Managing the Crowd: Rethinking Records Management for the Web 2.0 World. By Steve Bailey. London: Facet Publishing, 2008. $115.00. $91.00 for SAA members. 172 pp. Hard cover.

Steve Bailey has written a brief but thought-provoking perspective on the challenges presented to records management by the concepts and innovations of Web 2.0. First coined by publisher Tim O'Reilly in 2004, "Web 2.0" has resisted most attempts to define it, but Bailey's use of the term puts emphasis on the social dimension of the World Wide Web. The user has become a creator who takes advantage of on-line sites and services, often provided free of charge, to create and share content, while offering comments, ratings, and contributions to the content of other users. Bailey contrasts this new development with the first stage of the World Wide Web, in which, he argues, on-line content was consumed more than it was created and shared. As with the introduction of the personal computer in the 1980s, the birth of the World Wide Web represented a new paradigm for information technology, but records managers were able to cope with both of these developments by adapting traditional methodologies, such as printing out electronic documents. However, that option may not be available to records managers contending with the third paradigm of Web 2.0. *Managing the Crowd* is a consideration of Web 2.0 and what challenges it will pose for records managers who fail to respond properly to it.

Bailey is a senior advisor on records management issues for the Joint Information Systems Committee (JISC) InfoNet and has been a records manager at JISC and the pharmaceutical company Pfizer. He has kept a blog on the future of records management (http://rmfuturewatch.blogspot.com) since 2007, and that experience informs a thoughtful section on blogs and their tendency to blur the boundaries between one's personal and professional lives. Despite a handful of references to British legislation, *Managing the Crowd* will be relevant and useful to North American archivists and records managers.

The heart of the book is a list of 10 defining principles for "Records Management 2.0." Bailey assures the reader that these principles are intended to supplement the objectives of traditional records management, not replace them. Moreover, the author asserts, if a given institution or profession will not feel the influence of Web 2.0 for years to come, it would be better not to fix what "clearly isn't broken." The 10 principles are for those records managers who are in need of a framework to help them find solutions for the two great challenges of Web 2.0: "the sheer volume of information now being created and the diversity of unconnected systems within which it is now stored."

Problems of scale are nothing new to most archivists and records managers, of course, and readers may already be familiar with many of the stars of Web 2.0, such as Facebook and Twitter. Bailey argues, however, that the widespread adoption of these Web-based tools reflects a shift of information ownership from institutions to users that will have a profound effect on records management. Empowered by their Web 2.0 experience, employees will be drawn to services and applications that best meet their workplace needs, regardless of whether they are provided by their employers or not. Even if institutions develop in-house versions of these services, they may be underused or ignored if the user experience they offer fails to match those of their more popular

counterparts. Bailey acknowledges the "big stick" of laws and regulations that can be used to demand compliance, but insists that Records Management 2.0 will only achieve its full potential if it is "something that content creators and users actively *want* to contribute to, for all the same reasons that they volunteer to review books on Amazon, comment on a YouTube clip, or share their bookmarks via Del.icio.us."

Managing the Crowd is not intended to be an introduction to Web 2.0, and familiarity with recent work by the likes of Clay Shirky, David Weinberger, and Peter Morville will give readers some helpful context for the book's opening chapters. Bailey's comments on blogs, wikis, collaborative editing, and social bookmarking are often thoughtful and interesting. His chapter on "Office 2.0" offers a vision of the workplace as it might look in the next five to ten years, and how easily a step-by-step, Web-based transformation of the traditional workplace could marginalize a document management system still dependent on client-server architecture.

Part two, the most provocative section of the book, begins with a call to records managers to be more aggressive in challenging their own assumptions. The practice of distinguishing "records" from "data" may have served records managers well in the past, but that may not be enough to protect the twenty-first century institution presented with an electronic discovery request that makes no such distinction. Bailey's concern about the continued survival of what he characterizes as a "centralized command and control ethos" leads him into the controversial territory of "folksonomy vs. taxonomy" and the question of whether a new approach based on tagging, folksonomies, and social bookmarking might be a better alternative tool for records management, at least in some cases, than traditional metadata schemas. Given the sheer scale of information production today and its anticipated growth in the future, records managers who insist on traditional, top-down methodologies may not be able to fulfill their professional responsibility to retain and dispose of records appropriately.

Add to this the problem of Web 2.0 tools, which combine "both the application itself *and* the mechanism for storing the content created within one indivisible system." Such applications create "a world of silos," dispersing information among many unconnected systems and making the already complicated process of record disposal even more difficult. This unhappy reality may resurrect that old dream made new of "keeping everything," but while Bailey offers a few reasons for considering it, he concludes that the dangers of electronic discovery, the force of law, and real-world limits on electronic systems render that option unrealistic.

What then are records managers to do in response to Web 2.0? The third part of the book offers the "ten principles of Records Management 2.0" as a framework to aid the profession's search for answers. While Bailey believes it is too early for anyone to claim to have a true solution, any records management system for the twenty-first century must be scalable, extensible, flexible, and independent of any specific hardware or software. In addition to these technical characteristics, a records management 2.0 system must be marketable, a tool that will be enthusiastically embraced by creators, users, and records managers alike.

Bailey's arguments are thought-provoking as far as they go, if often too brief, given the complexity and controversy of the topics he is addressing. This is particularly true in the early chapters of the book, which would benefit from a fuller discussion

of the social networking dimensions of Web 2.0, and a defense of tagging and social bookmarking that responds more directly to those who would argue for the continued use of traditional metadata schemas. Nonetheless, *Managing the Crowd* should succeed in encouraging the kinds of discussions Steve Bailey believes will be necessary if records managers are to find solutions for the challenges of Web 2.0.

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Keepers of the Record: The History of the Hudson's Bay Company Archives. By Deidre Simmons. London: McGill-Queen's University Press, 2007. $80.00. 384 pp. Hard cover.

The Hudson's Bay Company (HBC) has been, justifiably, the focus of many a researcher's interest. Books and articles elaborating and explaining historical, corporate, and cultural aspects of the company abound, but what do we know about the archives from whence all these histories have come? What has the history of that archives been, how was it created and cared for, and how did it evolve? *Keepers of the Record*, ostensibly a history of the creation, evolution, and maintenance of one of the most outstanding and complete collections of business records in the world, answers those questions. It is a narrative history of an institution's efforts to preserve the records of a bicontinental company. And while *Keepers of the Record* is more descriptive than analytical, it follows a timeline from the creation of Hudson's Bay Company in 1670 to the sale of the company in 2006 to Maple Leaf Heritage Investments Acquisitions Corporation.

