

Summaries

Niels Ole Pors: Organisationsopskrifter og folkebibliotekerne (Organisational recipes and public libraries)

Pages: 5 - 15

The paper is based on 24 interviews with Danish public library directors and group interviews with 75 staff members. The paper presents an analysis of three different organisational change processes in Danish public libraries. The change processes include fee-based services, self-service technology and different issues concerning continuing professional development, competence plans for staff and knowledge sharing. These organisational changes and change processes are analysed in relation to the theoretical concept concerning recipes or standards. The diffusion of organisational recipes is analysed in relation to different diffusion processes. The diffusion processes include the interpretation and mode of adaptation of the recipe. The diffusion processes can take the form as regulative (forced), mimetic or normative depending on the relation to the institutional arrangement. The three different change processes are analysed in relation to these concepts. Focus is on the process of implementation and adaptation. On the theoretical level, the conclusion is that the concept of recipes is well suited to analyse change processes in libraries. Further, on the empirical level, the paper indicates that situational factors like organisational culture, stakeholder interests and interpretations have a very huge influence on how organisational changes and change processes develop and are adapted in the local organisation.

Camilla Moring: Hverdagsliv i arbejdsliv: informationssøgning som deltagelse og meningsforhandling i praksis (Everyday life in the workplace: information seeking as participation and negotiation of meaning in practice)

Pages: 17 - 26

This article presents an approach to information seeking in the workplace that goes beyond the perception of work as work tasks and individual problem solving. Instead the workplace is seen as a social practice where people engage in an ongoing development and negotiation of this practice. In the article it is argued that theories and models developed within everyday-life information seeking can be used to describe information seeking in the workplace. The concepts *communities of practice* and *information practice* are introduced, and the possible relationship between them is discussed. It is concluded that the combination of these concepts contributes to an understanding of information seeking as participation and negotiation of meaning in practice, and thus to a broader approach to information seeking in the workplace.

Tanja Svarre Jonassen: Relevanstyper og relevanskriterier: er der en sammenhæng? (Types of relevance and relevance criteria: is there a connection?)

Pages: 27 - 39

The purpose of the article is to examine if relevance criteria can be useful for operationalizing types of

relevance when evaluating information retrieval (IR) systems. An empirical study was carried out of 8 test persons searching for documents in Google and the subsequent evaluation of the retrieved documents was carried out in order to enlighten the problem in question. The results of the study indicate there is a connection between types of relevance and relevance criteria in the way that a certain core of criteria is used to make the document evaluations. Due to the semantic ambiguities inherent in relevance criteria, this connection is not synonymous though. Consequently, it can be a problem to use Saracevic's relevance criteria when attempting to make operational the relevance types.

Anne Luther og Maria Bøtger Schmidt: Zoning: et alternativ til fuldtekstindeksering? (Zoning: an alternative to full text indexing?)

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The article describes how the automatic indexing process can be improved by *zoning*, that is, including *zones* (selected document excerpts) in the indexing process. The investigation is based on case studies at the medical company Novo Nordisk. Document analyses and interviews are used as qualitative methods to decide which zone to choose for further indexing. WordStat performed automatic indexing on both the full text and the zones from the document type *Standard Operating Procedures* (SOPs). Our comparative analyses show that the quality of zone indexing is better than the full text indexing, especially because many mistakes occur when indexing full texts which will affect the retrieval. We conclude that zone indexing can replace full text indexing due to expressive titles which provide enough subject access points when users have verifiable information needs. Finally, we put our findings and methods into perspective by suggesting that further research should be done in preparation for finding a "*best practice*" for choosing zones for indexing. At the same time we illustrate how zoning could be a possible solution in indexing fiction literature.

Jørgen Burchardt: Forskningslandskabets økologiske mangfoldighed : analyse af videnspredning og videndeling set ud fra artikler, bøger og personlige netværk (The ecological variety of the research landscape: An analysis of knowledge transfer and knowledge sharing through articles, books, and personal networks)

Pages: 53 - 67

The scholarly world is divided into many different subject domains where the cultures and conducts are totally different. Therefore, is it fruitful to use ecological metaphors when internal relations and acts are analysed and explained.

The empirical data is the total research communication from Danish researchers at Danish universities in 2004. The total food chain from researcher to user is mapped; all books, articles, papers, and activities in learned societies are statistically analysed. Methods from the discipline "knowledge management" are used. They are hereby identified as a long row of local research landscapes with large and clear variances. Some scholarly domains are internationally oriented; others are nationally oriented. Some domains are self-centered, while others are extremely open to the society. Some domains are of pure basic sciences while others are of much more practical use. The differentiation is illustrated through the domains of mathematics, history, and medical science.

The analysis disclosed a multitude and mutual interdependence in the coherent knowledge systems. Actions from administrators and politicians thus have to be careful and responsible when they intervene in these ecosystems.

In addition, the article argues for strengthening the researchers' use of communicating secondary knowledge production. The results of these short and easily read research presentations are useful to both researchers within and outside the subject domain – and useful for the public as well.