

Evaluation of Scientific Management of Libraries and Information Centres, Edited by F. W. Lancaster and C. W. Cleverdon. Reading, Mass.: Noordhoff International Publishing, 1977. 184p. \$19.50 SBN 90-286-0656-4

This book comprises the proceedings of a 1975 NATO Advanced Study Institute on the Evaluation and Scientific Management of Library and Information Centers. The papers fall into three major categories: state-of-the-art reviews, evaluative procedures, and critical analyses of methodology. In the first of these categories are the papers by Lipetz ("The Library Catalog: Evaluations and Use Studies"), T. D. Wilson ("The Evaluation of Bibliographical Resources"), Bunge ("Approaches to the Evaluation of Library Reference Services"), and Leimkuhler ("Operations Research and Systems Analysis"). Bunge's paper is particularly succinct in synthesizing the previous research conducted in reference service evaluation and indicating future trends in such evaluation, and Leimkuhler provides a good categorization of the use of operations research models in libraries.

The paper by Lancaster is the only one falling into the second category, and in it criteria for the evaluation of machine-readable data bases are examined. They include the subject coverage; cost (acquiring, implementing, searching) and cost-volume relations; coverage; currency; indexing and vocabulary quality; and user evaluation of the data base. The

paper provides a good framework from which the evaluator can work to determine the adequacy of the data base.

Wells and Olman's paper falls in the third category and is a critical examination of the use of cost-benefit analysis in the evaluation of library and information services. They review a number of studies that purport to be cost-benefit analyses, but more importantly they indicate the adequacies and deficiencies of each and suggest that there are severe limitations to the methodology, particularly in the area of measuring benefits.

In general, the papers in this volume provide as reasonable a review of the problems of library management and evaluation of information services as one can expect from a collection. However, the quality of the papers is uneven and a number of topics are not covered, including the two most basic elements: organizational structure and personnel management.

Michael D. Cooper
School of Library and Information
Studies
University of California, Berkeley