To read the history of the Hudson's Bay Company archives is, in essence, to study the creation and development of modern archives and records management theory and practice. It is also the history of a corporate entity that has developed and changed with the demands of the times, from fur trading company to department store empire, in order to remain viable and profitable throughout centuries. And, it is a record of the discovery and development of the land we now call Canada.

Keeping the Record illustrates how one company developed its record keeping from a closed-shop mentality, in which documents were closely guarded and intended for internal use only, with policies mandated by the corporate governing body through various permutations of corporate, legal, and governmental machinations and requirements, to the dawn of the modern age of records retention, disposition, and open access to archival research materials. The reader is taken on a journey of sea voyages, closed boardrooms, clandestine efforts by researchers to gain access to the records, transfers of records from one site to another when corporate locations changed or wartime bombing threatened, and the final saga in 1973 of moving 120 tons of records (without loss of a single document) from England to the Provincial Archives of Manitoba in Canada.

When reviewing this history, one marvels at the efforts put forth by corporate leaders to document the activities and conditions in which records were created. Corporate correspondence annually crossed the ocean, reminding company employees of record-keeping requirements, admonishing when records did not meet standards, and gathering records from the most remote of outposts. Documents in the archives record ideas, plans, movements, and the establishment of key participants in the company and of its activities and functions. They also document the natural history and geography of Canada. Though some records making their way to London were never reviewed by the board, they were retained for posterity. This retention, whether through design or lack of action, makes possible an application of the records far beyond the record creators' intent and into the realm of Canadian history in general. The Hudson's Bay Company, as a quasi-government entity had responsibilities for settling Canada and was able to fend off legal challenges by competitors through use of the records they kept.

This is a story of a corporate entity that saved records, beginning in the seventeenth century, perhaps, as Hilary Jenkinson indicated, "because no one troubled to destroy them,"[1] only to find itself in the twentieth century with a national treasure. Despite ships lost at sea, poor storage conditions and document tracking, recycling of paper (whether for war salvage or construction use by imaginative HBC managers), and frequent moves, company records survived with remarkably few gaps. From its descriptions of early handwritten documents, through transcriptions and published editions, to indexing and microfilming, this book illustrates the life of an archives and the creation of a museum collection.

Keepers of the Record is an excellent case study of corporate record keeping over a period of three centuries. It is comprehensive, well documented, and densely packed with facts and stories. It has been the recipient of two awards: the 2008 Manitoba Day Award from the Association of Manitoba Archives and the 2008 Waldo Gifford Leland Award from the Society of American Archivists. Certainly it will be the foundation for many other articles and books on the subject. As an orientation to the history of the profession, *Keeping the Record* should be required reading for every student of archives and records management. For an understanding of the variety of ways in which corporate and national records can be created, this book also serves a purpose. Researchers seeking to understand original source material, how it is created, stored, and retained—or not, will be well served in reading this book. It may lead them to ask more of the documents that are available and ponder what may no longer be available.

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NOTES

1. As cited by Simmons in chapter 7, note 31: Hilary Jenkinson, "The Choice of Records for Preservation: Some Practical Hints," Library Association Record, November 1939, 543–544.

Libraries, Museums, and Archives: Legal Issues and Ethical Challenges in the New Information Era. Edited by Tomas A. Lipinski. Lanham, MD: The Scarecrow Press, Inc., 2002. $62.00. $55.00 to SAA members. 335 pp. Index, plus notes, appendices, and bibliographies with each essay.

The essays in this first-rate volume were originally papers presented at the Institute for Legal and Ethical Issues in the New Information Era: Challenges for Libraries, Museums, and Archives in 2000 at the University of Wisconsin–Milwaukee. The institute was funded by a National Leadership Grant from the Institute of Museum and Library Services. As the title of this compilation indicates, it explores the way in which information technology alters and complicates the legal and ethical environments in which museums, libraries, and archives must operate. Editor Lipinski notes in his introduction that the aim of the book is to "provide professionals and others dealing with these issues the guidance necessary to make more informed decisions, or perhaps to better balance the legal, ethical, and practical aspects of a particular problem in their daily institutional settings." The editor and his contributors succeed admirably in fulfilling this goal.

The 18 essays are organized into six sections: "Working with the Collection," "Special Issues in Museum Collection Management," "Working with Patrons," "Ethical Challenges," "Copyright and Other Ownership Issues," and "Implementation of Legal and Ethical Concepts." Throughout, the essayists approach legal and ethical issues from a broader perspective than can be found in similar volumes written specifically for a single professional group, whether it be librarians, archivists, or museum curators. In casting their remarks to all three professions, the contributors take a more general, global view of the ethical and legal factors that confront all three types of institutions. This perspective gives the volume its strength and sets it apart from the other works that focus on law and ethics in a specific profession. This broader view makes the volume very useful both for students and professionals at any point in a career, and provides an overarching historical and contemporary context in which one may approach specific legal and ethical situations. A second distinction of this compilation is that most of the contributors are legal academics or practitioners, rather than archivists, librarians, or museum curators. As a result, the essays are thoroughly grounded in legal expertise but, at the same time, illustrate the authors' familiarity with the institutional environments to which their writings apply.

Throughout the volume, the essays are of high quality, but those regarding ethical challenges and copyright and ownership issues deserve special mention. In her essay, "The Fight of the Century? Information Ethics versus E-Commerce," Marsha Woodbury presents a lively, engaging, and provocative view of information ethics and how it is challenged by the Internet. Pointing out such on-line perils as cookies, hijacking, and the collection of private data, and in observing that architects of the Internet do not subscribe to a code of ethics in creating programs that profoundly affect us all, she asks who will regulate E-commerce and telecommunications. The two other essays on ethics provide very useful discussions of ethics, offering a broad context within which the codes of ethics for all three professions can be examined. Additionally, the three essays on copyright form an excellent primer on the law and issues surrounding

it. Shelly Warwick's offering, "Copyright for Libraries, Museums, and Archives: The Basics and Beyond," is an excellent, crystal-clear discussion of copyright and its history. Dwayne K. Butler and Kenneth D. Crews focus helpfully on section 108 of the copyright law in "Copyright Protection and Technological Reform of Library Services: Digital Change, Practical Applications, and Congressional Action," which deals with reproduction of copyrighted works by libraries and archives. Finally, David A. Rice, in "Legal-Technological Regulation of Information Access," reviews the development and application of copyright law revisions in dealing with digital works. He notes that in an on-line environment the traditional distinction between expression (which may be copyrighted) and information (which may not be copyrighted) becomes murky, thus complicating the picture even further.

