process.

NEW LIBRARY WORLD

This new edition of Nick Moore's highly successful *How to do Research* offers an accessible guide to the complete research process. It focuses on the day-to-day requirements of project managing a piece of research right through from the formulation of the initial idea, to the development of a research proposal and then to the writing up and disseminating of results. Completely updated throughout, it also contains new and expanded sections on in-house research; the use of sub-contractors and market research companies; the use of the internet as a research tool; computer analysis of data; and ethical issues.

The book provides practical help and guidance to anyone undertaking academic or social research, whether through work or study. Part One of the book follows a step-by-step guide to the research process itself:

- develop the research objectives
- design and plan the study
- write the proposal
- obtain financial support for the research
- manage the research
- draw conclusions and make recommendations
- write the report
- disseminate the results.

Part Two offers an introduction to some of the more common research methods, and takes the reader through the processes of collecting and analysing data, including sampling, surveys, interviewing, focus groups and capturing data.

This book offers a wealth of invaluable guidance to both new and experienced researchers, presented in a clear, simple style. It is ideal for professionals undertaking research and the evaluation of services; for undergraduate and postgraduate students undertaking dissertations and other research projects; and as an introductory text on research methods courses in any social science discipline.

May 2006; 208pp; paperback; 1-85604-594-3; £24.95

f New for 2006

Information Technology for Libraries

Jennifer Rowley, Lecturer in Marketing and Management at the University of Wales, Bangor, and Ian Tilsed, Computing Development Officer at the University of Exeter Library and Information Service

It is best used as a textbook for graduate-level library and information science students, who will be intrigued and stimulated by the thoughtful information presented.

INFORMATION TODAY

This classic textbook provides a broad overview of the systems and practices that contribute to service delivery in digital and hybrid library and information services. Since the publication of the last edition, society in general - and library and information services in particular - has experienced significant IT-driven evolution and change. This new edition has been completely overhauled to reflect these changes and to develop key themes, including: information retrieval via the internet; document and content management systems; digital archiving and preservation; and management of electronic resources, including the expanded role of the Library Management System. Contents include:

- introducing the electronic library
- hardware
- systems and networks
- information structure and software
- databases
- designing information systems
- the basics of information retrieval
- the internet
- electronic search services
- collection management and delivery
- digitization, digital preservation and archiving
- functions of library management systems
- overview of the market for library management systems
- management issues for the electronic library.

To facilitate learning this established text is structured to include: learning outcomes, reflections, summaries, review questions, case studies, references and a full bibliography.

August 2006; 416pp; paperback; 1-85604-562-5; £29.95

The Wired World

An introduction to the theory and practice of the information society

James Dearnley and John Feather

This is a fascinating account at any level of understanding. Highly recommended.

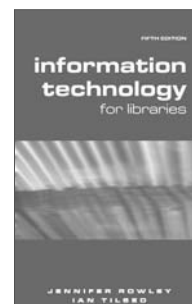
THE INDEXER

There is no work on the subject that I would more strongly recommend to the beginners at whom this book is aimed, whether they are LIS students or not.

THE ELECTRONIC LIBRARY

This timely book explores the wired world at the beginning of the new century and traces the development of the idea of a post-industrial or knowledge-driven economy, and the post-modern or information society that emerges from it.

2001; 224pp; paperback; 1-85604-373-8; £34.95



Managing Information Services

Sue Roberts and Jennifer Rowley

It is quite astonishing how much they have packed into these 250 pages, with plenty of pointers to both printed and web resources.

INFORMATION WORLD REVIEW

Roberts and Rowley have succinctly gathered together all the basic elements that any aspiring or new manager, or indeed student, should know.

EDUCATION LIBRARIES JOURNAL

This essential textbook draws together in an accessible form the principles of management as they need to be understood by information professionals today. Written by a team that comprises a practising information services manager and a management academic, the text introduces and applies the latest management concepts to information services practice. Well illustrated with relevant examples, checklists and models, chapters conclude with a list of further reading and with review topics, which can be used as the basis for revision for study purposes or as a prompt to encourage reflection on the content of the book for the professional reader.

This is a key text for students of library and information management, designed to introduce them to the practice, experience and theoretical principles of library management. In particular it should prepare them for their first posts as library managers, and can be used as an on-the-job training guide for staff new to management. Practising library managers will also benefit from revisiting the topics covered in the book.

2004; 256pp; paperback; 1-85604-515-3; £29.95

The Information Society

A study of continuity and change

John Feather

If this book isn't yet in your library then add it straight away.
THE ELECTRONIC LIBRARY

Ten years on, in a revised fourth edition, it is easy to see why its popularity endures.

ALEXANDRIA

The book is an excellent overview of the information society, readable with a logical structure set in a historical context.
NEW LIBRARY WORLD

What is information? Who are the information rich and who are the information poor? How can there be equality of access for users in the light of the economic and cultural pressures that are placed upon information gatherers and keepers?

This new edition of a classic textbook is fully updated to cover the latest research in the major contemporary issues within the information society, including:

- censorship
- copyright
- freedom of information
- access to information.

This questioning, open-minded look at the information profession and its break-out from the traditional boundaries of librarianship will interest all information professionals. It is also invaluable for students on courses in information, librarianship and communications studies, where an understanding of the nature of the information society is an essential underpinning of more advanced work.

4th edn; 2004; 240pp; paperback; 1-85604-497-1; £24.95

New for 2006

Organizing Information

From the shelf to the web

G G Chowdhury, Senior Lecturer, and Sudatta Chowdhury, Researcher, both at the Department of Computer and Information Sciences, Strathclyde University

Tomorrow's LIS professionals will have to be conversant with all the tools and techniques for organizing information in different domains – from the library's shelves to the web and digital libraries. This core text covers the organization of the entire spectrum of information, and the principles, tools and techniques needed to do this effectively.

The most up-to-date textbook yet available on this subject, this comprehensive book covers everything from traditional cat & class, through to metadata, information architecture and the semantic web. Written by experienced lecturers in the subject, who have authored several other successful textbooks, this book provides both an overview of the whole field of information organization, as well as an easy-to-understand introduction to each of the individual topics, which can be followed up with further study by following the references at the end of each chapter. The chapters cover:

- cataloguing
- bibliographic format
- classification
- subject indexing and vocabulary control
- organization of digital information
- metadata
- mark-up languages
- ontology
- information architecture
- the semantic web
- current research, issues and trends.

A key student text for all information and library studies courses, the book is also useful for practising LIS professionals who need an understanding of the various tools and techniques they need to master to effectively organize information.

July 2006; 384pp; paperback; 1-85604-578-1; £29.95

Challenge and Change in the Information Society

Susan Hornby and Zoë Clarke, editors

For anyone with an interest in information society issues, this is a useful and thought-provoking work.

JOURNAL OF DOCUMENTATION

This book is a great accomplishment in that it contributes to the ongoing debate on the role and impact of information and communication technology in modern society.

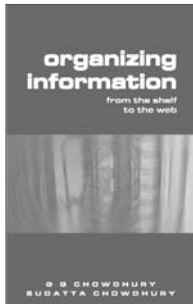
IJIM

The book as a whole offers challenging issues for discussion. It is a useful text for undergraduate and postgraduate study of information theory.

NEW LIBRARY WORLD

This core text engages in key areas of dialogue within the information society debate. It offers a rounded and multi-perspective view of today's information society from a wide range of theoretical, social, political and professional viewpoints.

2002; 256pp; hardback; 1-85604-453-X; £44.95



f New for 2006

Research Methods in Information

Alison Pickard, Course Leader, University of Northumbria

This unique new research methods handbook is the first to focus entirely on the needs of the information and communications community. It guides you through the variety of options and possibilities available under the heading 'research' and has a very practical focus with each chapter fully supported by examples and exercises that reinforce the text and provide practical guidelines. The book takes readers through the whole research process including:

- designing and justifying the research
- establishing firm aims and objectives
- creating a research proposal
- a review of research methods and strategies available
- individual data collection techniques
- data analysis
- writing up the research and presenting the findings.

The text also deals with the emerging field of internet communications research. It will be of value not only to students of information and communications studies and archives and records management, but to those on a variety of courses across the disciplines, and can be used by all practitioners beginning a piece of research.

May 2006; 336pp; paperback; 1-85604-545-5; £39.95

NEW

Introducing Information Management

An *Information Research* reader

Elena Macevičiūtė, Senior Lecturer, Swedish School of Library and Information Science, Borås University College, Sweden and T D Wilson, Professor Emeritus in Information Management, University of Sheffield, editors

Information management (IM) has exploded in importance in recent years and yet until now there has been no Reader to introduce students to the subject. This comprehensive international collection introduces you to the core topics and methodologies used in teaching IM, namely: information behaviour; environmental scanning and decision making; knowledge management; and information strategy. These peer-reviewed papers represent an elite selection from the respected *Information Research* journal, each carefully updated to take into account recent developments. Key chapters are:

- Information in organizations: directions for IM
- The development of the IM research area
- Business information culture: a qualitative study
- Determining organizational information needs
- Critical success factors and information needs in industry
- Experiencing information seeking and learning
- Environmental scanning as information seeking and organizational learning
- Scanning the business environment
- Managerial information seeking and use behaviour
- The balanced scorecard, strategy, information and intellectual capital
- Knowledge management and IM
- 'The nonsense of knowledge management'
- Information systems strategy formation in HE institutions
- Healthcare IM and technology strategy
- National information infrastructure.

This book is an essential introduction to IM for all students on courses in library and information science, IM, information systems, business information technology, business management, computer science and information technology; as well as for practitioners working in a wide range of organizations providing information services.

2005; 256pp; hardback; 1-85604-561-7; £39.95

Introduction to Digital Libraries

G G Chowdhury and Sudatta Chowdhury

Highly recommended as a core textbook for students of digital librarianship and related courses, as well as essential reading for practitioners and researchers in the field of digital libraries.

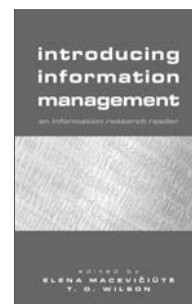
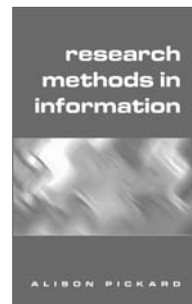
ONLINE INFORMATION REVIEW

The style and economy of this book are ideally suited to its task – as an introduction to digital libraries for students of information and library studies.

MANAGING INFORMATION

This invaluable textbook offers an all-round view of digital libraries and is a core text for students of digital librarianship and related courses at departments of information science and computer science. It is also essential reading for practitioners and researchers who need to get a good grasp of issues and developments in the field.

2002; 384pp; paperback; 1-85604-465-3; £34.95



Introduction to Modern Information Retrieval

G G Chowdhury

This second edition will quickly prove as invaluable as the first edition.

AUSTRALIAN LIBRARY JOURNAL

Although this book will be of interest to anyone involved with information retrieval, its prime use is as an excellent text book for those studying library and information science at both undergraduate and postgraduate levels.

INTERNET RESOURCES NEWSLETTER

This second edition has been thoroughly updated to incorporate major changes in the rapidly expanding field of information retrieval including user-centred models, web information retrieval, user interfaces, digital libraries and metadata. Unique in its scope, this accessible book covers the whole spectrum of information storage and retrieval, including:

- classification, cataloguing, subject indexing, abstracting and vocabulary control
- CD-ROM and online information retrieval, multimedia, hypertext and hypermedia
- expert systems and natural language processing techniques
- knowledge-based natural language text processing and user interface systems
- information retrieval in the context of the Internet, the World Wide Web and the digital library.

Illustrated with many examples and comprehensively referenced for an international audience, this is an indispensable textbook for students of library and information studies undertaking courses in information retrieval, information organization, information use and knowledge-based systems at both undergraduate and postgraduate level. It is also an invaluable aid for information practitioners wishing to brush up on their skills and keep up to date with the latest techniques.

2nd edn; 2004; 488pp; paperback; 1-85604-480-7; £39.95

Managing your Internet and Intranet Services

The information and library professional's guide to strategy

Peter Griffiths

There is so much good practical advice here that on balance I have no hesitation in recommending the book to anyone managing a web site.

ELUCIDATE

The text is well structured, enlivened by interesting examples and practical advice.

INFORMATION RESEARCH

Developing an effective website is important for any organization. While the web designer must create a visually appealing navigable site, the information manager must determine what information is relevant and useful to the end user.

