posters, and erotica in HIV/AIDS-prevention education. The use of these materials and the controversy that sometimes surrounds this use is the focus of another chapter on the design of HIV/AIDS information resources.

Most helpful is the chapter on models for action, which discusses users' expectations of librarians and libraries and provides brief outlines of suggested models for basic, midlevel, and advanced HIV/AIDS services in libraries. "Real life" library-based HIV/AIDS programs are outlined in another chapter entitled "Notes from the Field: Actions and Operations." Included are profiles of a special library (the AIDS Information Network of Philadelphia), public libraries serving different communities, a high school library, and community-based organization libraries.

One of the more extensive chapters in the book deals with communication. Communication techniques and strategies used in helping and reference interviewing are described, and their use in the provision of HIV/AIDS information delivery is discussed. The book concludes with a discussion of organization theories and their impact on HIV/AIDS information delivery and provides some planning steps for establishing an HIV/AIDS program.

The book is well organized, with a detailed table of contents and comprehensive index. Chapters are divided by headings and subheadings that combine with the author's clear and concise style to make the book extremely easy to read. The few illustrations consist mainly of photographs of reference sources and educational materials, such as brochures and pamphlets, that help the reader visualize the type of materials used in HIV/AIDS-prevention education. Publications and research are cited frequently throughout the text and are well referenced by lengthy bibliographies at the end of each chapter. Any librarian wishing to become more active in the provision of HIV/AIDS information to the public will find this book informative, and those considering implementing a formal program of education or developing ties with HIV/AIDS-related organizations will find it useful indeed.

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Both of the books presented here, The Internet Library and The Internet Troubleshooter, are about the Internet. The similarities stop there. The Internet Library is a collection of case studies about how libraries and librarians use the Internet to their advantage, and the Internet Troubleshooter is meant to be a quick guide that you keep on hand for problem Internet sessions that you do not know how to handle.

A reader could ask, "Why would I want to read case studies of how other libraries have used and accessed the Internet?" All librarians reading this book will have different concerns and work situations that will dictate whether this book will be of use to them. A librarian at a large academic medical library who already uses the Internet will probably dismiss the book as either old or obvious information. At best, the experienced academic will find one or two of the cases interesting. A hospital librarian will find nothing worth the $37.50 purchase price and would do better to look at recent articles in the Bulletin of the Medical Library Association about Internet resources [1-3]. This is a good book, however, for those who know little about the Internet and are interested in finding out about possible uses of the Internet at their own institution.

The Internet Library includes short articles on setting up an electronic reserve desk, links from public terminals to other databases on the Internet, online interlibrary loan requests, setting up archives sites, how an individual uses e-mail, and how various libraries designed their Internet training programs. All of these articles are interesting in that they say, "This can be done." Some of the articles explain how institutions designed the necessary committees or hired a student programmer, but few of the articles offer enough information about how to do anything. They do not even tell you how to begin to actually do any of the projects mentioned. The primary exceptions to this are the articles on Internet training, which are a bit more substantive. It is often helpful to see how others do training, and some aspects may be incorporated into your own classes. The Internet Library is the only book that I know of that approaches the Internet with case studies of how academic libraries use the Internet, and, for that reason, it may be useful for health sciences librarians to request this one on interlibrary loan.

The Internet Troubleshooter is completely different from the previous book. Its purpose is to serve as a quick reference tool for difficult Internet situations. However, to make the book work to their best
advantage, readers need some clear idea about what kind of problem they are having. Knowing the problem, the reader can use the index to find the section in the book that may help solve the dilemma. The reader will then be directed to a set of simple and straightforward questions and answers on the topic, such as "I posted a message to a newsgroup and it hasn't shown up" (p. 58). The question is then followed by five possible answers, including "maybe the posting is lost" (p. 58).

Another way to use the book is by reading the chapters in their entirety. The questions are grouped into twelve chapters covering broad categories, including troubles with the Internet in general, e-mail, using listservs and newsgroups, telnet, FTP, files on the Internet, Internet Gopher, Wide Area Information Servers, World Wide Web, and Mosaic. The book ends with a list of additional resources and a glossary of terms. After reading all of the potential problems on a particular topic, the reader will be less likely to make the same mistakes.

The Internet Troubleshooter will be helpful to beginning Internet users, because, in reading each chapter, they will find answers to questions that they will probably need but have not thought to ask for yet. This book can help, but it will not provide enough information on its own to be the sole resource for a beginner, who will also need a more general guide to what to do and how to do it on the Internet. Such guides can be in the form of a getting-started class or books like Ed Krol's The Whole Internet User's Guide & Catalog [4], Michael Fraase's Mac Internet Tour Guide [5], or The Internet Starter Kit for Windows [6]. You will need the additional guidebooks, because The Internet Troubleshooter is designed for people who know enough about the Internet to get into a great deal of trouble but not enough to be experts.

Another point to keep in mind before buying this book is that most of the examples and problems are for people accessing the Internet through UNIX systems and not clients. (There are some client answers included, and many Internet questions are independent of how you access it.) "UNIX access" means that you are interacting with the Internet through a UNIX host machine that you connect to, and it in turn connects to the Internet. The trend for Internet access is client-server access, and the next edition of this book will have to put more emphasis on clients and how they operate.

In summary, The Internet Library has limited appeal to most health sciences librarians, and The Internet Troubleshooter is a good second resource for people who have just enough knowledge about the Internet to be dangerous.

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References


This collection of articles, published simultaneously as The Reference Librarian, No. 43, provides a general overview of issues influencing current reference services planning. These issues include identification of reference services, users, and costs; role definition; electronic technology; education; and evaluation. Some issues update discussions from an earlier publication in this series, Reference Services in the 1980s, while others are new to this volume. Contributors, with one or two exceptions, represent only academic libraries. The information and advice they provide, however, are generally applicable to all librarians who have responsibilities and interest in planning reference services.

Part 1 of the book provides a brief overview by outlining four major conflict areas in reference librarianship today: the role of service versus teaching, resource allocation, professional autonomy, and roles of professionals and support staff. The overview is followed by five sections that address the issues mentioned above.

Part 2, "Reference Services: What, for Whom, and How Much?," is composed of five articles and comprises half the total volume. The recurring theme in this section is the need to form partnerships with others, such as those in computing, telecommunications, publishing, higher education, government, business, and so on. It also stresses the need to find out what users need, to clearly define our product, and to reassess our service priorities and delivery methods, if we are to compete with commercial information services.