

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 acknowledgment 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>.