The fully revised and updated edition of this successful book is a guide to developing a website strategy, defining objectives for your website, and gaining an understanding of how to publish information on the web. The topics covered include:

- the internet revolution
- LIS professionals and the web
- getting on the web
- the business case for creating a website
- the webmaster and the web team
- populating and organizing your website
- managing technical service provision
- managing registration, publication, design and accessibility
- managing website content
- your intranet
- developing your website
- the golden rules of web page content.

This book is a useful guide for all librarians and information managers involved in establishing and managing an operational website. It is essential reading for senior managers wishing to increase their awareness of how best to structure and organize their web service, and who want to understand more about the essential role that library and information professionals should play.

2nd edn; 2004; 256pp; paperback; 1-85604-483-1; £32.95

The Business and Economy Internet Resource Handbook

Phil Bradley, editor

Overall, a useful addition to anyone's reference collection, especially those starting out in the business field.

INTERNET RESOURCES NEWSLETTER

This internet handbook acts as a quick but comprehensive reference guide to the resources available in this rapidly changing area. It gives an overview of the extent to which the subject is covered, looking at current and future trends and highlights good websites, with advice on how the internet can be used to best effect.

2000; 320pp; hardback; 1-85604-351-7; £59.95



New for 2006

Archiving Websites

A guide for information management professionals

Adrian Brown, Head of Digital Preservation at the National Archives

This important book is the first to give you practical guidance on how to implement a web archiving programme. Drawing on the author's experience of managing the National Archives' web archiving programme, together with lessons learned from other international initiatives, it provides a comprehensive overview of current best practice, together with practical guidance for anyone seeking to establish a web archiving programme. Contents include:

- the development of web archiving
- selection policies
- collection methods
- quality assurance
- preservation
- delivery to users
- optimizing websites for archiving
- legislation
- managing a web archiving programme
- future trends.

This book is particularly relevant to three types of reader: policy-makers, who need to make decisions about establishing or developing an institutional web archiving programme; information management professionals, who may be required to implement a web archiving programme; and website owners and web masters, who may be required to facilitate archiving of their own websites.

March 2006; 256pp; paperback; 1-85604-553-6; £39.95

A Guide to Finding Quality Information on the Internet

Selection and evaluation strategies

Alison Cooke

The best quality just got better.

INFORMATION WORLD REVIEW

Throws a lifejacket to Internet users who feel they're drowning in information.

FREEMINT

Sort the quality sites from the rubbish with the second edition of Alison Cooke's highly successful guide to the internet.

Cutting through the jargon, this book addresses the growing problem of how to sort the quality sites from the mass of junk available. Uniquely, it suggests a system of criteria and guidelines, developed through empirical research, for selecting and evaluating high-quality information resources. It also advises on devising checklists and rating schemes for numerically evaluating the quality of information.

2nd edn; 2001; 176pp; paperback; 1-85604-379-7; £39.95

NEW

The Library and Information Professional's Internet Companion

Alan Poulter, Debra Hiom and David McMenemy

...a bright and airy book that is quite literally a friendly companion.

INFORMATION WORLD REVIEW

This is an excellent companion guide for library and information professionals.

INTERNET RESOURCES NEWSLETTER

This new desk reference book will keep you ahead. It opens with snapshot illustrations of instant messaging and portals to show just what can be and is being achieved at the heart of service provision in the 21st century library. The rest of the book is divided into two main parts:

Part 1 offers a fuller understanding of vital technologies like the world wide web (in particular effective searching, handling multimedia, creating web pages and websites, and XML and Semantic Web), e-mail, conferencing, peer-to-peer and other file transfer technologies, and chat and instant messaging. There is also coverage of networking technologies, and advanced topics like mobile access to the internet, blogs, wikis, secure access and more.

Part 2 analyses the utilization of the internet in library environments across all sectors, and looks in depth at its applications worldwide, including online reference services and information literacy, metadata and cataloguing internet resources, digitizing collections, portals and personalization, and virtual learning environments.

Service development in the information society involves not merely the provision of access, but also the creation of content. Understanding the possibilities of the internet fully is crucial for the LIS professional in developing applications that would have been impossible without this new technology. This book is an essential companion to enable information practitioners to do just that, and is also key reading for LIS students.

2005; 200pp; paperback; 1-85604-509-9; £34.95

Getting and Staying Noticed on the Web

Your web promotion questions answered

Phil Bradley

This book is useful to anyone thinking of setting up an internet site and also for those of you who might like to revamp or know how to maintain your existing site.

FREEPINT

When you consider how much it can cost to produce a website, investing less than thirty pounds to find out how to promote it can be seen as a bargain.

INTERNET RESOURCES NEWSLETTER

It was no burden to read this book from cover to cover for Bradley adopts an easy style and assumes little technical knowledge.

LIBRARY AND INFORMATION RESEARCH NEWS

This indispensable book tells you everything you could possibly need to know about how to promote your website so that it really gets noticed. Written by the author of the best-selling *The Advanced Internet Searcher's Handbook*, it will guide you through all the stages needed to plan a successful promotion strategy for your website, from the initial planning and technical challenges involved in setting up the site right through to the important ongoing tasks of maintaining the website and monitoring its success.

2002; 240pp; paperback; 1-85604-455-6; £39.95

The Advanced Internet Searcher's Handbook

Phil Bradley

Now in its third edition, The advanced internet searcher's handbook is a thorough introduction to online information and searching.

INFORMATION WORLD REVIEW

This book will give you all the information you need to use the internet as an information source with confidence.

ELUCIDATE

If you haven't already come across this book, it is very comprehensive, and is written in an unthreatening, easy-to-read way that will appeal to both novice and experienced searchers.

NEW LIBRARY WORLD

This fully-revised new edition adds a wealth of information about new search engines, and includes a detailed exploration of Google. New chapters have been added on important areas such as: searching the 'invisible' web; weblogs; resource or site specific search engines; and an in-depth look at useful online tools such as search toolbars, bookmark managers, pop-up killers, spam filters, and many more. The handbook offers help with such topics as:

- free text search engines
- index-based search engines
- multi/meta search engines
- resource or site-specific search engines
- searching the 'hidden' web
- finding images, sounds and multimedia information
- finding people
- weblogs
- other available database resources
- virtual libraries and gateways
- USENET newsgroups and mailing lists
- The information mix: into the future.

This approachable text is completed by the author's 50 tips and hints for better and quicker searching, followed by utilities to help the advanced searcher and sources for further help.

To be read from cover to cover or dipped into when needed, this handbook will be of use to all those searching the internet for information, whether you are taking your first steps or are becoming more expert.

3rd edn; 2004; 272pp; paperback; 1-85604-523-4; £39.95

The Public Librarian's Guide to the Internet

Sally Criddle, Alison McNab, Sarah Ormes and Ian Winship

Recommended for all public librarians working in the delivery of up-to-date services to their users.

ONLINE INFORMATION REVIEW

The authors and publishers are to be congratulated on this text.

PROGRAM

For public librarians keen to develop their internet skills, this bestselling book will be invaluable in everyday information work.

Published in association with UKOLN

2000; 264pp; paperback; 1-85604-328-2; £32.95



The Library and Information Professional's Guide to Plug-ins and other Web Browser Tools Selection, installation, troubleshooting

Candice M Benjes-Small and Melissa L Just

Highly recommended as a staff resource in all libraries of all types.

ELECTRONIC LIBRARY

This book is an excellent source, which would be invaluable to anyone working with the web, wondering how to get the most out of it.

INTERNET RESOURCES NEWSLETTER

I found it to be really interesting to understand more about plug-ins and their pros and cons, especially because they are the key to accessing a wide range of quality content on the web.

MANAGING INFORMATION

Get the most from internet plug-ins and other web browser tools with this timely and useful new book and companion website for library and information professionals everywhere. It is a how-to-do-it manual that will save information practitioners and their users from becoming mired in a 'cyber-swamp', as the practical capabilities that facilitate smooth web usage are carefully demystified.

2002; 192pp; paperback; 1-85604-464-5; £32.95

Information Sources and Searching on the World Wide Web

G G Chowdhury and Sudatta Chowdhury

A "must read" for all students of library and information science, and information practitioners will also find it a useful text.

INTERNET RESOURCES NEWSLETTER

This provides an excellent overview of selected information sources and services available on the web.

NEW LIBRARY WORLD

As the web grows increasingly vast, more and more information sources are becoming available to information professionals: virtual libraries, e-journals, and bibliographic databases, to name but a few. Users of the web must not only be aware of what information is out there but also how they can find it quickly and retrieve the precise information they need. Learning about these sources and mastering information retrieval is essential for information professionals if they are to make the most of what the web offers.

This comprehensive companion volume to the authors' successful Searching CD-ROM and Online Information Sources(2001) offers a thorough overview of the various information sources and services available on the web and the corresponding tools and techniques required to search and retrieve the information effectively.

Full of examples and screenshots this is an invaluable text for students of library and information studies, as well as for any information practitioner wanting to learn how to use and get the best out of the wide variety of information sources and services available on the web.

2001; 192pp; paperback; 1-85604-394-0; £34.95

Public Internet Access in Libraries and Information Services

Paul Sturges

This book is an excellent resource that should be in the staff library of every public library that has internet terminals.

PROGRAM

It is an essential purchase for anyone who has the responsibility of developing a responsible acceptable use policy (AUP) that satisfies customers and funding bodies.

LTSN-ICS

Public access to the internet is arguably the most important current development in library and information services. It presents a series of highly demanding issues for information professionals in all sectors. Public concerns about harmful internet content and inappropriate use, particularly by children, continue to be discussed. All this is against a background of ongoing debate about how new technology affects legal and human rights areas such as copyright and other intellectual property; confidentiality, privacy, data protection and official secrecy; freedom of information; and harassment, obscenity and defamation.

This book is a much-needed guide for information professionals requiring a fuller understanding of these areas of law and ethics, and provides essential guidance on access policy and management.

2002; 240pp; hardback; 1-85604-425-4; £39.95

Searching CD-ROM and Online Information Sources

G G Chowdhury and Sudatta Chowdhury

I would consider it an essential purchase for all libraries which serve students of information science. It will undoubtedly feature in many information retrieval reading lists.

INTERNET RESOURCES NEWSLETTER

This book aims to alert information practitioners and students to the breadth of information available in CD-ROM and online format and provide them with the skills to make optimum use of these sources.

Topics covered include: basic information skills; information services and subject study; basic search techniques and tools; common reference sources; searching online public access catalogues, CD-ROM and online databases; subject specific information sources and searching; and trends in the electronic information sources and searching environment.

2001; 352pp; paperback; 1-85604-388-6; £44.95

The Online Searcher's Companion

William H Forrester and Jane Rowlands

The principles and practice of searching remain timeless and are clearly and effectively demonstrated in this highly recommended textbook.

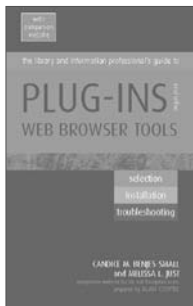
THE ELECTRONIC LIBRARY

This is a worthy addition to any novice searcher's reference shelf.

PROGRAM

Illustrated throughout with examples and exercises, this interactive learning text assumes no knowledge on the part of the reader and gives hands-on advice on the basics of online searching.

2000; 160pp; paperback; 1-85604-293-6; £32.95



f New for 2006

Measuring Library Performance

Principles and techniques

Peter Brophy, Professor of Information Management, Manchester Metropolitan University

Measuring the performance of a library's services is one of the most crucial parts of providing a good service. This important book is the first to provide an accessible account of current thinking on the evaluation of library services, both traditional and – importantly – electronic library services. Illustrated throughout with a range of international examples across different types of libraries, this book will become the standard work on performance measurement.

The book is structured to focus first of all on the intended user of the services (outcome and impact perspectives), then to look at the management of the service (output and process issues), then at evaluating the building blocks of services (input issues) and finally to draw together these strands by examining some of the broader frameworks for evaluation which have emerged. The book ends with an extensive Appendix with a description of key methodologies and suitable references. Each chapter includes suggestions for further reading as well as key references. The key areas addressed include:

- user satisfaction
- impact on users
- economic impact
- inputs
- evaluating processes
- counting the outputs
- acquiring content
- staff
- evaluating infrastructure
- benchmarking and balanced scorecard
- standards based approaches.

