Mastering Digital Librarianship
Strategy, Networking and Discovery in Academic Libraries
Edited by Alison Mackenzie and Lindsey Martin, both at Edge Hill University, UK

This book examines the changing roles of the librarian and how working within a rich digital environment has altered the way professionals develop the appropriate 'know how', skills, knowledge and behaviours required in order to operate effectively. Expert specialists and opinion-makers from around the world discuss the challenges and successes of adapting existing practices, introducing new services and working with new partners in an environment that no longer recognizes traditional boundaries and demarcation of roles.

This timely and inspiring edited collection is structured thematically, with a focus on three key strands where the impact of digital technologies is significant:

- **Rethinking marketing and communication** – this strand looks at strategic approaches and practices which harness social media and illustrate the importance of communication and marketing activities in these new online spaces.

- **Rethinking support for academic practice** – this part examines the professional expertise required of librarians who engage with and support new academic and learner practices in digitally rich teaching, learning and research environments.

- **Rethinking resource delivery** – this section investigates the use of strategies to maximize access to online resources and services: harnessing system data to enhance collection management and user choice, designing and managing mobile 'friendly' learning spaces and providing virtual resources and services to an overseas campus.

**Contents**


**Readership:** Librarians, library schools, departments of information science, education developers, learning technologists and IT specialists.

**NEW**

The Future of Scholarly Communication
Edited by Deborah Shorley, Imperial College London, UK and Michael Jubb, Research Information Network, UK

"I would recommend this book to the people who want to know more about scholarly communication and to those who know quite a lot about it and would like to expand their understanding. All the chapters are written in an accessible style and most of them have a moment of intrigue and surprise in them."

- Information Research

Governments and societies globally agree that a vibrant and productive research community underpins a successful knowledge economy but the context, mechanisms and channels of research communication are in flux. As the pace of change quickens there needs to be analysis of new trends and drivers, their implications and a future framework. The editors draw together the informed commentary of internationally-renowned experts from all sectors and backgrounds to define the future of research communication.

**Contents**


**Readership:** This is essential reading for all concerned with the rapidly evolving scholarly communications landscape, including researchers, librarians, publishers, funders, academics and HE institutions.

**NEW**

Fundamentals for the Academic Liaison
Richard Moniz, Johnson Wales University USA, Joe Eshleman, Johnson Wales University USA and Jo Henry, Piedmont Community College, USA

A core resource for any LIS student or academic librarian serving as a liaison, this guide lays out the comprehensive fundamentals of the discipline, helping librarians build the confidence and cooperation of the university faculty in relation to the library. Readers will learn about connecting and assisting faculty and students through skillful communication and resource utilization. Written in a straightforward way that lends itself to easy application, *Fundamentals for the Academic Liaison* provides ready guidance for current and future academic librarians liaisons.

**Contents**


**Readership:** Current and future academic liaison librarians.

**FORTHCOMING IN 2014**

The Subject Librarian’s Handbook
Edited by Rowena Macrae-Gibson, City University and Cass Business School, UK

This landmark handbook is the essential guide to the subject librarian’s role, and manages to synthesize a huge and complex area of professional practice into one single handy resource. Drawing on contributions and case studies from subject librarians working in all areas, it offers practical and pragmatic advice to support, develop and deliver services to students, researchers, academics and support staff within higher education. Informed by research and packed with practical tips, checklists, ideas for innovative practice from around the world and definitions of common terminology, each chapter offers insight into real situations and real decisions and will inspire you to try different ways of working.

**Contents**


**Readership:** Academic and subject liaison librarians, at all levels of their career, managers of subject librarian teams, students studying library and information courses and academics.
Know it All, Find it Fast for Academic Libraries
Heather Dawson

“Complete and comprehensive, author Heather Dawson, a library leader at the London School of Economics, provides the techniques needed to take a question and answer it for a patron quickly and effectively. Practical advice for librarians in managing their collections through technology and general know how, Know It All, Find It Fast for Academic Librarians is a strongly recommended addition for any librarian’s library science reference collection.”
- Midwest Book Review

Envisioning Future Academic Library Services
Initiatives, Ideas and Challenges
Edited by Sue McKnight

“The essays, written by distinguished librarians, publishers and professors…are uniformly succinct, well written, and particularly well edited…The volume promises much and delivers impressively.”
- College and Research Libraries

Managing Academic Support Services in Universities
The Convergence Experience
Edited by Terry Hanson

Supporting Research Students
Barbara Allan

“Easily readable, the book is well structured, and has clear objectives and summaries of each chapter…Supporting Research Students provides a much needed lifeline for new academic contact librarians, and will help to refresh the skills and perspective of more experienced librarians.”
- Australian Academic and Research Libraries

The Academic Library
Peter Brophy

Transformative Learning Support Models in Higher Education
Edited by Margaret Weaver

Also of interest
Collaboration in Libraries and Learning Environments 33
Developing Academic Staff 8
Developing the New 20
Delivering Research Data Management Services 15
Reflecting on the Future 32
Managing Research Data 16

ACQUISITIONS & COLLECTION DEVELOPMENT

Customer-based Collection Development
An Overview
Edited by Karl Bridges, University of Vermont, USA

This essential guide to customer-based/patron-driven collection development will allow librarians to navigate the rapid changes in what users expect of libraries.

The traditional ‘top down’ approach to collection development definitely has its drawbacks: even after spending a good deal of time, energy, and resources, librarians are sometimes frustrated to find that their library’s collection is not being used as they anticipated. But another strategy is gaining momentum. This book gathers together the best practitioners in the emerging field of customer-based collection development to find what library users need and want and provide strategies to allow librarians to manage collections accordingly. Drawing on the experiences of professionals from a variety of academic and public libraries, Customer-based Collection Development:

• Offers strategies for planning and implementing a customer-based collection programme
• Summarizes its potential impact on a library’s budget
• Discusses cataloguing implications, and other day-to-day
• Presents guidelines for evaluating and marketing.

Customer-based collection development is one way for libraries to navigate the rapid changes in what users expect of libraries, and this new anthology is an important guide to this approach.


Readership: Librarians and library managers in all types of libraries.
Fundamentals of Collection Development and Management

Peggy Johnson, St Catherine University, USA

About the second edition:
"...essential reading for the collection development professional."
- Internet Reference Services Quarterly

This is the third edition of the authoritative standard collection development and management textbook. In this sweeping revision, expert instructor and librarian Peggy Johnson addresses the art of controlling and updating library collections, whether located locally or accessed remotely. Each chapter offers complete coverage of one aspect of collection development and management, including numerous suggestions for further reading and narrative case studies exploring the issues. Johnson thoroughly considers:

- Traditional management topics such as organization of the collection, weeding, staffing, and policymaking
- Maintaining productive relationships with vendors and publishers, and other important purchasing and budgeting topics
- The effects of rapidly changing information delivery and access technologies, the evolving needs and expectations of library users, and new roles for subject specialists.

Johnson offers a comprehensive tour of this essential discipline and situates the fundamental ideas of collection development and management in historical and theoretical perspective, bringing this modern classic fully up to date. The book also includes sample collection development policy statements, contracts, licensing terms, selection aids and professional resources.

Contents:
1. Introduction to collection management and development
2. Organizational models, staffing, and responsibilities
3. Planning, policy, and budgets
4. Developing collections
5. Managing collections
6. Marketing, liaison activities, and outreach
7. Collection analysis: evaluation and assessment
8. Cooperative collection development and management
9. Scholarly communication
Appendix A: Professional resources for collection development and management
Appendix B: Selection aids
Appendix C: Sample collection development policy statements
Appendix D: Contract and license terms.

Readership: LIS students, library managers and librarians worldwide.

Collection Development in the Digital Age

Edited by Maggie Fieldhouse and Audrey Marshall

"I would recommend this book to all those interested in collection development...Its coverage is extensive and reflects a cross-section of the experience of librarians and information professionals."
- Journal of Librarianship and Information Science

This book offers information and insight on best practices for collection development in the Digital Age. It will help librarians manage their collections in the face of rapidly changing information delivery and access technologies, evolving user needs and expectations, and new roles for subject specialists.

Contents:
1. Reference collection fundamentals
2. Reference collection development policies
3. Staffing models for reference collection management
4. Selecting reference materials
5. Acquisitions, budgets, and licenses
6. Collection maintenance
7. Weeding the reference collection
8. Reference collection development and consortia
9. Discovery and access.

Also of interest
Building an Electronic Resource Collection 19...
Extensible Processing for Archives and Special Collections
Daniel A Santamaria, Princetown University, USA

This accessible how-to guide to extensible processing will show you how to reduce your processing backlog, maintain control of the stream of archival materials flowing into your collection, describe large aggregations of archival materials and improve user experience.

A recent OCLC Research study found that an internet accessible finding aid existed for only 44 per cent of archival collections. With the strain of processing backlogs, many collections go undescribed and are essentially hidden from your users. Extensible processing offers an alternative: establish a baseline level of access to all your holdings, then conduct additional processing based on user demand and ongoing assessment. This flexible approach emphasizes decision-making, prioritization, and adherence to archival principles and standards. The goal is to give you the tools, confidence, and freedom to improve user experience.

In Extensible Processing for Archives and Special Collections, Daniel Santamaria provides an accessible how-to guide to extensible processing, including the following:

- The six key principles of extensible processing
- International case studies, ranging from one-person shops to large universities: learn from examples of processes, systems, software, and metadata that were used successfully by others
- Eight steps in an extensible workflow process
- How-to-use collection assessment surveys to reduce backlogs
- Systematic step-by-step approach to reducing accessioning

Readers will learn how to use Describing Archives: A Content Standard (DACS) and Encoded Archival Description (EAD) and be up-to-date on recent developments in digitization of archives and alternative strategies such as low-resolution scanning and repurposing existing metadata to ensure that baseline descriptions of all collection materials held by your archive or library are available online as quickly as possible.


Readership: Archivists and librarians.

Archives and Recordkeeping
Theory into Practice
Edited by Caroline Brown, Dundee University, UK

This groundbreaking text simplifies and demystifies archival and recordkeeping theory and its role in modern day practice.

The book’s great strength is in articulating some of the core principles and issues that shape the discipline and the impact and relevance they have for the 21st century professional. Using an accessible approach, it outlines and explores key literature and concepts and the role they can play in practice. Leading international thinkers and practitioners from the archives and records management world consider the concepts and ideas behind the practicalities of archives and records management to draw out their importance and relevance.


Readership: Students and educators in archives and recordkeeping, practitioners who want to better understand and inform their day-to-day work. It is also a useful guide across related disciplines in the information sciences and humanities.

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Facet e-books
A selection of our titles are available as e-books. Visit www.facetpublishing.co.uk/ebooks for a full listing.
The Future of Archives and Recordkeeping
A Reader
Edited by Jennie Hill

“This book could benefit any professional in records and information management, knowledge or library management, history, or research. It provides an intense and thought-provoking mix of theory, practice, and philosophy.”
- Information Management

Copyright for Archivists and Records Managers
Tim Padfield

About a previous edition:
“The author is to be congratulated on producing a work, which is user-friendly, readable and often enlightening in unexpected ways.”
- Journal of Librarianship and Information Science

Leading and Managing Archives and Records Programs
Strategies for Success
Edited by Bruce W Dearstyne

Also of interest
Digital Archives 17
Emergency Planning 33
Linked Data for Libraries 36
Preservation Management 45
Preserving our Heritage 44

CAREER DEVELOPMENT & TRAINING

Building your Portfolio
The CILIP Guide
Edited by Kath Owen and Margaret Watson

Thoroughly updated to reflect the new requirements of CILIP’s revamped suite of Professional Registration qualifications, this is the essential ‘how to’ guide to producing a successful portfolio. Reflecting on achievements and presenting evidence of enhanced knowledge and skills underpin many professional and educational qualifications. Building a portfolio is key to recording and demonstrating this professional development, and gaining official recognition in the form of Professional Registration qualifications.

Set out in a user-friendly format, and covering each element of a portfolio, the guide is jam-packed with examples, useful hints and tips, personal contributions from successful applicants, web links, and further reading to help you develop a top-notch portfolio. The role of the VLE, new submission routes including e-submission and the new route to Revalidation are all clearly explained.

Contents:
1. Introduction
2. The mentoring process
3. Thoroughly updated to reflect the new requirements of CILIP’s revamped suite of Professional Registration qualifications, this is the essential ‘how to’ guide to producing a successful portfolio. Reflecting on achievements and presenting evidence of enhanced knowledge and skills underpin many professional and educational qualifications. Building a portfolio is key to recording and demonstrating this professional development, and gaining official recognition in the form of Professional Registration qualifications.

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Contents:

Readership: Library and information practitioners working towards any of the three levels of CILIP Professional Registration (Certification, Chartership, Fellowship), candidates for Revalidation and those beginning their first job in the sector. Mentors, employers of library and information staff, students of library and information science, and others interested in effectively recording their continuing professional development.
Practical Tips for Library and Information Professionals

Series editor: Helen Blanchett, Newcastle University, UK

This series provides a set of practical guides for the busy professional in need of inspiration. Sourced from experienced library and information practitioners, grounded in theory, yet not overwhelmed by it, the information in these guides will tell you what you need to know to make a quick impact in a range of topical areas of professional interest.

Each book takes a tips-based approach to introduce best-practice ideas and encourage adaptation and innovation. The following unique format is employed for every tip:

- **Overview of activity/tip** – a clear outline of the tip or activity proposed
- **Best for** – the context where this tip is best applied
- **More** – examples of how the tip or activity can be adapted, both to provide alternatives and spark inspiration
- **Watch out** – practical advice on pitfalls that can happen when using the approach outlined
- **References** – identifying the research that underpins the practice.

**Series readership:** Experienced library and information professionals looking for new ideas and inspiration, as well as new professionals wanting to tap into the experience of others and students and educators interested in how theory is put into practice.

**FORTHCOMING IN 2015**

**Practical Tips for Developing Your Staff**

Gil Young, NHS NW Health Care Libraries Unit, UK, and Tracey Pratchett, University Hospitals of Morecambe Bay NHS Foundation Trust, UK

Continuous professional development is a key component of a successful and satisfying career. This practical book offers a wide range of ideas and methods for all library and information professionals to manage the development of those who work for and with them. As part of the Practical Tips for Library and Information Professionals series, it offers innovative tips and tried-and-tested best practice to enable library and knowledge workers to take control of professional development regardless of the budget and time available to them.

You will find flexible tips and implementation advice on topics including:

- Enabling others to plan, reflect on and evaluate their personal development
- Appraisals and goal setting: linking personal objectives to organizational objectives
- Performance management
- Sourcing funding to attend and run events
- Planning formal development activities such as courses and conferences
- Accessing informal activities
- Using social media as a development tool
- Role of professional bodies and networks
- Mentoring, bullying and coaching
- Networking

**Readership:** All library and information professionals who work with research staff.

**Practical Tips for Supporting Your Researchers**

Moira Bent, Newcastle University, UK

Interacting effectively with information is at the heart of all research, consequently information professionals have a key role to play in facilitating the development of researchers who are able to operate confidently and successfully in the information world. Grounded in current theory and informed by practitioners from around the world, this practical book offers a wide range of ideas and methods to assist LIS staff in developing and managing their role in the research environment. This practical guide offers innovative tips and reliable best practice to enable both new and experienced practitioners to evaluate their current provision and develop their service to meet the evolving needs of the research community.

