experience but have obviously done their homework by providing rich examples from other sources. The role of the change agent and the importance of clear communication and building effective teams of health professionals transcend several chapters. The message of the book, which we all recognize, is that times are changing quickly in health care. The roles of physicians and informatics initiatives are being redefined in many ways. Physicians are acutely aware of the information explosion and play an important role regarding health informatics systems. There are now 60,000 health-related journals published annually, and it is impossible for health care providers to keep up. Managed care, which I thought would be introduced early, doesn’t appear until page 225, but then the authors discuss the impact on nurses, pharmacists, and other professional groups, as well as conflict between these professionals on health care teams.

The book discusses the personal stress involved in change and how to cope with it. The authors provide a good perspective (e.g., “remember, it’s only a game”) and offer standard stress-fighting methods (e.g., exercise, attitude, relaxation techniques), because (as they point out) new health informatics systems are stressful! No new coping mechanisms for handling stress are introduced.

The last section is on project end stages; how to determine when the project is really over in order to get closure and when to proceed with appropriate training and support. Then comes evaluating the project’s success, using outcomes research techniques, taking into consideration baseline analyses, system expectations, and performance expectations. But what do you do with all this information? The authors recommend continuing quality control via process-oriented action evaluation teams to assess the value of the system. They offer suggestions for managing the altered organization. (Remember the way electronic mail changed our business communications?) If there is one recurring theme, it is the importance of effective communication. Examples from IAIMS projects provided should be of particular significance to librarians.

The book concludes with a look into the future. Obviously, health care systems cannot continue to operate as they have in the past, and thus we will see new alliances between health care organizations. The quality of business arrangements will determine new alliances between former competitors. People and the way they do business will change with an ever-increasing reliance on new technologies. The authors look further into their crystal ball and discuss organizational and personal preparation for the future, stating that the critical issues we face today will seem trivial in future years. The authors predict the emergence of “Know-Bots,” who will help people navigate knowledge networks and webs. Trends are predicted in health informatics, such as megatechnologies (cable networks integrated with interactive technologies). You may not agree with everything that is said, but the book will cause you to think. And thinking about health informatics might help you to critically reflect on your organization, your job, and your future.

In summary, this book offers concrete suggestions for successfully implementing informatics systems within complex health care organizations, taking into consideration the key players, overcoming behavioral resistance to change, and developing the skills and strategies necessary for successful information systems.

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Most librarians have not studied the law and are dependent upon works that are specifically designed to help readers understand legal principles. Just such a work is Libraries and Copyright: A Guide to Copyright Law in the 1990s. It is fortunate for librarians that authors Laura N. Gasaway and Sarah K. Wiant are both librarians and lawyers. Their understanding of library issues and knowledge of the law are combined to give library practitioners a readable and definitive source on copyright in the library.

Copyright is not going away, and it is not going to become easier. The advances in electronic applications are coming so rapidly that what is published today may be out of date tomorrow. Nevertheless, this publication contains so much basic information on copyright law and how it is relevant to the work in and by librarians and their users that it should be required reading. The whole volume (with perhaps the section on music an exception) is applicable to health sciences libraries and librarians.

Two areas of this work are particularly valuable. The first is the section on fair use, a principle that every librarian needs to understand and utilize (p. 26–31). Fair use doctrine is described as a mechanism to ensure that copyright does not stand in the way of learning. It is the need to maintain the balance between the rights of authors and users that makes determining fair use difficult. The purpose of fair use is to provide copyrighted materials freely to individuals engaged in criticism, news reporting, scholarship, and re-
search. Without this doctrine, libraries could not carry out their responsibilities.

Second only to an understanding and an appreciation of fair use is the need by librarians to understand the pitfalls inherent in making use of and disseminating materials in electronic format. The chapter “Computers, Software, Databases and Copyright” outlines the rights and restrictions in use of software, databases, the Internet, and other electronic formats. Computer technology is changing constantly, and the authors warn that library practices must change as well. The authors provide excellent guidelines on the basic practices of libraries in the electronic environment. Here are explanations of site and other licenses, rules for lending software, and restrictions to downloading. Librarians must be alert to the challenges that the Internet brings, such as the difficulty in determining whether an item or article has been posted with permission.

Discussions are underway at the present time on how to apply fair use in the National Information Infrastructure. As proponents of fair use of resources, both print and electronic, librarians must also be responsible users as individuals in their library policies and as responders to questions from their clientele.

These two sections alone would make this book worthwhile for libraries. But there is much more. The volume is divided into logical units—history of copyright; photocopying; licensing; audiovisual and nonprint works; computers; and special problems, such as educational copying and reserves. In addition, there are chapters on international, Canadian, and British copyright and public lending rights.

The chapter on photocopying, for example, has a full explanation of section 108 and what libraries may and may not do. The chapter on licensing includes a description of the Copyright Clearance Center, and chapter 5 provides an overview of the issues in the arena of audiovisuals, multimedia, films, videotapes, and music. The appendices are another valuable part of this book. Practical answers to the questions posed in the chapters are given, along with the guidelines on classroom copying, interlibrary loan, library reserves, and sample permission letters.

The format of this publication is excellent, with easy-to-read type and a detailed index. The list of legal case citations and the bibliography will be useful for further reading. For those who hesitate to delve into the complexities of copyright law, help is available in these pages. The book is highly recommended for libraries of all types and sizes. It will be useful to both librarians and library users. And one hopes that the authors will continue to update the chapters on electronic publishing and access.

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How has the Internet impacted libraries? Undoubtedly, most libraries have experienced its impact at the most basic levels—collections, services, and even identity. Without question, though, it is reference services that have felt the initial impact of the Internet most dramatically. Reference librarians quickly discovered the enormous potential of the Internet as a reference tool. The myriad of information resources accessible via Internet represents a massive “database” that may be tapped by reference librarians in much the same way that they have searched traditional databases. Reference librarians have also faced the challenge of integrating Internet instruction into their traditional bibliographic instruction programs.

Many reference librarians have been tapped by library systems departments and academic computing centers for assistance in the design and development of local gateways to Internet resources. It is no surprise, then, that one of the first books to focus on the Internet’s impact on library services is edited by a reference librarian. Robin Kinder, a reference librarian at William Allan Neilson Library, Smith College, posted a call for articles on this topic to several electronic discussion lists, LIBREF-L, PACS-L, and BI-L, in February 1993. The result is Librarians on the Internet: Impact on Reference Services, a collection of articles grouped into five categories: introducing Internet services, selected sources on the Internet, Internet’s impact on reference services, evaluating Internet resources, and progress with the Internet. These articles were also published simultaneously as The Reference Librarian, numbers 41/42, 1994.

Kinder acknowledges in the introduction that she and the authors agreed that the book would undoubtedly be dated before its publication due to the fluid nature of the Internet (p. 2). This problem, inherent in most printed publications about the Internet, is most evident in the first section, “Introducing Internet Services.” Karen Diaz’s article, “Getting Started on the Net,” provides a generic snapshot of thirteen Internet tools, a brief reading list, and lists of library listservs and various Internet sites. Louise McGillis’ article, “Gopher Searching Using Veronica,” and Jackie Mardikian’s article, “How to Use Veronica to Find In-