This volume belongs on the shelf of any information professional who must deal with legal and ethical situations. It occupies an important place in the literature on the subject, not replacing, but supplementing and augmenting other works. For example, Menzi Behrnd-Klodt's *Navigating Legal Issues in Archives* is a superb manual intended specifically for archivists. For excellent discussions of privacy and confidentiality, one can consult Heather MacNeil's *Without Consent*, as well as *A Privacy and Confidentiality Reader*, edited by Menzi Behrnd-Klodt and Peter Wosh. Together with these and other resources, Lipinski's volume will provide information professionals with the expert information and analysis they need to traverse the course of their daily duties.

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Exploring Intelligence Archives: Enquiries into the Secret State. Studies in Intelligence. Edited by R. Gerald Hughes, Peter Jackson, and Len Scott, with an introduction by Peter Jackson. London and New York: Routledge, 2008. $44.95. 332 pp. Index. Soft cover.

Created out of a research project and three conferences that were held at the University of Wales–Aberystwyth, this volume in the Studies in Intelligence series addresses the issues involved in accessing and assessing intelligence archives. It focuses on nearly a dozen crucial events or periods in intelligence history over the past eight decades, beginning with the British interception and decryption of diplomatic communications connected with the London Naval Conference of 1930, and concluding with the examination of British intelligence regarding Iraq undertaken in the Butler Report of 2004.

In each case, the scholars involved (historians, political scientists, and former intelligence officers) present a key document or documents, provide an overview of pertinent issues, and analyze the text(s) in some detail. Most of the documents are published here for the first time. In many cases the actual documents are reproduced, redactions and all, while in others we have only the text. For instance, the chapter "The Creation of the XX Committee, 1940" opens with an overview by Len Scott (University of Wales–Aberystwyth) of deception and double cross in war and statecraft. This is followed by a reproduction of "Memorandum on the 'Double Agent' System," dated December 27, 1940, produced by MI5 (the British Security Service), and provided courtesy of the UK National Archives, Kew. This document, which deals with the control of German spies (the "double cross" system), is then analyzed by John Ferris (University of Calgary). The chapter concludes with brief suggestions for further reading and two sets of notes.

Most of the book's dozen chapters are tied to a specific event or a relatively narrow period of time. An exception is the penultimate chapter, which features excerpts from a 1991 interview with former director of Central Intelligence William E. Colby. Conducted by Loch K. Johnson (University of Georgia), this interview—oddly enough not classified as a "document" by the editors—ranges over a longer period of time and addresses a greater variety of issues. Other chapters deal with the French response to German remilitarization of the Rhineland in 1936, the formation of the Vietnamese intelligence service in the late 1940s, the interrogation of Soviet spy Klaus Fuchs in 1950, the treatment of Soviet informer Oleg Penkovsky by the CIA in the early 1960s, British and American intelligence regarding South Vietnam in 1963, British intelligence estimates of the Arab-Israeli situation in 1965, and the Soviet view of Western intelligence activities against the USSR and Eastern Europe in the 1980s.

Determining the authenticity of any particular document is of course a relatively common practice, but in the case of intelligence documents, historians must strive with even greater diligence than usual to determine the authenticity of the information *within* the document. After all, deception is an integral function of any intelligence service, as the discussion of the XX Committee makes clear. In his introduction, Peter Jackson (University of Wales–Aberystwyth) addresses prominent intelligence historian (and series coeditor) Richard Aldrich's warning that intelligence documents that are openly available to researchers are released by authorities under very controlled conditions. Aldrich is clearly troubled by what he sees as the acceptance of such material at face value. Jackson believes that Aldrich has "pressed the case too far," and argues instead

"that most of the really important 'secrets' have left traces in the documentary record." Both points of view are valid, but it strikes this reader that Jackson's position is based in part on a piece of faulty reasoning—that the secrets for which we have found "traces" are all, or almost all, of the secrets that exist. To state the obvious, we do not know about the secrets that we do not know about. These are the "unknown unknowns" that coeditors R. Gerald Hughes (University of Wales–Aberystwyth) and Len Scott quote then-Secretary of Defense Donald Rumsfeld as referring to in 2003—a remark for which he was, for once, unfairly lampooned.

Exploring Intelligence Archives brings a lively and revealing multiplicity of viewpoints to bear on its subject, and will be of interest not only to those working with intelligence material but also to anyone studying international relations in the twentieth century or beyond. It also appears at a critical juncture. As Hughes and Scott point out, the administration of George W. Bush has been marked by efforts to classify an ever-increasing number of documents, while at the same time rapid changes in global communications and media are making it harder for governments to control information. The "secret state" survives, but it is under siege.

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Putting "America" on the Map: The Story of the Most Important Graphic Document in the History of the United States. By Seymour I. Schwartz. Amherst, NY: Prometheus Books, 2007. ISBN: 978-1-59102-513-9. $29.95. 400 pp. Endnotes, bibliography, illustrations, appendices, index. Hard cover.

At a time when scholarly and popular interest in the history of cartography and early maps continues to intensify, Seymour I. Schwartz has authored a well-crafted work that explores the history, significance, and impact of one of the most remarkable "firsts" in cartography—the Waldseemüller world map of 1507, which is the first printed map to name continental land in the Western Hemisphere "America." In recognition of this map's primacy in applying this name, it has been christened "America's Birth Certificate" or "Baptismal Document." Published five hundred years following the map's announced date of creation, four years after the Library of Congress purchased the document, and the same year that it went on permanent display there, Schwartz's text could not be more timely.

Schwartz, an accomplished surgeon and distinguished alumni professor in the University of Rochester's Department of Surgery, is widely recognized as a cartographic historian in his own right who has written several well-regarded books on the topic, including *This Land Is Your Land, The Mismapping of America*, and *The Mapping of America* (with Ralph E. Ehrenberg). Respected as an authority on matters of history and cartography, he has served on the board of directors of the Smithsonian Institution and the National Museum of American History as well as on the board of the Geography and Map Division of the Library of Congress.

The subject undertaken by this book is appreciably complex and consequently has the potential to confound those not intimately familiar with the study of history or cartography and the complications that may arise in the interpretation of incomplete or even contradictory primary sources. Despite the daunting nature of this task, Schwartz skillfully relates the history of the 1507 Waldseemüller map and the context surrounding its creation and analysis in an easily readable narrative written for a general audience. The volume's nine chapters collectively describe how this important map and its associated documents were created, the informational sources that were likely consulted in this process, several intriguing controversies and unanswered questions that have followed this map over the centuries, and the document's discovery in Germany in 1901 and acquisition by the Library of Congress in 2003.