**Topic areas will include:**

- Getting to know your research community
- Collection management to meet specific and often conflicting research needs
- Spaces for researchers
- Developing information literate researchers
- Supporting researchers at a distance
- International aspects of research support
- Contributing to research excellence exercises
- Getting involved in the publication process
- Making and measuring research impact - our role in bibliometrics
- Ethics and academic integrity for researchers
- Scholarly communication and open access
- Social media and networking for researchers, the library’s role
- Research data management, where do we fit in?

**Readership:** All library and information professionals who work with research staff and students.

**Practical tips for Demonstrating Your Value**

Laura Woods, Brake, UK

Information professionals provide a service that is key to the success of their organisations, but sadly is frequently overlooked. In times of budget cuts, outsourcing and downsizing, demonstrating our value to those who hold the purse strings and make the decisions is vital. This book offers practical tips and advice for all library and information professionals on how to ensure that all their colleagues and managers, especially those outside of the library, understand exactly what value they bring. It draws on best practice from experienced practitioners to equip library and information workers with the tools to gain recognition for their hard work.

**Topics will include:**

- Embedding within teams
- Eliminating the routine to focus on value-added tasks
- Identifying your transferrable skills
- Becoming an invaluable asset
- Communicating your skills to non-librarian managers
- Building a supportive professional network
- Keeping your skills and knowledge up to date.
This practical toolkit will be your guide towards career success and fulfilment as you make your way in the information sector. Each chapter captures the expert advice of rising stars in the profession and across sectors, interweaving case studies that illustrate how to thrive in the information sector, take control of your professional development and get to grips with every area of information work.


Readership: This is essential reading for all new professionals in academic, public and special libraries, archives and records management and those who want to further develop their career. It’s also an invaluable guide for students of these disciplines hoping to get to grips with the profession.
Indexing and Abstracting in Theory and Practice
F W Lancaster and Evelyn L Curry, Texas Women’s University, USA

The third edition of this award-winning textbook will be fully revised and updated to take account of changes that have occurred since the last edition was published in 1996. This classic text will be essential reading for all students of library and information science.

The text will be fully revised in all areas and particularly: the retrieval of visual resources and developments in art and music indexing; trends in data and text mining, and knowledge organization in corporate, government and medical environments. It will address the relationship between metatags and effective information retrieval; automatic categorization software tools; thesaurus structures; domain representation and analysis; text categorization methods and text extraction systems. Trends in indexing social media, the semantic web, folksonomies and folksonotologies will be covered. Final chapters cover Web 3.0 developments and interesting publishing trends that will affect the field in the next 8-10 years articles.


The Future of the Library Catalogue
Edited by Sally Chambers, Göttingen Centre for Digital Humanities, Germany

Will there be a library catalogue in the future and, if so, what will it look like?

In the last 25 years, the library catalogue has undergone an evolution, from card catalogues to OPACs, discovery systems and even linked data applications making library bibliographic data accessible on the web. At the same time, users expectations of what catalogues will be able to offer in the way of discovery have never been higher. This groundbreaking edited collection brings together some of the foremost international cataloguing practitioners and thought leaders to provide an overview of the current state of the art of the library catalogue and look ahead to see what the library catalogue might become.

Practical projects and cutting edge concepts are showcased in discussions of linked data and the semantic web, user expectations and needs, bibliographic control, the FRBRization of the catalogue, innovations in search and retrieval, next-generation discovery products and mobile catalogues.


Readership: Cataloguers and metadata specialists, library administrators and managers responsible for planning and strategy, systems librarians, user services managers, electronic resources librarians, and digital library project managers, students on cataloguing, information management and digital library courses.

Cataloguing and Decision-making in a Hybrid Environment
The Transition from AACR2 to RDA
Anne Welsh, UCL, UK

As the transition to RDA changes the international cataloguing landscape, readers need practical guidance to operate successfully in a world of hybrid catalogues, where records created under different standards co-exist. This highly practical guide draws out the flexibility offered by RDA and the scope for catalogue judgement in balancing flexibility with consistency of entry. Welsh leads the reader through the decision-making process, showing how the skills and judgements familiar from AACR2 can be applied to RDA. This book slices into RDA to answer questions including:

• What are the increased decision-making powers of the catalogue based on RDA? What support is available in making decisions?
• How can libraries integrate new RDA records within their catalogues and cataloguing practices?
• What steps can cataloguers take to increase their decision-making skills and confidence, and how can employers support their staff in this?


Readership: Cataloguers, all library staff, information professionals, support staff and LIS students.
RDA: Resource, Description and Access Print, 2013 Revision

Designed for the digital world and an expanding universe of metadata users, RDA: Resource Description and Access is the new, unified cataloguing standard. This full-text print version of RDA offers a snapshot that serves as an offline access point to help solo and part-time cataloguers evaluate RDA, as well as to support training and classroom use in any size institution.

The 2013 RDA Print Revision contains:  
- A full accumulation of RDA — the revision contains a full set of all current RDA instructions. It replaces the previous version of RDA Print as opposed to being an update packet to that version. RDA has gone through many changes since it was first published in 2010. Cataloguing practice described by RDA has not changed dramatically due to the changes above, but nearly every page in RDA Print was impacted by the changes, with the result that an RDA Print update packet would require nearly as many pages as the full revision.
  - The most current RDA — the revision contains all changes to RDA up to and including the 2013 RDA Update approved by the JSC. The JSC periodically issues changes to RDA to fix errors and to clarify meaning. These changes do not typically change cataloguing processes as described by RDA. Annually the JSC considers proposals to update, enhance and maintain RDA as a current cataloguing standard. These updates can and often do change the cataloguing process as described by RDA.
  - Reworded RDA — the revision includes the reworded version of RDA instructions. To improve readability and comprehension of complex instructions, RDA has been edited and reworded since its original release.

The first regular RDA Print Update is planned for mid-2014 and annually thereafter.

Readership: Cataloguers, library managers, LIS students, information professionals in all sectors, archivists.

RDA: Element Set

The RDA Element Set collects relevant information based on cataloguing workflow in one place, for ease of use, and offers the full text of selected RDA instructions and examples organized by FRBR and FRAD entity and then alphabetically by RDA element, including sub-elements, element definitions, and related RDA-defined vocabularies. RDA elements are the data elements described by RDA instructions and encoded in formats such as MARC, Dublin Core, and others. Online, the RDA Element Set also offers links to current and evolving encoding standards documentation (currently MARC 21, with others planned over time) and to applicable national library policy statements (currently LCPS, with others planned over time). The RDA Element Set is available both on the Tools tab in the online RDA Toolkit and in print, organized in two parts (in print, sold as a single package). Part 1, Attributes, describes the characteristics of the FRBR and FRAD entities, such as ISBN, ISSN, publisher, date of publications, scale, or type of score. Part 2, Relationships, includes data elements that describe the relationships among the FR entities, such as created by, composed by, or subject of, and the index to the entire Element Set. The Element Set is offered in print as an offline access point for the single and partial cataloguer institutions to evaluate RDA, as well as to support training and classroom use in any size institution. The RDA Toolkit includes printable PDFs, but the snapshot-in-time print version offers a convenient, time-saving option.

Readership: Cataloguers, library managers, LIS students, information professionals in all sectors, archivists.

RDA: Strategies for Implementation

Magda El-Sherbini, Ohio State University, USA

This handbook tackles key questions about how the new cataloguing standard will be implemented by cataloguing professionals, offering an orientation in the conceptual background and the structure of RDA: Resource Description and Access from a practical and technical perspective, including a detailed comparison with AACR2.

Firmly rooted in the concrete application of RDA, with numerous sample records, this book:
  - Covers FRBR-driven tasks, FRBR-Group relationships, and principles of FRAD, including how FRAD impacts the RDA application
  - Analyzes the roles of manifestations and items, such as pre-cataloguing decisions, preferred sources of information, and mandatory elements of description
  - Discusses works and expressions for specific library materials, from methods of recording primary relationships to constructing the authorized access point and recording relationships; offers advice for using RDA Toolkit, with tips for efficient navigation in RDA Toolkit using workflows and searching techniques
  - Digs deeply into a variety of technical issues, including:
    - RDA’s effect on OPAC displays
    - Implementation of the new RDA fields that represent adding new elements
    - Adjusting systems to accommodate the new MARC 21 fields
    - Integrating new records using RDA with older records
    - When to re-catalogue a set of manifestations
    - Exporting an RDA-based bibliographic record from OCLC into the OPAC
    - Choosing RDA elements to describe your library materials (core vs. full elements)
    - Upgrading OCLC records to RDA more.

Every cataloguer will want this volume close at hand as a comprehensive road map to the changes already underway.


Readership: Cataloguers, LIS students, archivists and any information professional wanting to gain a better understanding of the new cataloguing standard.

Introducing RDA

A Guide to the Basics

Chris Oliver

“This is the best explanation I have yet seen on RDA as a whole. I would strongly recommend buying this book for your library, so that everyone can understand the new changes and standards that will influence how libraries and others will deal with the description and organization of information in the future.”

- Collection Building

Readership: Cataloguers, all library staff, information professionals, support staff and LIS students.
RDA and Serials Cataloguing

Ed Jones, National University San Diego, USA

Serials and continuing resources present a variety of unique challenges in bibliographic management, from special issues and unnumbered supplements to recording the changes that a long-running periodical can experience over time. Easing cataloguers through the RDA: Resource Description and Access transition by showing the continuity with past practice, serials cataloguing expert Jones frames the practice within the structure of the FRBR and FRAD conceptual models on which RDA is based.

With serials’ special considerations in mind, he:

• Explains the familiarities and differences between AACR2 and RDA
• Demonstrates how serials cataloguers’ work fits in the cooperative context of OCLC, CONSER and NACO
• Presents examples of how RDA records can ultimately engage with the semantic web.


Readership: Specialist and occasional serials cataloguers.

RDA and Cartographic Resources

Mary Lynette Larsgaard, UCSB, USA and Paige G. Andrew, Pennsylvania State University, USA

As the cataloguing universe moves into the era of RDA: Resource Description and Access, specialist cataloguers need information on managing the materials in their areas of responsibility. In this manual, expert cataloguers Andrew and Larsgaard offer a summary and overview of how to catalogue cartographic resources using the new standard.

Through abundant examples and sample records to illustrate the work, the authors:

• Take a close look at what will remain familiar from AACR2, and what is new and different in RDA
• Offer guidance for creating authorized geographic subject headings using Functional Requirements for Bibliographic Resources (FRBR) and Functional Requirements for Authority Data (FRAD)
• Present a detailed examination of geographic subject headings and subdivisions.

Readership: Practising map cataloguers, those new to map cataloguing in any institution that holds cartographic resources including academic, public and special libraries, archives and cultural heritage institutions. Students of library and information science, archives and cultural heritage that are taking cataloguing modules.

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Information Resource Description 37
Library Services from Birth to Five: Delivering the Best Start
Edited by Carolyn Rankin and Avril Brock, both at Leeds Metropolitan University, UK

Contents:
1. Taking them to the library: setting the scene - Carolyn Rankin and Avril Brock
2. People and partnerships, skills and knowledge - Carolyn Rankin and Avril Brock
5. Collection development and resources for early years libraries: books, toys and interest. This book provides knowledge and understanding about other delights - disadvantaged families in community and library settings: evaluation, evidence and outcomes of the E4kids project - Paula Kelly 6. Reaching your audience: the librarian's role - Carolyn Rankin and Avril Brock
7. Early intervention: the Better Beginnings programme and evidence from the longitudinal evaluation - Caroline Barratt-Pugh and Nola Allen
8. Successful library activities for the early years of life for intellectual, social and emotional development and early intervention is of political interest. This book provides knowledge and understanding about early language and literacy development and how young children become successful through enjoyable and meaningful experiences.
9. The key role of the early years professional and the importance of effective interdisciplinary teamwork are examined, with a focus on involving parents and carers and valuing their culture, language, heritage and community. Good practice is showcased throughout, and practical guidance given on setting up and running pre-school library services.
10. Inclusive early literacy - Carolynn Rankin
11. Using play to enhance early years literacy: 'Read, Play and Grow' at Brooklyn Public Library - Rachel Payne
12. Inclusive early literacy - Tess Prendergast 13. Planning: organizing projects and money matters in the early years library - Carolyn Rankin and Avril Brock

Readership: Early years professionals and librarians, and those responsible for commissioning and delivering pre-school library services. Students of library and information studies or childhood studies, and practitioners undertaking practical early years qualifications.

Also of interest
- CILIP Guidelines for Secondary School Libraries
- CILIP Guidelines for Colleges
- The Innovative School Librarian
- Know it All, Find it Fast for Youth Librarians and Teachers
- Reader Development in Practice

COPYRIGHT & LEGAL ISSUES

The No-nonsense Guide to Licensing Digital Resources
Naomi Korn with Charles Oppenheim

This title offers expert hands-on advice helping you to make the most of digital resources. Whether you're using, creating or providing access to digital resources you will need to have a practical understanding of the relevant legal and licensing issues that might arise. This no-nonsense guide provides easy-to-follow and pragmatic solutions to working with everything from e-journals and repositories to databases and image collections from an expert in the field. You might find yourself managing permissions, trying to trace rights holders or having to negotiate licenses but this doesn't have to be a complex and confusing task with a good understanding of the relevant legal principles and a sensible risk management approach. Case studies drawn from across the globe and from every sector illustrate relevant real-world problems and answers, while flowcharts and checklists provide visual reminders of key points. A handy glossary also offers relevant explanations of legal terms. With the focus on UK and EU law the key topics covered include: intellectual property rights and digital content; an overview of licensing; digital content and licensing workflow; research outputs and open access; dealing with orphan works and risk management; creating and using open educational resources; using and understanding creative commons licences; managing rights and permissions; and, negotiating permissions.

Contents:

Readership: Information professionals using, creating or providing access to digitised materials whether in academic, public or special libraries, archives or museums. It is also an essential guide for academics, learning technologists and researchers working with digital content. It provides an ideal introduction for LIS students and academics who want to get to grips with the law regarding digital resources.

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A brand new edition of this best-selling text offering up-to-date and easy-to-follow practical advice on the law as it affects information professionals, librarians, academics, FE lecturers and institutional managers. It's also a useful introduction for e-learning content producers and marketing personnel.

Contents:

Readership: Anyone creating or using digital media, or those advising on its use, including librarians, academics, FE lecturers and institutional managers. It's also a useful introduction for e-learning content producers and marketing personnel.

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The No-nonsense Guide to Legal Issues in Web 2.0 and Cloud Computing

Charles Oppenheim

“Here is a book that is up-to-date and accessible and I think it would be a valuable read for any non-lawyer with an interest or involvement in this area...The Guide’s special strength is copyright and other IPRs, where the example case studies are well selected and genuinely enlightening.”
- Laurence Eastham

This title offers expert hands-on advice on getting the most out of web 2.0 and cloud computing. Applications like YouTube, Facebook, Flickr and Slideshare all raise legal problems for the information professional. Whether you’re working with, managing or using web 2.0 or cloud computing applications you will need to be able to assess and manage risk effectively. This no-nonsense practical working tool will make the relevant legal principles simple to understand for those with little or no experience and common problems quick to solve when you’re struggling with daily deadlines. Each chapter starts with an accessible introduction to the key areas of relevant law and the implications for web 2.0 and cloud computing. Cross-sectoral case studies illustrate real world problems and easy-to-follow, pragmatic solutions allowing you to quickly develop good practice. The relevant practice is discussed in relation to these key topics: the major legal issues raised by web 2.0; an overview of copyright; other intellectual property rights and related rights; data protection including UK and EU law; freedom of information; defamation and global differences in defamation law; cloud computing issues; liability issues.