The emphasis on principles and techniques in the book means that it is perfect reading for busy practitioners but it is also eminently suitable for students and researchers trying to get to grips with this tricky area.

October 2006; 256pp; hardback; 1-85604-593-5; £39.95

Qualitative Research for the Information Professional

A practical handbook

G E Gorman, Professor of Library and Information Management, Victoria University of Wellington, New Zealand and **Peter Clayton**, Associate Professor in Information Management and Program Director for Information Studies, University of Canberra, Australia

It is certainly the leading book of its kind, in covering a range of research methods applicable to library/information settings, giving relevant examples throughout.

JOLIS

Overall I found this book highly readable, practical and relevant to the information professional.

PROGRAM

This established text is the only introduction to qualitative research methodologies in the field of library and information management. This new edition has been thoroughly revised and includes three new chapters and it has been updated to take account of the substantial growth in the amount and quality of web based information relevant to qualitative research methods and practice, and the many developments in software applications and resources. The authors have identified a clear need for a new chapter on the evaluation of existing research, as a gateway into new research for information professionals. The new edition covers:

- the nature of qualitative research
- evaluating qualitative research
- qualitative research design in information organizations
- case studies in information organizations
- laying the foundations for fieldwork
- beginning fieldwork
- observation
- interviewing
- group discussion techniques
- historical investigation
- recording fieldwork data
- analysing qualitative data
- writing qualitative research reports.

This book contains a wealth of advice for the beginning researcher, but it also offers a practical refresher in this important area for experienced researchers. It is a useful tool for all library professionals and information managers.

2nd edn; 2004; 304pp; hardback; 1-85604-472-6; £39.95

Project Management

Tools and techniques for today's ILS professional

Barbara Allan

This is an excellent book. All in all, I highly recommend this book to everyone involved with library management.

ONLINE INFORMATION REVIEW

The book is recommended to ILS managers, specialists and educators as a useful resource to both develop and increase expertise in project management.

JOURNAL OF DOCUMENTATION

Complex projects sometimes involve working across different boundaries - professional, organizational, geographical – or working with new and developing ICT systems. ILS workers often carry out these projects alongside their full-time jobs, and find that they need to develop new skills and ways of working in order to manage their project successfully as well as their main work role.

The purpose of this book is to act as a guide to project management within all types of library and information services. It explores tried and tested methods and techniques for managing projects, including paper-based approaches, and also the use of project management software. Each chapter is supported by examples that provide a feel for the realities of project management in today's turbulent work environments.

If you are an information professional involved in project work of any kind, this book offers you a valuable resource.

2004; 208pp; paperback; 1-85604-504-8; £32.95



Co-operation in Action

Collaborative initiatives in the world of information

Stella Pilling and **Stephanie Kenna**, editors

The book is very timely since it emphasizes that co-operation is not just the latest buzz word but a well developed response by museums, archives and libraries that has been satisfying need over a long period.

MANAGING INFORMATION

...it would make interesting background reading for anyone embarking on formal partnership projects.

FREEPINT

Focused on the needs of information professionals and policy makers in libraries, museums and archives around the world, this is an essential guide to co-operation and partnership within and between these sectors.

2002; 192pp; hardback; 1-85604-424-6; £49.95

Developing a Successful Service Plan

Sheila Pantry and **Peter Griffiths**

2000; 112pp; paperback; 1-85604-392-4; £19.95

NEW

Setting Up a Library and Information Service from Scratch

Sheila Pantry and Peter Griffiths

An excellent book for anyone creating a new information service.

ICLG NEWS

This eminently practical guide is written to help all those who need to set up a library and information service within their organization, irrespective of subject background or type of organization. It offers support to people who have qualifications but no experience in setting up such a service, and those who have had no training at all. Both authors have had many years' experience of setting up information services for a wide range of organizations in the UK and many other countries.

The book will hold your hand as you tackle the many tasks and responsibilities needed to create a successful library and information service – irrespective of size – and takes you step by step through the processes involved, including:

- the reasons for setting up a library and information service
- first steps: the information audit
- meeting the information needs of specialists
- establishing the library: premises, design and technical requirements
- staffing: recruitment and management
- managing budgets and finance
- networking and locating sources of information
- acquisition, organization and dissemination: print and electronic
- services to be provided by the library
- sources of support for the library inside and outside the organization
- promotion of the library
- training staff and users.

This is a vital guide for anyone, whether an information professional or not, facing the challenge of setting up a library and information service from scratch.

2005; 208pp; paperback; 1-85604-558-7; £29.95

Managing Outsourcing in Library and Information Services

Sheila Pantry and Peter Griffiths

If your organisation is looking to outsource, then you should contract-in this title. **INFORMATION WORLD REVIEW**

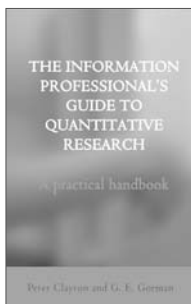
It should be required reading for any service contemplating outsourcing. **UPDATE**

This essential guide shows how outsourcing can assist you in managing staff time successfully in order to provide the services that users want. It demonstrates that the very process of examining the effectiveness of each separate service element – when considering outsourcing as an option – offers spin-off benefits for the library or information service.

The outsourcing debate remains highly relevant to library and information services. Tackling it successfully will not only ensure that your service is perceived as a strategic asset but will also enhance its client-centred approach.

This book is crucial for LIS managers, and will also be of great interest to all those involved in outsourcing, or with an interest in the Private Finance Initiative (PFI) and Public Private Partnership (PPP) processes.

2004; 200pp; paperback; 1-85604-543-9; £32.95



New for 2006

The Information Professional's Guide to Quantitative Research

A practical handbook

Peter Clayton, Associate Professor in Information Management and Program Director for Information Studies at the University of Canberra, Australia, and **G E Gorman**, Professor of Library and Information Management, School of Information Management, Victoria University of Wellington, New Zealand

There has been a long tradition of quantitative research in the information profession. However, even the most cursory examination of research actually undertaken in this area demonstrates several acute problems: inadequate use of relevant prior work; poor sample selection; inadequate attention to methodological aspects; and lack of statistical analysis and techniques.

The authors now fulfil this evident need with this companion volume to their respected work *Qualitative Research for the Information Professional*. A key strength of both titles is that they are intended specifically for the use of information professionals, and are tailored to their needs in the choice of case studies and examples selected. In this practical manual, each chapter will include focus questions, an introduction to the subject matter, clear exposition of what are sometimes complex issues, scenarios set in a context relevant to the reader, and suggestions for personal reflection and further activity and reading.

Today's electronic world presents challenging opportunities to researchers and research-users alike, and the text fully reflects their need to face these implications in their work. Key areas covered include:

- the nature of information research
- quantitative research design
- introduction to statistics
- inferential statistics
- reading and evaluating quantitative research
- the research proposal and its execution
- survey research
- delphi research
- experimental research
- content analysis
- reporting research.

Covering all the latest techniques, this is an essential aid for the new or seasoned researcher.

December 2006; 288pp; hardback; 1-85604-473-4; £39.95

The Complete Guide to Preparing and Implementing Service Level Agreements

Sheila Pantry and Peter Griffiths

If you are considering implementing SLAs for the first time, or if your use of them is under review, then this book represents a valuable resource.

MANAGING INFORMATION – BOOK OF THE MONTH

SLAs made easy...Pantry and Griffiths provide a clear step-by-step approach to negotiating and implementing SLAs. **INFORMATION WORLD REVIEW**

This step-by-step guide explains the fundamentals of working with Service Level Agreements in a clear and easy-to-read style.

2nd edn; 2001; 208pp; paperback; 1-85604-410-6; £39.95

f New for 2006

Evaluating the Impact of your Library

Sharon Markless and David Streatfield, Consultants, Information Management Associates

This invaluable new book will help you to get a grip on the slippery concept of service impact. The authors have developed and tested an approach that helps managers in LIS understand and enact impact assessment indicators that relate to their objectives. The core chapters of the book will take you through a rigorously-tested process model for impact assessment backed by tools and examples to equip you with everything you need to address your own service impact questions. Chapters include:

- the demand for evidence
- getting to grips with impact
- putting the impact into planning
- getting things clear: objectives and success criteria
- making things happen: activities and process indicators
- thinking about evidence
- collecting the evidence: talking to people; other methods
- benchmarking around impact
- towards evidence-based library and information work.

This book is an essential tool for practising library and information service managers and policy makers in the field. It will be equally relevant to LIS managers in public, education (schools, FE, HE), health and special libraries and information services. It will also be of interest to people engaged in professional education in the field as lecturers or students.

April 2006; 224pp; hardback; 1-85604-488-2; £39.95

Exploiting Knowledge in Health Services

Graham Walton and Andrew Booth, editors

This is a book full of practical hints and tips. So it is not just a book for the library, but a handbook for the offices of the many people whose working lives touch, or are touched by, knowledge management in its widest sense.

HEALTH LIBRARIES GROUP NEWSLETTER

Exploiting Knowledge in Health Services gives a good overview of context, practicalities, and vision for knowledge management in the health services field.

JOURNAL OF ELECTRONICS

Buy this book. It's cheaper than a conference but just as informative and uplifting.

UPDATE

The healthcare environment is changing rapidly, and effective management of the knowledge base in this area is an integral part of delivering high quality patient care. Information professionals working in this sector need to adapt to new roles to meet the needs of an increasingly demanding user base. This comprehensive text equips information workers and other health professionals with the tools they require to meet these challenges.

It explores the key developments that have arisen in the fast-moving healthcare sector, providing a snapshot of what health library and information professionals need to know now.

2004; 288pp; hardback; 1-85604-479-3; £49.95

Rediscovering Public Library Management

Bob Usherwood

This is an excellent, timely offering.

JOURNAL OF DOCUMENTATION

1996; 192pp; hardback; 1-85604-175-1; £49.95

Making Sense of Standards and Technologies for Serials Management

A guide to practice and future developments for librarians, publishers and systems developers

Rosemary Russell, editor

It is a collection of impeccably researched studies by contributors with extensive experience in the areas covered to guarantee an authoritative approach.

INFORMATION WORLD REVIEW

This edited collection covers the key enabling standards and technologies for serials management and access, exploring how they are being used in practice and recommending implementation and development paths.

Published in association with UKOLN

2000; 192pp; hardback; 1-85604-338-X; £49.95

Managing Change in Libraries and Information Services

A systems approach

Peter G Underwood

1990; 195pp; hardback; 0-85157-451-3; £44.95

Communicating Professionally

A how-to-do-it manual for library applications

Catherine Sheldrick Ross and Patricia Dewdney

An extremely approachable and practical book.

PERSONNEL, TRAINING AND EDUCATION

This excellent text really would be useful to anyone in the library and information profession.

EDUCATION FOR INFORMATION

All types of communication are covered in this comprehensive guide including public speaking; conducting interviews; leading group discussion; workshops and conferences; using presentation software; designing WWW pages, newsletters, handouts and brochures; creating press releases and public service announcements; writing memos, letters and formal reports; and tele-conferencing and video conferencing.

2nd edn; 1998; 342pp; paperback; 1-85604-319-3; £49.95

Becoming a Successful Intrapreneur

A practical guide to creating an innovative information service

Sheila Pantry and Peter Griffiths

This book is an excellent how-to guide for managers considering new cost effective ways to provide information.

IMPACT

Information services of all kinds need to be proactive within their institution by using entrepreneurial skills internally, marketing themselves vigorously and emphasizing their value to other departments and sections. This book offers a systematic approach to demonstrating their worth and for achieving wide support within their organization.

1998; 112pp; paperback; 1-85604-292-8; £19.95



Evidence-based Practice for Information Professionals

A handbook

Andrew Booth and Anne Brice, editors

This book superbly describes just how other information professionals can adopt the EBIP paradigm in support of a more effective service.

INFORMATION WORLD REVIEW

I believe that this book will find favour with both new and established information professionals whether they work in healthcare or in other fields where the evidence-based paradigm may be something they are just beginning to encounter.

FREEPINT

Evidence-based practice is a paradigm that originated within healthcare but is rapidly migrating to other fields. It involves applying the results from rigorous research studies to professional practice in order to improve the quality of services to clients. Familiarity with these methods has caused an increasing number of information professionals to turn a critical eye to their own practice. Is it possible to adapt this model to librarianship and information work? To what extent are its skills and techniques transferable to the various areas of professional practice? Is it desirable for information professionals to integrate research findings into their day-to-day decision-making? These and other related issues are discussed in this book, the first to examine this key topic in depth.

