

# News

## **Quality management and public library services**

The British Library Research and Development Department has funded the Department of Information Studies, Sheffield University and the Department of Information and Library Studies, Loughborough University, to undertake a one-year study of quality management, from 1 September 1994. The objective of the research is to assess the approach, scope, nature and methods of quality management being practised in selected public library services and to compare this with practice in private sector organizations.

Quality has become a buzz-word in library management; however, there is no clear consensus about its meaning, especially in public sector library and information services. The project aims to clarify this, and to enhance quality management techniques for public library services. The work will include a questionnaire survey and case studies of library authorities and commercial organizations. An Advisory Group, which includes members of the Quality forum and a representative from the CBI, is consulting with the research team on methods and remit.

The Project Supervisors are:

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Eileen Milner is the Project Researcher.

## **Information for arthritis and rheumatism sufferers**

Arthritis and rheumatism sufferers obtain information and advice about the drugs they use from a variety of sources, including not only doctors and chemists, but also from books, popular magazines and other media. How well their needs for information are met by existing information services in the Grampian region are to be assessed as the first part of a major development of the research activities of the School of Librarianship and Information Studies at The Robert Gordon University, Aberdeen. The research project will be directed by Mrs Jane Farmer, a Lecturer in the School, who is also a member of Grampian Local Health Council, and research assistant Melanie Pepper. Patients attending clinics, and providers of drug information will be interviewed

over the next year as part of the project, which is being supported by a £19,000 grant from the British Library's Research and Development Department, and which should lead to better information services for anyone using prescribed drugs.

### **Department for Education Postgraduate Awards in Librarianship and Information Science**

The Committee making these awards met on 9 June, with the following results. No research fellowships were awarded but eight research studentships were given:

Manmaman Bains (University of Central England). An investigation into the perception of the information provision by statutory agencies for the Punjabi and Bangladeshi population in Birmingham.

Natalie Cole (University of Sheffield). Attitudes to intellectual freedom and their impact on public library stock selection policies.

Helen Lewis (City University). The cognitive process of end-user searching in a highly interactive retrieval environment.

Virendra Mistry (University of Sheffield). Motivation and quality management.

Susan Parker (Robert Gordon University). Provision of European information: Commission policy and its implementation in libraries and information services in the UK.

Ian Patterson (University of Sheffield). Nutritional information and elderly people.

Jane Reid (University of Glasgow). The use of metaphor in information retrieval.

Paul Turner (City University). A critical study of European information policy formulation - multimedia (case study).