Contents:
1. Copyright
2. Other intellectual property rights and related rights
3. Data protection and privacy
4. Freedom of information
5. Defamation
6. Cloud computing
7. Liability
8. Useful sources.

Readership: All information professionals working in public, academic or special libraries, archives or museums, who are working with, using or managing web 2.0 or cloud computing applications. It also provides a practical introduction to the law on these topics for LIS students and academics.

Also of interest
Copyright and E-learning 20
Copyright for Archivists 6
Information Governance and Assurance 26
Recordkeeping, Compliance and the Law 47

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Mastering Digital Librarianship
Strategy, Networking and Discovery in Academic Libraries
Edited by Alison Mackenzie and Lindsey Martin, both at Edge Hill University, UK

This book examines the changing roles of the librarian and how working within a rich digital environment has changed the way professionals develop the appropriate ‘know how’, skills, knowledge and behaviours required in order to operate effectively. Expert specialists and opinion-makers from around the world discuss the challenges and successes of adapting existing practices, introducing new services and working with new partners in an environment that no longer recognizes traditional boundaries and demarcation of roles.

The book is structured thematically, with a focus on three key strands where the impact of digital technologies is significant:

- Rethinking marketing and communication – this strand looks at strategic approaches and practices which harness social media and illustrate the importance of communication and marketing activities in these new online spaces.
- Rethinking support for academic practice – this part examines the professional expertise required of librarians who engage with and support new academic and learner practices in digitally rich teaching, learning and research environments.
- Rethinking resource delivery – this section investigates the use of strategies to maximize access to online resources and services: harnessing system data to enhance collection management and user choice, designing and managing mobile ‘friendly’ learning spaces and providing virtual resources and services to an overseas campus.

Readership: Librarians, library schools, departments of information science and other professional groups such as education developers, learning technologists and IT specialists.

Digital Archives
Management, Access and Use
Edited by Milena Dobreva, University of Malta, Malta and Gabriella IvaCs, Central European University, Hungary

This edited collection offers a wide-ranging overview of how rapid technological changes and the push for providing wide access to digitized cultural heritage holdings are changing the landscape of archives.

This book provides a set of inspirational and informative chapters from international experts, which will help the readers understand the drivers for change in archives and their implications. Reassessment of the role of archives in the digital environment will serve to develop critical approaches to current trends in the broader heritage sector, including cultural industries experimenting with sustainable business models for cultural production, digitization of analogue cultural heritage, and the related IPR issues surrounding the re-use of digital objects and data for research, education, advocacy and art. Contributors also present state-of-the-art solutions in building digital archives on networked infrastructure, trusted digital repositories to ensure long-term access, and tools to serve emerging needs in digital humanities.


Readership: Digital archivists and practitioners involved in the design and support of digital archives; professionals and researchers involved in projects working with digital archival materials; students in library, information and archive studies.

Is Digital Different?
How Information Creation, Capture, Preservation and Discovery are Being Transformed
Edited by Michael Moss, University of Glasgow, UK and Barbara Endicott-Popovsky, University of Washington, USA

Covering a range of key topics around discovery and preservation, this book explores the role of information professionals in a rapidly changing digital landscape that is challenging the very existence of the traditional library. Focusing on the issues surrounding the transition from an analogue to a digital environment, contributors examine whether analogue practices and procedure are still valid and if they shape or distort those in the digital. The digital environment has the potential to transform scholarship and break down barriers between academia and the wider community through social networks and crowd sourcing, and this thought-provoking collection draws out both the inherent challenges and the opportunities.


Readership: LIS students, academics, archivists and researchers globally.
Digital Libraries and Information Access

Research Perspectives
Edited by G G Chowdhury and Schubert Foo

"...with such a broad range of content and very recent research included, this book would definitely be useful to librarians doing work related to digital libraries...It would also make a very appropriate textbook for an introduction to digital libraries." - Journal of Electronic Resources Librarianship

This is an authoritative and truly global exploration of current research in digital libraries.

Internationally-renowned academics discuss what has been achieved with digital libraries and what we can expect in the future through the prism of research. The increasing number of digital libraries in all sectors and the pressure of ever demanding and diverse user needs has encouraged development of user-centred interfaces, intelligent search and retrieval capabilities, effective metadata description and contents organisation. In addition to the two editors who are renowned for their works in digital library research, this collection brings together established international names in the field to analyse these developments in relation to users and information access and the future trends and challenges that practitioners will face.


Readership: LIS students, academics and researchers interested in digital libraries and access. It is also a useful introduction to developments for those developing, managing or just starting out with digital libraries.

Introduction to Digital Libraries

G G Chowdhury and Sudatta Chowdhury

2002 384pp | £49.95
Paperback: 9781856044653
E-book: 9781856048644

Digital Futures

Strategies for the Information Age
Marilyn Deegan and Simon Tanner

2001 280pp | £39.95
Paperback: 9781856045803
E-book: 9781856048644

Also of interest

Catalogue 2.0 9
Evaluating and Measuring the Value, Use and Impact of Digital Collections 22

Building and Managing E-book Collections

A How-to-do-it Manual for Librarians
Edited by Richard Kaplan

"...an absolute must-have for libraries seeking to expand their collections to suit the needs of the digital age, highly recommended." - Midwest Book Review

Beginning with a short history of e-books and a review of the e-book publishing industry and its effect on library's selection and budget process, this new text provides a thorough treatment of collection development issues, including the selection process and development policies, the use of approval plans, patron-driven acquisition, and practical solutions for creating your e-book collection policies. Chapters on budgeting and licensing covers ownership versus leasing models, the differences in licensing options from the major publishers and aggregators including information on digital rights management, and strategies for success in retention, access, and budgeting.

This practical and realistic book covers all aspects of this complex area including: e-book purchasing models; file formats and publisher/aggregator e-book platforms; an examination of display devices (e-readers); best practices in cataloguing e-books to include metadata; insight on incorporating value added features such as adding excerpts from the text, book covers, and links to related resources; guidance on library web page and online catalogue access; assessment and evaluation strategies, circulation statistics, print collection selection and usage, and user satisfaction. You’ll also gain valuable insight into the e-book's impact on the publishing industry, scholarly communication, and its integration into future technologies and social media.

Offering multiple perspectives from electronic resource professionals at world-renowned libraries this book provides a comprehensive and well-rounded e-book education. Six practical case studies offer real world scenarios and helpful tips for implementation in a variety of settings.


Readership: Library and information professional with an interest in e-books and their development. Library managers wishing to develop an e-book collection from scratch or for those responsible for maintaining an existing e-book collection and LIS students and those on publishing related courses.

E-books in Libraries

A Practical Guide
Edited by Kate Price and Virginia Havergal

"With their excellent collection of articles from known experts in the field, the editors have really brought into sharp focus what the e-book enterprise is all about." - Program
With their explosive sales and widespread availability, the past few years have definitively proven that e-books are here to stay. In this sequel to her best-selling book of the same title, expert Sue Polanka dives even deeper into the world of digital distribution. Contributors from across the breadth of the e-book world offer their perspectives on what's happening now and what to expect in the coming months and years. Included in this invaluable resource are preservation of e-books - Sue Polanka Rolf Janke

Readership: their development. Library managers wishing to develop an e-book collection from scratch or for those responsible for maintaining an existing e-book collection. All librarians will want to familiarize themselves with the wealth of advice in this volume on best practices for use and management of e-books.


Readership: Library and information professionals with an interest in e-books and their development. Library managers wishing to develop an e-book collection from scratch or for those responsible for maintaining an existing e-book collection. Publishers, who need to be aware of the issues faced by libraries managing e-book collections. LIS students and those on publishing related courses.

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Collection Development in the Digital Age 3
Marketing Your Library’s Electronic Resources 35
Negotiating Licences for Digital Resources 14
The No-nonsense Guide to Licensing Digital Resources 13

E-LEARNING

Seven Steps to Effective Online Teaching
Instructional Design and Strategies for Online Teaching and Learning
Diane K Kovacs

April 2014
208pp | £49.95
Paperback:
9781856043303

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Copyright and E-learning
A Guide for Practitioners
Jane Secker

Supporting E-learning
A Guide for Library and Information Managers
Edited by Maxine Melling

Developing the New Learning Environment
The Changing Role of the Academic Librarian
Edited by Philippa Levy and Sue Roberts

Digital Literacies for Learning
Edited by Allan Martin and Dan Madigan

Also of interest
Transforming Information Literacy Using Learner-centered Teaching 24

EVALUATION & METRICS

Web Metrics for Library and Information Professionals
David Stuart

Supporting E-learning
Web Metrics for Library and Information Professionals
David Stuart

Library Analytics and Metrics
Using Data to Drive Decisions and Services
Edited by Ben Showers

This book will enable libraries to make informed decisions, develop new services and improve user experience by collecting, analysing and utilising data.

With the wealth of data available to library and information services, analytics are the key to understanding your users and your field of operations better and improving the services that you offer. This book sets out the opportunities that analytics present to libraries, and provides inspiration for how they can use the data within their systems to help inform decisions and drive services.

Using case studies to provide real-life examples of current developments and services, and packed full of practical advice and guidance for libraries looking to realise the value of their data, this will be an essential guide for librarians and information professionals.

This volume will bring together a group of internationally recognised experts to explore some of the key issues in the exploitation of data analytics and metrics in the library and cultural heritage sectors, including:

- The role of data in helping inform decision making
- Approaches to collecting, analysing and utilising data; using analytics to develop new services and improve the user experience
- The opportunities of library data as ‘big data’
- The role of ‘small data’ in delivering meaningful interventions for users; practical advice on managing the risks and ethics of data analytics
- How analytics can help uncover new types of impact and value for institutions and organisations.


Readership: Librarians and library directors interested in developing a data-driven approach to their service provision and decision making, and to those involved in the delivery and development of services, management of library systems and infrastructure as well as those who liaise with students and researchers. Students on library and information science courses will find this a useful tool. The book will also be of relevance to those managers and practitioners in other cultural heritage sectors such as museums, archives and galleries.

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Almetrics: A Practical Guide for Librarians, Researchers and Academics
Edited by Andy Tattersall, Sheffield University, UK

New methods of scholarly communication and dissemination of information are having a huge impact on how academics and researchers build profiles and share research. This groundbreaking and highly practical guide looks at the role that library and information professionals can play in facilitating these new ways of working and demonstrating impact and influence. Discover how altmetrics – alternative metrics for measuring scholarly impact, from social networks such as Twitter and blogs to online platforms such as Mendeley, ResearchGate and Altmetrics.org – can be applied in an academic setting to improve research output and reach. Drawing on the expertise of leading altmetric innovators and the LIS professionals using their tools, this book will empower librarians, researchers and academics to develop the skills and knowledge needed to introduce and support altmetrics within their own institutions.

Contents:
1. Introduction to altmetrics - Andy Tattersall
2. Road map: from web 2.0 to altmetrics - Andy Tattersall
3. Metrics of the trade: where have we come from? - Andrew Booth
4. The rise of altmetrics - Andy Tattersall
5. Alt meets metrics - Andy Tattersall
6. The evolution of library metrics - Ben Showers
7. Resources and tools
8. Appmetrics: improving impact on the go - Claire Beecroft
10. What lies ahead? how metrics might be measured in the future - Andy Tattersall in discussion with experts
11. Conclusion - Andy Tattersall.

Readership: Library and information professionals working higher education, research bodies, government bodies and charities; researchers, academics, higher education leaders and strategists.

Demonstrating Value in Digital Libraries
Redefining Success
Edited by Alison Mackenzie and Lindsey Martin, Both at Edge Hill University, UK

This new book answers the following questions to determine how we measure value in 21st century library services:
- Who determines the criteria for measuring value?
- What Frameworks exist as means of organising approaches and evidence?
- What are the approaches taken to measure value?
- What are the approaches taken to measure value?
- How are the values embedded/ promoted/marketed?
- Who determines the criteria for measuring value?
- What Frameworks exist as means of organising approaches and evidence?

Readership: Practising library and information service managers and policy makers in the field, LIS policy shapers and managers in public, education (schools, further and higher education), health and special libraries and information services working in any country or internationally. It will also be of interest to people engaged in professional education in the field as lecturers or students.

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FORTHCOMING IN 2015
FORTHCOMING IN 2015

Evaluating the Impact of Your Library
Shahin Markless and David Streetfield

About the previous edition:
"It is a real pleasure to review a book which, to coin a phrase, does exactly what it says on the tin. Its aim is to enable the reader to undertake impact evaluation of their library service and it delivers this handsomely."
- Library Review

Assessing impact is increasingly critical to the survival of services: managers now require comprehensive information about effectiveness, especially in relation to users. Outlining a rigorously tested approach to library evaluation and offering practical tools and highly relevant examples, this book enables LIS managers to get to grips with the slippery concept of service impact and to address their own impact questions in their planning.

The 2nd edition is fully updated to include international approaches to qualitative library evaluation, new international research, and current debates on the evolving nature of evaluation, as well as reflections on the importance of involving stakeholders and of evaluation to guide advocacy.

Contents:
PART 1: THE CONTEXT
1. The demand for evidence
2. Getting to grips with impact
3. The research base of this work
PART 2: EVALUATING IMPACT
4. Putting the impact into planning
5. Getting things clear: objectives
6. Success criteria and impact indicators: how you know you are making a difference
7. Making things happen: activities and process indicators
8. Thinking about evidence
9. Gathering and interpreting evidence
10. Taking stock, setting targets and development planning
PART 3: THE BIGGER PICTURE
11. Doing national or international evaluation
12. Where do we go from here?

Readership: Practising library and information service managers and policy makers in the field, LIS policy shapers and managers in public, education (schools, further and higher education), health and special libraries and information services working in any country or internationally. It will also be of interest to people engaged in professional education in the field as lecturers or students.

FORTHCOMING IN 2015

Delivering Impact and Sustainability for Digital Content
Simon Tanner, King’s College London, UK

Measuring the impact of digital content and how it affects the various benefiting communities will lead to improved evidence-based decision making and sustainability planning in organisations and by national policy makers and funders. Part One of this book debates the key issues driving sustainability and investigates the pressures on assessing and delivering impact. It sets these in the context of a changing digital landscape beset by disruptive technologies and economic uncertainty. The book considers the role of value in memory organisations and how they reach value judgments for digital content and how their stakeholders respond.

Part Two provides the reader with a complete Balanced Impact Value Model (BIVM) for demonstrating that impact is delivered by digital resources. The model is presented in five clear stages supported by a comprehensive set of methods, tools and case studies/scenarios.

