

**Dear readers,**

It is with great joy we are launching another issue of the Digital Journal of Librarianship and Information Science of UNICAMP Library System.

For us, information professionals as editors, it is a pleasure to be here telling to our readers that with this canal of information, we succeed to reach the informational market which miss digital publications. From now on it is our duty to carry on with our goals for the effective maintenance of this publication each six months. With this proposal, we bring six new articles of collaborators from several national institutions.

The first article "**Information professionals and the mapping of knowledge in organizations: the KPMG Brasil case**", is an analysis and description of information management in the processes of knowledge management of KPMG Brasil, made by Professor Nádia M. S. Hommerding and Waldomiro Vergueiro.

The second article "**Librarian's continuing education as mediator of information sources' learning use**" written by Professor Maria Matilde Kronka Dias, Regina Célia Baptista Belluzzo and Daniela Pires, addresses service training of librarian as mediator of information sources. Besides, it presents a methodological proposal for librarian staff training, aimed at orientation and implementation of activities which can contribute for libraries to become maximized spaces of learning, qualifying them as mediators of this process.

The following article, "**Participation of the librarian on the production and planning of software projects: involvement with information technology**" by Gisele Vasconcelos Dziekaniak, stresses the lack of interdisciplinarity between Librarianship and Information Technology (IT), processing of digital and hybrid holdings, as well as the need of librarian participation in open software projects for libraries. It also points out the sore points referring to acquisition of proprietary softwares by libraries, supports redefinition of methodologies concerning indexing techniques, and the necessity of contemplative rupture in librarian's attitude.

Maria Alice de França Rangel Rebello in her article "**Quality evaluation of products/services of information: an experience of the University Hospital Library of the University of São Paulo**", aims at presenting the results of an investigation about satisfaction of users concerning services provided by the Library and Documentation Service of the University Hospital of USP. For this, it was used SERVQUAL scale in order to measure the level of quality perceived by users. The author also describes the methodology of implantation of the Quality Products and Services Evaluation Program of the Integrated Library System of USP.

The fifth article "**Motivation of human resources in University Libraries**", Rejane Maria Rosa Ribeiro, addresses motivation in organizational environment, describing concisely the most known motivational theories emphasizing Maslow Necessity Theory and Herzberg Theory of Hygienic and Motivational Factors, as both are designed for work with motivation.

The last article "**Reading spaces in institutions: reflections about real and virtual reader**", Prof. Maraouva Falgatter Faqueti and Úrsula Blattmann, present the importance of propitiating environment quality in real and physical spaces intended for reading and knowledge production in libraries engaged in educational structure, as high education institutions and research centers. The authors also approaches some considerations about impacts of digital division, access and use of information sources for the development and consideration of Knowledge Society.

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**Editors**