In chapter one, Schwartz sets the temporal and geographic scene for the creation of this groundbreaking map. In the early sixteenth century in the town of Saint Dié in the northeastern French duchy of Lorraine, Duke René II established a humanist society of scholars dedicated to compiling scientific information and publishing treatises using the recently invented movable-type printing press. This Gymnasium Vosagense consisted of nine men recruited from the region for their distinctive skills. Martin Waldseemüller, a priest from a nearby part of Germany, was one of the most influential members of this group, likely recruited for his knowledge of geography, cartography, and printing. The initial work that these individuals produced on their newly acquired printing press was a small book, *Cosmographiae Introductio*, published on April 25, 1507. This text announced the simultaneous publication of two cartographic works—a

large, detailed world map and a smaller, more generalized sheet of gores for a globe. It is in this document and its accompanying maps that the Gymnasium provides the name for Western continental land that it bears today and offers justification for this choice.

In the second chapter the author considers the variety of sources—both printed and manuscript—that may have influenced the members of the Gymnasium Vosagense in their thinking as they wrote their widely distributed text and as they—principally Waldseemüller—designed the maps. In unraveling the assorted letters, publications, and maps that this group may have had the ability to access by 1507, Schwartz also describes the exploratory voyages that had been undertaken by that year and that generated much of the source material that these men are known to have consulted, as well as that which might have reached them by that year. In light of what these scholars are believed to have known when they produced these materials, Schwartz discusses many startling questions that remain unanswered in regard to the map's geography. For example, why does the map portray a detailed western coast of each American continent, inclusive of mountains where they are known today to exist and—in South America—of irregularities that may suggest the knowledge of inlets and capes six years before Balboa is believed to have become the first European to view the Pacific Ocean?

The third chapter builds on these issues by dissecting the content of the *Cosmographiae Introductio*, the primary purpose of which was explicitly to describe the accompanying map and globe gores. In this text the authors acknowledge that the maps collectively depart from the long-accepted understanding of Ptolemaic geography, as they introduce new continental lands unknown to Ptolemy and assign them a name. These scholars relied heavily on two printed documents that were attributed to Amerigo Vespucci and that describe his alleged four voyages to the New World. The group ascribed such importance to these documents based on the stated dates of travel (which through an erroneous date give Vespucci priority for discovery of the New World) and on Vespucci's descriptions and convictions about the new land, that its members chose to name it in his honor. As evidence of the prominence attributed by the Gymnasium to this explorer, its members included their Latin translation of the two printed documents within the *Cosmographiae Introductio.* In recognition of the role that these two documents played in the naming of America, Schwartz likewise includes English translations of them as appendices to his book.

Chapter four leads the reader to a portion of the book in which Schwartz analyzes a variety of controversies and mysteries surrounding the map. This chapter specifically addresses the consequences of the naming of America as understood by Waldseemüller's subsequent maps of the New World, by the name's appearance on the later maps of others, and by the often-harsh public opinion of the name's honoree. A component of this discussion is the twentieth-century controversy that questions whether the continental name derives from Vespucci or from an English merchant. The next chapter tells of the accidental and long-awaited discovery of the only extant copy of the map in 1901 by a Jesuit professor conducting research at Wolfegg Castle in Germany. Schwartz continues in the following chapter with a thorough description of the intellectual content and material construction of this twelve-sheet, 34-square-foot map as well as descriptions of the three sixteenth-century maps with which it had been stored for centuries. In addition, the author provides a comparison with the map's associated

globe gores. Of these tapering gores, announced in *Cosmographiae Introductio* and published simultaneously in 1507, only four copies are known, the first of which is now in the collections of the University of Minnesota's James Ford Bell Library. Within this discussion Schwartz presents an intriguing mystery recently revealed when an analysis of the large map suggested that this copy was most likely printed some time after 1516 rather than in 1507. The author's captivating analysis of this issue through an evaluation of watermarks, sixteenth-century paper creation, printing techniques, and regional typefaces would be of interest to historians of printing and to the general public alike. In the seventh chapter, Schwartz relates several unsuccessful attempts to purchase the map and describes its final significant controversy—this one pertaining to its status as the first map "to name" America. A prominent book dealer had unearthed a map, likely by Waldseemüller, that labeled a portion of South America with the name "America" and that this dealer declared was produced in 1505–1506, thereby giving it priority to this claim. Much of this chapter is dedicated to a skillful examination of the evidence on both sides of this argument. The final two chapters present an account of the Library of Congress' acquisition of the map as an American treasure and its careful export from Germany, as well as a history of the Library and a description of its extensive map collection.

Schwartz's volume continually engages the reader through his artful narrative style and his fascinating and knowledgeable analyses of events and documents. His passion for history and for historical maps and documents is contagious, and it is clear through his extensive endnotes and descriptions that his preparatory research was thorough. Twenty-one illustrations and 24 glossy plates complement the text. Readers who are unfamiliar with the study of history or cartography will appreciate Schwartz's explanations and the fact that he occasionally repeats the identity of personal names, and a comprehensive index is equally helpful. Readers who may not have a broad knowledge of world geography are advised to read this book with an atlas, as many geographical descriptions include place-names that may be unfamiliar to a general readership. One question that the book leaves unanswered is why *Cosmographiae Introductio* or the globe gores, both published simultaneously with the map but discovered earlier, do not bear the same recognition as "America's Birth Certificate." Aside from this small matter, Schwartz's book provides an exceptional treatment of one of the most important and most enigmatic documents in American history.

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Managing Congressional Collections. By Cynthia Pease Miller. Chicago: Society of American Archivists, 2008. $19.95. 138 pp. Soft cover.

As an archivist who processed and cataloged the papers of U.S. Senator Robert P. Griffin and Michigan Representative Elford A. Cederberg without the benefit of such a helpful source of information, I am compelled by the experience to offer a positive review of Miller's book. First, the book is both user-friendly and readable. White space and an easy-to-read font are employed, in contrast to so many government reference books that are difficult to read and intimidating to most but the few librarians and archivists who dare use them. This is not the case with *Managing Congressional Collections.*

This volume organizes topics logically and coherently into five chapters and also provides eight appendices and a helpful index. The contents offer good ideas and practical advice, suggestions, and options about the negotiation for and administration, transfer, and processing of the papers, as well as suggesting their reference and outreach potential. In each chapter, archival best practices are highlighted to provide guidance.