Contents:
1. Introduction
2. Measuring impact for success and sustainability
3. Review of the state of the art of impact assessment
4. A balanced approach: the four perspectives
5. Benefiting stakeholders
6. Modes of cultural value
7. The Balanced Impact Value Model
8. BIVM Stage 1: Context
9. BIVM Stage 2: Design and planning
10. BIVM Stage 3: Implementation
11. BIVM Stage 4: Outcomes and results evaluated through the four perspectives
12. BIVM Stage 1: Review and respond
13. Case studies
14. Using impact assessment for sustainability
15. Conclusions.

Readership: Information professionals, policy makers and funding bodies in libraries, museums, archives and media-based memory organisations.

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**Treating and Measuring the Value, Use and Impact of Digital Collections**

Edited by Lorna Hughes

"Evaluating value and impact is the Holy Grail for all involved in the provision of information. How do we know that we are making a difference? This book attempts to answer the question in a series of independently written but structured chapters covering the range of issues across the libraries, museums and archives sectors. The chapters form in effect a series of examples of how different institutions and sectors have approached digitisation, attempted to evaluate them and seek to enhance their value."

- Managing Information

**Using Web 2.0 for Health Information**

Edited by Paula Younger and Peter Morgan

"The collaborative potential of innovations such as blogs, wikis and RSS feeds could revolutionise health information. Looking at what has been achieved so far allows us to think about what we can do in the future. This is valuable reading for those who are wondering where there place is in the brave new world of web 2.0."

- Information World Review

**Changing Roles and Contexts for Health Library and Information Professionals**

Edited by Alison Brettle and Christine Urquhart

"Recommended reading if you're wondering where we're going as a profession, the text is a valuable contribution to the professional literature."

- Consumer Connection, Medical Library Association

This edited collection examines the evolving role of health professionals and explores the role they play in the context of where they work. It aims to encourage and inspire health information professionals worldwide to take on new opportunities and ensure their continued development and recognition as valuable assets in the changing health care environment. It covers: providing information; facilitating access to information and managing knowledge; building capacity; undertaking research and evaluation; supporting research and practice; exploiting technology; and evidence-based practice.

Contents: Overview – Alison Brettle and Christine Urquhart

PART 1: CONTEXT

1. The changing context of health for library and information professionals – Christine Urquhart and Suzanne Bakker

2. Changes in information generation and use – Jenny Turner and Louise Goswami, Neil Ford, Sue Lacey-Bryant and Christine Urquhart

3. Changing technology to meet clinicians’ information needs – Nicholas R. Hardiker, Joanna Dunndon and Jessie McGowan

4. The influences of governance, consumers and evidence-based practice – Garrett Lawrence, Alison Yeoman, Alison Brettle and Prudence Dalymply

PART 2: ROLES

5. Skills, competencies and knowledge – Christine Urquhart

6. The librarian as information provider and educator – Pat Spror and Debra Thornton

7. The librarian as decision maker – Jackie Cheeseborough

8. The librarian within research and evidence-based practice – Alison Brettle

9. The librarian as librarian

10. Conclusion – Christine Urquhart and Alison Brettle.

Readership: Information workers and other health professionals, and students on librarianship and information studies courses.

**Measuring Library Performance**

Principles and Techniques

Peter Brophy

2006

272pp | £54.95

Paperback: 9781856049887

E-book: 9781856049887

This book draws together international case studies and blends practical insights, theory and reflective approaches to offer a cohesive overview of how web 2.0 is already changing health and medical information work.

Contents: PART 1: THE BASICS

1. Health information: an overview – Peter Morgan and Paula Younger

2. Web 2.0 in healthcare information: an overview – Paula Younger

PART 2: WEB 2.0 AND THE IMPLICATIONS FOR HEALTH INFORMATION

3. Emerging technologies in health, medical and nursing education – Patricia Anderson

4. Supporting learmers via web 2.0 – Laura Cobus-Kuo

5. Supporting research – Chris Mavergames

6. Crowdsourcing: the identification of content suitable for the developing world – Jon Brasseys

7. Supporting patient needs: an overview of the potential role of web 2.0 in patient and consumer information – Paula Younger

8. Some ethical and legal considerations in the use of Web 2.0 – Peter Morgan

PART 3: WEB APPLICATIONS IN HEALTH INFORMATION

9. Some ethical and legal considerations in the use of Web 2.0 – Peter Morgan

10. RSS (Really Simple Syndication): helping faculty

11. Using mashups in health information provision

12. Twitter in a hospital library

13. Using web 2.0 to facilitate staff development – Andrew Booth, Anthea Sutton and Andy Tattersall

PART 4: THE FUTURE

14. Web 3.0 and health librarians: what does the future hold? – Allan Cho and Dean Giustini

15. Conclusion – Paula Younger.

Readership: Information workers and other health professionals, and students on librarianship and information studies courses.

**Understanding Healthcare Information**

Lyn Robinson

Series: Foundations of the Information Sciences

2010

296pp | £49.95

Paperback: 9781856046626

E-book: 9781856043939

"This is highly recommended for any academic or medical library."

- Collection Building


Readership: Information workers and other health professionals, and students on librarianship and information studies courses.

**Exploiting Knowledge in Health Services**

Edited by Graham Walton and Andrew Booth

2004

368pp | £49.95

Hardback: 9781856044780

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INFORMATION LITERACY

Teaching Information Skills
Theory and Practice
Jo Webb, De Montfort University, UK and Chris Powis, University of Northampton, UK

This fully updated edition of the bestselling textbook shows librarians how to empower their library users and teach information skills.

Informed by best teaching practice and contemporary learning theories, the text covers both the theory and 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 brand new case studies from a broad range of sectors and organizations. Each of the main chapters is based around one of the key elements of successful learning and teaching, specifically applied to the LIS context. New and expanded topics for this edition include discussion of distance learning and technology-enabled learning, and when and how to buy-in commercial services to support your teaching.


Readership: Library and information professionals in all contexts who have to instruct others - either students or colleagues - as part of their job and students of LIS.

Metaliteracy
Reinventing Information Literacies to Empower Learners
Thomas P. Mackey, SUNY, USA and Trudi E Jacobson, University at Albany, USA

Information literacy thought leaders Thomas Mackey and Trudi Jacobson build a persuasive case ‘that information literacy needs to be far more inclusive than its traditional conception. The IL knowledge and skills that have customarily been taught involve locating, accessing, evaluating, and using information, but information primarily in text formats. It has been generally assumed that these sources of information emanate from entities that would be considered publishers, often traditional book and periodical publishers. However, the internet, web 2.0, mobile applications, and social media environments have dramatically altered the situation.’

Metaliteracy will help readers understand that ‘media literacy, visual literacy, digital literacy, and a host of other specific literacies are critical for informed citizens in the twenty-first century. IL needs to be reframed to encompass these literacies, and this conception of IL will have a dramatic effect of how it is taught and what students learn.’


Readership: Librarians, information professionals and LIS students.

FORTHCOMING IN 2014

Expert Internet Searching
Phil Bradley

The highly anticipated new edition of Phil Bradley’s essential guide to internet search (formerly titled The Advanced Internet Searcher’s Handbook) is here.

This no-nonsense handbook will give you the tools to find the information that you need more quickly and effectively than ever before. Since the last edition was published internet search has changed dramatically, with both the amount of information to be found online and the diversity of tools to unlock it expanding exponentially. This new edition, rewritten from scratch, gives readers the information and guidance they need to choose the right search tools and strategies for each information need. From searching social media effectively to tracking down an expert or a news story, and from searching by image to searching multimedia, Bradley introduces the best search engines and tools and explains how to get the most out of them.

Whether you are a casual searcher or an expert information retriever, you will find information on a wide variety of search engines that you’ve never tried before and lists of tools and resources that will make you an even better searcher than you already are.


Readership: This book will be an invaluable guide for anyone searching the internet for information, whether you are taking your first steps or are becoming more expert. Those teaching others how to search the internet efficiently will find suggestions and strategies and an eloquent rebuttal of the claim that ‘it’s all on Google’.

FORTHCOMING IN 2014

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Rethinking Information Literacy: A Practical Framework for Supporting Learning
Edited by Jane Secker and Emma Coonan

This indispensable new book has everything you need to help you incorporate learner-centred teaching (LCT) into information literacy instruction (ILI), combining important grounding in the discipline with usable instructions and tips. Collaboration, participation, and responsibility are emphasized. You get first-hand information on the transition to learner-centred teaching through author Joan Kaplowitz’s own experience, as well as real-life examples from instructors in the field who support the learner-centred teaching model.


Readership: Librarians, teachers and LIS lecturers will find ample support, research and resources to take students beyond the limitations of traditional web searching. Students and researchers will find new tools and techniques to unlock the power of the invisible web and go even further beyond Google.

Going Beyond Google Again
Strategies for Using and Teaching the Invisible Web
Jane Devine and Francine Egger-Sider, both at LaGuardia Community College, USA

The invisible web is growing – but users’ knowledge and awareness of it isn’t. This highly practical guide focuses on strategies and teaching tools for getting more out of the ‘deep’ or ‘invisible’ web, enabling students and users to tap into the wealth of material that isn’t to be found on Google or other mainstream search engines.

This book builds upon the authors’ previous well respected book, Going Beyond Google, which placed teaching the invisible web into information literacy programmes. Going Beyond Google Again expands on the teaching foundation laid in the first book and continues to document the invisible web’s existence and evolution, and suggests ways of teaching students to use it.


Readership: Students and researchers will find new tools and techniques to unlock the power of the invisible web and go even further beyond Google.

Transforming Information Literacy Using Learner-centered Teaching
Joan R Kaplowitz

This indispensable new book has everything you need to help you incorporate learner-centred teaching (LCT) into information literacy instruction (ILI), combining important grounding in the discipline with usable instructions and tips. Collaboration, participation, and responsibility are emphasized. You get first-hand information on the transition to learner-centred teaching through author Joan Kaplowitz’s own experience, as well as real-life examples from instructors in the field who support the learner-centred teaching model.

Contents: "...a must-have for anyone who teaches information literacy in any sector for any amount of time." - Managing Information

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Information Literacy Beyond Library 2.0
Edited by Peter Godwin and Jo Parker

"...a valuable contribution to the literature on IL practice in the Web 2.0 world and beyond."
- Journal of Information Literacy

This new book picks up where the best-selling Information Literacy meets Library 2.0 left off. In the last three years the information environment has changed dramatically, becoming increasingly dominated by the social and the mobile.


Readership: Library and information practitioners and policy makers with responsibility for developing and delivering information literacy programmes to their users and students of library and information studies particularly for modules relating to literacy, information behaviour and digital technologies.

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Information Ethics
Reflection and Practice
David McMenemy, University of Strathclyde, UK

A practical, comprehensive guide to ethical issues in library and information work.
The book considers the over-arching ethical concepts impacting on all library and information professionals and will be of interest to both practitioners and students. Practical guidance to ethical dilemmas is provided through discussion of international real-world examples of actual ethical situations throughout the text. A resource guide and suggestions for further reading are provided and model policies that can be used by practitioners to support ethical practice are included as appendices.


Readership: LIS professionals, students and researchers.

Information Governance and Assurance
Reducing Risk, Promoting Policy
Alan MacLennan, Robert Gordon University, UK

This comprehensive textbook discusses the legal, organisational and ethical aspects of information governance, assurance and security and their relevance to all aspects of information work.

In an information economy, good governance is key to ensuring information is managed efficiently and securely. Because of increasing concerns regarding access to information and the consequences of misuse of information, there is a growing body of legislation worldwide which applies to the collection, storage, use and disposal of information. There is also a growing concern regarding the ethical use of information, and pressure on those handling information to be able to demonstrate that their handling of information meets ethical standards. This book draws these strands together to present information governance as the key to the successful integration of the information professions with the organisations which they serve, with interests of the individual, and with society at large.

From the researcher who is responsible for ethical practices in the gathering, analysis, and storage of data, to the reference librarian who must deliver unbiased information; from the records manager who must respond to information requests, to the administrator handling personnel files, this book will equip practitioners and students alike to implement good information governance practice in real-world situations.


Readership: LIS students taking information management and information governance courses, information professionals with an advisory or gatekeeping role in information governance within an organisation.

FORTHCOMING IN 2014

Information Policies and Strategies
Ian Cornelius

“I would recommend the book to most of the academic programmes as long as they have any programme in political, social science or humanities.”
- Information Research

Information Rights in Practice
The Non-legal Professional’s Guide
Alan Stead

INFORMATION RETRIEVAL

FORTHCOMING IN 2014

Innovations in Information Retrieval
Perspectives for Theory and Practice
Edited by Allen Foster and Pauline Rafferty

This book introduces and contextualizes new developments in information retrieval and looks at supporting research, the debates, theories and issues. Contributed by an international team of experts, each authored chapter provides a snapshot of changes in the field, as well as the importance of developing innovation, creativity and thinking in IR practice and research.


Readership: LIS professionals, researchers and students, and for all those interested in the future of information retrieval.

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Interactive Information Seeking, Behaviour and Retrieval
Edited by Ian Ruthven and Diane Kelly

“This book is a must if one is a student or researcher new to information science and, in particular, to information retrieval (IR) interaction and multimedia research.”
- *Journal of the American Society for Information Science and Technology*

Information retrieval (IR) is a complex human activity supported by sophisticated systems. Information science has contributed much to the design and evaluation of previous generations of IR system development and to our general understanding of how such systems should be designed and yet, due to the increasing success and diversity of IR systems, many recent textbooks concentrate on IR systems themselves and ignore the human side of searching for information. This book is the first text to provide an information science perspective on IR and, uniquely, it covers the entire spectrum of information retrieval.

Contents:
- Foreword - Teliko Saracevic
- 1. Interactive information retrieval: history and background - Colleen Cool and Nicholas J Belkin
- 2. Information behavior and seeking - Peiling Wang
- 3. Task-based information searching and retrieval - Elaine G Toms
- 4. Approaches to investigating information interaction and behaviour - Raya Fidel
- 5. Information representation - Mark D Smucker
- 6. Access models - Edie Rasmussen
- 7. Evaluation - Kalarivo Jarvelin
- 8. Interfaces for information retrieval - Max Wilson
- 9. Interactive techniques - Ryer W White
- 10. Web retrieval, ranking and personalization - Jaime Teven and Susan Dumais
- 11. Recommendation, collaboration and social search - David M Nichols and Michael B Twidale
- 12. Multimedia: behaviour, interfaces and interaction - Hailing Liu, Suzanne Little and Stefan Rüger

Readership: LIS students and professionals.

Introducing to Modern Information Retrieval
G G Chowdhury

“Chowdhury provides a good understanding of where much of our current systems have come from … this book would be a good resource for a basic information retrieval course.”
- *College & Research Libraries*

Unique in its scope, this essential textbook covers the whole spectrum of information storage and retrieval.

Contents:
- 1. Basic concepts of information retrieval systems
- 2. Database technology
- 3. Bibliographic formats
- 4. Cataloguing and metadata
- 5. Subject analysis and representation
- 6. Automatic indexing and file organization
- 7. Vocabulary control
- 8. Abstracts and abstracting
- 9. Searching and retrieval
- 10. Users of information retrieval
- 11. User-centred models of information retrieval
- 12. User interfaces
- 13. Evaluation of information retrieval systems
- 14. Evaluation experiments
- 15. Online and CD-ROM information retrieval
- 16. Multimedia information retrieval
- 17. Hyperlink and markup languages
- 18. Web information retrieval
- 19. Natural language processing and information retrieval
- 20. Natural language processing applications in information retrieval
- 21. Citation analysis and information retrieval
- 22. Information retrieval in digital libraries

Readership: Students of library and information studies and information practitioners wishing to brush up on their skills and keep up to date with the latest techniques.

