This section is clearly the strongest part of the work and offers much to consider when planning current and future reference services.

Part 3, "The Reference Unit," provides a basic overview of the various roles and responsibilities of the reference department head. Portions of this section are useful for developing job descriptions and defining departmental goals.

Part 4, "The Computer Connection," is another strong section that explores the planning challenges and opportunities presented by computers and networked information. It also discusses the changing nature of research and its impact on the role of the reference librarian. A key article in this section is by Craig A. Summerhill of the Coalition for Networked Information in Washington, D.C. He states, "Of utmost importance to the reference department in the 1990s are going to be issues related to the education of library clientele. Library patrons need to know enough about the information universe to make intelligent decisions about when they are receiving 'satisfactory' information and when they are receiving 'successful' information" (p. 140).

Following this strong emphasis on the need for user education in the 1990s, one might expect part 5, "Education," to focus on users. Instead, it discusses the status of reference courses in American Library Association (ALA)-accredited programs and emphasizes the need for reference librarians to pursue continuing education in order to avoid occupational obsolescence and burnout. Within the context of reference services planning in the 1990s, I find the review of ALA-accredited reference courses to be of little value. More relevant is Darlene Weingand's article that discusses the need for continuing education within the context of a new reference service paradigm that focuses on the needs of the client within the virtual library.

Part 6, "Evaluation," contains only one article and provides a cursory overview of the literature on both reference service evaluation and reference personnel evaluation. It also outlines a practical model for evaluating reference service.

Overall, the editors and contributors have compiled a useful volume that addresses both the practical and theoretical aspects of planning reference services. It might have been strengthened by including additional topics, such as user education needs; the impact of new teaching and learning methodologies, such as "problem-based learning," on reference services; and information access versus information management needs. A broader representation of library types among the contributors also might have been beneficial. Nevertheless, it is useful reading for individuals currently planning and managing reference services.

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Collection development, as Joseph Bralin points out in his introduction to these proceedings, is a comparatively young subdiscipline of librarianship, the area having been staked out as a distinct library specialization only within the past twenty years. Its hallmarks have been the attempt to build collections in a coordinated and rational manner, to institute standard methods for analyzing and describing the scope and depth of library collections, and to control costs by a more rigorous assignment of accountability for budgetary planning and spending. Collection development has flourished as an area of professional endeavor, because it has offered a way to address the increasingly serious problem of maintaining research-quality collections in spite of constrained academic budgets and a burgeoning universe of research publishing. The growth of the discipline was fostered in part through a series of regionally offered collection management institutes (the first of which was held in 1981) sponsored by the American Library Association. These institutes were conceived with a goal of establishing and promulgating the core of professional knowledge and skills necessary for the new breed of collection-development administrators.

The most recent of these institutes was the Advanced Collection Management and Development Institute, held in Chicago, Illinois, March 26-28, 1993, of which the work at hand represents the edited proceedings. Presenters at the conference included such respected names in academic library collection development as Paul Mosher, Anthony Ferguson, Peggy Johnson, Ross Atkinson, and Gay Dannely. The published proceedings include twelve contributions based on presentations at the institute, plus two chapters added for the published work: Gloriana St. Clair's chapter, "Moving Copyright to Librarians' Action Agenda," and the
Volume introduction by Joseph J. Branin. Following an overview chapter provided by Paul Mosher, the remaining chapters are grouped into three general areas of concern: "Administrative Aspects," "Impact of New Technologies," and "Financial Issues." Taken as a whole, the work provides a useful environmental scan of factors affecting academic library collection building, as well as some insights into the long-term viability of the collection-development specialization as it confronts the electronic era. As one would expect in papers based on oral presentations, the thrust of some of the contributions is as much motivational as it is informational, and the bibliographies are brief. Less excusable are the scattered errors in cited references.

The subtitle of the work, "Issues in an Electronic Era," may be slightly misleading. Readers looking for an in-depth treatment of evaluating and selecting digital information sources will be disappointed. Most of the chapters touch only tangentially on the special problems of electronic-collection building, and the emphasis is very much on administrative issues (e.g., budgeting and staff organization) as opposed to the more day-to-day issues of evaluation and selection. Somewhat surprising is the absence of any discussion of the ways in which the "electronic era" has increased access to (and therefore demands upon) the print collection, especially as a consequence of locally mounted bibliographic databases.

Although the institute was billed as the first "advanced" institute and was specifically targeted at experienced, higher-level collection-development administrators, several of the chapters can best be described as introductory. This includes Gloriana St. Clair's copyright chapter, Peggy Johnson's amusing but already somewhat dated introduction to the Internet, and David Farrell's overview of basic fund-raising strategies for librarians. The usefulness of these chapters lies in the fact that they address important issues that until recently did not fall within the purview of most collection-development personnel.

At the opposite end of the spectrum, "advanced" is something of an understatement in describing Ross Atkinson's groundbreaking and challenging chapter on "Access, Ownership, and the Future of Collection Development." This chapter alone would justify publication of the institute proceedings, because Atkinson's intellectually rigorous analysis could not possibly be assimilated at first hearing. Building in part on his earlier published analysis of library functions in terms of "delivery services" and "mediation services" [1], Atkinson here extends and deepens his conceptual analysis of the library's current and future roles in information management. Atkinson views collection development (along with cataloging and reference) as one of the mediation services, which "add value to information units in support of local ... objectives by distinguishing or differentiating in some way the content of those units from each other" (p. 95). From this starting point, he reevaluates the entire collection-development process and its relationships to other library functions. Even if one disagrees with some of Atkinson's assumptions about the eventual delegation of most "selection" decisions to the end-user level, this chapter is still a rich mine of thought-provoking analysis and commentary on the future of libraries and librarians.

As in most convocations of collection developers, money dominates the agenda. Most readers will be familiar with the financial challenges that are described, but they will find a useful restatement of the problem, especially as it presents itself at the threshold of the digital library era. The contributors are divided between those who provide useful strategies for justifying increased funding and those who provide thoughtful rationalizations for making do with less. Anthony Ferguson and Gay Dannelly, for instance, focus on how collection developers can make their case more effectively with institutional funding authorities; Paul Mosher, on the other hand, cautions that libraries must be responsible to the paradigm shift in higher education from expansionism and altruism to retrenchment and competitive advantage. Eugene Wiemers concludes similarly that "above all, we will need a clear vision of what is possible, and an unsentimental view of the information requirements of modern scholarship" (p. 120).

The most frequently sounded theme in these proceedings—and perhaps the most useful one—is that the parent institutions in which academic libraries operate are rapidly changing in fundamental ways and that library collection builders must align their priorities as closely as possible with broader institutional objectives. The most-overlooked issue is whether or not collection development can and should survive as a discrete, departmentalized library function as libraries move further into the digital era. Certainly early experience with acquisition of CD-ROMs, computer software, and electronic journals indicates that it is almost impossible to separate selection issues from those of computer-systems support, user assistance, educational programs, and document delivery. As the boundary between the physical library and the extended electronic library becomes increasingly fuzzy, the library's collection management...
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<th>concerns may well become inseparable from its broader information management missions. The challenge for the collection developers of today is not to protect professional turf but to ensure that the basic tools of the trade are not lost as libraries make the transition to a more collaborative model of information management for the digital libraries of tomorrow.</th>
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