This book is of wide interest to all new and established information professionals, both those in fields such as healthcare where the evidence-based paradigm is already impacting on their work, and those in other fields encountering it for the first time. It is a core text in departments of library and information work.

2004; 320pp; hardback; 1-85604-471-8; £44.95

Marketing Concepts for Libraries and Information Services

Eileen Elliott de Sáez

I found Eileen's book to be a wealth of knowledge on marketing techniques and practices.

FREEPINT

For anyone involved in marketing their library or information service – and in my opinion that means all staff – this is essential reading.

SCONUL NEWSLETTER

Fully revised and updated, this second edition of a classic textbook contains an extensive new chapter on marketing in the digital age, which explores the potential of emarketing for librarians and information managers; data mining and customer relationship management; and the current marketing focus.

2nd edn; 2002; 240pp; paperback; 1-85604-426-2; £32.95

Building a Successful Customer-service Culture

A guide for library and information managers

Maxine Melling and Joyce Little, editors

This is certainly one of the most accessible books I've seen on the subject so far. It ought to be recommended reading for all library managers and team leaders – and should definitely be on every library school's "key text" list.

LIRN JOURNAL

This book is essential reading for managers of library and information services from senior to team managers, and also for all those involved in devising strategy and policy for staff and service development. It is relevant to libraries and information services in any area of the world.

2002; 224pp; hardback; 1-85604-449-1; £39.95

f New for 2006

Analysing What Your Users Need

A guide for librarians and information managers

Philip Calvert, Senior Lecturer, Daniel G Dorner, Director of Library and Information Management Programmes, and G E Gorman, Professor of Library and information Management at Victoria University of Wellington, New Zealand

Analysing and assessing the information needs of clients is key to the provision of effective service and appropriate collections in both face-to-face and virtual library services. The importance of information needs analysis is widely recognized by information professionals, but currently there is little substantive, detailed work in the professional literature devoted to this important topic.

This much-needed management text is designed to fill that gap, by supporting practitioners in developing an information needs analysis strategy, and offering the necessary professional skills and techniques to do so.

The text adopts a hands-on, jargon-free approach, and includes relevant examples, case studies, reader activities and sources of further reading. Key areas covered include:

- what is information needs analysis?
- how is needs analysis conducted?
- what are the varieties of needs analysis?
- how are analyses evaluated and reported?

If you want to provide an information service that truly fulfils your users' needs, this book is essential reading. It will also be a core text on course reading lists in departments of library and information studies.

December 2006; 256pp; hardback; 1-85604-484-X; £39.95

f New for 2006

Developing Strategic Marketing Plans that Really Work

A toolkit for public libraries

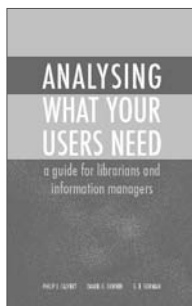
Terry Kendrick runs marketing planning workshops for libraries

Public libraries are increasingly aware of the need for good marketing. Underlying this is a need for competence in marketing planning. Many government and other reports stress the need to get public libraries back into the lives of their users and potential users and this requires significant marketing effort.

This highly practical and down-to-earth book with free downloadable templates and forms on the web will demystify the marketing planning process and set it in the context of modern public library services. Through a series of easy-to-implement process steps and ideas the reader will see not just what is possible but what is likely to work quickly, and deliver real impact on performance indicators, in a public library context. The book is structured as follows:

- introduction - what does marketing mean in a public library context?
- ambition - get one for your public library service
- the market for your public library and its services
- segmenting your user and potential user base
- marketing priorities: where's the best business and what's your chance of winning it?
- developing marketing strategies that bite
- communicating with your user groups
- implementing and project managing the action plan
- how to make quick marketing progress for your public library.

April 2006; 192pp; hardback; 1-85604-548-X; £34.95



f New for 2006

Counter Cultures

Reshaping libraries

Derek Law, Librarian and Director of Information Strategy, University of Strathclyde Andersonian Library

Based on a set of interviews with highly innovative senior library directors from around the globe, this challenging book paints a picture of what libraries have the potential to become in the future. It draws arresting lessons and insights from the chosen leaders about what makes their information services different.

Often these services are innovative and Derek Law seeks to discover how they deliver at the frontier of customer service and defy conventional wisdom. By asking a range of searching questions, the book reveals up-to-date insights that make compelling reading for all managers and information teams wishing to transform or redefine the way they deliver and present their information services. Case studies include:

- the library of the future: a literature review
- building the future: case studies
- branding
- bringing together services
- merging university and public libraries
- ideas stores
- transforming a traditional library into an electronic one
- the virtual library and intelligence
- the cybrary
- developing distance learning services
- awareness of inclusion in building design.

December 2006; 256pp; hardback; 1-85604-595-1; £39.95

f New for 2006

Managing Change

A how-to-do-it manual for librarians

Susan Carol Curzon, Dean of the University Library at California State University, Northridge, USA

...required reading...

ONLINE

Managing Change may become a constant companion
CANADIAN LIBRARY JOURNAL

Guiding staff and organizations through turbulent times – budget cuts, personnel shortages, new technologies, reorganization and consolidation – is an absolutely necessary skill for today's library managers. Susan Curzon, one of Library Journal's Librarians of the Year, has completely revised her classic change manual.

This guide outlines the step-by-step processes and detailed instructions necessary for conceptualizing the issues; planning; preparing; decision-making; controlling resistance; and implementing changes. Practical guidance for dealing with technology's impact on libraries, applying the latest research in change management, and developing new strategies for coping with change are included. An all new 'Teaching Tools' section – featuring sample scenarios; questions and discussion points; coaching prompts; motivational tips; and more – helps managers share the knowledge with their staffs and colleagues. With a Foreword by Michael Gorman, this essential guide will help you not only cope – but thrive – in our constantly changing library environment.

March 2006; 150pp; paperback; 1-85604-601-X; £39.95

Planning and Implementing Successful System Migrations

Graeme Muirhead, editor

Those who are migrating and do not read this book, migrate at their peril.
JOURNAL OF DOCUMENTATION

This topical guide examines the experience of migration to the newer generation of systems and assesses the impact of the internet.

1997; 192pp; hardback; 1-85604-218-9; £49.95

Costing and Pricing in the Digital Age

A practical guide for information services

Herbert Snyder and Elisabeth Davenport

Overall [this book] represents a very interesting, informative and instructive overview of the financial management aspects of electronic services provision.

THE ELECTRONIC LIBRARY

This practical primer covers, cost accountancy, cost centres, managerial control, and internal financial control in distributed systems.

1997; 176pp; paperback; 1-85604-189-1; £39.95

Building Community Information Networks

Strategies and experiences

Sheila Pantry, editor

The breadth and depth of the contributors gives the reader a great deal of confidence in this collection.

UKOLUG NEWSLETTER

This edited collection shows the extent of current Community Information Network developments, and increases awareness of their value.

1999; 208pp; hardback; 1-85604-337-1; £49.95

The Map Library in the New Millennium

R B Parry and C R Perkins, editors

This book should be required reading for anyone interested in maps and map collections in the Western World.
BULLETIN OF THE SOCIETY OF CARTOGRAPHERS

This volume is one that every map librarian will want to read and include in their collection.
ACMLA BULLETIN

This authoritative and wide-ranging text is a timely exploration of the role of the map library in view of recent developments in IT and of the changing needs of the information user.

2001; 288pp; hardback; 1-85604-397-5; £59.95

Technology and Management in Library and Information Services

F W Lancaster and Beth Sandore

The book pulls together a huge body of research and is packed with useful and thought provoking ideas.
MANAGING INFORMATION

This important text investigates the possibilities of new interactions between technology and management in libraries and information centres.

1997; 336pp; hardback; 1-85604-222-7; £49.95



Scholarly Publishing in an Electronic Era

International Yearbook of Library and Information Management 2004-2005

G E Gorman, General Editor, Fytton Rowland, Associate Editor

It provides an authoritative and wide ranging coverage of the area of scholarly publishing and is a must for both experienced practitioners and researchers, and those new to the field alike.

PERFORMANCE MEASUREMENT AND METRICS

This is a surprisingly wide-ranging volume providing interesting background to trends, whose development will undoubtedly affect many of us over the coming years...

ELUCIDATE

The publishing world is undergoing a total transformation brought about by the change to electronic delivery methods and a move towards **open access**. The impact these changes are having on the management of information provision and on access to information is huge, and of great significance to the information professional's role. This important book is the first to outline and analyse these changes and what they mean for the profession. So if you're confused about 'open access', 'institutional repositories' or the 'Big Deal', this book will explain all.

2004; 240pp; hardback; 1-85604-536-6; £59.95

Improving Library and Information Services through Self-Assessment

A guide for senior managers and staff developers

Margaret Kinnell, Bob Usherwood and Kathryn Jones

This self-assessment tool offers the means to implement relevant new programmes in order to thrive in the changing climate.

1999; 192pp; hardback; 1-85604-336-3; £49.95

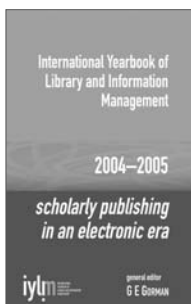
Making Project Management Work for You

Liz MacLachlan

This publication is written in a commonsense, easy-to-read, informal style. It provides an excellent introduction.

MANAGING INFORMATION

1996; 96pp; paperback; 1-85604-203-0; £19.95



f New for 2006

Preservation Management for Libraries, Archives and Museums

G E Gorman, Professor of Library and Information Management and, Sydney J Shep, Senior Lecturer in Print and Book Culture, Victoria University of Wellington, editors

This new state-of-the-art collection offers guidance from a range of international experts on preservation methods for the sustainability of collections. The book deals with a wide range of contemporary issues including: collection management; the relationship between access and preservation; relevance and use; heritage mandate; funding and sustainability; government directives, including wider promotion/public; userpays and free access; specialist training; and the impact of digitization and resultant status of the artefact. Chapters cover:

- managing the documentary heritage: issues for the present and future
- preservation policy and planning: assessing risks and preparing for disasters
- preserving intangible cultural heritage
- surrogacy and the artefact
- reformatting and migration as preservation strategies
- prioritizing conservation research in developing preservation management strategies
- preservation, conservation and managing new media
- challenges of managing the digitally-born artefact
- preservation management in countries in political crisis: the case of Iraq
- access and the social contract in publicly funded institutions
- redefining the collection in the 21st century.

An informed guide to managing preservation for anyone working in the library, archives, museum and heritage sectors.

May 2006; 304pp; hardback; 1-85604-574-9; £44.95

SEE ALSO

How to do Research

Nick Moore

See page 21

Managing Information Services

Sue Roberts and Jennifer Rowley

See page 22

Supervising and Leading Teams in ILS

Barbara Allan

See page 37

Training Library Staff and Volunteers to Provide Extraordinary Customer Service

Julie Todaro and Mark L Smith

See page 37

f New for 2006

Digital Reference

Linda Berube, Regional Manager of Co-East and Manager of three collaborative virtual reference services

As public access to the internet continues to increase, libraries will receive more and more information requests online. Virtual reference can no longer be regarded as an 'extra' and all libraries need to start planning how they will introduce, manage and develop such a service, particularly how to train both staff and users in this new method.

This exciting new book is a hands-on guide to setting up and delivering virtual reference in your library. An experienced practitioner, the author uses her own experience to deliver a practical and pragmatic guide, full of advice on 'lessons learned' and 'what works'. She focuses on the collaborative model, shown to be the most cost-effective model. This is the first virtual reference book to be based on the European rather than the American experience, and examples and case studies are fully international.

Contents include:

- why virtual reference? Why collaborative virtual reference?
- getting started: securing stakeholders, funding, getting staff onside
- management: staffing, training, partnerships
- developing the service: service remit, the reference interview, the transaction, resources for librarians
- marketing
- the customer and customer service
- service evaluation: evaluating quality and quantity.

December 2006; 224pp; hardback; 1-85604-592-7; £39.95

Know It All, Find It Fast

An A-Z source guide for the enquiry desk

Bob Duckett, Peter Walker and Christinea Donnelly

The book is certainly a labour of love that is well researched and very practical. I am sure that this edition will be as heavily used as the first one was.