Also of interest
Discovering, Retrieving and Managing Digital Cultural Objects 16
**Digital Information Design and Access**

*Editors t.b.c.*

A comprehensive view of digital information design technologies, tools, indexing and access.

The book is organised around three themes:
- Design and architecture of digital information systems and services.
- Knowledge organization and indexing
- Access to digital information.

Each chapter in the book provides a review of the specific area and is cross-referenced with other chapters of the book to provide a comprehensive view of the topic.

**Readership:** Academics, researchers, students and practitioners of information science.

---

**Cultural Heritage Information Access and Management**

Edited by Ian Ruthven. University of Strathclyde, UK and G G Chowdhury, Northampton University, UK

A comprehensive account of research in digital cultural heritage.

Recent developments in the ICT, web and mobile technologies have significantly boosted research and development activities aimed at the creation and management of digital cultural heritage resources. Managing digital cultural heritage involves a number of challenges ranging from the digitization of cultural heritage objects and artefacts to various knowledge organization challenges that include metadata, indexing and retrieval, and various user and social challenges such as information seeking and retrieval in the context of cultural heritage, digital divide and social inclusion, social and legal policy issues, and moreover long term access and sustainability issues. Beginning with an overview of different information management issues and challenges associated with cultural heritage information, this book provides an account of research in digital cultural heritage focusing particularly on the knowledge organization, access, users and usability issues digital cultural heritage information systems and services.

**Contents:**
1. Introduction: cultural Heritage: information management issues and challenges - G G Chowdhury and Ian Ruthven
2. Cultural heritage information: politics and policies - Rachel Bruce and Stuart Dempster
3. Cultural heritage information: artefacts and technologies - Melissa Terras
4. Managing cultural heritage: information systems architecture, indexing and access - Lighton Phiri and Hussein Suleman
5. Cultural heritage information users - Claire Warwick
6. Digital humanities and digital cultural heritage (alt-history and future directions) - Chris Allen Sula
7. A framework for classifying and comparing interactions in cultural heritage information systems - Julianne Stiller and Vivien Petras
8. Semantic access and exploration in cultural heritage digital libraries - Ali Shiri
9. Users and usability studies of Europeana – Sudatta Chowdhury and Milena Dobrev
10. Managing cultural heritage information: the PATHS project - Paul Clough
11. Trends in cultural heritage information management research - G G Chowdhury and Ian Ruthven

**Readership:** Academics, researchers, students and practitioners of information science.

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**FORTHCOMING IN 2014**

*Digital Information Design and Access*

*Editors t.b.c.*

A comprehensive view of digital information design technologies, tools, indexing and access.

The book is organised around three themes:
- Design and architecture of digital information systems and services.
- Knowledge organization and indexing
- Access to digital information.

Each chapter in the book provides a review of the specific area and is cross-referenced with other chapters of the book to provide a comprehensive view of the topic.

**Readership:** Academics, researchers, students and practitioners of information science.

*FORTHCOMING IN 2014*
Foundations of the Information Sciences
Series Editors: David Bawden and Lyn Robinson, both at City University London, UK and Jonathan Furner, UCLA, USA

This series provides a set of advanced textbooks that cover all aspects of the information sciences. Each book is rooted in the research literature of LIS and related areas, gives clearly structured introductions to important topics within the information sciences and will bring the reader to a full understanding of the latest state of research and practice in its topic. Future volumes will feature topics including search, collection disciplines, digital culture and information architecture.

Introduction to Information Science
David Bawden and Lyn Robinson

"I believe this book is the best introduction to information science available at present. It tackles both the philosophical basis and the most important branches, and it is based on solid knowledge about the contemporary literature of the field. If students have the knowledge provided by this introduction, this would be a fine basis on which to go further with specific problems."
- Birger Hjorland, Royal School of Library and Information Science, Copenhagen

This landmark textbook takes a whole subject approach to information science as a discipline. Introduced by leading international scholars and offering a global perspective on the discipline, this is designed to be the standard text for students worldwide. The authors’ expert narrative guides you through each of the essential building blocks of information science offering a concise introduction and expertly chosen further reading and resources.


Readership: Students on LIS courses as well as related social sciences courses and LIS professionals grappling with user issues in their day-to-day work.

Information Resource Description
Creating and managing metadata
Philipp Hider

Philip Hider’s book takes a uniquely wide and integrative approach, combining basic principles and well-chosen examples to give an admirably clear insight into the subject.
- David Bawden, City University London

How to do Information Studies
Jonathan Furner

How to do Information Studies takes an innovative approach in mapping the terrain of information studies (IS) and guides the reader through the various aspects of the process of knowledge production in IS. The book is theoretical in the sense that its subject matter includes theory construction: but its goal is an entirely practical one - to give readers a sense of the breadth and depth of IS by presenting, and assessing the utility of, multiple ways of doing it.

The book is divided into four parts, each chapter of which covers a discrete set of scholarly practices. Part I (‘Inquiring’) focuses on fundamental epistemic and interrogative practices, and provides guidance in the craft of critical reading of the IS literature, as a means both of acquiring knowledge and of formulating research questions. Part II (‘Interpreting’) considers the role in knowledge production of empirical observation and rational argument, before treating separately practices of representation, classification, quantification, explanation, and interpretation in IS. Part III (‘Intervening’) shows how the results of these interpretative activities may be applied in the design and evaluation of services, systems, policies, and morals. Part IV (‘forming’) focuses on the craft of scholarly writing in IS, with special emphasis on the genre of the journal article.


Readership: Teachers and learners in information studies, library and information science, archival studies, science and technology studies, digital humanities, and related fields.
Library and Information Science
A Guide to Key Literature and Sources
Michael Bemis

This unique annotated bibliography is a complete, up-to-date guide to sources of information on library and information science, covering recent books, monographs, periodicals and websites, and selected works of historical importance. Far from just compiling a simple list of sources, Bemis digs deeper, examining the strengths and weaknesses of key works. A boon to researchers and practitioners alike, this bibliography:

- Includes coverage of subjects as diverse and vital as the history of librarianship, its development as a profession, the ethics of information science, cataloguing, reference work, and library architecture
- Encompasses encyclopedias, dictionaries, directories, photographic surveys, statistical publications, and numerous electronic sources, all categorized by subject
- Offers appendixes detailing leading professional organizations and publishers of library and information science literature.


Readership: LIS scholars, students, and anyone working in the field.

Sustainability of Digital Information
G G Chowdhury, Northumbria University, UK

This landmark text represents the first attempt to discuss the sustainable development of digital information in three key aspects: economic, social and environmental sustainability. Illustrated with case studies and informed by the latest research and policies, this cutting-edge text is a must-read for anyone concerned with the future of the information profession.


Readership: Those involved in setting policy and direction for information institutions, digital library managers and developers, researchers and students on LIS and digital information courses.

Also of interest
Digital Information 45
Digital Libraries and Information Access 18
Exploring Digital Libraries 16
Fundamentals of Collection Development and Management 3
Information Ethics 26
Information Governance and Assurance 26
Innovations in Information Retrieval 26
Interactive Information Seeking Behaviour and Retrieval 27
Introduction to Digital Libraries 18
An Introduction to Library and Information Work 8
Introduction to Modern Information Retrieval 27
Is Digital Different? 17
Librarianship 8
Management Basics for Information Professionals 32
Research Methods in Information 51
Reference and Information Services 48

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KNOWLEDGE & INFORMATION MANAGEMENT

Information Management Solutions
Communications and Collaboration in a Web 2.0 World
Edited by Elizabeth Lomas, Northumbria University, UK

The majority of organizational information is now created and carried as communications (email, instant messaging, Facebook etc). These communications may be inside an organization’s networks or externally on hosted social networks. This book confronts the difficult reality of the information world we now need to work with and manage. It investigates why this is the case and then puts in place the management structures and solutions to deal with this situation.


Readership: This multi-authored work provides a practical and international perspective focusing on the information management of communications, and is essential reading for records managers, archivists, information managers, ICT professionals, trainers and business managers working within organisation of all sizes. It will also be of use to the research community.

Knowledge Management
An Introduction
Kevin C Desouza and Scott Paquette

“The book can be recommended to any student of library/information science or of information management. Indeed for any interested person with a library/information perspective, it would be a reliable introduction to a subject that retains its importance.”
- Journal of Documentation

Competition with Knowledge
The Information Professional in the Knowledge Management Age
Angela Abell and Nigel Oxbrow

Better Library and Learning Space Projects, Trends, Ideas
Edited by Les Watson

“…an invaluable and seminal contribution to the field of Library Science and is highly recommended for professional and academic library reference collections and supplemental reading lists.”
- Midwest Book Review

Each chapter in this cutting-edge text addresses this critical question, capturing the insights and practical ideas of leading international librarians, educators and designers to offer you a ‘creative resource bank’ that will help to transform your library and learning spaces. This is an innovative and practical toolkit introducing concepts, drawing together opinions and encouraging new ways of thinking about learning spaces in the future. It explores topics that include: the threat of change, including new models of learning and the revolution in technology; the role of the library, looking at new sustainable and creative library models; and, the power of space, exploring its effects on identity, psychology and behaviour.


Readership: This is a must-have text for those involved in designing and developing library and learning spaces, from library and university management to designers and architects. It’s also a useful guide for students taking courses in library and information science to get to grips with the importance of library design.

Better by Design
An Introduction to Planning and Designing a New Library Building
Ayub Khan

Better Library and Learning Space Projects, Trends, Ideas
Edited by Les Watson

“…an invaluable and seminal contribution to the field of Library Science and is highly recommended for professional and academic library reference collections and supplemental reading lists.”
- Midwest Book Review

Each chapter in this cutting-edge text addresses this critical question, capturing the insights and practical ideas of leading international librarians, educators and designers to offer you a ‘creative resource bank’ that will help to transform your library and learning spaces. This is an innovative and practical toolkit introducing concepts, drawing together opinions and encouraging new ways of thinking about learning spaces in the future. It explores topics that include: the threat of change, including new models of learning and the revolution in technology; the role of the library, looking at new sustainable and creative library models; and, the power of space, exploring its effects on identity, psychology and behaviour.


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Better by Design
An Introduction to Planning and Designing a New Library Building
Ayub Khan

Also of interest
Information Resource Description 37
Records and Information Management 46

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Management Basics for Information Professionals

G Edward Evans and Camila A Alire

Completely revised and expanded to reflect the rapidly changing sphere of information services, this comprehensive introduction to the management of libraries builds the basic skills good library managers must exercise. The authors offer an authoritative approach on the fundamental concepts of management while recognizing the diverse needs of different operating environments.

Drawing from examples of successful leadership techniques from a variety of services - archives, information brokers, libraries, records management and more, this book demonstrates the most effective ways to plan, delegate, make decisions, communicate, and lead a team. Equal emphasis is placed on personal, fiscal, and technological issues, as well as a look at what the future may hold for incoming managers.


Readership: LIS educators, new and experienced librarians in management positions, students, and anyone wishing to acquire a sound knowledge of both the theory and practice of management within the changing information workforce.

Library Management in Disruptive Times

Skills and Knowledge for an Uncertain Future

Edited by Steve O’Connor, Information Exponentials, Australia

This edited volume brings together chapters from expert professional library leaders and educators across the globe to deliver a balanced view of the future of the profession. Drawing on a wide range of experience, they respond to the challenge of the current operating environment and look to the future to identify the key skills and attributes needed by the library leaders of today and tomorrow. Key topics covered include:

• Library management as a professional topic: from journals to the real world
• Library management needs in differing settings
• Managing libraries financially in stringent times
• Innovative thinking in the management of modern academic libraries
• The skill needs of a major ARL library
• An outside perspective on library management
• Reflecting on the old in the new and finding new ways through new
• Skills provision for future library leaders and the role of Library Associations
• Developing management skills on the job
• The essential skills for the emerging library manager.

Readership: All library and information professionals who work with research staff and students.

Effective Skills for the Modern Public Library Manager

Nick Stopforth, Doncaster Libraries, UK

This essential guide to public library management will inspire and motivate managers to be confident and resilient in times of challenge, whilst maintaining a forward-thinking and quality-based ethos.

Contents: 1. Introduction 2. Leadership 3. Establishing a definitive evidence base for your library 4. Managing your team and your library 5. Library management in an ever-changing landscape of the public library environment, providing the tools, projections and reflections to enable managers who will be the leaders of library services in future to maintain core values intrinsic to public library services whilst managing to redefine the landscape, rather than be redefined by it.

The book will give managers insights into new territories and new problems, establishing a toolbox with which to be more prepared, more consistent with international practices which have been seen to work and, when presented together, provide a fresh and cohesive perspective on how the public library may operate successfully amid economic, technological and political change.

Readership: Public library managers, those looking to move into public library management and LIS students.
Collaboration in Libraries and Learning Environments
Edited by Maxine Melling and Margaret Weaver

The changing environment in higher education requires different approaches to be taken to the provision of professional support services. This may result in the development of outsourced shared services, the convergence of many different student-facing services or the development of more active collaborative networks.

This collection of essays considers the changing context and broad principles affecting the ways in which we need to manage and provide services and offers case studies of changes that have already taken place. This book recognizes and uncovers the innovations that leaders and practitioners are implementing to transform and develop the provision of sustainable and creative support services. Such innovations are resulting in diverse models of service delivery and the development of more active collaborative networks and commercial partnerships. The essays are drawn from a broad spectrum of professionals working inside and outside library and information services as well as those responsible for leading multiply converged or joint service teams.

Contents:
1. The changing higher education context - Rebecca Davies
2. Connecting with the student perspective - Craig Gaskell
3. Working with professional associations - Andrew West and Raegan Hiles
4. Culture, values and change: observations from three consortia in Canada - Michael Ridley
5. Managing complex change collaboratively - Margaret Weaver
6. Leadership skills for collaboration: future needs and challenges - Sue Roberts and Rachel Esson
7. Knowing me...knowing you: the role of technology in enabling collaboration - Graham Stone and Dave Pattern
8. Space: changing the boundaries - Liz Jolly
9. Collaborative service provision through super-convergence - Maxine Melling

Are you prepared?
Whether you work with a special collection in a local archive or museum, in a large national library or managing records for the NHS, an emergency plan is critical to your organisation's future. Dadson draws on a decade of experience and award-winning training in this essential practical toolkit, enabling you to respond quickly and effectively to flood, fire and other emergencies.

Expert advice is interwoven with cross-sectoral and international case studies drawn from high profile and smaller and medium sized organisations offering a breadth of relevant experience and advice. Regardless of your time or cost constraints this text will outline exactly how to minimise risk, tackle real emergencies and ensure business continuity.

Contents:
1. Introduction
2. Case studies
3. Roles and responsibilities
4. Incident control
5. Planning the recovery operation
6. Collections salvage
7. Supplementary control
8. Dealing with the building
9. Business continuity
10. Ensuring the plans efficacy
11. Conclusion.

Readership:
This is the ultimate resource for all those who work with collections in libraries, archives, museums and historic houses internationally, whether large or small. It's also an invaluable tool for those working with records, in councils or with the NHS. Lastly it offers a concise introduction to emergency planning and response for international students of LIS.

