

where do Renford and Hendrickson discuss what topics or titles can best be covered in any particular form of instruction and why. For example, in the section on the presentation aspects of the single lecture, they suggest ways of organizing material so that students are interested and engaged by it, but they never touch on pure BI theory: why certain concepts are appropriate to certain levels of users, how concepts should be sequenced, and how to present a versatile search strategy that can be transferred by the student to other disciplines and institutions. This omission is regrettable, but to cover these areas the text would need to be twice as long. Perhaps we should be grateful that the book has appeared at all—and not a moment too soon for most of us.

Bibliographic Instruction: A Handbook is most highly recommended, in fact should be required, anywhere academic BI is seriously undertaken. Together with the ACRL volume (which, by the way, is currently being revised by a committee chaired by Beverly Renford), it provides an excellent what-to-consider manual for the practitioner.—Mary W. George, Princeton University Library, Princeton, New Jersey.

The Library and Information Manager's Guide to Online Services. Edited by Ryan E. Hoover. Professional Librarian Series, V.12. White Plains, N.Y.: Knowledge Industry Publications, 1980. 270p. \$29.50 hardcover; \$24.50 paper. LC 80-21602. ISBN 0-914236-60-1 hardcover; 0-914236-52-0 paper.

A distinguishing feature of *The Library and Information Manager's Guide to Online Services* is the depth of documentation cited for every major topic covered. The citations reflect the relative maturity of online services at the start of the 1980s. Anyone new to the field today faces information overflow, when a decade earlier the newcomer had only a few personal accounts to read. In a thorough manner, this *Guide* succeeds in focusing attention on key managerial issues and in presenting both valuable factual data and various viewpoints on controversial topics.

The *Guide* consists of ten individually authored chapters. Two chapters by Ryan E. Hoover—"Overview of Online Information Retrieval" and "The Mechanics of Online

Searching"—are excellent introductions for any uninitiated searcher. Databases, their producers, and vendors of services are concisely reviewed in two chapters by Kathleen Sheton and Alice Bahr. Management concerns and questions of service policies are summarized by Donald T. Hawkins, while specific areas are further explored in three subsequent chapters. John C. Blair's paper focuses on measurement and evaluation of various aspects of online services and their management; promotion is covered with helpful hints and illustrative examples in a chapter by Alice Bahr; and Kristyn Kuroki discusses the range of available training modes for searchers. A chapter by Mary Berger and Barbara Quint is devoted to the growth and role of online user groups, a topic not as yet extensively documented in the literature. The final chapter, by Ryan Hoover, presents a view of the future in which a greater reliance on electronic storage and retrieval of information will permit the information specialist to provide information on demand, without the need for physical library buildings and collections.

The reference use of the *Guide* is enhanced by a glossary of more than eighty online phrases, a short selected bibliography, numerous citations footnoted at the end of each chapter, and a detailed index.

The *Guide* is the twelfth title in the publisher's Professional Librarian series, which emphasizes practical information about technological developments, supported by operational examples. It is an easily usable package of practical information to aid those interested in online services. Topics discussed are of universal interest to any type of library. However, as noted in the text, academic libraries have not met yet the full potential to use such services, and thus this *Guide* may be of particular interest to their users and staff.—Danuta A. Nitecki, University of Illinois, Urbana-Champaign.

Annual Review of Information Science and Technology, Vol. 15, 1980. Edited by Martha E. Williams. White Plains, N.Y.: Knowledge Industry Publications, 1980. 413p. \$42.50. LC 66-25096. ISBN 0-914236-65-2. ISSN 0066-4200.

It is no exaggeration to say that the *ARIST* volumes have received more praise than any other information science publica-

tion. The series has become a legend in its own time and is must reading for the information scientist and must browsing for the librarian who would be keen.

It may be a slight exaggeration to say that *ARIST* represents the best thing NSF and ASIS ever did for us. Unfortunately, it is probably not exaggerating to say that *ARIST* volumes may be the only bargains on the publisher's overpriced list. The treatment of *ARIST* in the library and information science secondary literature continues to be a bargain-basement case of too little, usually too late. Future reviews should deal with separate chapters (which vary annually according to plan), and our indexing services should especially expedite their coverage.

Per usual, there are a cross-referenced dictionary index, a series cumulative keyword index, and chapter bibliographies with about 1,400 citations. These features, of generally high quality, constitute about half the pages and are the cornerstones of *ARIST*'s usefulness. There are a few chinks in the old cornerstones. There is no explicit citation or treatment of AACR2. Nor are all of the appropriate papers from ACRL's first national conference cited. There is only one passing mention of the White House Conference.

