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User Perceptions of the Effect of the Outsourcing of US Government Libraries

Koenig, Michael E. D., Patrick Canevello and Ronald Morrison.

Abstract

This study compares the perceptions of users of several US Government libraries that have been contracted out as to the quality of the library service they receive, with the perceptions of users of several US Government libraries that have not been contracted out. The summary conclusion is that there seems to be surprisingly little difference in the perceptions of the two groups of users as to the quality of library service received. Users in libraries that have been contracted out, however, are significantly more likely to have a preference for their library or information centres to be contracted out.

Providing Outsourced Internet Services to a Government Agency

John, Nancy R.

Abstract

This article looks at library outsourcing from a different perspective - the role of librarians as the suppliers of outsourced services. As a case study of the University of Illinois at Chicago (UIC) University Library, it discusses UIC's efforts at providing outsourced services to a variety of clients in the corporate and governmental sectors. Through examination of the evolving relationship between the UIC librarians and their clients, we are able to discern the kinds of contributions that the library profession is uniquely positioned to offer because of its understanding of the fundamental nature of information and the basic habits of information-seekers.

New Library - New Measures: A Social Audit of Public Libraries

Usherwood, Bob and Rebecca Linley.

Abstract

The full impact of public library services cannot be demonstrated by statistics alone. Library managers must be prepared to use indicators that use "soft" as well as "hard" data. The paper describes the social audit approach to evaluate the impact of public library services in Newcastle and Somerset. The various components of the audit are described and the results of the study briefly discussed. The authors conclude that qualitative data, properly gathered, are valid evidence and argue that they should be treated as such by politicians and professionals alike. The social audit is a practical approach which can help library managers monitor and guide the service, improve the way the value of the service is reported to policy makers, enable stakeholders to make a judgment on the service, and affect organizational behavior.

Distance Education in Library and Information Science in Asia and the Pacific Region

Sacchanand, Chutima.

Abstract

This article identifies the distance education needs of information professionals in the region and lists various institutions that offer distance education courses in library and information science in Asia and the Pacific region along with perspectives, media and methods, instructional systems, resources and services.

Cross-Domain Access to Digitized Cultural Resources: The SCRAN Project

Royan, Bruce.

Abstract

The convergence of the technologies of storage, delivery and presentation of text, data, image and sound have led to a demand for end-user access to digitized cultural resources. End-users tend not to be interested in the historical and political reasons why particular resources have ended up being housed in different domains (libraries, archives, museums, etc.), and so a number of networked services are beginning to provide cross-domain access to digitized cultural resources. This paper describes SCRAN, the Scottish Cultural Resources Access Network. SCRAN is a millennium project, spending 15 million pounds sterling to build a networked multimedia resource base for the teaching and celebration of human history and material culture in Scotland. Although it is based on the museums, archives, libraries and built heritage of Scotland, SCRAN's prime concern is not with conservation, nor with documentation, but with educational access. SCRAN is a rights clearance project, grant-aiding the digitization of assets in exchange for a non-exclusive license for their educational use. It is also a resource disclosure and delivery project: SCRAN acts as a metadata repository, pointing to individual digitized assets in its own resource base and to objects in the real world, as well as acting as a gateway to other

electronic collections. In this regard, SCRAN has experience to share as an early implementer, both of the Z39-50 Search and Retrieve Protocol and the Dublin Core Metadata Element set for cross domain access.

The Right to Information: Is It Possible for Developing Countries?

Yilmaz, Bülent.

Abstract

The right to information is one of the main human rights that protect and develop human life. The use of the right to information will contribute to solving many social and cultural problems at both the individual and national level. But there are many prerequisites related to economical, social, cultural and political development for realizing the right to information in a country. Unless a country has solved major problems such as hunger, lack of education, poor health, and lack of political freedom, it is not possible to realize the right to information. Individuals who live in developed countries have more possibilities to use the right to information than those living in developing countries. The author evaluates the concept of the right to information on the basis of the development difference between developed and developing countries.