NEW LIBRARY WORLD

This book will come to the aid of every hard-pressed librarian who needs a concise, easy to use source guide for "information in a hurry".

THE ELECTRONIC LIBRARY

This award-winning sourcebook is an essential guide to where to look to find the answers quickly. It is designed as a first point of reference for library and information practitioners, to be depended upon if they are unfamiliar with the subject of an enquiry - or wish to find out more. It is arranged in an easily searchable, fully cross-referenced A-Z list of around 150 of the subject areas most frequently handled at enquiry desks.

2nd edn; 2004; 384pp; paperback; 1-85604-534-X; £29.95

f New for 2006

Reference and Information Services in the 21st Century

Kay Ann Cassell, Associate Director of Collections & Services, The New York Public Library, and **Uma Hiremath**, Head of Reference Services at the West Orange (New Jersey) Public Library

Reference and Information Services in the 21st Century is the most current introduction to reference work available. Part One covers the essentials – selecting and evaluating material, interviewing library users, instructing users, and assessing services. The straightforward and practical Part Two helps professionals master the materials most frequently used to answer questions about:

- government information
- current events and issues
- books, magazines and the publishing industry
- geography and travel
- biographical information
- ready reference
- medical, legal and business information
- language and grammar questions, and more.

Each chapter in Part Two features essential formats, features, and titles that reference librarians should consult to develop authoritative answers. Additional chapters focus on reference services to children and young adults, performing reader's advisory, finding information on the internet, and the future of reference. The authors carefully address the growing need for electronic services and collections, while acknowledging the continued importance of print titles and in-person transactions.

Striking an ideal balance between the practical and the theoretical, this book will appeal to LIS educators, students, and both novice and experienced professionals.

July 2006; 432pp; paperback; 1-85604-598-6; £39.95

Using the Internet as a Reference Tool

A how-to-do-it manual for librarians

Michael Sauers

Yet another book on the internet, yes, but this one is written by an experienced trainer, and contains practical advice, which I will put into practice in my library. I will keep it close at hand on my bookshelf.

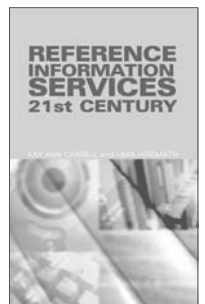
FREEPINT

It is littered with examples of excellent and unusual reference sources on the Web ... it helped me reinforce good practice.

INTERNET RESOURCES NEWSLETTER

Do you feel frustrated both by the time it takes to find answers using the internet and by the lack of a comprehensive method for quickly evaluating websites? This popular book shows you how to find answers on the net quickly and efficiently.

2001; 156pp; paperback; 1-85604-432-7; £39.95



f New for 2006

FIFTH EDITION

Success at the Enquiry Desk

Successful enquiry answering – every time

Tim Buckley Owen, independent writer and trainer with over 25 years' experience of enquiry work

Tim Owen has done a cracking job with this title. This really is a most excellent text. The style is lively without being patronising...this title should be required reading for LIS students

MANAGING INFORMATION

This book is on my list of must have titles, order it for your office now! It is a valuable guide for both the information professional and the education counselor

INFONEWS

This essential desk-book helps the information professional become self-sufficient in answering enquiries. Step by step, it guides the reader through all the stages of research, from finding out what the enquirer really wants, to providing a polished, value-added answer. Designed as a 'one-stop' manual of techniques, which will be equally effective in large or small libraries and information units, the emphasis is on how to make the best use of limited resources. It includes the author's list of 25 multi-purpose reference sources one can't afford to ignore, and the crucial Success at the enquiry desk enquiry form, which is especially designed to match the book's step-by-step approach to enquiry answering.

This fifth edition of the best selling practical guide is fully revised throughout with new examples and techniques. It illustrates when and when not to use the web, and assesses new developments including blogs, wikis and RSS feeds. It also includes a brand new chapter on acquiring the right tools for the job.

The book is divided into the following areas of help and advice:

- what do you really want?
- not too much, now
- help! my mind's gone blank
- more on choosing sources
- do I really know what I'm looking for?
- quick! time's running out
- can't find the answer – what now?
- success! Now let's add some value
- sign-off: what can we learn from this enquiry?

May 2006; 160pp; paperback; 1-85604-600-1; £24.95



Implementing Digital Reference Services

Setting standards and making it real

R David Lankes, Charles McClure, Melissa Gross and Jeffrey Pomerantz, editors

The strength of the book is that no matter what stage on the road to digitisation the information professional is at, they can draw some knowledge from it.

MANAGING INFORMATION

This book explains the landscape of digital reference: drawn from the expertise made available at the Third Annual Virtual Reference Desk Conference, the chapters provide a comprehensive survey of current best practice.

2002; 248pp; paperback; 1-85604-462-9; £49.95

f New for 2006

The Virtual Reference Desk

Creating a reference future

R David Lankes, Director of the Information Institute of Syracuse, and Associate Professor at the School of Information Studies, Syracuse University, **Eileen G Abels**, Associate Professor at the Colleges of Information Studies and Affiliate Associate Professor at the Robert H Smith School of Business, both at University of Maryland, College Park, **Marilyn Domas White**, Associate Professor at the College of Information Studies, University of Maryland, College Park, **Saira N Haque**, doctoral student at the School of Information Studies, Syracuse University

Online chat, text messaging, RSS feeds - we never imagined that these technologies would impact on information services in the ways they have and we can only begin to imagine the greater changes that tomorrow will bring in the world of the virtual reference library.

This collection is based on peer-reviewed lead papers from the Virtual Reference Desk Conference in Ohio, which have been developed, updated and refined for inclusion here. This is the pre-eminent forum in the world for the discussion and dissemination of the latest information on reference provision in a broad range of libraries, where leading scholars and practitioners in the reference information field offer knowledge and advice for embracing the future of reference services.

This forward-looking volume guides information professionals through new training and staffing models; looks at performance standards and evaluation tools; offers advice for serving new audiences; and helps build collaborations and networks for reference services. The chapters explore:

- bringing together teens and chat reference
- investigating interpersonal communication in chat reference
- training for online virtual reference
- staffing for live electronic reference
- establishing performance targets for a virtual reference service
- creating the infrastructure for digital reference research
- managing a full-scale, 24/7, reference service consortium
- creating a knowledge base
- building wi-fi technology and a new mobile service model
- building a virtual community
- creating a reference future.

Today's reference services are unable to deliver to customers the enhanced quality of information they demand without access to such techniques. This cutting-edge text blends progressive thinking with practical applications and guidance, and is essential reading for all reference practitioners.

January 2006; 240pp; paperback; 1-85604-566-8; £49.95

THE NEW WALFORD GUIDE TO REFERENCE RESOURCES SERIES

Published in a 3 volume cycle, The New Walford (TNW) will form the most substantial work of its kind in the English language. TNW provides a pathway through the huge quantity of information now accessible via the web.

If you are approaching a subject for the first time, TNW will get you on your way, guiding you to the best starting points for your query. For the information professional, TNW's new way of categorizing resources reflects the fundamental changes that have taken place in the scientific, business, political and social information landscapes.

This guide is valuable for professionals worldwide who need to suggest resources to people who are relatively unfamiliar with the nuances of a topic and who are asking 'where should I start?'

Visit the special micro site www.facetpublishing.co.uk/newwalford for the latest news, 50 great websites to try first, and more reviews of the first volume



New for 2006

The New Walford Guide to reference resources

Volume 2

The Social Sciences

First published in 1959, *Walford's Guide to Reference Material* achieved international recognition as a leading bibliographic tool across all subject areas.

The New Walford (TNW) Volume 2: The Social Sciences is the second volume of the successful new, radically different Guide, which is already receiving critical acclaim. Published in a three-volume cycle, TNW points you to an expertly chosen selection of key, quality resources – accessible via the web and in print – in each subject field.

Compiled by subject specialists from internationally renowned organizations, Volume 2 covers 16 broad subject groupings:

- Psychology
- Sociology
- Politics
- Law
- Defence & Security
- Government & Welfare
- Economics
- Finance
- Industries & Utilities
- Business & Management
- Marketing
- Information & Communication
- Education & Learning
- Sports & Recreation
- Human Geography
- Area Studies.

December 2006; 848pp; hardback; 1-85604-498-X; £149.95

New for 2007

The New Walford Guide to reference resources

Volume 3

Arts, Humanities and General Reference

2007; 800pp; hardback; 1-85604-499-8; £149.95

NEW

The New Walford Guide to reference resources

Volume 1

Science, Technology and Medicine

Editor-in-chief **Dr Ray Lester** held posts in Unilever and a number of university libraries before becoming Director of Information Services at the London Business School and then the Head of Library and Information Services at The Natural History Museum.

The volume's strength lies in its currency, and every public and academic library with a previous edition will want this update.

LIBRARY JOURNAL

The real joy of this guide is however its browsability – leafing through it is rather like surfing the internet but with the result that you will probably find something of use very quickly, not something which can always be said of searching for resources on the web.

WORLD PATENT INFORMATION

It is a pleasure to use.

INTERNET RESOURCES NEWSLETTER

For a bibliographer caught in between recent analogue past and entirely digital future of our rapidly developing 'information world' the pleasure of holding this substantial guide to the guides is close to ecstasy. The quality of print and design of the book is remarkable, the paper of high quality, the structure, lay-out and explanations transparent, the possibilities of browsing and searching as good as one can get in the printed reference book.

INFORMATION RESEARCH

TNW has a much simpler subject classification than its predecessor, with resources within the 12 groupings divided between about 100 distinct and generally recognizable subject fields, and then allocated to one of just 13 standard resource categories. The classification is supplemented by a detailed topic index, and each subject grouping has a short introductory essay, highlighting the distinctive features of its reference resources. Each resource is given a succinct description, leading the busy user straight to its key features.

Compiled by subject specialists from internationally renowned organizations, Volume 1 covers 12 broad subject groupings – from information & communication technology.

The focus is on resources that are most likely to be found and used within public, government, education or business information services. If you are an LIS professional responsible for developing and revising a reference collection, new to reference work, staffing an enquiry desk, a research worker or student, you'll welcome publication of this new work – it's your paper portal to the world of reference resources.

2005; 848pp; hardback; 1-85604-495-5; £149.95

f New for 2006

CILIP: the Chartered Institute of Library and Information Professionals Yearbook 2006–2007

Kathryn Beecroft, compiler

CILIP: the Chartered Institute of Library and Information Professionals represents the largest professional body of librarians and information professionals in the UK. Its mission is to provide the membership organization needed by the library and information profession in the twenty-first century.

This unique sourcebook has five main sections:

Part 1 The Organization

Contact information for CILIP in the home nations
Statutory information
Structure of CILIP, with key staff and their contact details

Part 2 Governance

Honorary Officers
Council, Committees and Panels
CILIP Royal Charter, Bye-laws and Regulations.

Part 3 General Information

Regional Branches and Special Interest Groups
Medals and Awards
Organizations in Liaison with CILIP
Facilities
Suppliers Network.

Part 4 Members

The listing of CILIP's membership in the UK and overseas

Part 5 Historical Information

Essays on the heritage of the Institute of Information Scientists and The Library Association
Listing of Presidents, Secretaries and holders of honorary awards of the IIS and the LA
Listing of IIS and LA medal and award-winners.

An invaluable source of contacts for all librarians and information professionals, this is the essential guide to the organization that aims to position the profession at the heart of the information society.

September 2006; 512pp; paperback; 1-85604-591-9; £44.95

CILIP: the Chartered Institute of Library and Information Professionals Yearbook 2005–2006

2005; 512pp; paperback; 1-85604-568-4; £44.95

Bibliography of Printed Works on London History to 1939

Heather Creaton, editor

1994; hardback; 1-85604-074-7; £94.95

Inside the British Library

Alan Day

1998; 312pp; hardback; 1-85604-280-4; £49.95

f New for 2006

Libraries and information services in the United Kingdom and the Republic of Ireland 2006–2007

2006–2007
33rd edition

Mailing list available to rent – see www.facetpublishing.co.uk – or call 0207 255 0594 for further information

The pre-eminent source for general information and contact details on UK and Irish libraries, deserving a place in any serious reference collection.