Two topics covered by the book that may prove especially interesting to first-time congressional archivists or any who may feel overwhelmed by such collections are electronic records and the sampling of large (read "congressional") collections. Though sampling is mentioned briefly, the four pages on appraisal (pp. 70–73) and appendix E provide helpful guidelines for file disposition and, indirectly, sampling. Appendix E lists and explains which series should be retained, reviewed, or disposed of, and provides helpful information regarding in which series materials should be located. It is convenient to have such information organized in one place for personal reference and also to show to a supervisor or congress person in support of suggestions and decisions concerning the disposition of various series.

The subject of electronic records can be especially daunting to those archivists who have not received extensive training in this area. The book provides several pages addressing electronic record issues, including questions to ask a politician's staff and helpful options to explore regarding records schedules, disposition, and preservation. For those archivists like me, who graduated before electronic records were a major part of life and archival studies, these pages should prove particularly informative and helpful in dealing with electronic records.

I found that one of the most interesting and informative portions of the book, on page 66, explains the purposes of irradiated and cut mail, and their effects. Ten years ago, when I processed the papers mentioned above, I did not have to worry about these issues. Now, however, mail to any office of the U.S. Congress is irradiated because of the anthrax attack of October 2001. Irradiation shortens the lifetime of the papers and leaves a residue that can cause skin and respiratory problems for anyone handling them. Also, because of the ricin incident of February 2004, all envelopes delivered to a congressional office are cut open to allow any pernicious powders to sift out. Cutting envelopes may, however, cause damage to the contents. While all of us have probably dealt with collections in which materials have been accidently cut or ripped, few of us have probably dealt with irradiated materials. The valuable information on this page alone makes this book worth its purchase to anyone who deals with congressional papers and values his or her own well-being and that of patrons and staff.

The appendices are particularly helpful both for easy reference and in answering a wide variety of questions that archives managers and processing archivists may have. Appendix A is a list of conferences, books, and articles concerning congressional papers. Appendix B provides a list of professional network and support options, including centers, roundtables, and offices and their contact information. For someone who has never dealt with congressional papers, knowing that these sources exist is certain to relieve anxiety and provide helpful answers. Appendix C is a sample deed of gift. In dealing with the papers of Senator Griffin and Representative Cederberg, we simply used a copy of our institution's regular deed of gift. I see no appreciable difference between the two. Appendix D includes a list of congressional office staff and the types of materials they generate and store, which is helpful information to have in advance of processing the papers. Appendix E is discussed above. Appendix F contains frequently asked questions, which provide options for dealing with problems that may come up regarding political and personality differences, among others. Appendix G offers a helpful bibliography of selected reading for those wanting to delve more deeply into congressional records. Appendix H is a copy of House Concurrent Resolution 307, which concerns the current regulation of both the management and disposition of congressional papers.

This book is clearly an important addition to quality archival literature. The author has brought together all of the important, relevant legislation as well as the experiences of many archivists for the benefit of us all. I recommend it as an important, indeed requisite, book for any archivist's personal reference shelf or archival literature library. More senior archivists will benefit from learning about the issues of electronic records and irradiated and cut mail. Newer archivists or those processing congressional records for the first time will benefit from the author's years of hands-on experience working with congressional records, legislation, and sources of assistance and support that are exhibited here.

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Film Preservation: Competing Definitions of Value, Use, and Practice. By Karen F. Gracy. Chicago: Society of American Archivists, 2007. $56.00. $40.00 to SAA members. 296 pp. Soft cover.

Film Preservation: Competing Definitions of Value, Use, and Practice is not a how-to book. Instead, it is an exploration of the theory and practice surrounding the preservation of film in the United States. Karen F. Gracy, assistant professor at the University of Pittsburgh's School of Information Sciences, chooses to address the topic of how and why preservation gets done through the methodology of ethnographic fieldwork. This means that, rather than using more traditional statistical methods of study, she immersed herself into the cultures of the practitioners of preservation. This results in an engaging glimpse into the world of practice.

At the core of film preservation are the decisions made regarding what films are worthy of preservation. Gracy details the many pressures that bear on these decisions. Primary among these is the tension between commercial and noncommercial institutions, which have different mandates. For the preservationist working for a studio, decisions about preservation must necessarily be based on the profit motive. It is the potential profit-making future use of a preserved film that allows the preservationist to justify the expense to corporate masters. In the noncommercial world, it is a cultural imperative that is the primary motivator. Gracy's research allows an intimate look at how these tensions are reflected in the practice and values of the practitioners of film preservation. She states, "In my study of the world of film preservation, the need to look at institutional norms and practices rather than industry-wide statistics and overall trends necessitated the use of ethnographic methods. Fieldwork and in-depth interviewing, supplemented by the use of focus group interviewing, facilitated the discovery of systematic patterns and themes within institutions that practice film preservation."

The book is divided into two main sections: the theory behind Gracy's study and her results. The book begins with a look at the "historical, economic, and theoretical frameworks that sustain film archiving and preservation work." Gracy sets the stage by sketching a brief history of film preservation, including an enumeration of the various actors and stakeholders involved. She also describes the economic factors that are necessarily some of the primary factors influencing the film preservation field. When discussing the value of films, she presents the classic conflict between the economic and aesthetic arguments—market economics, where the value of an object is determined by supply and demand, versus the museum model, where an object is reified through selection by trained experts. Ultimately, Gracy chooses to move beyond this dichotomy to embrace a more complex postmodern view that sees film preservation as a process that is subject to many pressures.

Gracy places film archives in a broader context as cultural institutions, which she defines as organizations that inherently reinforce a dominant culture. Films have long caused debate regarding their place in the continuum of high and low art. The collecting of films into film archives has helped to legitimize films as cultural objects by tapping into the rarified air of the museum, while at the same time reinforcing the status quo of cultural institutions. Rather than allowing the addition of film as a new art form to cause instability to this high/low dichotomy, cultural institutions have accepted

film as an art form but judged it by their traditional standards. Gracy argues that it is necessary to open the discourse to multiple definitions of value. She discusses various archival appraisal theories, but cautions that these theories have limited applicability when it comes to moving images.

