

opinions on shelving maintenance, and a number of other topics, would not work in a number of public and other libraries.

Despite these shortcomings, this work is recommended reading as a discussion document for libraries embracing the concepts of customers and service quality. The recommendations may not all be appropriate but they should stimulate thinking and discussion. The result may be the introduction of change, innovation, and more responsive customer services.—**Peter Herson, Simmons College, 300 The Fenway, Boston, MA 02115.**

Managing the Interview, by Susan Carol Curzon. New York: Neal-Schuman, 1995. 143p. \$39.95. ISBN 1-55570-160-4. LC 94-47336 (How-To-Do-It Manuals for Librarians, No. 47).

Most books on the interviewing process are written from the viewpoint of the job applicant. Susan Curzon, Vice Provost of Information and Technology Resources and Dean of the University Library at California State University Northridge, focuses on the premise that "Effective hiring depends upon our ability to manage an interview and our ability to determine during the interview how well that particular candidate will perform on the job." This eight chapter, step-by-step, manual offers a detailed outline of the interview process. Chapters cover: preparing for the interview; creating the questions; using group or panel interview process; conducting the interview; extending the interview process; choosing the candidate; offering the job; and wrapping up the interview process. Each chapter has a list of points to remember for that topic, such as screen the candidates; structure the interview; review the application, resume, and questions; evaluate the personality of the candidate; prepare the offer; and evaluate the interview.

Conducting an effective interview is a challenging process, demanding preparation and evaluation in order to hire the best person for the position. The manual offers practical advice and guidelines for planning and conducting interviews for both staff and professional positions in any type of organization. While its common-sense approach to preparing for an interview may seem basic, it is extremely useful to have all of the points enumerated clearly in a logical sequence. From my experience on many search committees, I would highly recommend this manual for anyone involved in recruitment or hiring.—**Norma Corral, Reference Collection Coordinator, Reference Department, University Research Library, University of California at Los Angeles, Los Angeles, CA 90095-1575.**

Networking and the Future of Libraries 2, edited by Lorcan Dempsey, Derek Law, and Ian Mowat. London: Library Association Publishing, 1995. 212p. £39.50. ISBN 1-85604-158-1.

Published in association with the United Kingdom's Office for Library and Information Networking at the University of Bath (UKOLN), this volume is a collection of contributions to an International Conference held at that university in April, 1995. It is a Festschrift for one of the founders of UKOLN, Philip Bryant, whose retirement the conference marked.

Prefaced by a keynote speech by Paul Evan Peters from the Coalition of Networked Information, the articles provide an overview of information technology (IT) issues in the United Kingdom, Australia, Singapore, and some Scandinavian countries. The volume is divided into four parts. Part 1, "Transforming the Organization," discusses how rapid change in IT affects

libraries as they plan for the future. The authors assert that the structure of library organizations must change to accommodate a work environment fraught with uncertainty about how the library's role will change over time. They advocate the adoption of flatter organizations with an emphasis on retraining employees and managing change through the application of general management principles. At the same time, the question of access versus holdings is being reexamined in light of diminishing budgets and a fluctuating organization. Part 2, "Creating the Intellectual Record," assesses the impact of IT on scholarly publishing from the viewpoint of institutional users and a publisher. Topics discussed include the development of user access and charging methods, and advanced systems architecture for the distribution of electronic journals, digitized paper journals, and data archives. Part 3, "Assessing the Intellectual Record: A Distributed Resource," describes how the evolution of IT will change the library's focus and influence on education and end-user services. Part 4, "Preserving the Intellectual Record," discusses issues of legal deposit and copyright difficulties in an electronic age. The last article reviews the problems of archiving digital information given rapid changes in electronic media and hardware.

This book is recommended for its timely perspectives on the reaction of educational institutions, libraries, and the publishing industry to the technological revolution. In addition, it emphasizes the need to face IT issues not only nationally, but globally. More information about UKOLN is provided at <<http://ukoln.bath.ac.uk>>.—**Marianne Affi, Systems Development Librarian, Center for Scholarly Technology, University Libraries, University of Southern California, Los Angeles, CA 90089-0182 <affi@calvin.usc.edu>.**

Preparing Staff to Serve Patrons with Disabilities: A How-To-Do Manual for Librarians, by Courtney Deines-Jones and Connie Van Fleet. New York: Neal-Schuman, 1995. 153p. \$39.95. ISBN 1-55570-234-1.

This work is one of an ever-increasing number of handbooks and manuals intended to enlighten administrators and library staff about what is required and necessary in serving users with disabilities. It stresses practice over policies and is organized by major library services offered (e.g., circulation, reference, orientation and instruction, and outreach services). Of particular value is a chapter that discusses safety provisions during times of disaster. It explains the role of staff in assisting with evacuation and related issues.

The authors stress the importance of staff training and programming. Staff training is an often neglected facet in libraries; without training, some staff might be confused and reluctant to assist users with disabilities. The authors present a full-scale, staff training module, which is basic in scope.

Most of the chapters provide "problem-solution" coverage that is helpful. Not all of the recommendations, however, are solutions. There is, for instance, reference to providing "covers" for public-access printers to reduce noise. With the extensive use of laser printers in libraries today (which are whisper quiet) printer covers cause more problems than "noise."