REFERENCE REVIEWS

For over forty years anyone needing information on British and Irish libraries has turned to *Libraries and Information Services in the UK and the Republic of Ireland* for the answer. This annually updated directory lists over 3000 libraries and other services in the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland, with contact names, addresses, telephone and fax numbers, e-mail addresses, and URLs. The listing is broken down into the following main categories, all indexed by name and subject:

- public library authorities
- children's, youth and schools library services
- universities and institutes of higher education
- selected government, national and special libraries
- library organizations

August 2006; 560pp; paperback; 1-85604-590-0; £44.95

Libraries and information services in the United Kingdom and the Republic of Ireland 2005–2006

2005–2006
32nd edition

2005; 560pp; paperback; 1-85604-532-3; £44.95

A Directory of Rare Book and Special Collections in the United Kingdom and the Republic of Ireland

B C Bloomfield, editor

2nd edn; 1997; 768pp; hardback; 1-85604-063-1; £99.95

A Guide to World Language Dictionaries

Andrew Dalby

1998; 480pp; hardback; 1-85604-251-0; £74.95

Guidelines for Reference and Information Services in Public Libraries

LA Information Services Group

1999; 64pp; paperback; 1-85604-350-9; £22.95

Local Studies Librarianship

A world bibliography

Diana Dixon, compiler for the LA Local Studies Group

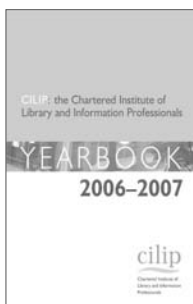
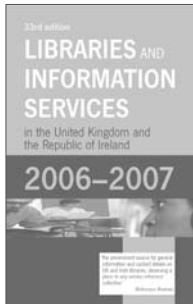
2001; 224pp; paperback; 1-85604-307-X; £39.95

Local Studies Libraries

LA Guidelines for local studies provision in public libraries

Don Martin, editor for the LA Local Studies Group

2nd edn; 2002; 80pp; paperback; 1-85604-277-4; £22.95



f New for 2006

Supervising and Leading Teams in ILS

Barbara Allan, Senior Lecturer in student learning and management learning at the Hull University Business School

Anyone wishing to be a successful supervisor must learn the interpersonal skills of communication, assertiveness and the psychology of motivation in order to build a successful team with a positive ethos.

This book provides a practical guide to supervisory skills for team leaders and supervisors in library and information work. Although reference is made to relevant management concepts, its strength is that it translates theory into practice, and the focus is decidedly on the latter. This is very much a 'how to' guide for anyone wishing to develop a supervisory role in an ILS context.

Each topic is covered in a practical and down-to-earth manner, and is illustrated by examples and case studies from different types of ILS. The text also offers self-development inventories and checklists. Key topics covered are:

- working as a supervisor or team leader
- motivation
- confident supervision
- managing the whole team
- managing work: delegation and monitoring
- giving feedback and praise
- communication skills for supervisors
- managing difficult situations
- training and development
- the supervisor and human resource management
- gaining support as a supervisor or team leader.

This is an essential tool for new and aspiring supervisors and team leaders in ILS, and for more experienced supervisors who wish to refresh their approach. It will also be of great value to ILS students.

September 2006; 192pp; hardback; 1-85604-587-0; £39.95

f New for 2006

Training Library Staff and Volunteers to Provide Extraordinary Customer Service

Julie Todaro, Dean of Libraries at Austin Community College, and Mark L Smith, Deputy Administrator, Riverside Library System, USA

Establishing and maintaining the best possible customer service is essential for every library. Here is a training manual that gives you the 'what to say' and 'what to do' to make that goal a reality. The authors offer guidance for training employees at all levels-from frontline staff to managers. They show you in detail how to integrate a customer service focus and training into a variety of staff and volunteer interactions – job interviews, orientation, employee review, and in-service and out-service training. The book suggests standards for what employees should know on day one, after the first week, after the first month, etc. This complete package includes role-playing suggestions and scripts for specific and difficult scenarios, as well as guidelines for establishing policies and a glossary.

Numerous model forms (critical incident report, customer feedback, postcard survey, 'lock-box' survey, and more) make this toolkit essential for library managers and administrators who want to help their staff develop a whole new level of customer service.

July 2006; 200pp; paperback; 1-85604-599-4; £39.95

NEW

THIRD EDITION

An Introduction to Library and Information Work

Anne Totterdell with contributions from Jane Gill and Alan Hornsey

About the previous edition, *The Library and Information Work Primer*:

This work will prove to be an invaluable text for students studying the courses identified and a useful guide to the general workings of a library.

JOURNAL OF DOCUMENTATION

This is a book that I wish I had read when I was first considering entering the library profession.

LTSN-ICS

Fully revised and updated, the third edition of this introductory guide to library and information work introduces support staff, paraprofessionals and LIS students to the workplace. It introduces the structure and functions of the principal types of library and information service and looks at the key information skills and areas of competence necessary for the efficient and informed practice of a wide range of tasks. Areas covered include:

- recruitment, supervision, education and training
- library cooperation in the UK
- the stock of libraries
- services to users
- information technology in the library
- the management perspective
- the international perspective.

Also included are sections providing useful sources of information and a glossary of abbreviations and acronyms.

2005; 224pp; paperback; 1-85604-557-9; £29.95

Your Essential Guide to Career Success

Sheila Pantry and Peter Griffiths

An essential read for anyone looking for a first career job in library or information science, and also for the more seasoned veteran looking to take the next step.

NEW LIBRARY WORLD

2nd edn; 2003; 208pp; paperback; 1-85604-491-2; £22.95

The Library Internet Trainer's Toolkit WITH POWERPOINT CD-ROM

Michael T Stephens, revised and adapted by Phil Bradley

It is very refreshing in these days of strict copyright control to be presented with an electronic information source that we are encouraged to customise/amend for our own purposes.

ELUCIDATE

2002; 224pp; CD-ROM and book; 1-85604-433-5; £94.95 inc. VAT

Getting Results with Time Management

Alisa Masterton

1997; 112pp; paperback; 1-85604-237-5; £22.95

The Successful LIS Professional Series

Getting your S/NVQ

A guide for candidates in the information and library sector

Justin Arundale

Published in association with the ILS Lead body

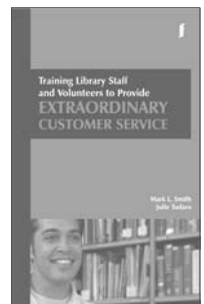
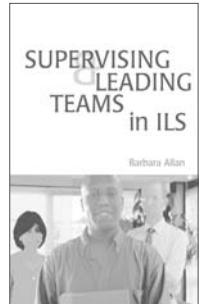
2nd edn; 1999; 128pp; paperback; 1-85604-289-8; £19.95

The Library and Information Services Self-Assessment Training Pack

Margaret Kinnell, Bob Usherwood and Kathryn Jones

Only available direct from Facet Publishing. Call 0207 255 0594 for further details.

1999; 188pp; spiralbound; 1-85604-371-1; £74.95



TRAINING PACKAGES SERIES

Published in association with CHT Training Solutions

About the series

Based on programmes used in the public and private sectors, each of the flexible training packages provides you with a ready-made course to schedule into your library's training programme. Each training pack includes:

- handout package giving delegates a comprehensive reference source summarizing their learning experience
- OHPs and full tutor notes
- pre-course work: giving the trainer valuable background information
- accurately timed sessions and a fully programmed structure
- syndicate exercises: interactive sessions to ensure delegates learn experientially and for themselves.

Each training pack purchase also entitles you to a free trainer helpline (UK only). All OHP masters are available in Powerpoint or Word on request.

CHT Solutions is an independent training company with a broad base of clients in the private and public sector and an impressive track record in developing training materials for specific sectors.

You can try before you buy!

You are free to order any training package on a ten-day trial offer. On receipt of package(s) simply pay the enclosed invoice or return to Facet Publishing. Please note that only three training packages can be sent on trial offer at any one time.

This offer is applicable to UK customers only.

Please return this completed form to:

The Sales Department, Facet Publishing, 7 Ridgmount Street, London WC1E 7AE

Tel: +44(0)20 7255 0594 Fax: +44(0)20 7255 0591

E-mail: info@facetpublishing.co.uk

Title	ISBN	Quantity	Price	Value	Trial
Assertiveness for Library Managers	1-85605-460-2		£545.00		
Best Value Staff Briefing Pack for Library & Information Services	1-85604-429-7		£395.00		
Communication Skills for Library & Information Professionals	1-85604-333-9		£395.00		
Customer Care for Library & Information Professionals	1-85604-213-8		£395.00		
Delivering Best Value in Library and Information Services 2nd edn	1-85604-428-9		£395.00		
Delivering Quality Library and Information Services	1-85604-214-6		£395.00		
Developing Business/Service Plans for a Competitive Future*	1-85604-273-1		£695.00		
The Effective Library Supervisor 1: Management Skills	1-85604-444-0		£695.00**		
The Effective Library Supervisor 2: Personal Skills	1-85604-445-9		£695.00**		
Effective Report Writing for Library & Information Professionals	1-85604-271-5		£395.00		
Effective Use of Time for Library & Information Professionals	1-85604-330-4		£395.00		
Eleven Workshops to Support Best Value Principles for Library & Information Services	1-85604-430-0		£495.00		
Finding Quality Information on the Internet for Library & Information Professionals	1-85604-383-5		£395.00		
Handling Face-to-Face Enquiries in Library & Information Work	1-85604-332-0		£545.00		
Leadership and Team Building for Library & Information Services	1-85604-215-4		£545.00		
Library and Information Managers as Trainers	1-85604-217-0		£545.00		
Managing Absence for Library & Information Services	1-85604-272-3		£545.00		
Managing Budgets for Library & Information Services*	1-85604-275-8		£395.00		
Managing Change in Library & Information Services	1-85604-216-2		£695.00		
Managing for Quality in Library & Information Services	1-85604-331-2		£695.00		
Marketing Library and Information Services *	1-85604-274-X		£545.00		
Presentation Skills for Library & Information Professionals	1-85604-334-7		£545.00		
Success at the Enquiry Desk for Library & Information Professionals	1-85604-382-7		£395.00		
Training Library Assistants	1-85604-459-9		£395.00		

*These three Training Packages are based on similar principles and cover some common material.

If these areas interest you, we advise choosing just one package closest to your training needs.

** £1150.00 if purchased together

† Please add £2.50 for postage and packing on all UK non-trade orders.

Postage†

TOTAL

Prices are net in the UK and are subject to alteration without notice.
Please tick one of the following:

- Please send me a pro-forma invoice
- I enclose a cheque/International Money Order made payable to 'CILIP'.
- Please charge my credit card account: Visa/Access/MasterCard/

Expiry date ___/___/___

(If the address below is different from the registered address of your credit card, please give your registered address separately.)