Gracy is strongly influenced by sociologist Pierre Bourdeau. To set the stage for her research, she summarizes some of the concepts from his work that influenced her study. She uses Bourdeau's definition of the field of restricted cultural production as one in which the participants assign their own symbolic value to objects, a value that is often the opposite of its economic value. She sees noncommercial film archives as occupying this space. On the other side are institutions that preserve films for economic reasons, such as film studios and stock footage libraries. As Gracy states, "The field of film preservation may be thought of in terms of a struggle over who has the power to define what constitutes film preservation." It is the conflict between these two types of institutions that forms the primary tension within film preservation. The complexities of these competing values are mapped out in a complicated diagram on page 91.

In the second half of the book the author presents her findings. For me, this is the section where the book became more accessible and compelling. Using the ethnographic fieldwork methods of participant observation and in-depth interviewing, Gracy "was able to record the social reality of the film archivists, including their actions, decisions, and opinions about their work. Along the way, [she] was also able to uncover data on the attitudes, values, and ethics of the film preservation community, thus eliciting what Emerson calls 'indigenous meanings.'" This ground-level look at the work of film preservation illuminates the practices of the field, letting the reader feel like a part of the preservation world.

Gracy starts by mapping out the many tasks involved in film preservation. Specifically, she divides the process into eight major steps: selection, procuring funding, inspection and inventory, preparing the film for laboratory work, duplication, storing the copies, cataloging, and providing access. While Gracy stresses that her findings are not meant as a how-to guide, the flowcharts documenting the complex series of tasks involved in each stage of the preservation of a film are fascinating and will likely be useful to anyone interested in understanding the process.

Preservation is a term for which no definition has been agreed upon. Gracy explores the many differing definitions with extensive quotes from her interviews. In the past, the term preservation, in the film world, has been used specifically to refer to the duplication of nitrate stock onto a more stable medium. However, as Gracy's interviews demonstrate, the term preservation has evolved various meanings. Practitioners use it to describe a variety of specific tasks and general ideas. The quotes from and discussion of her interviews were the most fascinating part of the book for this reader, providing a behind-the-scenes look at how practitioners in the field of film preservation think about what they do.

Gracy goes on to present examples of the ways in which the tension between these different definitions of preservation result in negotiation and compromise. She discusses the degree to which archivists have the autonomy to make decisions regarding film preservation. Specifically, Gracy argues that archivists at noncommercial archives may have less autonomy in decision-making. She describes the ways in which film archivists

are able to assert their authority through the use of their specialized knowledge. She also gives insight into the complicated negotiations between film preservationists and the labs that do the physical processing. Finally, she addresses some of the other factors that may limit the preservationist's autonomy, including political considerations within an institution, the need to tailor selection to fit available funding sources, and the broader societal preservation agenda, including the orphan film movement.

Gracy never pretends to have written the definitive account of the culture of film preservation; instead, she uses her findings to illuminate some of the areas of tension in the field. Though her discussion of theory may occasionally be tough going for those of us outside of academia, the issues she raises, and the real-life examples behind them, are readily understandable. Gracy is clearly well versed in academic discourse, but she also makes the results of her research useful and interesting for archivists and others who are interested in the preservation of film. I expect that this book will generate lively discussions of the values and practices that define film preservation.

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Navigating Legal Issues in Archives. By Menzi L. Behrnd-Klodt. Chicago: Society of American Archivists, 2008. $69.95. $49.95 to SAA members. 329 pp. Index. Soft cover.

As an archivist who has spent much of the last decade dealing directly with lawyers as part of my daily work, I was excited to see this publication by archivist *and* lawyer Menzi Behrnd-Klodt. My experiences in my dealing with lawyers have led me to believe that there truly are no answers to questions asked of lawyers—except, "It depends." Now here is a lawyer that can speak my language—and she wrote a book about it!

Navigating Legal Issues is divided into four sections and 22 chapters. Each chapter begins with an introduction, in which Behrnd-Klodt addresses the questions "Why is this topic important to archivists?" and "Who will find this chapter especially useful?" This format seemed odd when I first began reading, but I quickly realized that it would be useful in the future. Since the book was not written in the style of a manual, it could have been difficult to refer back to the publication and locate answers to specific questions on the fly. However, between the section and chapter headings and the "why it is important," this soft-cover book can provide a valuable quick guide to legal issues.

The first section, "The 'Legal' Framework," offers an introduction to the very basic legal issues in the archives and how to prepare for them. It discusses everything from the importance of having clearly-defined policies and procedures, to how to select and work closely with lawyers, be it in-house or outside hired teams, to how the legal process actually works. This section can be very valuable to beginning archivists as well as to those who may feel intimidated by the legal process.

The second section, "Acquisition and Ownership Legal Issues," focuses on the legal pitfalls of accessioning, appraisal, reappraisal, deaccessioning, loans, taxes, and insurance considerations. It does a great job of explaining the importance of having complete and well-thought-out agreements for the protection of the parent institution and its records in the archives. Included here are sample agreements for taking physical and intellectual ownership of property and for the process of lending records between institutions. Also emphasized is the importance of proper record keeping during the deaccessioning process and when abandoned or unidentified records are found in the collection. A short section sets out some of the tax considerations that may arise when dealing with donors, though this is clearly not as prevalent a subject as it once was, given the changes to IRS tax laws. And, finally, there is a chapter on risk management and insurance considerations for archivists.

The third section in this volume, "Access and Administration Issues," is the section in which I was most interested. This section deals heavily with the issue of privacy and the restrictions it can have on open access to records. The author highlights the delicate balancing act of trying to protect the privacy of individuals, while also trying to preserve the most basic concept for archivists: the right to equal and open access to records for the public. The list of federal statutes is incredibly useful and it is convenient to have it outlined and explained in one place. This section provides a comprehensive snapshot of the changing landscape of privacy laws and how restrictive they have become to archivists in recent times. The privacy discussion is carried through the subjects of student educational records under FERPA and patient medical records under HIPAA, as well as the intersection between access to public records

and privacy issues. There is also discussion of the issues surrounding legal records in the archives, access to presidential records, records management considerations for archivists, and the concerns surrounding the Sarbanes-Oxley Act for corporate and financial institutions, as well as the repatriation of cultural properties by Native groups (again with a very helpful list of federal statutes). There is even a short chapter on replevin, the seldom-used legal tool for recovering items unlawfully taken. Overall, this section does a wonderful job of outlining and navigating the issues of access to archival records and the many legal considerations archivists should keep in mind.

