



# Table of Contents

Preface	4
Introduction	5
SECTION I – YOUR PROFESSION	
Career planning	15
Professional resources	21
Information management oriented resources	24
SECTION II - SERVICES YOU PROVIDE	
Client services	31
Your collection	35
Managing your collection	43
Reference services	51
Document delivery	61
SECTION III - MANAGING YOUR INFORMATION SERVICE	
Introduction	71
Strategic placement	73
Marketing	79
Financial management	83
Records management	89
Change management	91
Personnel	95
SECTION IV – OTHER STUFF	
Copyright	105
Disaster planning	109
Publishing	113
Software	117
Statistics	121
Translations	123
Web presence	125
Bibliography	129
Reality checks (quick guide)	133
Index	135