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A selection of our titles are available as e-books. Visit www.facetpublishing.co.uk/ebooks for a full listing.
Marketing Concepts for Libraries and Information Services
Eileen Elliott de Sáez

About the second edition:
“Overall, this book has much to offer. It is a readable digest of marketing concepts for information professionals. I would recommend it strongly”
– Library Review

This fully-updated third edition of the best-selling textbook offers information professionals a comprehensive foundation and structure for effective strategic marketing and shows how they can use this to enable their library to grow, develop and find new perspectives.

The books introduces practitioners to a wide range of marketing concepts and techniques suitable for library and information services and shows how it is essential for a library to be truly market oriented in order to ensure its survival and future prosperity. The third edition is fully updated to encompass recent developments including social media, marketing 3.0, interactive marketing, values-driven marketing, holistic marketing and video marketing. The book also includes two completely new chapters on marketing environments and marketing culture. The book offers references and lists of further reading to act as a useful source of further information.


Readership: This will be essential reading for library managers and library and information professionals who want a comprehensive foundation and structure for effective strategic marketing, and students of LIS.
Marketing with Social Media
A LITA Guide
Edited by Beth C Thomsett-Scott, University of North Texas, USA

This step-by-step guide will show you how to use social media to promote your library to, and engage in dialogue with, your users and potential customers. Marketing with Social Media covers the full range of social media that are available to libraries and begins with a comprehensive literature review, an overview and evaluation of popular technologies and an extensive bibliography. Each subsequent chapter focuses on a different type of social media and is written by an expert with real-world experience of marketing their library services using that technology. The chapters all contain step-by-step instructions, images and case studies to guide you through using each technology to promote your library.


Readership: The book is aimed towards librarians and library administrators and will also be of interest to LIS students.

Marketing Your Library's Electronic Resources
A How-to-do-it Manual
Marie R Kennedy, Loyola Marymount University, USA and Cheryl M LaGuardia, Harvard University, USA

“...helpful to librarians and staff handling marketing and communications. Recommended.”
– Library Journal

Marketing Your Library’s Electronic Resources provides practical guidance on creating marketing programmes to allow librarians to get the word out about their e-resources. The book explains how libraries cannot just rely on discovery systems to make their customer aware of their e-resources and that the value of marketing means that the library knows its patrons well enough to say, ‘Out of all of these available resources, it’s this one, this is the one you want.’

Readers will be shown how to develop, implement, and assess marketing plans, understand marketing terminology and and save time, effort and money while increasing the use of vital library resources and making customers happier and more successful. The book also contains sample marketing plans for examples of best practice.


Readership: Anyone involved in promoting their libraries electronic resources will find this essential reading, as will LIS students who need to understand the practice of library marketing.

ORDER TODAY +44 (0) 1235 827702 facet@bookpoint.co.uk
Linked Data for Libraries, Archives and Museums
How to Clean, Link and Publish Your Metadata
Seth van Hooland, Université libre de Bruxelles, Belgium and Ruben Verborgh, Ghent University, Belgium

This highly practical handbook teaches you how to unlock the value of your existing metadata through cleaning, reconciliation, enrichment and linking and how to streamline the process of new metadata creation.

Libraries, archives and museums are facing up to the challenge of providing access to fast growing collections whilst managing cuts to budgets. Key to this is the creation, linking and publishing of good quality metadata as linked data that will allow their collections to be discovered, accessed and disseminated in a sustainable manner.

This highly practical handbook teaches you how to unlock the value of your existing metadata through cleaning, reconciliation, enrichment and linking and how to streamline the process of new metadata creation. Metadata experts Seth van Hooland and Ruben Verborgh introduce the key concepts of metadata standards and Linked Data and how they can be practically applied to existing metadata, giving readers the tools and understanding to achieve maximum results with limited resources. Readers will learn how to critically assess and use (semi-)automated methods of managing metadata through hands-on exercises within the book and on the accompanying website.

Each chapter is built around a case study from institutions around the world, demonstrating how freely available tools are being successfully used in different metadata contexts. This handbook delivers the necessary conceptual and practical understanding to empower practitioners to make the right decisions when making their organisations resources accessible on the web.


Readership: Metadata practitioners and researchers within all cultural heritage contexts, from library cataloguers and archivists to museum curatorial staff. It will also be of interest to students and academics within information science and digital humanities fields. IT managers with responsibility for information systems, as well as strategy heads and budget holders, at cultural heritage organisations, will find this a valuable decision-making aid.
Providing effective access to information resources remains a critical role of the information professional in today's digital world. If anything, it has become an even greater challenge, as domains converge and the amount of information available continues to grow exponentially. This book provides a systematic overview of the ways in which information resources are being described so as to facilitate their access across a wide range of contexts. The focus is on metadata used in contemporary systems and environments: Who creates it? How is it created? What makes some better than others? How is it shared?

Information Resource Description serves as a primer on the rewarding field of information organization. It integrates the rich traditions of established fields, such as librarianship and archival studies, with emerging ones, such as information architecture and the semantic web, to produce a commentary on the enduring value and relevance of indexing and description for those interested in providing quality information. This commentary is based on fundamental concepts represented by key standards such as Functional Requirements for Bibliographic Records (FRBR), Resource Description and Access (RDA), and the Resource Description Framework (RDF).


Readership: LIS students taking information organization courses at undergraduate and postgraduate levels, information professionals wishing to specialize in the metadata field, and existing metadata specialists who wish to update their knowledge.

Also of interest
Catalogue 2.0 9
Organizing Information 9

MUSEUMS & CULTURAL HERITAGE

New
Organizing Exhibitions
A Handbook for Museums, Libraries and Archives
Freda Matassa
This ground-breaking book is the first to practical guidance to creating and organizing successful exhibitions.

Drawing on international museum practice but applicable to any exhibition or display, the book sets out a time-line from the initial idea to the final legacy. Backed up by advice and guidance and with a list of resources for those who need in-depth information such as international laws and standards applying to museum loans, it has up-to-date information on new developments such as flexibility in environmental conditions and sustainability and lists the top-ten tips for exhibition success and the ten biggest mistakes.

Written by an international expert and designed for the first-time exhibition organizer as well as the professional and a key work for cultural management students, this book will become the standard for exhibition success.


Readership: Librarians, archivists, museum staff, students of museum studies, cultural management and LIS and anyone who needs practical guidance on organizing exhibitions of any size.

Museum Collections Management
A Handbook for Museums, Libraries and Archives
Freda Matassa
This landmark publication is the first to draw together all aspects of museum collections management in one handbook. It is designed for anyone with responsibility for a cultural collection and covers everything a collections manager needs to know. It describes professional practice in managing cultural objects and works of art, whatever the size and nature of the collection.


Readership: Museum professionals, curators of private collections and museum studies students.

Also of interest
Organizing exhibitions 9

Managing and Growing a Cultural Heritage Web Presence
A Strategic Guide
Mike Ellis

This timely book provides a complete guide for any institution looking to build or maintain a cultural heritage web presence. Peppered with examples and case studies of current practice from large and small cultural heritage institutions, it advises administrators and website managers on the best strategic approach, as well as offering hints and tips on best practice.

Scattered throughout the text can be found references to an accompanying website to this book. This offers examples, templates and other downloadable information which the reader will be able to adapt for the needs of their individual organization.

Contents:

Readership: This essential book offers valuable, readable and above all practical guidance on how to make a cultural heritage web presence work, both for smaller institutions who are running their website on a shoestring and for larger ones who have more extensive resources at their command.

NEW TECHNOLOGIES

Social Media for Creative Libraries
How to Maximise Impact and Reach
Phil Bradley

Building on his acclaimed work How to Use Web 2.0 in Your Library, social media guru Phil Bradley explains exactly how libraries can get the most out of the gamut of social and real-time media technologies available. The book takes a practical look at the activities that librarians undertake to see how they can be better achieved – more quickly, more efficiently and with more impact – using social media tools.

Bradley introduces the different types of social media tools and shows you how to choose the ones best suited to your library – and how to get the best out of them. Offering an accessible starting point for people with no prior subject knowledge as well as expert tips for more experienced technology users, this invaluable guide makes the case for social media technologies and shows how to make them work for you. Packed with features and accompanied by introductory videos on YouTube, this is one book no forward-thinking library can afford to be without.


Readership: Library and information professionals across all sectors, learning technologists, support staff with a responsibility for social media, those responsible for strategic decisions. Also of interest to website authors and students of library and information studies.
Building the Digital Infrastructure
Strategies for Supporting Education and Research
Edited by Neil Jacobs, Matthew Davey and Rachel Bruce, all at JISC, UK

A cutting-edge analysis of topics such as open access and identity management, interoperability and shared services business models, and scholarly communications and research data management from the groundbreaking Digital Infrastructure team at JISC. The team provide an analysis of where we are now, looks at future trends, challenges and issues of sustainability and explores the strategies and approaches that are evolving to deal with the new environment. An effective digital infrastructure allows for the appropriate creation, management and exploitation of information resources and services to enable effective and high quality research and education. The focus is on supporting innovative and effective research and learning through the development and implementation of a digital infrastructure for higher education. The experience and knowledge base of JISC’s Digital Infrastructure team is placed in a wider context to enable practitioners, service planners and users alike to easily apply the lessons.

Readership: Academics, researchers and students of LIS and related disciplines including publishing and practitioners involved in the digital infrastructure including staff, librarians, archivists and records managers.

The Cybrarian's Web
An A-Z Guide to 101 Free Web 2.0 Tools and Other Resources
Cheryl Ann Peltier-Davis

"This book belongs on every library innovator's bookshelf. This isn't just for the techies and, indeed, it would be a shame to limit its use to techies. Web 2.0 is first and foremost about the end-user experience and, so, for every reference librarian, trainer, director, web content writer, blogger and library leader, review the opportunities in this guide as part of your strategic planning process. You'll be glad you did!"
- Stephen Abram

This is a remarkable field guide to the best of free web 2.0 tools and their practical applications in libraries and information centres. Designed for information professionals who want to use the latest tech tools to connect, collaborate, and create, you’ll find resources to help you:

- Launch a local news and events blog
- Build a customised social network
- Create a virtual reference desk
- Start an e-book lending program
- Design flyers, posters and business cards
- Host virtual art and photo exhibits
- Publicise events and innovations
- Survey the library community
- Help aspiring authors get published
- Produce and stream live video.

You will discover dozens of lesser-known resources and learn exciting new ways to use many of the most popular sites and tools. The book is supported by a website which lists URLs to all the tools and other resources covered in this book and provides summaries of new sites and resources.

Readership: Librarians, information professionals and LIS students.

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FORTHCOMING IN 2014

NEW

Access and Identity Management for Libraries
Controlling Access to Online Information
Masha Garibyan, University of Worcester, UK, Simon McLeish, Oxford University, UK and John Paschoud, UK Access Management Federation for Education and Research

"...very useful to librarians, publishers and information technologists trying to gain insight into the complexities surrounding access to licensed networked information resources in settings such as universities or public libraries."
- Clifford Lynch

This book provides practical guidance to ensuring that your users can access and personalise the online resources they are entitled to use with the minimum of fuss. With the rapid increase in the use of electronic resources in libraries, managing access to online information is an area many 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.

Written by experts in the field, this practical book is the first to explain the principles behind access management, the available technologies and how they work. This includes an overview of federated access management technologies, such as Shibboleth, that have gained increasing international recognition in recent years. This book provides detailed case studies describing how access management is being implemented at organizational and national levels in the UK, USA and Europe, and gives a practical guide to the resources available to help plan, implement and operate access management in libraries.


Readership: All who need to understand the principles behind access management or implement a working system in their library.
Using Mobile Technology to Deliver Library Services

A Handbook

Andrew Walsh

“a great starting point for anyone interested in using mobile technologies to deliver library services but not sure where to start. It’s easy to read, the language used is jargon free, and the opportunities and challenges are fully explained.

- Refer

As mobile devices proliferate and the services and apps available increase exponentially, the average person expects information to be delivered to their mobile with minimum fuss and effort. Adapting to this new environment as an information service is crucial for survival but also offers myriad opportunities for improvement and promotion, providing a direct route to the user.

Packed with easy-to-implement ideas, practical examples and international case studies, this title provides you with the ultimate toolkit, exploring ideas as simple as renewals and reminders to the more complex such as access to e-books and virtual worlds. Easy-to-follow coverage of the background and context to mobile delivery will enable you to fully understand the challenges and embrace the opportunities, getting to grips with critical issues such as what sort of services users really want.


Readership: All information professionals who want to get to grips with or improve their use of mobile services, museum staff, LIS students and academics.

FORTHCOMING IN 2014

Digital Asset Management in Theory and Practice

Mark Hedges, Tobias Blanke and Richard Gartner, King’s College London, UK

This practical handbook provides information professionals with everything they need to know to effectively manage digital content and information. The book addresses digital asset management (DAM) from a practitioner’s point of view but also introduces readers to the theoretical background to the subject.

It will thus equip readers with a range of essential strategic, technical and practical skills required to direct digital asset management activities within their area of business, while also providing them a well-rounded and critical understanding of the issues across domains. Digital Asset Management in Theory and Practice includes an evolving case study that serves to illustrate the topics and issues addressed in each chapter, as well as a sequence of practical exercises using freely available DAM software.


Readership: Information professionals who work (or aim to work) in the digital content industries and managers of digital assets of various forms. Cultural and memory institutions, digital archives, and any areas of science, government and business organisation where there is a need to curate digital assets. Students taking LIS graduate courses worldwide.

Getting Started with Cloud Computing

Edited by Edward M Corrado and Heather Lea Moulaison

“Timely and essential reading for library administrators and information technologists, this concise and comprehensive work will help them position their libraries as web destinations.” - Public Libraries

In this timely book, leading Library and Information Technology Association experts demystify language, deflate hype and provide library-specific examples of real-world success that you can emulate to guarantee efficiency and savings. Among other valuable features, it will help you:

- select data access and file sharing services;
- build digital repositories;
- utilize other cloud computing applications in your library.

Working together with this one-stop guide for implementing cloud computing, you and the cloud can save time and money, and build the information destination your users will love.

Readership: Information professionals working in libraries, archives and museums who want to get to grips with cloud computing concepts and implement practical tools. It also provides an up-to-date introduction for LIS students and academics.

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M-Libraries 4
From Margin to Mainstream - Mobile Technologies Transforming Lives and Libraries
Edited by Mohamed Ally, Athabasca University, Canada and Gill Needham, Open University, UK
This brand new edition of the highly successful M-Libraries series draws together cutting-edge international contributions from the leading authorities in the field. Based on the proceedings of the Fourth International M-Libraries Conference held in Milton Keynes in 2012 it explores the variety of work that libraries are doing across the world to deliver resources to users via mobile and hand-held devices.

The main strands of discussion include:

- "Transformation - focusing on the transformation of services, learners or institutions through the introduction of mobile technologies"
- "Inspiration - focusing on mobile innovation"
- "Implementation - case studies of successful implementation of mobile services"
- "Collaboration - a discussion of mobile strategy and ideas."


