

## BOOK REVIEWS

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*Effective Library and Information Centre  
Management, 2<sup>nd</sup> edition*

by **Jo Bryson**

Gower, 1999.

ISBN 0 566 07691 8(PBK) RRP \$A67.00

This handbook has been written as a management guide for people working in library and information services in the small to medium sized organisation and also for students studying librarianship.

It focuses on managing information services in dynamic environments where information is critical to maintaining organisational competitiveness through customer satisfaction and retention, increased productivity and performance, and financial viability.

This second edition reflects modern management trends by bringing together the disciplines of librarianship, records management, archives, and information technology with a view to promoting an

integrated approach. In the past, these disciplines have been managed as separate entities based on the format of the information. However, as we all know, the importance of managing the content rather than the format has gained prominence.

The concept of the parent organisation is used throughout the book, and refers to the corporate environment in which the information service operates. It may be a local government authority, government agency or department, a private sector firm, a research centre or an academic institution. It is an important concept as the environment of the parent organisation often shapes the environment of the information service.

Bryson presents this book in ten parts. Her topics covered range from strategic, information technology and human resource planning to leadership, conflict and change management. Further key areas include service delivery, risk management and the information life cycle.

*Effective Library and Information Centre Management* comes with excellent examples to assist those who have recently qualified, who have no access to others for support or

advice on management issues, or for those with very little or no management training. Because information services can vary in function and customer base the author has used a generic approach. Being well structured and clearly written, it deserves to be shelved on any library and information services manager's bookcase. It is an excellent well-balanced handbook that even the most experienced would learn something from.

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