Finally, the book's last section, "Copyright and Intellectual Property Law and Considerations: Their Effects on Archivists and Archival Access and Use," takes on the always complicated subject of U.S. copyright law. This is never an easy subject to understand, and it only becomes more complicated with the passing of each new revision to the law. The two chapters dedicated to copyright do an equally good job as others in the archives literature in explaining the ins and outs of copyright law. The author helpfully reproduces Peter Hirtle's graph outlining the term-lengths of copyright for each type of work. The section ends with a short chapter on the intellectual property rights of trademarks and patents and the legal impact of these rights on records held in archives.

To wrap up this review, it is helpful to follow the format set by Behrnd-Klodt:

Why is this book important to Archivists?

Legal issues in archives can be complicated and intimidating for many archivists. Whether you have legal staff at your disposal or are one of the many lone archivists out there trying to navigate on your own, most archivists have enough on their plate without having to consider what legal issues may be lurking around the corner. *Navigating Legal Issues in Archives* does a good job of outlining the concerns that archivists should prepare for and keep in the back of their minds, but also acts as an excellent ready-reference resource when specific issues pop up and explicit information is needed to guide you through the murky legal waters.

Who will find this book especially useful?

Any and all archivists—especially those who do not have a legal degree to help them understand the complicated legal issues that arise in the archives field, as Behrnd-Klodt so obviously understands.

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Understanding Data and Information Systems for Recordkeeping. By Philip C. Bantin. London: Facet Publishing, 2007. $75.00. 346 pp. Soft cover.

In a very timely and constructive commentary, the Australian archivist Adrian Cunningham recently took models for digital preservation to the woodshed (including the OAIS-reference model and the set of skills associated with the term 'digital curation'). As Cunningham noted, these models make little attempt to deal with the most severe challenge that archivists face (and that I would argue future users of archival materials will face): "How do we find (or indeed ensure the creation of) reliable records that can be seen as evidence of decisions and activities among the mountains of what are often dynamic, archaic, and unmanaged data that organizations and individuals accumulate."[1] Without finding methods to appraise electronic information or describe the context in which archives are created and used, the information contained in every so-called "trusted digital repository" will likely comprise a useless, albeit wonderfully preserved, data landfill.

No archivist needs to be reminded of this, but others surely do. From every direction, nonarchivists (including records creators, librarians, and information technologists), are developing systems that actively manage electronic data and information. In many cases, these individuals or groups are planning to use these systems to preserve something that they loosely define as an "archives" or, more often, an "archive." If our profession is unable to articulate and implement a core mission centered on the identification and preservation of authentic electronic records, we will doom ourselves to become little more than the keepers of paper-based curiosities from a bygone era—and quite understandably so.

Taken cumulatively, Philip Bantin's volume concerning data and information systems brings us to a position that makes my lament, if not obsolete, at least less convincing. It does this by making two signal contributions to the literature. Admittedly, neither of these themes plays an explicit role in the page-by-page description of standards, systems, and requirements that Bantin capably explicates, based on his years of study and research, but they are an implicit lesson woven throughout the narrative.

Bantin's first contribution is to demonstrate specific ways in which it is possible for archivists to help ensure the creation, identification, and preservation of authentic and verifiable information that documents the circumstances under which electronic records were created and used. Actually completing this task will require several difficult things of us. There is no silver bullet in this text. We must master difficult conceptual models. We must understand the guts of some very complex technologies. We must deeply study the legal and informal standards regulating electronic record keeping. These are all important tasks, and Bantin covers them all in admirable detail. But most fundamentally, pursing the archival mission in an electronic context will require that we sow and cultivate relationships with new (and sometimes unfamiliar) partners. Bantin's book succeeds because the reader is left with much of the knowledge that will be necessary to engage the data custodians, auditors, instructional technologists, and administrators who can become our natural allies.

The second, and perhaps more important, contribution Bantin makes is to demonstrate—both to our profession, but more importantly to other professions—why it is

imperative that the archival voice be not only heard but listened to. The book itself deserves to be widely read outside the archival and records management community, but, regrettably, the publisher does not seem to be marketing it to the information technology or audit communities. Perhaps that is because the book, particularly in its opening and closing chapters, focuses heavily on the concepts of records management and record keeping as archival functions. Although these topics are important, the reader is left to intuit their broader value to the organization's overall mission, at least until he or she arrives at the discussion in the penultimate chapter (seven), which reviews a wide range of legal and regulatory requirements, precedents for good record keeping, and professional best practices and standards from the worldwide management and audit communities. The discussion and analysis provided in this section is quite useful, but it might have been more effectively placed early in the volume, since it makes a strong argument to the nonarchival community regarding the need for appropriate record keeping.

As it stands, the book opens by discussing the impact of change on records management and on the functional, administrative, and technical requirements for record keeping. A detailed section regarding specific metadata and technical requirements for such systems is particularly valuable, if intimidating. (One of the European standards has two hundred mandatory requirements, many of them concerning contextual metadata.) Context emerges as a predominant theme. As Bantin describes contextual metadata, it includes information documenting the web of relationships that exists between records and the specific set of circumstances under which a person or institution creates, generates, or assembles them as a product of specific functions or activities. He closes the book by noting several reasons for optimism regarding the future of electronic records management, particularly if archivists and records managers are prepared to advocate strongly as "change agents" for true record keeping in their organizations—and if the organizations are willing to recognize record keeping as a critical requirement in fulfilling the organization's overall mission.

In chapters three through six, Bantin provides a wealth of information and analysis regarding specific systems, processes, and issues that an electronic records archivist will likely confront. To the uninitiated reader, the process of gaining this knowledge seems akin to swallowing a very large and bitter pill. It is not easy to master some of the topics, such as the subtleties of logical models for relational database design, the architecture of document management systems, or the intricacies of international accounting standards as they relate to record keeping and legal discovery. Yet we must understand these issues thoroughly if we want to address electronic records issues in a competent fashion. For this reason among others, the book must be read by every practicing archivist.

For each of the systems discussed (such as relational databases, enterprise and document management systems, data warehouses, and E-mail servers), Bantin provides a cogent and valuable analysis regarding its potential use within a record keeping system. Although many systems will not meet one or more of the essential requirements for a record-keeping system, as presented in chapter two, a better understanding of the systems will help many archivists work with creators and data managers to help ensure that the systems produce more authentic and reliable records. It has become

trite to say that if we engage those who create and manage such systems at the stage of initial design and testing, it will be much easier to ensure the creation of a reasonably coherent, concise, authentic, and usable set of outputs from such endeavors. This book provides us not only the tools to do so, but also the motivation and ability to do so.