The manual contains some useful "extras," such as Library of Congress subject headings relating to disabilities, helpful hints in using Telecommunications Device for the Deaf (TDD), devises assisting HIV infected patrons, and a list of community databases and of related Internet addresses for providing library/information services. Recommended: this basic manual

will familiarize library staff with the provision of services to patrons with disabilities.—**Joe Jax, Director, Library Learning Center, University of Wisconsin-Stout, Menomonie, WI 54751** <joejax@uwstout.edu>.

Reference and Collection Development on the Internet: A How-To-Do-It Manual for Librarians, by Elizabeth Thomsen. New York: Neal-Schuman, 1996. 177p. \$45.00. ISBN 1-55570-243-0. LC 96-14737 (How-To-Do-It Manuals for Librarians, No. 66).

Thomsen has developed a well-organized approach to what is often a confusing and ambiguous task—that of effectively integrating Internet resources into the reference services and collections of libraries. She presents a strategy for librarians to not only include Internet materials in their libraries but also enable librarians to be part of the Internet community. Her premise is that the Internet is just another community, the only exception being that it exists via the technology of computers and telecommunications rather than being rooted to a geographic location.

As would any individual wishing to partake in and benefit from a community, librarians should learn the protocols and etiquette which facilitate interaction within the community. In addition, Thomsen advocates that librarians have a role to play on the Internet which in many ways is identical to that in everyday society. This role is to “save the reader time,” to add value to discussions, and to participate in the give-and-take of knowledge.

The manual is divided into eight chapters, which are generously interspersed with over 60 illustrations, screen prints, and examples of online communication to highlight important points in the text. Examples of a request to subscribe to a listserv, subject threads on a newsgroup, and search requests and results from various Web databases represent the types of figures included in the book. There are two appendices. The first, “The Virtual Vertical File,” provides a list and description of public service oriented resources on the Internet from government agencies, non-profit organizations, and businesses. The second appendix is a collection of “booklists” developed by various online communities and special interest groups covering a wide range of topics.

Although Thomsen skillfully presents many of the possibilities that the Internet offers to librarians and at least mentions others, she seems preoccupied with book-oriented resources on the Internet. One would not suggest that these types of resources are not valuable or appropriate (especially to librarians), but it raises the question whether Thomsen sees the Internet as primarily a place to get booklists, with some useful databases and services thrown in as a side-order. There is little exploration, for example, of commercial online products and vendors that libraries may utilize in place of CD-ROMs. There is also little discussion of how to make Internet resources available to the public, and related issues that complicate a seemingly simple idea.

Reference and Collection Development on the Internet can certainly help those who have yet to delve into the online community (and feel threatened by it). It also serves well as a quick reference tool for librarians who need to search the archives of a listserv, throw together a quick Web page, or perform some other specialized task that one many only do on occasion. However, it does not provide any real vision beyond librarians using the Internet as an intermediary resource for patrons. There is no

serious discussion of, for example, how one might incorporate an Internet database in a library’s online catalog or how one might organize a reference-oriented Web page. Thomsen’s presentation is sound and her explanations are clear, but one is left thinking that there is much more that librarians need to consider regarding the Internet, reference services, and collection development.—**B. Jane Scales, Electronic Resources Librarian, Washington State University Library, Pullman, WA 99164-5610** <scales@mail.wsu.edu>.

The Scholar’s Courtesy: The Role of Acknowledgement in the Primary Communication Process, by Blaise Cronin. London: Taylor Graham, 1995. 124p. \$46.00. £25.00. (paperback). ISBN 0-94756-66-2.

This slim, but expensive, work discusses mapping and measuring collaboration, in particular that portion reflected in the acknowledgment section of a scholarly work, that is, a research-based article. Cronin, dean of the School of Library and Information Science at Indiana University, provides an excellent literature review of appropriate bibliometric techniques, which he effectively integrates into his discussion, and presents the various reasons (or motivations) for which authors acknowledge individuals and organizations. Acknowledgments, as he shows, reflect interdependence, social exchange, and collaboration, or intellectual or scholarly influences;

That which is acknowledged can be as cosmically significant as Allah, as rudimentary as library facilities, as quotidian as secretarial support, or as subtle and formative as intellectual influence. Whatever the local variations in literary style and structure, the practice of acknowledging co-workers, trusted assessors, mentors, graduate assistants, and various others has become a fact of life in the world of scholarly publishing, one deserving of more serious and systematic scrutiny than has heretofore been the case. (pp. 16-17)

Cronin advocates the development of an acknowledgement index and reports several studies in which he analyzed the acknowledgments in selected journals within and outside library and information science. He also reports the results of two surveys and makes some sweeping statements based on return rates of 27.8% and 39.5%. Nonetheless, he raises some interesting questions (pages 37-38, 82) for consideration. Are there, indeed, “within the academy a population of hidden influencers whose contributions to scholarship are under-recognized and accordingly under-valued?” (p. 21).

The absence of an index does not detract from this work, nor does the author’s personal views about the premier journals within library and information science (p. 49). This reviewer recognizes the importance of authorship and citations to the promotion and tenure process, and scholarly reward, but still is not convinced about the relative importance of acknowledgments to “scholarly accounting” (p. 24). I have long discouraged doctoral students and others for whom I have been a mentor from acknowledging my contributions. I shall still settle for a “thank you” and ask not to be acknowledged in print. This book has not convinced me otherwise. Nonetheless, *The Scholar’s Courtesy* is recommended reading; it will stimulate thought and offers some useful directions for further research.—**Peter Herson, Professor, Graduate School of Library and Information Science, Simmons College, 300 The Fenway, Boston, MA 02115** <pherson@vmsvax.simmons.edu>.