Reference services planning in the 90s

This volume surveys recent trends in reference services, with 15 articles on issues including cost of service delivery, the computer connection (online and CD-ROM), education and evaluation. Each article has extensive bibliographical references and a comprehensive index. The volume has also been published as Issue number 43 (1994) of the journal *Reference Librarian*.

The inter-relationship between libraries and technology is the subject of a number of articles. The powerful and flexible applications possible through CD-ROM provide challenges to libraries — mastering arrangement of large disk collections, provision of remote access, and help to users. An appendix to the lengthy article by Bolin has useful product data.

Education for librarianship is another major focus of the book, with articles on occupational obsolescence and professional competence. In a section on training of library students, one American writer highlights the Australian Training Guarantee Act as a model for effective continuing education of library staff. However, Engeldinger's recommendation of library school teaching as an antidote to reference librarian burnout seemed unconvincing. Charles Bunge describes the process of service evaluation as an extended reference interview.

This collection contains useful information in the areas of automation, education, staff development and evaluation. Although written for an American audience, the articles contain practical information which can be applied to Australian libraries. Students of librarianship will also find this collection of value.

Eckwright, Gail and Keenan, Lori Eds. *Reference services planning in the 90s*. New York: Haworth Press, 1993. 222pp ISBN 1-56024-619-7. Hardcover.

Jocelyn Morris

No worries for Gleitzman

Morris Gleitzman's passion for libraries is only rivalled by his obsession with stationery. These insights into the working life of an author of books for young children can be gleaned from *The Morris Gleitzman video*, the first in a series of writer profiles being developed by Insight Profile of Crows Nest in Sydney.

The accompanying blurb tells us that the idea for this video came about when Morris realised that it would be a full-time job visiting all of the schools which extended invitations. This would prove a serious inroad into his writing time. The video, which runs for just under 30 minutes, is perfect for primary school viewers. It will not tax the attention span of the young reader not only because of its succinct presentation but because it is entertaining whist being informative. There is an interesting overlay of animation which serves to focus on some of the key points made by the author, as well as to add a touch of added interest for the viewer.

The video provides a stimulating adjunct for the teacher librarian when introducing young readers to such delights as *Worry warts* and *Misery guts*.

The Morris Gleitzman video is available from Insight Profile Pty Ltd, PO Box 954, Crows Nest 2065. $68 including p&p.

Virginia Walsh

Ethical attitudes in business

Business ethics in Australia: a practical guide immediately catches the readers attention with its glossy, mottled-green marble cover and gold-lettered title. Inside, the contents are just as impressive.

The text is arranged into seven major parts plus an index. Part I serves as a lead into the remainder of the work. It acts as an informative smorgasbord of issues relating to business ethics including the social aspects. Part II concerns the qualities of a code, and how a code should be formulated and complied with once it has been established. Part III surveys some existing Australian business professional codes of practice. Institutions considered include the Australian Bankers Association, The Australian Institute of Management, and the Australian Society of CPA's. Part IV lists organisations which have self-governed codes of practice. Part V is highly relevant to the overall work since it itemises the *Articles of the United Nations* which reflect the UN's general views on ethics all of which are transferable to a business context. Part V serves as a benchmark for international ethics — increasingly important in the global economy. Part VI and VII serve as directors to further research for the academic studying ethics, or for the employer attempting to introduce a code into their company. The index is arranged alphabetically and is very good.

Academics pursuing business ethics or philosophy would find the book useful. The text would be even more practical for trainee managers, students of MBA courses, and employers wanting to instigate business codes in the workplace. It is highly pertinent to the information professional also.

Summing up the book is a highly-readable, easy-to-use reference for a wide-ranging audience. On a grander scale it includes the rudiments for a unified code of ethics in Australia. The time of its release could not be better, coinciding with a move of Australian companies towards international business and a re-addressing by Australian corporations of business practices of the 1980s.

I would strongly recommend the the inclusion of this book in any business information centre in Australia, whether private or public sector.

Francis, R.D. *Business ethics in Australia: a practical guide*. Kew, Victoria: Centre for Professional Development. Sydney: LBC, 1994, 208pp. AUD$50 ISBN 1-86339-114-2 (Review copy supplied by Law Book Company).

Daniel Lissen