"Copyright and Information Technology" by Keplinger (U.S. Copyright Office) is a well-written annotation of a nine-page bibliography that does not go far enough! The elusive mystery paper that clears up the legal way to do photocopies for closed reserves is still absent. Missing also is any discussion of *Scholarly Communication: The Report of the National Enquiry* (Johns Hopkins Pr., 1979) and of the copyright surveys in the *ALA Yearbook* and *Bowker Annual*. What of Donald Johnson's *Copyright Handbook* (Bowker, 1979) and Leon Seltzer's *Exemptions and Fair Use in Copyright* (Harvard Univ. Pr., 1978)? Some omissions may reflect either the author's value judgments or the quality of the bibliography furnished him, but one is puzzled by the absence of the Copyright Office's own *General Guide to the Copyright Act of 1976* (U.S. Copyright Office, 1977) and its *Concordance* (U.S. Copyright Office, 1979) and of the widely distributed second study by John C. Stedman from the Sept. 1978 *AAUP Bulletin*.

Cawkell's erudite review of "Information Technology" leans heavily on English examples—as it must since they are leaders in some key areas. The paper's high quality and technical scope may have put off the editor who allowed such puzzles as: "Non-verbal information is originated by a person writing or typing" (p.44), and the whole last paragraph, which seems to have lost something in translation.

"Artificial Intelligence Applications in Information Systems" by Smith covers the last ten years of this seemingly esoteric field. She provides a scholarly, useful summary of work that may well be the underpinning of information science and library service during the rest of the century.

The acid test of *ARIST* for many librarians will be Veneziano's 1978-79 summary of library automation concerning cataloging, acquisitions, and circulation. After chopping a 300-item bibliography down by more than half, the author has put together a gingerly map of the North American libraries' dependence on computers. That she did so from the vantage point of Northwestern University, one of the few research libraries

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with maximum reliance on in-house, online computer processing, gives credibility to her astute questions and predictions.

Do "Information Analysis Centers" lose their flavor after eighteen good and bad years? The question is thoughtfully and thoroughly answered, perhaps once and for all, by Carroll and Maskewitz. Librarians will profit from the sections on effectiveness and evaluation, marketing, and comparisons to libraries.

Terrant's "Computers in Publishing" repeats his 1975 tour de force, which slants toward scientific and technical publishing, especially chemistry. Absent is notice of the word-processing journal *Typeworld* (ISSN 0149-4851) and of the American Newspaper Publishers Association's journal, *Presstime* (ISSN 0194-3243).

The awkward title "The Impacts of Computer-Mediated Organizational and Interpersonal Communication" belies a rewarding overview of a literature that librarians should know because of studies on organizational work life, employment, organizational structure, and personal communication.

In their definitive review of "Computer Assisted Legal Research," Larson and Williams cover the five U.S. systems and provide insights and conclusions that have parallel implications for the database searching and user instruction worries of libraries. In sharp contrast to the legal literature is the review of the fuzzy literature dealing with information work in less developed countries. Keren and Harmon's conclusion: things are tough all over. Their considered admonition to the UN, UNESCO, and the less developed countries seems also to apply to the library-information science tension that is as old as the *ARIST* series itself: "the danger of increasing the gap . . . is a real one" (p.310).—Larry X. Besant, *Ohio State University Libraries, Columbus*.

"Online Issue." *IATUL Proceedings*. V.12, 1980. Edited by Nancy Fjallbrant. Göteborg, Sweden: IATUL, Chalmers University of Technology Library, 1980. 97p. ISSN 0018-8476.

The editorial statement of purpose for this volume is to summarize the state of the art in online library automation systems. Eight papers discuss the status of and developments in the use of various systems:

three papers are about online bibliographic retrieval systems and services, three papers describe user education and training in the use of these systems, and two papers discuss computerized periodical control and order systems. Six papers are in English, one in German, and one in French.

Of the three papers on bibliographic retrieval, the one entitled "Cross Data Base Searching," using the SDC Search Service ORBIT retrieval system as an example, is very outdated in the fast-moving online world. It was written by two former SDC employees in 1978; considerable advances have been made in that system since that time. While the data are still accurate, they do not represent all that the system offers on the subject today. One paper, in German, describes the status of German, French, and U.S. online retrieval systems in the Federal Republic of Germany. The third paper is on the European Space Agency's Information Retrieval Service using the RECON retrieval system. It is timely and accurate and a good summary of the most heavily used European online service.

The three papers about user education and training for bibliographic retrieval systems describe French developments and methods through 1979 (in French), U.S. experience with Computer-Assisted Instruction (CAI), and European experience in online-user education. All three are appropriate to the topic of the volume. The final two papers describe the Pekos online periodicals control system at the ETH-Bibliothek in Zurich and the Swets & Zeitlinger subscription service system.

The mix of papers is a bit uneven; there is no coverage of online cataloging and circulation systems. A better distribution would have been to include a paper on each of these kinds of systems at the expense of two papers on online bibliographic retrieval services. Aside from the overemphasis on bibliographic retrieval systems and the outdated paper on the SDC ORBIT system, this volume is acceptable as far as it goes. The available journal and review literature provides far better coverage of this topic than this single volume, which fails as a comprehensive overview of online library systems.—Ryan E. Hoover, *SDC Search Service, System Development Corporation, Santa Monica, California*.