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Cloud Computing for Libraries
The TECH SET #11
Marshall Breeding, Vanderbilt University, USA

"Provides the practical information and ‘real world’ advice required to take full advantage of what cloud computing can provide." - Midwest Book Review

This book equips you with the information and practical advice needed to evaluate the many opportunities to take advantage of cloud computing. It features applications that empower you to use technology without the constraints of a locally supported infrastructure, and more in-depth information and examples of how to plunge directly into suitable projects by taking advantage of free services offered by the top cloud services providers. Examples include using cloud-based supplemental storage, Google’s suite of apps, Amazon’s S3 and EC2 services to power your library website, and DuraCloud to host your online library media collection.

Building Mobile Library Applications
The TECH SET #12
Jason A Clark, Montana State University, USA

"Any information workers who fancy themselves as working on the leading edge must surely be able to create mobile applications and so should have access to a copy." - The Electronic Library

This complete handbook guides the reader through the process of planning, development and launch of their own mobile library applications. Learn how to develop an iPhone or Android application for your library, how to mobilize your library’s catalogue, and how to create a mobile website that can be viewed on smartphones. In learning to build and use these applications, you can reach your users in locations where they need you the most.

Location-Aware Services and QR Codes for Libraries
The TECH SET #13
Joe Murphy

"Like the other titles in the TECH SET, Location-Aware Services and QR Codes for Libraries is packed with all of the information a librarian needs to develop such services." - Library Review

This is the go-to resource for straightforward instruction on using Foursquare, Facebook Places, Gowalla, Bizzy, Google Wallet, augmented reality programs, and QR codes in your library. The book guides you through each step in the implementation process, giving you the information you need to successfully use location aware technologies in library environments. It covers how to create a Foursquare campaign and use it to enhance staff training, use Facebook Places to connect with patrons, create an augmented reality programme, create a QR code campaign, create a Gowalla marketing initiative, implement a mobile payment service with Google Wallet and Near Field communication.

Drupal in Libraries
The TECH SET #14
Ken Varnum, University of Michigan, USA

"Ken Varnum has done a remarkable job pulling together the basics of the Drupal CMS into a readable, short, yet thorough, book." - Nina McHale, Arapahoe Library District

This book takes you step by step through the decisions and tasks needed to develop and launch a Drupal-powered web site and learn the advantages of the open source approach. The book offers hints and suggestions to work with your IT department, colleagues and management as you develop your technical specifications. The implementation chapter guides you through installing Drupal, adding modules, developing your own themes (page layouts), and describes librarian-created modules that have been shared with the community and can be downloaded and installed on anyone’s site. You also get advice on marketing your site, best practices for project management and development, and measuring the success and impact of the site once it launches.

Strategic Planning for Social Media in Libraries
The TECH SET #15
Sarah Steiner, Georgia State University, USA

"For the last few years, I’ve noted a shift toward incorporating social media into the mission and strategic plan of libraries. This title serves as a clear, logical roadmap for getting that done." - Michael Stephens, San Jose University

This practical guide provides a scalable, step-by-step plan for creating and maintaining a successful library social media strategic plan. You’ll find detailed tips and advice on strategizing for social media services in a way that guides employee decision-making, maximizes efficiency, creates positive patron outcomes, protects against legal repercussions, and builds opportunities for flexibility, change, and new social media platform testing. You get all the key elements to build your strategic plan, including how to segment your audience, select a target audience, use focus groups and poll patrons, conduct a SWOT analysis to provide internal strength and support to your plan, and create a mission and vision plan for using social media.
Next-Gen Library Redesign
The TECH SET #16
Michael Lascariades, New York Public Library, USA

“The writing style is engaging...The range of topics covered means that the book will be particularly useful for someone wanting a general overview of web-based technologies that could be used in a library context.” - Library Review

While technology has changed what we do and how we do it, the library’s mission to provide users with the information they need has not changed. This concise guide will help you choose and implement the techniques and best practices used by today's forward-thinking libraries to create the best possible patron experiences. You’ll learn website clean-up strategies, how to incorporate social media into your site, how to create and offer interactive and collaborative subject guides, promote your librarians with public profiles and use crowdsourcing to create a collection with user input. And, to make it easier, you’ll find easy-to-understand explanations for technology buzzwords and acronyms.

IM and SMS Reference Services for Libraries
The TECH SET #19
Amanda Bielskas and Kathleen M Dreyer, both at Columbia University, USA

“Libraries that have considered incorporating IM or text services, but have not yet done so, would do especially well to consult this book.” – Alexa Pearce, New York University

Users want real-time answers to their reference questions wherever and whenever they are. Increasingly, that means SMS and IM services. Providing those is easier than you might think! This manual offers information on the technological aspects of providing such a service, as well as how to create a training programme for librarians and how to build an internship programme to expand the service. The authors walk you through choosing the right software, including setting up a Google Voice account instead of buying a mobile phone for your text messaging reference service. It also covers how to assess the needs of your library, get staff buy-in to implement a new programme and change the culture at your library, as well as organize and implement a staff training programme.

Scrreencasting for Libraries
The TECH SET #17
Greg Notess, Montana State University, USA

“Greg Notess has done an excellent job of covering the subject.” - Paul R Pival, University of Calgary

This complete how-to guide offers proven tips and techniques for creating engaging screencasts and publishing them on the Web. Examples use various software options such as free web-based programs like Screenr, Jing, and Screencast-O-Matic as well as commercial software programs Camtasia Studio and Adobe Captivate. Greg Notess covers every detail from planning to software and microphone selection. He provides step-by-step instructions on making a quick screencast for students, making a quick tech support screencast, creating an individual tutorial with audio, creating a quick demo for email reference and library promotion, and producing a basic database tutorial.

User Experience (UX) Design for Libraries
The TECH SET #18
Aaron Schmidt and Amanda Etches

“. . .a good guide to start anyone thinking about the user’s experience and exploring how to make their library web site a positive part of the whole user experience.” - Library Review

User experience (UX) characterizes how a person feels about using a product, system or service. UX design incorporates the practical aspects of utility, ease of use and efficiency to make your web design and functionality decisions with patrons in mind. This results in a better design, a more intuitive interface, and a more enjoyable experience. This book shows you how to get there by providing hands-on steps and best practices for UX design principles, practices, and tools to engage with patrons online and build the best web presence for your library. You’ll find out how to conduct a usability test, perform a card sort, make decisions on how to build the architecture of your site, create personas as a cornerstone of your website planning process, create a content strategy, and perform an experience-based evaluation of your site.
Preserving Our Heritage
Perspectives from Antiquity to the Digital Age
Edited by Michele V Cloonan
Drawing on historical texts, this accessible volume provides a broad understanding of preservation for librarians, archivists, and museum specialists. Cloonan offers students and professionals an overview of longevity, reversibility, enduring value, and authenticity of information preservation. Each section includes historical works that form the basis of contemporary thinking and practices, readings from a variety of fields that are primarily concerned with the preservation of cultural heritage, and hard-to-find publications that shed new light on how to approach contemporary problems. The author's selections and insightful commentary on each comprise a truly global and current view of preservation.

Contents:

Readership: Librarians, archivists, museum professionals, researchers and students of LIS, museum studies and archive administration.

Practical Digital Preservation
A How-to Guide for Organizations of Any Size
Adrian Brown, Parliamentary Archives, UK

“This very practical guide, offering a comprehensive overview of digital preservation has become a critical issue for institutions of all sizes but until recently has mostly been the preserve of national archives and libraries with the resources, time and specialist knowledge available to experiment. As the discipline matures and practical tools and information are increasingly available the barriers to entry are falling for smaller organizations which can realistically start to take active steps towards a preservation strategy. However, the sheer volume of technical information now available on the subject is becoming a significant obstacle and a straightforward guide is required to offer clear and practical solutions.

Contents:

Readership: Anyone involved in digital preservation in medium or smaller-sized organizations and those wanting to get a better understanding of the process. It’s also a useful guide to digital preservation basics for students studying library and information science, archives and records management courses and academics getting to grips with practical issues.

Preparing Collections for Digitization
Ann E Bülow and Jenst Ahmon

Archiving Websites
A Practical Guide for Information Management Professionals
Adrian Brown

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Public Libraries

Contents

1. Introduction
2. Leadership
3. Establishing a definitive evidence base
4. Establishing a responsive and data-driven marketing programme
5. Managing digital media
6. Managing the modern professional skills
7. Embedding excellent community integration
8. A modern approach to content and collection development
9. Redefining the library space whilst preserving the library space
10. Future-proofing the service
11. Conclusion

Readership
Public library managers, those looking to move into public library management and LIS students.

Also of interest
Digital Humanities in Practice 17
Preserving Archives 5
Managing Research Data 16
Delivering Research Data Management Services 16

Effective Skills for the Modern Public Library Manager
Nick Stopforth, Doncaster Libraries, UK

This essential guide to public library management will inspire and motivate managers to be confident and resilient in times of challenge, whilst maintaining a forward-thinking and quality-based ethos.


Readership: Public library managers, those looking to move into public library management and LIS students.

The Public Library
David McMenemy

RARE BOOKS & SPECIAL COLLECTIONS

The Special Collections Handbook
Alison Cullingford

This comprehensive and no-nonsense guide to working with special collections and rare books is an essential day-to-day companion. Working with special collections can vary dramatically from preserving a single rare book to managing and digitising vast mixed-media archives yet the role of the information professional is always critical in tapping into the potential of these collections, protecting their legacy and bringing them to the attention of the wider public. Whether you are working alone or in a team of 20 this handbook can guide you through the essential skills and processes and highlight common problems, solutions and best practice. International case studies in each chapter drawn from a variety of sectors offer an insight into how real people have dealt with challenges in practice.

"This excellent Handbook should become a standard reference source for any information professional working in this field."
- Managing Information

Also of interest
E-books in Libraries 18
Information 2.0 27
The Information Society 27

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FORTHCOMING IN 2014

3RD EDITION

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

Edited by Karen Attar, Senate House Library, UK

This directory is a handy on-volume discovery tool that will allow readers to locate rare books and special collections in the British Isles.

Fully updated since the second edition was published in 1997, this comprehensive and up-to-date guide encompasses collections held in libraries, archives, museums and private hands.

The Directory:

• Provides a national overview of rare book and special collections for those interested in seeing quickly and easily what a library holds

• Directs researchers to the libraries most relevant for their research

• Assists libraries considering acquiring new special collections to assess the value of such collections beyond the institution, showing how they fit into a ‘unique and distinctive’ model.

Each entry in the Directory provides background information on the library and its purpose, full contact details, the quantity of early printed books, information about particular subject and language strengths, information about unique works and important acquisitions, descriptions of named special collections and deposited collections.

Readership: Researchers, academic liaison librarians and library managers.

FORTHCOMING IN 2014

Rare Books and Special Collections

Sidney E Berger, University of Illinois, USA

From cuneiform, coins, and codices to prints, drawings, photographs, and maps, departments of rare books and special collections are the premier repositories of significant printed and manuscript works and artifacts. Entrusted with the responsibility of preserving the records of history and culture, these institutions enable access to millions of source materials. Berger, a veteran of the field, offers a landmark examination showing readers everything they need to know about rare books and special collections, in this wide-ranging book.


Readership: Anyone working with special collections or rare books in libraries, archives, museums, galleries and other heritage organizations.

Also of interest

Organizing Exhibitions 37

RECORDS MANAGEMENT

NEW

Records and Information Management

Patricia C Franks, San Jose State University, USA

This book provides a comprehensive, strategic approach to the creation, management, and disposition of information and records in organisations and is the first to analyse the impact that cloud computing and emerging technologies such as social networks and microblogging has on records management programmes.

The emergence of web 2.0 and social media has fundamentally changed the way information is created, exchanged, and stored. Information is a valuable asset to be employed by the organisation to help meet its goals, but it can also pose a risk to the organisation if not effectively managed. The increasingly complex regulatory and legal environment, along with the growing volume and changing nature of records and information created through emerging technologies, has brought records and information management to the attention of executives who are ultimately responsible for the success or failure of their organisations.

This book provides readers either an introduction to or a review of records management principles and practices, but with a consideration of the impact on those principles and practices made by records created through the use of emerging technologies and stored in the clouds.


Readership: Student of archives and records management, experienced archives and records professionals who want a new perspective on their chosen field, supervisors and managers with the responsibility for records and information management and upper-level managers, executives, and other decision makers who are responsible for effectively managing their organisation's information assets.

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The essential guide to UK information legislation and compliance for practitioners and students of recordkeeping. Taking a concept-requirement-implication approach this effortlessly navigates the reader through the practicalities of working in an information compliance culture and the impact this has on recordkeeping systems. It includes relevant case studies which highlight the key principles and issues. The authors are both practitioners who have designed processes, procedures and systems for information compliance for several organisations. They have also taught this subject at Masters level, allowing them to synthesise a deep understanding of theory and practice. This unique perspective allows them to pinpoint the critical issues, challenges and solutions without confusing the narrative with technical jargon and legislative detail. Key topics covered include: the development and interrelationship between information legislation; Data Protection and personal information; Freedom of Information in the UK; associated legal frameworks.


Readership: Recordkeeping practitioners, records managers and students.

Records Management and Information Culture
Tackling the People Problem
Edited by Gillian Oliver, Victoria University of Wellington, New Zealand and Fiorella Foscarini, University of Toronto, Canada

This highly practical guide explores how an understanding of your organisation’s information culture is the basis for the development and promotion of sound recordkeeping practices. The book provides an innovative framework for analysing and assessing information culture and using this knowledge to change people’s ingrained behaviours and improve compliance with recordkeeping standards. This framework addresses the widely recognised problem of improving organization-wide compliance with a records management programme by tackling the different aspects that make up the organisation’s information culture. Discussion of topics at each level of the framework includes clear and practical guidelines for assessment, followed by suggestions for next steps: appropriate actions and strategies to influence behavioural change.


Readership: Archivists, records managers and anyone responsible for developing programmes for scheduling retention or disposition of electronic information.

Creating a Complete Programme for Electronic Records Retention
Carol A Choksy, Indiana University Bloomington, USA

For records managers and archivists who are struggling to implement a programme of document and technology management that encompasses all forms of information that may be of use or of risk to the organization. The book discusses the practicalities of creating and using schedules, as well as the more broad duties of managing the expectations and performance of employees and how the reader can cultivate the skills needed to undertake such tasks. It also stresses the importance of and encourages the continued application of the scheduling programme, something that is often overlooked.

The text will offer readers an overview of the obstacles confronting those who try to manage such information, as well as the mistakes made in the past. Choksy draws on her extensive experience with electronically stored information and retention schedules to impart valuable field experience to the reader. This results in a comprehensive guide that covers everything from funding to workshops and compliance, across a variety of organizational contexts. The step-by-step format of the book will aid readers in following a logical progression as they embark on an ESI scheduling project, making a vast and complex process understandable and actionable.


Readership: Archivists, records managers and anyone responsible for developing programmes for scheduling retention or disposition of electronic information.

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Managing Records in Global Financial Markets
Ensuring Compliance and Mitigating Risk
Edited by Lynn Coleman, Victoria Lemieux, Rod Stone and Geoffrey Yeo

"...a great resource chock-full of useful information"
- Randolph A Kahn

This book explores the regulatory, legal and governance issues associated with managing records in the global banking and financial sector and offers strategies and frameworks to meet the challenges which arise.


Readership: Records managers, archivists and information professionals who manage records in the financial sector, compliance professionals, data protection officers, governance professionals, regulators and risk managers, senior managers and directors, chief operating officers and IT specialists, officers and IT specialists.

