

library to be used effectively; not every academic library will have the particular catalog cards for Strawn's examples. Perhaps the most serious drawback is the confusing directions for the exercises. All instruction librarians know how difficult it is to phrase clear, logical directions, and these directions are like most that appear in the literature. The author does bring out points that confuse users: titles of books may be misleading as subject headings, general subject headings may be made specific by adding a subdivision, and filing rules can be understood by giving a few concrete examples.

From my ten years of experience in library instruction I find the exercises somewhat confusing, especially in the directions given. Having said that, I acknowledge how difficult it is to develop a clear, logical, trouble-free programmed text—to date I haven't seen one. Strawn's text might be used most effectively in a structured situation where professional help is at hand. His examples are good, and I found his use of relationship formation effective. Instruction librarians might find something to adapt in his approach. While I applaud Strawn for his efforts, the clear-cut, logical, easy-to-use, programmed, self-instructed text for library instruction has, alas, yet to be written.—*Anne F. Roberts, State University of New York at Albany.*

Davinson, Donald. *Reference Service*. London: Clive Bingley; New York: K. G. Saur, 1980. 235p. \$20. ISBN 0-85857-291-X.

The librarian who is conversant with the literature of reference service will find little that is new in this overview of reference service in the academic, public, and special library. Many of the articles and books cited are by American authors such as Bill Katz (most quoted), Helen Gothberg, Charles A. Bunge, Jesse Shera, and Robert S. Taylor. Different viewpoints on a topic are included and the important points from the cited authors are explained with some additional comments by Davinson, but his opinions are not intrusive. The comparison of British and U.S. reference service reveals many of the same developments, problems, and solutions for providing information to the library user.

The discussion of reference service is presented in twelve chapters. Topics covered in these chapters include definition of terms, which notes the differences and similarities in terminology used in the United Kingdom and the U.S. "The Theory of Reference Service" briefly recapitulates what has been written, but has no new insights. "Costing and Evaluating Reference Service" concludes that, though difficult, the need for developing adequate measures is important because of economic developments and budget cuts. The chapters "Librarian-User Relationship," "Dealing with Enquiries," and the "Reference Interview" concentrate on communication theory and interpersonal relations. Also noted is that ready reference, or quick reference, the British phrase, for which only one source is consulted, is the bulk of reference service provided to users.

"Search for Answers" deals with search strategy. "Evaluating the Results of the Search" is a very brief chapter with no new information presented. The chapter on library networks mentions those in the U.S., but gives details on networks being developed in the UK, e.g., BLAISE (British Automated Information Service); PRESTEL, earlier known as VIEWDATA, which stores and displays data on a video screen and uses telephone lines to communicate with the enquirer; CEEFAX and ORACLE, which provide local information using conventional audio and video broadcasting channels.

"New Directions in Reference Service" concentrates on public library service that advocates community information services. "Instruction in Library Use" discusses the pros and cons of user education, with emphasis on the programs in academic libraries. The different ways of teaching reference service—by title, by type, by case studies, and by the pathfinder method—are the topic of the last chapter. At the end of each chapter a bibliography of cited references is given. Also provided are subject and author indexes.—*Jean Herold, University of Texas, Austin.*

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