If there is a weakness in this book, it is that it focuses most of its attention on information generated and managed by the types of data and information systems of which large corporate bodies and bureaucracies are so fond. In this respect, one wishes at times that more attention were paid to practical issues regarding the management of personal archives or electronic manuscript collections, such as how archival programs can forge and hone cutting-edge tools for working with materials such as E-mail, blogs, and digital photograph collections. Nevertheless, this book will become an oft-consulted resource for any person who wishes to seriously engage with electronic records issues.

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NOTES

1. Adrian Cunningham, "Digital Curation/Digital Archiving: A View from the National Archives of Australia," *American Archivist* 71 (2008): 535.

College and University Archives: Readings in Theory and Practice. Edited by Christopher J. Prom and Ellen D. Swain. Chicago: Society of American Archivists, 2008. $54.95. $39.95 to SAA members. 357 pp. Soft cover.

In 1979 the Society of American Archivists published *College and University Archives: Selected Readings* with 17 essays and six appendices of examples from various institutions. Now SAA has published an updated edition (2008) that consists of 13 essays grouped into four sections: "Redefining the Role of College and University Archives," "Capturing Campus Histories," "Managing Efficient Programs," and "Serving Our Users." The book also includes a preface, brief biographies about the authors of the essays, notes, and an index.

The 1979 version contained essays about issues that pertained to a time when the idea of college and university archives was relatively young. Topics included appraisal and processing, establishment of an institutional archives, student records, records management, and reference. The essays gave practical advice that could be used by new archivists, by those new to college and university archives, by students, and by veteran archivists as well.

The 2008 edition looks at the current issues facing college and university archives. The focus is no longer on the historical background of college archives or issues that a new institutional archives might face. Instead, the focus is on issues that have evolved as college and university archives have become more advanced, such as documenting overlooked diverse groups, re-evaluating processing methodologies, oral histories, outreach, and encoded archival description finding aids as reference tools.

The first section contains the essay "Academic Archives: Retrospect and Prospect," in which Nicholas Burckel, one of the original authors for the 1979 edition, examines how archives have changed in the thirty years since the original reader was published. He also examines the challenges archivists face, some of which are addressed in the subsequent essays.

In the second essay, "The Impact of Information Technology on Academic Archives in the Twenty-first Century," Helen Tibbo provides an overview of the challenges archivists face in the technology and digital world, both in capturing and preserving digital records and in providing digital reference services that users want. This essay focuses on the issues of dealing with technology without going into detail about specific types technology.

"Electronic Publishing and Institutional Memory," by Robert Spindler, discusses the challenges of collecting the prolific on-line publications of a college or university. Throughout the essay he also provides historical information on electronic publishing. Spindler challenges archivists to work with information technology departments, publication creators, and administrators to make sure on-line publications are preserved.

The second section of the book includes the essay "Remembering Alma Mater: Oral History and the Documentation of Student Culture," by Ellen Swain, as well as "Afterword: Reflections on Oral History in Academia in the Digital Age." The former essay provides the practical example of an oral history project, as well as a project that documents the student experience. The "Afterword" expands on new problems that have arisen with oral histories since the essay was first published, especially those

regarding the digital environment and changes with institutional review boards. The essay also includes examples of interview questions and an interview agreement.

"Giving it More than the Old College Try: Documenting Diverse Populations in College and University Archives," by Kathryn Neal, provides strategies for documenting underrepresented groups. She encourages archivists to network and create connections within various communities. These strategies apply not only to university archives but also to any archives that documents communities.

"'Though This Be Madness, yet There Is Method in 't': Assessing the Value of Faculty Papers and Defining a Collecting Policy," by Tom Hyry, Diane Kaplan, and Christine Weideman, discusses the adapted use of the Minnesota Method of appraisal at the Yale University Archives, tailoring it to use for collecting faculty papers. The authors provide background information on the Minnesota Method and how they have adapted it for their use. They conclude that their variation has worked well for them, prevents them from having to accept just any collection of faculty papers that is offered, and keeps such collections from adding to their backlog.

The third section of the book contains "Perspectives on Outreach at College and University Archives," by Tamar Chute, which provides practical information on outreach. Chute describes types of outreach and suggests new ideas for the digital age. In addition, she describes pitfalls to consider when doing outreach.

"Optimum Access? Processing in College and University Archives," by Christopher Prom, analyzes processing, including how it has been done in the past and how it can be done better in the future. He includes statistics from surveys, particularly on the Meissner and Greene processing study. In his conclusion he offers concepts for managing appraisal and processing that might allow more access to collections.

"Reframing Records Management in Colleges and Universities," by Nancy Kunde, encourages archivists to help move records management into a more active concept within institutions. Kunde feels this is especially needed as archivists begin to deal more and more with the digital environment. The author delivers strategies archivists can use to make records information management relevant to institutions.

The final section of *College and University Archives: Readings in Theory and Practice* includes the essay "Balancing Issues of Privacy and Confidentiality in College and University Archives," by Tim Pyatt. Pyatt discusses the laws that effect privacy in academic institutions, including FERPA, HIPAA, and state and federal laws. He gives some strategies for dealing with various types of information, as well as specific examples from institutions. The essay also touches on electronic records, such as the challenges of E-mail.

"Copyright Law and Unpublished Materials: Fair Use and Strategies for Archival Management," by Kenneth Crews, gives a summary of copyright law as it applies to archivists. He provides background information on the laws and how they have evolved, and discusses specific cases. In addition, he provides four "strategies for action by archivists." He asserts that "archivists need to understand the laws in order to make their collections as useful as possible."

"Encoded Finding Aids as a Transforming Technology in Archival Reference Service," by Richard Szary discusses Encoded Archival Description (EAD) as a tool for providing better reference services. He writes about how EAD has changed reference

services but also challenges archivists to use it in new ways. He describes six outcomes of having EAD finding aids available on-line.

"Managing Expectations, Expertise, and Effort While Extending Services to Researchers in Academic Archives," by Elizabeth Yakel, provides a look at researchers using the archives, including the perspective of an undergraduate student, a university faculty member, and university staff member. Using survey results, she explains how different users' service expectations provide barriers to how they use archives and suggests ways to help archivists improve their services.

College and University Archives: Readings in Theory and Practice is a useful reader as a whole or as individual essays on a particular issue. The essays provide advice on archival practice and issues, give new ideas, and touch on topics that have come before. Many of the essays provoke thought on questions archivists are struggling to handle for the future. While the shift in subject matter from essay to essay is sometimes perplexing, the variety of topics provides all archivists, not just those in a university archives setting, with a picture of twenty-first-century archival issues.

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