Managing Records
A Handbook of Principles and Practice
Elizabeth Shepherd and Geoffrey Yeo

Managing Electronic Records
Edited by Julie McLeod and Catharine Hare

Managing the Crowd
Rethinking Records Management for the Web 2.0 World
Steve Bailey

Planning and Implementing Electronic Records Management
Kelvin Smith

Also of interest
Archives and Recordkeeping 4
Copyright for Archivists and Records Managers 6

REFERENCE SERVICES

3RD EDITION

Reference and Information Services
An Introduction
Kay Ann Cassell and Uma Hiremath

About a previous edition:
"...written in a lively and engaging style, and the authors’ enthusiasm for the topic – and belief in the reference librarian – is tangible throughout. The consistency of the layout within chapters and sections makes it easy to navigate, and the frequency of templates and exemplar lists makes it a valuable practical tool. As such, the text is both a useful introduction to reference services and a useful resource for more experienced reference librarians who want to update their skills, re-engage with their collections and refresh their approach to the reference process."
- Library Review

This fully updated edition of the landmark textbook by Cassell and Hiremath is designed to complement every introductory library reference course and is the perfect text for students and librarians looking to expand their personal reference knowledge.

Chapters on fundamental concepts, major reference sources and special topics in reference provide the basics you want with fresh insight you need on new issues in reference services and technology, including website development and maintenance, RSS feeds, social networking, and delivering reference services across multiple platforms. The companion website features new readings for each chapter and information about changes in reference tools described in these pages, as well as important new ones. As we enter a changing climate for all information services professionals, this book provides the tools you need to manage the ebb and flow of changing reference services in the 21st century.

Guided by a national advisory board of educators and practitioners comprised of Marie L Radford, Anita Ondrusek, Cheryl Knott Malone, and Stephanie Maata, this text expertly keeps up with new technologies and practices while still grounding you in the basics of reference work.


Readership: LIS students and new professionals.
Successful Enquiry Answering Every Time
Tim Buckley Owen

"With its cutting edge coverage of contemporary developments, Successful Enquiry Answering Every Time is much more than was ever taught to trainee librarians. It is highly recommended for students, librarians, and library educators and also for anyone who has to answer questions in a contact centre or enquiry desk anywhere. Whether finding answers or teaching others how to find answers, this book is a goldmine of effective ideas."
- Australian Library Journal

This best-selling 'one-stop' practical guide is designed to help all information professionals become self-sufficient in answering enquiries.

Step by step, it guides the reader through all stages of research, from finding out what the enquirer really wants, to providing a polished, value-added answer, with an emphasis throughout on how to make the best use of limited resources. This fully updated sixth edition features a brand new chapter on remote enquiry handling by email, SMS and social media. It has cutting-edge coverage of developments in new mobile media (smart phones and e-books), assessing new sources of information (crowdsourcing, blogs) and how to manage, evaluate and improve remote enquiry handling. The new 'Starter Sources' section provides an essential and up to date list of quality-checked reference sources, on the web and in print.

Contents: 1. What do they really want? (How to make sure you really understand the question) 2. Flying blind (Why remote enquiry handling is different) 3. Getting started (Dealing with panic - thinking clearly) 4. Smarter searching (Tips for efficient search strategies) 5. Help! Everything's going wrong (When you can't find the answer and you're running out of time) 6. Success! Now let's add some value. (Presenting your answer well is part of the job) 7. Setting up - how do you start? (Establishing your own enquiry service from scratch.) 8. Choosing your toolkit (Resources that you'll need to run your enquiry service).

Readership: Ideal for anyone who has to answer enquiries from users, in any environment, this essential manual is suitable for use in large or small libraries and information units. It's particularly valuable for information professionals and those working on enquiry desks in academic, public, school and special libraries.

Also of interest
Fundamentals of Managing Reference Collections 3
Know it All, Find it Fast for Academic Libraries 2
Know it All for Youth Librarians and Teachers 52

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#### The New Walford Guide to Reference Resources

**The New Walford** (TNW) is 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?”

### VOLUME 1

**Guide to Reference Resources**

**Science, Technology and Medicine**

**Editor-in-Chief:** [Ray Lester](#)

Compiled by subject specialists from internationally renowned organizations, Volume 1 covers 12 broad subject groupings:

- Mathematics
- Physics and Astronomy
- Earth Sciences
- Chemistry
- Biological Sciences
- Agriculture, Forestry, Fisheries and Food
- Pre-Clinical Sciences
- Clinical Medicine
- Health
- Natural Resources and Energy
- Engineering
- Information and Communication Technology.

#### VOLUME 2

**Guide to Reference Resources**

**Social Sciences**

**Editor-in-Chief:** [Ray Lester](#)

Compiled by subject specialists from internationally renowned organizations, Volume 2 covers 15 broad subject groupings:

- Social Sciences (generic)
- Psychology
- Sociology
- Social Work and Social Welfare
- Politics
- Government
- Law
- Finance, Accountancy and Taxation
- Industries and Utilities
- Business and Management
- Education and Learning
- Sport
- Media and Communications
- Information and Library Sciences
- Tools for Information Professionals.

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**REFERENCE WORKS**

#### FORTHCOMING IN 2014

**CILIP: the Chartered Institute of Library and Information Professionals Yearbook 2014**

Compiled by Kathryn Beecroft

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.

Designed to complement the CILIP website, the Yearbook puts vital data on the key organization for information professionals at your fingertips.

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.

**Contents:**
- PART 4: MEMBERS
- PART 5: HISTORICAL INFORMATION.

**Readership:** CILIP members, librarians, information professionals and anyone needing a comprehensive guide to CILIP.

#### Libraries and Information Services in the UK and Republic of Ireland 2014

**About a previous edition:**

“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

This annually updated directory lists over 2,200 libraries in the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland, with contact names, addresses, telephone and fax numbers, email addresses, and URLs where appropriate. The listing is broken down into the following main categories, all fully indexed alphabetically:

- Public library authorities, with entries for headquarters libraries plus the main administrative, divisional, area and regional libraries
- Universities and institutes of higher education and other degree-awarding institutions, with entries for major departmental and site/campus libraries
- Selected government, national and special libraries, together with schools and departments of information and library studies.

**Readership:** Librarians, information professionals, publishers and booksellers.

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This handbook provides library and information professionals with the information they need to undertake research projects in the workplace in order to inform their own practice and improve service delivery.

Whether you are a complete novice or have experience of undertaking evaluations, audits or research, this book will guide you step-by-step through the key phases of planning, doing and disseminating research. The text is divided into three sections:

- **Part 1: Getting started** introduces the concepts, ethics and planning stages;
- **Part 2: Doing research, evaluation and audit** explores the fundamentals of projects, including the literature review, qualitative and quantitative research methods, data analysis and research tools;
- **Part 3: Impact of research, evaluation and audit** guides you through writing up your project, putting the results of your project findings into practice and dissemination to the wider community.

Written by academics and practitioners from a diverse range of sectors throughout the world, the book offers a thorough but common sense approach. Each chapter is structured to begin with a comprehensive introduction to a discrete topic area complemented with case studies drawn from a broad range of LIS contexts to illustrate the issues raised and provide transferable lessons to your own context. Whatever your experience, this book will support your project development and explain how evidence-based library and information practice is relevant to you.

**Contents:**

- Foreword - Hazel Hall

**Readership:** This is the essential handbook for any librarian or information professional who wants to undertake research in the workplace in order to inform their own practice and the wider evidence base for library and information science. It’s also a useful guide for undergraduate and postgraduate LIS students undertaking their final year research project.

**Research, Evaluation and Audit**

*Key Steps in Demonstrating Your Value*

Edited by **Maria J Grant**, University of Salford, UK, **Barbara Sen**, University of Sheffield, UK and **Hannah Spring**, York St John University, UK

“...its greatest value lies in how it gently steers the reader through the research terrain, highlighting both the pitfalls and best routes to take, and giving them the context and insight to navigate and reach their own destination.”

- Libfocus

This long-awaited 2nd edition of this best-selling research methods handbook is fully updated and includes brand new coverage of online research methods and techniques, mixed methodology and qualitative analysis. There is an entire chapter contributed by Professor Julie McLeod, Sue Childs and Elizabeth Lomas focusing on research data management, applying evidence from the recent JISC funded ‘DATUM’ project. The first to focus entirely on the needs of the information and communications community, it guides the would-be researcher through the variety of possibilities open to them under the heading ‘research’ and provides students with the confidence to embark on their dissertations.

The focus here is on the ‘doing’ and although the philosophy and theory of research is explored to provide context, this is essentially a practical exploration of the whole research process with each chapter fully supported by examples and exercises tried and tested over a whole teaching career. The book will take readers through each aspect of the research process including; the major research paradigms reviewing the literature defining the research the research proposal sampling research ethics methods including case studies, surveys, experimental research, ethnography, Delphi study, action research, historical research and grounded theory collection techniques including interviews, questionnaires, observation, diaries, focus groups, usability testing, qualitative and quantitative data analysis software for analysis virtual research presenting the research.

**Contents:**


**Readership:** Students of information and communications studies and archives and records management, and will be an invaluable handbook for practitioners beginning a piece of research.

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**Research Methods in Information**

*Alison Jane Pickard, Northumbria University, UK*

“...sensibly and logically written and...highly useful for both potential and practising researchers - both students and professionals. This book will be of practical value to LIS students and to those studying archives and records management as well as to beginning research in practice. One of Pickard's aims in writing the book was to share the joy of research...she conveys these aspects extremely well and I finished this book excitedly anticipating my next research adventure.”

- *Journal of Librarianship and Information Science*

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The CILIP Guidelines for Secondary School Libraries
Edited by Sue Shaper
This fully updated version of the CILIP-endorsed guidelines for secondary school libraries addresses the changing schools’ landscape and impact of technological changes of recent years. Covering every aspect of providing a school library service, from information literacy and reader development to budgeting, management and partnerships, these guidelines will empower school libraries to improve upon and advocate for their services. Focusing on the librarian at the heart of the school, each chapter interweaves best practice, technological development and context-specific options to provide clear guidance and support for all involved in the provision of school library services. Developed with an international audience in mind, these guidelines provide a comprehensive and flexible model for a modern school library service.

Contents: 1. CILIP’s vision: the librarian at the heart of the school 2. A full-time Chartered Librarian to lead the school library 3. The school library uses rigorous improvement planning procedures that fit in with the whole school plans 4. A safe and secure learning environment at the heart of the school 5. Quality resources managed skilfully and exploited centrally to maximise use and impact 6. Information literacy 7. Reader development 8. Pro-active marketing 9. Evaluation 10. Partnerships and the wider community Appendix 1: Job descriptions for a Chartered Librarian, a non-chartered library manager and a library assistant Appendix 2: Budget crib sheets

Readership: Librarians and teachers in schools and public libraries.

The Innovative School Librarian
Thinking Outside the Box
Edited by Sharon Markless
2009
160pp | £44.95
Hardback:
9781856044995

A Handbook for Media Librarians
Edited by Katherine Schopflin
“Any researcher or information professional who has contact with media industries or who wants to work in a media organisation should read it.” - The Electronic Library

Know it All, Find it Fast for Youth Librarians and Teachers
Christina Donnelly
“ This immaculately presented book is hugely relevant to today’s youthful enquiries. Strongly recommended for all services catering for young people, their parents and teachers.” - Reference Reviews

This is a brand new version of the bestselling enquiry desk reference text, Know it All, Find it Fast, for those working with children and young people in schools, public libraries and at home. After a general introduction covering essential information about education and the curriculum there is a comprehensive A-Z of topics covering school subjects from science and maths to reading and literacy, and more general themes such as children’s health, wellbeing and hobbies. Each topic is broken down into useful sections that will guide your response: typical questions - ‘Are there any homework clubs in my area?’; Definitions - ‘Homework is...’; what to consider: environment and time of day; where to look - homework guidelines, print resources and websites; and, how to have success - how to evaluate resources.

Contents: PART 1: GENERAL SOURCES 1 PART 2: SCHOOL SUBJECTS PART 3: SCHOOL AND HOME LIFE: ISSUES AND CONCERNS PART 4: HOBBIES, LEISURE AND SPORT.

Readership: Librarians and teachers in schools and public libraries working with children and young people. It will also be a handy reference for parents and anyone working with children and young people in other organizations such as health visitors.

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The Handbook of Art and Design Librarianship
Edited by Amanda Gluibizzi and Paul Glassman

“This resource compiles past literature on art research and touches on an array of issues relevant to academic, special, and art school libraries...the essays and extensive bibliographies will be beneficial to all art librarians, as well as any library catering to visual learners or library users needing art or media resources.”
– ARLIS

A Handbook for Corporate Information Professionals
Edited by Katharine Schopflin

This edited collection provides a cutting edge overview of issues of key concern for information professionals providing information services in corporate environments.

Corporate information professionals serve the workplace rather than learning communities or the general public. They face specific challenges and demands, from providing competitive intelligence to managing information in a global environment. International contributors working across a variety of sectors pinpoint the key topics facing the corporate information professionals today and share their experiences and expertise.


Readership: Experienced information professionals working in the corporate sector, including professional services firms, government, NGOs, commercial and industrial companies. The book should be useful to those with a high level of experience and/or seniority, wanting an overview on specific aspects of corporate information management, but will be accessible to more recent entrants to the workplace. It will also be of interest to students of librarianship and those applying for jobs within the sector, as well as the related professions of knowledge management, information architecture and intranet management.

Also of interest
Changing Roles and Contexts 22
CILIP Guidelines for Secondary School 52
Exploiting Knowledge in Health Services 22
Fundamentals of Managing Reference Collections 3
Guidelines for Colleges 52
The Innovative School Librarian 52
Understanding Healthcare Information 22
Using Web 2.0 for Health Information 22

Information Needs Analysis
Information Needs Analysis
Daniel G Dorner, G E Gorman and Philip J Calvert, all 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 new book 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. It will offer guidance to team leaders and senior managers in all areas of library work, especially those involved in collection management, service provision and web development, and is equally applicable to the needs of academic, public, government, commercial and other more specialized library and information services. 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?


Readership: 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.
User Studies for Digital Library Development
Edited by Milena Dobreva, Andy O'Dwyer and Pierluigi Feliciati

“This book is a timely one...The chapters are written by highly competent researchers and professionals known in the digital libraries and user studies world. The research world meets the professionals, the mature and authoritative researchers are represented side by side with young ones just starting their career.”
- Information Research

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.


Readership: Researchers and practitioners interested in the design and evaluation of digital information systems and services, and students on library, information, and digital library courses.

How to Get Your Users the LIS Services They Want
Sheila Pantry and Peter Griffiths

Also of interest
User Experience (UX) Design for Libraries 43

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The Intranet Management Handbook
Martin White

“This is a truly superb book...Martin crams a treasure trove of information into 233 pages. His writing style is concise and easy to digest. I have never found another book that covers intranets in this practical style and so I thoroughly recommend it to intranet managers and their teams, to the senior execs who have the intranet within their purview, and to information management, knowledge management and content management practitioners who may have to deal with intranets, or advise clients on their development.”
- Jed Cawthorne, www.ecm-stuff.blogspot.com

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Archiving Websites 44
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Web Metrics for Library and Information 20

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