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## Introduction

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THIS ISSUE OF *Library Trends* has a twofold purpose. One, it has been designated as a Festschrift for Herbert Goldhor and as such marks his retirement from the University of Illinois Graduate School of Library and Information Science (though he continues to be active as a scholar) and serves as a tribute to his many contributions to the library profession. Two, as an issue of a scholarly journal, it is intended to make a significant contribution to the literature of library and information science. In developing the theme, care was taken to identify topics that reflect Herbert Goldhor's professional and research interests. On the other hand, it was deemed desirable to avoid excessive duplication of topics already adequately treated in professional journals and standard texts. Overlap with the 1964 *Library Trends* issue on research methods and the 1984 issue on research in librarianship was generally avoided as well.

It was concluded that an issue broadly devoted to applied and evaluative research methods as utilized for problem solving in libraries would appropriately reflect Goldhor's interests yet would not be too repetitious of earlier works. Perhaps Goldhor has been more closely identified with basic research than applied research, but one of his major objectives has always been to facilitate the administration of libraries. For example, he is noted for his experimental studies, but they have been generally designed as field studies with substantial attention given to their practical implications.

In developing ideas for specific articles in this issue, an attempt was made to identify research methods that represent relatively new and innovative approaches to solving problems in libraries. Important

related concerns such as administering in-house studies were pegged for attention as well. And it was realized that no *Festschrift* honoring Herbert Goldhor would be complete without an article on experimental research.

A *Festschrift* is, of course, a volume of learned essays written by colleagues and admirers, serving as a tribute to a scholar. The group of authors contributing to this work includes a number of individuals noted for their research expertise and their thoughtful, influential contributions to the literature. For this occasion they produced articles that identify and discuss some of the types, methods, and techniques of applied and evaluative research; consider some of the conceptual and practical issues associated with conducting and utilizing research for problem solving in libraries; and recognize the many professional contributions of the scholar being honored. The authors were encouraged to take fresh looks at their individual topics where possible.

Anyone familiar with Herbert Goldhor's research and writings would be aware that he has been a strong advocate of the scientific method of inquiry as a framework for research. Appropriately, this *Festschrift* opens with an article by Terrence Brooks in which he identifies the theoretical model as one element of the scientific method and considers its role in problem solving. His article, along with the one by Alan Samuels, is one of the more theoretical pieces in the issue.

In the second article, Thomas Childers takes on the difficult task of presenting an overview of evaluative research. He reviews the nature of evaluative research (its orientation, methods, etc.), takes a close look at one model of evaluative research and relates it to library and information science, and then ponders the current state of evaluative research in the field.

The next four authors deal with some approaches to evaluating libraries and gathering data to facilitate decision-making and problem solving. Nancy Van House defines performance and output measures, briefly reviews their history, and discusses their role in problem solving. She also considers some related issues such as the variability of performance measures across libraries, their sensitivity to change, and the interpretation of performance measures.

In a related area of inquiry, Paul Kantor takes up the matter of library cost analysis. Cost analysis for libraries, similar to performance measures, is a type of research method/management tool receiving increasing attention from librarians as they become more and more concerned about accountability. The techniques and principles of functional cost analysis are well established in service industries that generate a profit but less so in institutions such as libraries. Kantor addresses some of the details, principles, and problems of functional cost analysis as used with libraries.

Another technique seldom used by library administrators is managerial accounting. G. Stevenson Smith's paper introduces

managerial accounting as a means for solving library problems and then focuses on using it to evaluate the performance of administrators. He also provides links between the broader performance measures approach to problem solving and the use of accounting data. Stevenson's essay reflects a somewhat different, original, and not always optimistic perspective on solving problems in libraries.

In a more traditional vein, Sharon Baker examines the use of experimental research methods for problem solving. As was noted earlier, Goldhor has been known as a proponent of experimental research in librarianship and, as Baker indicates, experimental methods continue to hold real potential for improving the management of libraries. She considers the feasibility of doing experimental research in libraries and discusses the types of controls needed for successful experiments in libraries while providing relevant examples throughout the article.

Survey research methods are abundantly treated in the library and information science literature and so are not covered directly in this work. Abraham Bookstein and Ann Lindsay do discuss the questionnaire as a valid technique for gathering information needed to solve problems. They address some of the problems associated with questionnaires such as question ambiguity, report on a study of question ambiguity, and apply the Rasch Model (a type of scale) to the results of the study.

Alan Samuels takes what he calls a speculative look at a nontraditional use of information to solve problems in libraries. He argues that information can be organized into "clusters" that represent the type of information communicated to problem solvers as well as the format in which the information is conveyed. Samuels closes with a discussion of the utility of a theory such as information clustering.

Charles McClure and Eleanor Jo Rodger focus on some of the more pragmatic issues related to using applied and evaluative research methods in libraries. McClure discusses the role of research in assisting library managers in operating libraries more effectively, offers some propositions and strategies for increasing the impact of library research, and looks at some related issues such as the adequacy of data and rewards for researchers. He concludes with an appeal for a closer relationship between library managers and researchers. Rodger points out the value of measurement and evaluation studies as tools for describing, understanding, and improving library services and gives advice on deciding what to study, on conducting an in-house study, and on reporting and using the findings of a study.

James Krikelas and Charles Bunge, who are, along with Baker and the issue editor, Goldhor's former doctoral students, prepared the final article. They present a biographical sketch of and tribute to Herbert Goldhor and take a closer look at his contributions to public library service and administration and to research in librarianship. Their article concludes with a comprehensive bibliography (about 178 titles) of Goldhor's publications.

In closing, I would like to take this opportunity to add a couple of personal comments. First, it was a pleasure to edit papers contributed by a group of such veteran and accomplished authors. Their efforts are greatly appreciated. Second, it was gratifying to be given the opportunity to edit a Festschrift for Herbert Goldhor. His insistence on research that is conceptually based and rigorously conducted and his encouragement to make research a regular, ongoing activity has in no small way influenced my research and no doubt that of many others.