Signature	Date
Name	
Job title	
Organization	
Address	
Postcode	E-mail
Telephone	Fax

Abell, A 19
 Abels E G 34
 Allan, B 2, 27, 37
 Anglo-American Cataloguing
 Committee for
 Cartographic Materials 10
 Anderson, K 6
 Armstrong, C 12, 15
 Arundale, J 37

Ball, D 2
 Barker, K 11
 Barrett, L 11
 Bater, B 18
 Beard, J 2
 Bebbington, L W 12
 Beecroft, K 36
 Benjes-Small, C M 26
 Bent, M 2
 Berube, L 33
 Blanshard, C 11
 Bloomfield, B C 36
 Booth, A 29, 30
 Bowman, J H 8
 Boyle, F 5
 Bradley, P 24, 25, 37
 Brice, A 30
 Brophy, P 4, 15, 16, 27
 Broughton, V 8
 Brown, A 24

Cassell, K A 33
 Chapman, E 5
 Chowdhury, G G 14, 15, 22, 23, 26
 Chowdhury, S 14, 15, 22, 25, 15, 26
 Clarke, Z 22
 Clayton, P 5, 27, 28
 Colleges of Further and Higher
 Education Group 2
 Cooke, A 24
 Cornish, G P 13
 Cox, A 19
 Cox, R J 6
 Craven, J 16
 Creaton, H 36
 Criddle, S 25
 Curtis, D 15
 Curzon, S C 31

Dalby, A 36
 Davenport, E 31
 Day, A 36
 de Sáez, E E 30
 Dearnley, J 21
 Deegan, M 17
 Dempsey, L 14
 Denham, D 11, 15, 20
 Dewdney, P 29
 Dixon, D 36
 Donnelly, C 33
 Dorner, D 19, 30
 Douglas, J 11
 Duckett, B 33
 Dupuis, E A 4
 Durrant, F 14

Elkin, J 11, 20
 Eynon, A 2

Feather, J 21, 22
 Fisher, S 16
 Forde, H 7
 Forrester, W H 26
 Foskett, A C 9

Gilchrist, A 19
 Gill, J 37
 Gorman, G E 5, 14, 19, 27, 28, 30, 31,
 32
 Gorman, M 10
 Griffiths, P 14, 24, 28, 29, 37
 Gross, M 34

Hanson, T 3
 Haque, S N 34
 Hare, C 7
 Haynes, D 18
 Heeks, P 11
 Herring, J E 11
 Heseltine, R 15
 Hiom, D 25
 Hiremath, U 33
 Hornby, S 22
 Hornsey, A 37
 Hughes, L M 17

Jones, K 32, 37
 Just, M L 26

Kamal, E D 16
 Kendrick, T 30
 Kenna, S 27
 Kinnell, M 11, 32

LA Information Services Group 36
 LA Local Studies Group 36
 LA Youth Libraries Group 11
 Lancaster, F W 9, 31
 Lankes, R D 34
 Law, D 14, 31
 Leary, P G 2
 Lee, S D 5, 14
 Lester, R 35
 Levy, P 3
 Little, J 30
 Lonsdale, R 11, 15

Macevičiūtė, L 23
 MacLachlan, L 32
 Madigan, D 20
 Mahon, B 19
 Mangan, E 10
 Markland, M 16
 Markless, S 29
 Martin, A 20
 Martin, D 36
 Masterton, A 37
 McClure, C 34
 McLeod, J 7
 McMenemy, D 16, 25
 McNab, A 25
 Melling, M 3, 30
 Mitchell, A, M 9
 Moore, N 21
 Mowat, I 14
 Muirhead, G 31

Norman, S 13

Oldroyd, M 4
 Ormes, S 25
 Owen, T B 34
 Oxbrow, N 19

Padfield, T 13
 Pantry, S 14, 27, 28, 29, 31, 37
 Parry, R B 31
 Paschoud, J 14
 Pedley, P 12, 13
 Perkins, C R 31
 Pickard, A 23
 Pilling, S 27
 Pomerantz, J 34
 Poulter, A 16, 25
 Powis, C 20

Rader, H 20
 Roberts, S 3, 22
 Ross, C S 29
 Rowland, F 32
 Rowlands, J L 25
 Rowley, J E 21, 22
 Russell, R 29
 Ryland, J 2

Sandore, B 31
 Sauers, M 33
 Scheschy, V M 15
 School Libraries Group of CILIP 11
 Shep S J 32
 Shepherd, E 6, 7
 Smith, K 12
 Smith, M L 37
 Snyder, H 31
 Stephens, M T 37
 Streatfield, D 29
 Sturges, P 26
 Surratt, B, E 9

Tanner, S 17
 Tilke, A 11
 Tilsed, I 21
 Todaro, 37
 Totterdell, A 37
 Train, B 20

Underwood, P G 29
 Usherwood, B 29, 32, 37

Walker, P 33
 Walton, G 29
 Webb, J 2, 20
 White, A 16
 White, M 18
 White, M D 34
 Wilson, T D 23
 Winship, I 25

Yeo, G 6, 7


TITLE INDEX AND ORDER FORM








Titles marked (i) are only available direct from Facet Publishing; for Training Packages please use the separate order form on page 38, otherwise please call Facet Publishing on +44 (0)20 7255 0590

	Page	Binding	ISBN	Quantity	Price	Total
Academic Library 2nd edn	4	PB	1-85604-527-7		£34.95	
Access and Identity Management for Libraries	14	HB	1-85604-588-9		£39.95	
Advanced Internet Searcher's Handbook 3rd edn	25	PB	1-85604-523-4		£39.95	
Analysing What Your Users Need	30	HB	1-85604-484-X		£39.95	
Anglo-American Cataloguing Rules. 2nd edn. 2002 Revision. 2003 Update (Amendments only)	10	looseleaf	1-85604-500-5		£19.95	
Anglo-American Cataloguing Rules. 2nd edn. 2002 Revision. 2004 Update (Amendments only)	10	looseleaf	1-85604-537-4		£19.95	
Anglo-American Cataloguing Rules. 2nd edn. 2002 Revision. 2005 Update (Amendments only)	10	looseleaf	1-85604-569-2		£19.95	
Anglo-American Cataloguing Rules. 2nd edn. 2002 Revision. 2005 Update (without binder)	10	looseleaf	1-85604-570-6		£49.95	
Anglo-American Cataloguing Rules. 2nd edn. 2002 Revision. 2005 Update (with binder)	10	looseleaf	1-85604-571-4		£59.95	
Archiving Websites	24	PB	1-85604-553-6		£39.95	
(i) Assertiveness for Library Managers (Training Package)	38	looseleaf	1-85604-460-2	—	£545.00	—
Becoming a Successful Intrapreneur	29	PB	1-85604-292-8		£19.95	
(i) Best Value Staff Briefing Pack for Library and Information Services (Training Package)	38	looseleaf	1-85604-429-7	—	£395.00	—
Bibliography of Printed Works on London History to 1939	36	HB	1-85604-074-7		£94.95	
Building a Successful Customer-Service Culture	30	HB	1-85604-449-1		£39.95	
Building an Electronic Resource Collection 2nd edn	5	PB	1-85604-531-5		£32.95	
Building Community Information Networks	31	HB	1-85604-337-1		£49.95	
Business and Economy Internet Resource Handbook	24	HB	1-85604-351-7		£59.95	
Cartographic Materials 2002 Revision (with binder)	10	looseleaf	1-85604-516-1		£69.95	
Cartographic Materials 2002 Revision (including 2004 Update)	10	looseleaf	1-85604-579-X		£89.95	
Cartographic Materials 2004 Update	10	looseleaf	1-85604-575-7		£24.95	
Cataloging and Organizing Digital Resources	9	PB	1-85604-556-0		£39.95	
CatSkill Interactive Multimedia Package Version 3	9	CD-ROM & Web	1-85604-503-X		Call Facet	
Challenge and Change in the Information Society	22	HB	1-85604-453-X		£44.95	
Children and Young People	11	PB	1-85604-209-X		£22.95	
CILIP Guidelines for Secondary School Libraries 2nd edn	11	PB	1-85604-481-5		£22.95	
CILIP: the Chartered Institute of Library and Information Professionals Yearbook 2005-2006	36	PB	1-85604-568-4		£44.95	
CILIP: the Chartered Institute of Library and Information Professionals Yearbook 2006-2007	36	PB	1-85604-591-9		£44.95	
Collection Management: IYLIM 2000-2001	5	HB	1-85604-366-5		£59.95	
Communicating Professionally 2nd edn	29	PB	1-85604-319-3		£49.95	
(i) Communication Skills (Training Package)	38	looseleaf	1-85604-333-9	—	£395.00	—
Competing with Knowledge (Print on Demand)	19	PB	1-85604-583-8		£44.95	
Complete Guide to Preparing and Implementing Service Level Agreements 2nd edn	28	PB	1-85604-410-6		£39.95	
Concise AACR2. 2004 Revision 4th edn	10	PB	1-85604-540-4		£32.95	
Content Management Handbook	18	HB	1-85604-533-1		£39.95	
Co-operation in Action	27	HB	1-85604-424-6		£49.95	
Copyright 4th edn	13	PB	1-85604-508-0		£29.95	
Copyright for Archivists 2nd edn	13	PB	1-85604-512-9		£29.95	
Costing and Pricing in the Digital Age	31	PB	1-85604-189-1		£39.95	
Counter Cultures	31	HB	1-85604-595-1		£39.95	
Creating a Successful E-Information Service	14	PB	1-85604-442-4		£32.95	
(i) Customer Care (Training Package)	38	looseleaf	1-85604-213-8	—	£395.00	—
(i) Delivering Best Value 2nd edn (Training Package)	38	looseleaf	1-85604-428-9	—	£395.00	—
Delivering Digital Services	16	HB	1-85604-510-2		£39.95	
(i) Delivering Quality Library and Information Services (Training Package)	38	looseleaf	1-85604-214-6	—	£395.00	—
Developing a Successful Service Plan	27	PB	1-85604-392-4		£19.95	
Developing Academic Library Staff for Future Success	4	HB	1-85604-478-5		£44.95	
(i) Developing Business/Service Plans for a Competitive Future (Training Package)	38	looseleaf	1-85604-273-1	—	£695.00	—
Developing Strategic Marketing Plans that Really Work	30	HB	1-85604-548-X		£34.95	
Developing the New Learning Environment	3	HB	1-85604-530-7		£39.95	
Developing Web-based Instruction	4	PB	1-85604-494-7		£49.95	
Digital Copyright (single site licence)	13	EBook	1-85604-559-5		£174.95	
Digital Copyright (single users)	13	EBook	1-85604-573-0		£34.95	
Digital Factor in Library and Information Services: IYLIM 2002-2003	14	HB	1-85604-452-1		£59.95	
Digital Futures (Print on Demand)	17	PB	1-85604-580-3		£39.95	
Digital Imaging	14	PB	1-85604-353-3		£29.95	
Digital Literacies for Learning	20	HB	1-85604-563-3		£39.95	
Digital Preservation	17	HB	1-85604-485-8		£39.95	
Digital Reference	33	HB	1-85604-592-7		£39.95	
Digitizing Collections	17	HB	1-85604-466-1		£39.95	
Directory of Rare Book and Special Collections in the UK ... 2nd edn	36	HB	1-85604-063-1		£99.95	
(i) Effective Library Supervisor 1 (Training Package)	38	looseleaf	1-85604-444-0	—	£695.00	—
(i) Effective Library Supervisor 2 (Training Package)	38	looseleaf	1-85604-445-9	—	£695.00	—
(i) Effective Report Writing (Training Package)	38	looseleaf	1-85604-271-5	—	£395.00	—
(i) Effective Use of Time (Training Package)	38	looseleaf	1-85604-330-4	—	£395.00	—

40 order online at: www.facetpublishing.co.uk

TITLE INDEX AND ORDER FORM

Titles marked  are only available direct from Facet Publishing: for Training Packages please use the separate order form on page 38, otherwise please call Facet Publishing on +44 (0)20 7255 0590

