

Summaries

ARTICLES:

Michael Kristiansson: Økonomi - en guide (Economics - a Guide)

Abstract:

In this article, the impacts of the new information and communications technology on libraries are outlined, emphasizing the importance of an economical point of view on library issues. Furthermore, in spite of many libraries being non-profit organizations with goals and objectives of an apparently non-economic nature the relevance of economical concepts and problems on public library topics is demonstrated. It is also shown how economics is more than money matters, budget reduction and the like. Therefore, to estimate the value and costs of a library will take into considerations all aspects and processes of the library as an organization. The notion of the 'economic man' is proposed as a new framework and normative guide to meet the challenges of a rapidly changing world. The libraries will not only have to invest in ICT but also in Human Capital.

Keywords:

Information economics, economics, Human Capital, information and communications technology, public libraries, trends, Denmark

Lizzi S. Hansen: Betaling for biblioteks- og informationservice (Special Libraries and Fees; Danish Experiences from the Corporate Library of Danfoss A/S)

Fees for libraries offering special services to businesses and corporate libraries who charge for all, or for some of their costs, are increasingly common, in particular in USA and UK. Different ways of charging and pricing library services are reviewed. The corporate library of Danfoss A/S in

Denmark has been charging for all of their services for 4 years. The library's experiences regarding the use of the service, and the pros and cons of charging are discussed.

Carl Gustav Johannsen: Kvalitet i nyt perspektiv (Quality Issues in the Danish Library Sector)

An analytical framework based on David Garvins quality concepts and definitions as well as on the principles of Total Quality Management, TQM, is outlined and explained.

Quality problems in the Danish public library sector are identified and analyzed using TQM concepts and definitions in order to test their relevance as regards current public library quality issues.

It is concluded on basis of the analysis that no obvious reasons exist for rejection of TQM as a powerful analytical tool. TQM is applicable for opening up deadlocks and identification of pitfalls and barriers. It enables to put into perspective the discussions of acquisition policies and practices, especially with respect to fiction in Danish public libraries. The results of the analyses provide no evidence for rejection of the assumption that also quality assessment of non-fiction literature and reference services could benefit from TQM concepts and definitions.

Keywords:

TQM, Total Quality Management, public libraries, quality assessment, fiction, non-fiction, reference services, Denmark

REVIEWS:

Jesper Bo Jensen reviews "**Information Economics - Linking Business Performance to Information Technology**".

This article is a review of Parker et al.s book about information economics. The article draws attention and discusses two main subject of the book:

The first question is whether the authors achieve their main goal, which is to focus on ways and means to improve the contribution of the Information System organization to the success of the enterprise they serve. The answer to the question is that on the overall level the book is certainly a contribution to the on-going debate about the IS organizations and the enterprises.

The second question raised is whether the analysis in the book is too prescriptive by formulating and listing various methods for calculation of the costs and benefits of information technology projects. The conclusion is that the analysis could have benefitted by including the perspective of bounded

rationality and firms as organizations with bounded rationality. These perspectives could have made the analysis of information economics in enterprises more transparent and have contributed to a more comprehensive analysis.

Birger Hjørland comments "**Informationsordbogen -nogle kommentarer**" (**Library and Information Science Dictionary - some comments**)

In 1991 a Danish dictionary covering library and information science was published by the Danish Standard Organisation. In 1992 this author has published a concise encyclopedia of information science (both in Danish).

The article compares to two books, discusses the first books status as a standard, comments on the difference between a dictionary and a "lexicon", and discusses the different view on som concrete terms.