
Some flaws exist in The Complete Directory for People with Chronic Illness. An occasional missing phone number causes one to seek other information sources. The addition of copyright dates would help in the decision to acquire any particular book, pamphlet, or video.

The strong points of The Complete Directory for People with Chronic Illness are the comprehensiveness of the resources and the services. The Complete Directory for People with Chronic Illness covers eighty-two chronic illnesses, seventy-three more than Resources for People with Disabilities and Chronic Conditions. The Complete Directory for People with Chronic Illness unites much of the information represented in three different directories: Encyclopedia of Associations, Research Centers Directory, and The Self-Help Directory. The directory includes pamphlets, support groups, hotlines, and videos not always easily identifiable from other sources. Bullets and boldface text accentuate the entries. The cost and space effectiveness of purchasing a single rather than multiple directories is obvious. This directory is important for people with chronic illness, their families, health care personnel, and librarians and fits in health care collections of hospitals and health center libraries.

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References


"The Guide to Technical Services Resources is a first attempt at a comprehensive and practical guide to the principal information resources for technical services practitioners, educators, and students" (p. 1). It was inspired by, patterned in organization and design after, and is intended as a technical services counterpart to the American Library Association's (ALA) Guide to Reference Books [1]. Although the editor quickly acknowledges "no pretense to the scholarly depth that characterizes the Guide to Reference Books" (p. 1), the expertise of the twelve chapter editors and thirteen advisors, widely recognized technical services authorities and practitioners, is a valid indicator of the quality achieved in this guide. Among the chapter editors and advisors are Sheila S. Intner, Karen A. Schmidt, Janet Swan Hill, Marcia L. Tuttle, Peggy Johnson, Barry B. Baker, Doris H. Clack, and Karen M. Drabenstott.

The twelve chapters represent the more common functional areas found in technical services operations: technical services (an overview), acquisitions, descriptive cataloging, subject analysis systems, authority control, filing and indexing, serials management, collection management, preservation, reproduction of library materials, database management, and access services. The primary focus is "technical services as practiced in North American libraries" (p. 2). Chapters vary in length and types of materials and tools selected for several reasons: the individual nature of the field, the relative age and clarity of the field within technical services, current activity or interest levels in the field, and the selection process of each chapter editor.

In general, each chapter begins with an overview to define the subject, outline current issues and challenges, and explain the specific chapter content and organization. Whenever feasible, resources are grouped into categories such as general works; textbooks; guides and manuals; directories; bibliographies; periodicals; and sources of expertise, including professional associations, conferences, and electronic discussion groups. A subsection covering management, work flow, and staffing issues is also included in most chapters. Whenever a chapter covers a field where standards play an important role, as in descriptive cataloging or database management, information resources on the standards and their practical application are well represented. All entries are annotated. Cross-referencing of resources between chapters emphasizes the interrelationships among many of the areas. The volume includes extensive author/title and subject indexes (fifty-eight pages), as well as a glossary of commonly occurring technical services acronyms.

It is obvious that the chapters have been compiled by practical experts who can synthesize a state-of-the-art overview of their area as well as provide details on specific tools and information resources.
The editors successfully blend both theory and practice; they have done an impressive job of selecting and annotating their chosen resources to capture the essence of their subjects. For example, Marcia Tuttle's chapter on serials management includes an overview that begins with a brief history of the serials management function and various organizational contexts for serials management. She identifies current concerns including serials publishing trends, electronic publishing, serials automation, the changing role of subscription agents, the journal marketplace, serials pricing and subscription cancellations, resource sharing, serials holdings lists and union lists, journal article access versus journal subscriptions, and the future role of the serials specialist. Resources selected support all of the above topics. The result is a guide that is useful to students, practitioners, and administrators.

Currency is a major concern for any resource guide. It is critical in an area as dynamic as technical services. Because the editors regard currency as a primary consideration, they plan to publish regular periodic supplements and cumulative editions. Date was also a criterion for the selection of resources. "The Guide contains few works published before 1985" (p. 1). "A few older resources are included when they are important for understanding current practice or for solving problems with older formats, policies, and procedures" (p. 2). An even more important aspect of currency is the editors' understanding of trends, developments, and the evolutionary nature of technical services organization. This is evidenced not only by the resources selected and their annotations and overview comments but also by the attention given to management issues of changing staff and professional roles and to the role of technical services within the total library organization. A listing of selected subsections from a few of the chapters illustrates the currency of the editors' perspectives: CD-ROM cataloging copy resources (descriptive cataloging chapter); electronic serials, copyright and licensing, subscription agents' databases (serials management chapter); and ANSI/NISO Z39.50 and the current state of record transport (database management chapter). The recognition and inclusion of electronic discussion groups as sources of expertise and professional support and the inclusion of the access services chapter are other positive indications of both the currency of perspective and practical knowledge of the editors.

Given that the volume earns high marks for quality and practical usefulness, the question still remains, What value does a broad-based general technical services guide have for medical libraries? The Guide actually does mention the standard MeSH tools in the chapter on subject analysis systems and includes resources on the indexing of medical literature in the chapter on filing and indexing but in many areas reflects the "Library of Congress (LC) bias" that technical services staff in medical libraries know well. However, our differences have become far less important over the last fifteen years, and most technical services practitioners will acknowledge that they depend heavily on LC and ALA information to stay current in technical services information and developments. This is an indication of the actual progress that has been made through standardization and cooperative ventures that were founded on the recognition of the commonality of our concerns. The quality, usefulness, and reasonable price should earn this guide a place in all but the smallest health sciences collections. Any serious technical services practitioner should have a copy close at hand.

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Reference


Medical librarians could easily dismiss the thirty papers presented in The Sixth Off-Campus Library Services Conference Proceedings as relevant only to extension services librarians at university libraries. That would be a mistake. Based on a quick citation analysis, it appears that the proceedings of this conference series (first published in 1982), along with the ACRIL Guidelines for Extended Campus Library Services (1), represent both the guiding principles and the cutting edge of library planning for extended education programs. Furthermore, the conference encourages a global sharing of experiences, including papers from Australia, New Zealand, Canada, Britain, and the West Indies.

The disciplines and the library clients requiring information services are different, but the problems faced by someone designing distance support for an M.B.A. program are very similar to academic or hospital libraries providing distance information support. Many medical libraries will identify with the value of detailing costs to provide interlibrary loan services, cre-