	Page	Binding	ISBN	Quantity	Price	Total
E-books in Libraries	15	HB	1-85604-572-2		£39.95	
E-Journals	15	PB	1-85604-541-2		£39.95	
E-Learning and Teaching in Library and Information Services	2	HB	1-85604-439-4		£39.95	
E-Metrics for Library and Information Professionals	16	PB	1-85604-555-2		£39.95	
 Eleven Workshops to Support Best Value Principles (Training Package)	38	looseleaf	1-85604-430-0	—	£495.00	—
Enterprise Search Handbook	18	HB	1-85604-602-8		£44.95	
Essential Cataloguing	8	PB	1-85604-456-4		£24.95	
Essential Classification	8	PB	1-85604-514-5		£29.95	
Essential Dewey	8	PB	1-85604-519-6		£24.95	
Essential Law for Information Professionals 2nd edn	12	PB	1-85604-552-8		£34.95	
Essential Thesaurus Construction	8	PB	1-85604-565-X		£29.95	
Ethics, Accountability and Recordkeeping	6	HB	1-85604-596-X		£44.95	
Evaluating the Impact of Your Library	29	HB	1-85604-488-2		£39.95	
Evidence-based Practice for Information Professionals	30	HB	1-85604-471-8		£44.95	
Exploiting Knowledge in Health Services	29	HB	1-85604-479-3		£49.95	
Exploiting the Internet as an Information Resource in Schools	11	PB	1-85604-279-0		£32.95	
 Finding Quality Information on the Internet (Training Package)	38	looseleaf	1-85604-383-5	—	£395.00	—
Freedom of Information	12	HB	1-85604-517-X		£39.95	
Getting and Staying Noticed on the Web	25	PB	1-85604-455-6		£39.95	
Getting Results with Time Management	37	PB	1-85604-237-5		£22.95	
Getting your S/NVQ 2nd edn	37	PB	1-85604-289-8		£19.95	
Guide to Finding Quality Information on the Internet 2nd edn	24	PB	1-85604-379-7		£39.95	
Guide to World Language Dictionaries	36	HB	1-85604-251-0		£74.95	
Guidelines for Colleges	2	PB	1-85604-551-X		£22.95	
Guidelines for Reference and Information Services in Public Libraries	36	PB	1-85604-350-9		£22.95	
 Handling Face-to-Face Enquiries (Training Package)	38	looseleaf	1-85604-332-0	—	£545.00	—
How to do Research 4th edn	21	PB	1-85604-594-3		£24.95	
Implementing Digital Reference Services	34	PB	1-85604-462-9		£49.95	
Improving Library and Information Services through Self-Assessment	24	HB	1-85604-336-3		£49.95	
Indexing and Abstracting in Theory and Practice 3rd edn	9	HB	1-85604-482-3		£39.95	
Information and IT Literacy	20	HB	1-85604-463-7		£39.95	
Information Architecture	19	HB	1-85604-487-4		£44.95	
Information Landscapes for a Learning Society	15	HB	1-85604-310-X		£49.95	
Information Professional's Guide to Quantitative Research	28	HB	1-85604-473-4		£39.95	
Information Society 4th edn	22	PB	1-85604-497-1		£24.95	
Information Sources and Searching on the World Wide Web	26	PB	1-85604-394-0		£34.95	
Information Technology for Libraries	21	PB	1-85604-562-5		£29.95	
Information Users and Usability in the Digital Age	15	HB	1-85604-597-8		£39.95	
Inside the British Library	36	HB	1-85604-280-4		£49.95	
Internet and Information Skills	11	PB	1-85604-493-9		£29.95	
Introducing Information Management	23	HB	1-85604-561-7		£39.95	
Introduction to Digital Libraries	23	PB	1-85604-465-3		£34.95	
Introduction to Library and Information Work 3re edn	37	PB	1-85604-557-9		£29.95	
Introduction to Modern Information Retrieval 2nd edn	23	PB	1-85604-480-7		£39.95	
Know It All, Find It Fast 2nd edn	33	PB	1-85604-534-X		£29.95	
 Leadership and Team Building (Training Package)	38	looseleaf	1-85604-215-4	—	£545.00	—
Libraries and Information Services in the UK and the Republic of Ireland 2005-2006 32nd edn	36	PB	1-85604-532-3		£44.95	
Libraries and Information Services in the UK and the Republic of Ireland 2006-2007 33rd edn	36	PB	1-85604-590-0		£44.95	
Libraries Without Walls 6	16	HB	1-85604-576-5		£44.95	
Libraries Without Walls 5	16	HB	1-85604-511-0		£49.95	
 Library and Information Managers as Trainers (Training Package)	38	looseleaf	1-85604-217-0	—	£545.00	—
Library and Information Professional's Guide to Plug-ins and other Web Browser Tools	26	PB	1-85604-464-5		£32.95	
Library and Information Professional's Internet Companion	25	PB	1-85604-509-9		£34.95	
 Library and Information Services Self-Assessment Training Pack	37	spiralbound	1-85604-371-1	Call Facet	£74.95	
Library in the Twenty-first Century	15	HB	1-85604-375-4		£39.95	
Library Internet Trainer's Toolkit	37	CD-ROM & book	1-85604-433-5		£94.95	
Local Studies Librarianship	36	PB	1-85604-307-X		£39.95	
Local Studies Libraries 2nd edn	36	PB	1-85604-277-4		£22.95	
Making Project Management Work for You	32	PB	1-85604-203-0		£19.95	
Making Sense of Standards and Technologies for Serials Management	27	HB	1-85604-338-X		£49.95	
Management Skills for Archivists and Records Managers	6	HB	1-85604-584-6		£39.95	
 Managing Absence (Training Package)	38	looseleaf	1-85604-272-3	—	£545.00	—
Managing Academic Support Services	3	HB	1-85604-525-0		£44.95	
Managing Acquisitions in Library and Information Services Rev. edn	5	PB	1-85604-496-3		£32.95	
 Managing Budgets for Library and Information Services (Training Package)	38	looseleaf	1-85604-275-8	—	£395.00	—



TITLE INDEX AND ORDER FORM

Titles marked (i) are only available direct from Facet Publishing: for Training Packages please use the separate order form on page 38, otherwise please call Facet Publishing on +44 (0)20 7255 0590

	Page	Binding	ISBN	Quantity	Price	Total
Managing Change	31	PB	1-85604-601-X		£39.95	
Managing Change in Libraries and Information Services	29	HB	0-85157-451-3		£44.95	
(i) Managing Change in Library and Information Services (Training Package)	38	looseleaf	1-85604-216-2	—	£695.00	—
Managing Digital Rights	12	HB	1-85604-544-7		£39.95	
Managing Electronic Records	7	HB	1-85604-550-1		£39.95	
(i) Managing for Quality in Library and Information Services (Training Package)	38	looseleaf	1-85604-331-2	—	£695.00	—
Managing Information Resources in Libraries (Print on Demand)	5	PB	1-85604-581-1		£39.95	
Managing Information Services	22	PB	1-85604-515-3		£29.95	
Managing Outsourcing in Library and Information Services	28	PB	1-85604-543-9		£32.95	
Managing Records	7	HB	1-85604-370-3		£39.95	
Managing Suppliers and Partners for the Academic Library	2	HB	1-85604-547-1		£39.95	
Managing Your Internet and Intranet Services 2nd edn	24	PB	1-85604-483-1		£32.95	
Managing Your School Library and Information Service	11	PB	1-85604-437-8		£32.95	
Map Library in the New Millennium	31	HB	1-85604-397-5		£59.95	
Marketing Concepts for Libraries and Information Services 2nd edn	30	PB	1-85604-426-2		£32.95	
(i) Marketing Library and Information Services (Training Package)	38	looseleaf	1-85604-274-X	—	£545.00	—
Measuring Library Performance	27	HB	1-85604-593-5		£39.95	
Metadata Applications and Management: IYLIM 2003-2004	19	HB	1-85604-474-2		£59.95	
Metadata for Information Management and Retrieval	18	HB	1-85604-489-0		£44.95	
Negotiating Licences for Digital Resources	14	PB	1-85604-586-2		£39.95	
Networking and the Future of Libraries 2	14	PB	1-85604-241-3		£39.95	
New Walford: Guide to Reference Resources Vol. 1: Science, Technology and Medicine	35	HB	1-85604-495-5		£149.95	
New Walford: Guide to Reference Resources Vol. 2: The Social Sciences	35	HB	1-85604-498-X		£149.95	
New Walford: Guide to Reference Resources Vol. 3: Arts, Humanities and general reference	35	HB	1-85604-499-8		£149.95	
Online Searcher's Companion	26	PB	1-85604-293-6		£32.95	
Organizing Information	22	PB	1-85604-578-1		£29.95	
Outstanding Books for Children and Young People	11	PB	1-85604-287-1		£32.95	
Place for Children	11	HB	1-85604-320-7		£49.95	
Planning and Implementing Successful System Migrations	31	HB	1-85604-218-9		£49.95	
Portals	19	HB	1-85604-546-3		£39.95	
Practical Copyright for Information Professionals	13	PB	1-85604-490-4		£29.95	
Practical Taxonomies	18	HB	1-85604-585-4		£39.95	
(i) Presentation Skills for Library and Information Professionals (Training Package)	38	looseleaf	1-85604-334-7	—	£545.00	—
Preservation Management for Libraries, Archives and Museums	32	HB	1-85604-574-9		£44.95	
Preserving Archives	7	HB	1-85604-577-3		£39.95	
Project Management	27	PB	1-85604-504-8		£32.95	
Providing Effective Library Services for Research	2	HB	1-85604-589-7		£39.95	
Public Internet Access in Libraries and Information Services	26	HB	1-85604-425-4		£39.95	
Public Librarian's Guide to the Internet	25	PB	1-85604-328-2		£32.95	
Qualitative Research for the Information Professional 2nd edn	27	HB	1-85604-472-6		£39.95	
Reading and Reader Development	20	HB	1-85604-467-X		£49.95	
Rediscovering Public Library Management	29	HB	1-85604-175-1		£49.95	
Reference and Information Services in the 21st Century	33	PB	1-85604-598-6		£39.95	
Research Methods in Information	23	PB	1-85604-545-5		£39.95	
Scholarly Publishing in an Electronic Era: IYLIM 2004-2005	32	HB	1-85604-536-6		£59.95	
Searching CD-ROM and Online Information Sources	26	PB	1-85604-388-6		£44.95	
Setting up a Library and Information Service from Scratch	28	PB	1-85604-558-7		£29.95	
Staying Legal 2nd edn	12	HB	1-85604-438-6		£49.95	
Subject Approach to Information 5th edn	9	PB	1-85604-048-8		£39.95	
Success at the Enquiry Desk 5th edn	34	PB	1-85604-600-1		£24.95	
(i) Success at the Enquiry Desk for Library and Information Professionals (Training Package)	38	looseleaf	1-85604-382-7	—	£395.00	—
Supervising and Leading Teams in ILS	37	HB	1-85604-587-0		£39.95	
Supporting E-Learning	3	HB	1-85604-535-8		£39.95	
Teaching Information Skills	20	HB	1-85604-513-7		£39.95	
Technology and Management in Library and Information Services	31	HB	1-85604-222-7		£49.95	
(i) Training Library Assistants (Training Package)	38	looseleaf	1-85604-459-9	—	£395.00	—
Training Library Staff and Volunteers	37	PB	1-85604-599-4		£39.95	
Using the Internet as a Reference Tool	33	PB	1-85604-432-7		£39.95	
Virtual Reference Desk	34	PB	1-85604-566-8		£49.95	
Wired World	21	PB	1-85604-373-8		£34.95	
Your Essential Guide to Career Success 2nd edn	37	PB	1-85604-491-2		£22.95	

TOTAL CARRIED FORWARD



facet publishing

5 EASY WAYS TO ORDER

- 1** Please return your completed order form to:
BOOKPOINT LTD
Mail Order Department
130 Milton Park
Abingdon
Oxon OX14 4SB
- 2** Tel: +44(0)1235-827794 (mail order department)
+44(0)1235-400400 (main switchboard)
- 3** Fax: +44(0)1235-400454 (mail order)
+44(0)1235-400500 (trade orders)
- 4** E-mail: Facet@bookpoint.co.uk
- 5** Online: www.facetpublishing.co.uk

TOTAL CARRIED FORWARD FROM PREVIOUS PAGE

*Please add £2.50 for postage and packing on all UK non-trade orders.
Overseas orders are subject to an individual postage and packing charge.

Postage*

Less 20% CILIP
Member discount

TOTAL

Prices are net in the UK and are subject to alteration without notice.

Please tick one of the following:

- Please send me a pro-forma invoice
- I enclose a cheque/International Money Order made payable to 'Bookpoint Ltd'.
- Please charge my credit card account:

Visa/Access/MasterCard/Diners Club/American Express

Expiry date ___/___

(If the address below is different from the registered address of your credit card, please give your registered address separately.)

Signature _____ Date _____

Name _____

Job title _____

Organization _____

Address _____

Postcode _____

E-mail _____

Telephone _____ Fax _____

All CILIP Members are entitled to a 20% discount on personal orders (except where indicated). Personal members are not entitled to claim discount on behalf of their institutions.

CILIP membership No.

Personal/Institution (please delete)

The New Walford

Guide to reference resources

Volume 1: Science, Technology and Medicine

Ray Lester, editor-in-chief

Out now!

Subject coverage

- mathematics
- physics & astronomy
- earth sciences
- chemistry
- biological sciences
- agriculture, forestry, fisheries & food
- pre-clinical sciences
- clinical medicine
- health
- natural resources & energy
- engineering
- information & communication technology



‘the ultimate resource that belongs on every reference desk’

First published in 1959, Walford's guide to reference material achieved international recognition as a leading bibliographic tool across all subject areas. But, in the 1990s, the web transformed the information universe; and so we have now transformed Walford.

Published in June 2005, The New Walford (TNW) Volume 1: Science, Technology and Medicine is the first volume of a radically different guide.



June 2005
848pp, hardback

£149.95 (or £119.96 to
CILIP Members)

WHAT'S NEW?

Coverage

TNW gives a more comprehensive global view of the leading works currently available on each subject area.

Organization

TNW now has a much simpler subject classification.

Critical evaluation

TNW gives you an excellent, quick, value-added overview of where to start when seeking publicly available information.

Content

There are two indexes: author/title which lists around 8,000 resources; and a topic index containing entries for more than 1,000 topics.

Design

We have totally re-designed the work to a crisp, modern and easy-to-use layout.