for those who are considering creating a BI program.

A sampling of the topics addressed includes history of BI, pedagogy, cultural diversity, collaborative learning, off-campus BI, the impact of technology, cyberspace and Internet teaching, and future trends. Additional features include suggestions for the use of paraprofessionals, stacks support staff, and student assistants as active participants in the BI program. The in-depth index (of more than thirty pages) is very helpful when looking for specific topics, and contains not only keywords, but also the titles of items appearing in the chapter bibliographies. The wide range of topics covered, as well as the timeliness of each topic, will provide useful guidelines for anyone who is trying to breathe life into a dated BI program or those who realize that they should create BI or outreach programs. In addition, the book provides a clear path for library staff who want to verify that they have indeed identified the components of BI, while proposing areas for inclusion or expansion. Graphics, including flowcharts, graphs, and even a crossword puzzle, help to clarify salient points in the text. Delightful illustrations by Kappa Waugh introduce each major section of the book.

This book should receive heavy use in any library, and is a must-read for reference staff who already actively participate in BI or have identified this as an area they wish to pursue within the academic, medical, or special library setting. Bibliographic instruction, in its many forms, underscores the idea that the library serves as the core of any university, hospital, or corporation, by meeting and anticipating the information needs of patrons. The only negative thing this reviewer can identify is that the book’s binding will not withstand much use. The spine is made of heavy paper, and my copy split at the folds the first time it was opened. The inner structure is solid, and the pages have not become loose with repeated handling. The modest cost of rebinding would be a good investment, since the material within is of great value.

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Neal-Schuman is a well-known publisher of practical and reasonably priced manuals in its popular how-to-do-it series, which includes these two recent publications. The manual written by Imhoff offers useful information about the history of library automation, dealing with resistance to change in ourselves and others, how to conduct a technological assessment and write a technology plan, and the challenge of using new technologies to develop new services. A succinct chapter discusses how technology changes and ultimately transforms the workplace.

Although it is written by an experienced public library assistant director, health sciences librarians working in non-IAMIS settings will appreciate the insights and information included in this work, especially as it is related to identifying opportunities rather than problems, and to working as agents of change. The idea analysis worksheet (included as a full-page illustration) is a useful tool for developing and presenting new ideas and addressing resistance to change. The public library perspective emphasizes collecting demographic data, developing mutually beneficial partnerships, staying up-to-date, taking incremental steps, reviewing policies and procedures, and remaining committed.

Thomsen’s manual is divided into three parts: an overview of the Internet and “the librarian as part of the Internet community,” a discussion of specific Internet applications (e-mail, listservs, USENET newsgroups, Gopher, and the World Wide Web), specific Internet resources (electronic library catalogs, databases, etc.), and annotated lists of selected Web sites (Virtual Vertical File and List of Lists). One chapter focuses on various book-related newsgroups, including rec.arts.books.

Written by an experienced public library librarian, this work lacks the subject focus some health sciences librarians may expect from books reviewed in the Bulletin, and may not be the best buy for longtime Internet users or experienced Internet trainers. A typical medlib subscriber is aware of more Internet resources than this publication offers.

From the title alone, one would expect less emphasis on basic background information and more substantive discussion about using the Internet to answer reference questions and develop library collections. The health links listed in the appendices tend to be disease-specific (chronic fatigue, asthma, Alzheimer’s) rather than general consumer-health-oriented sites, although useful sites such as Oncolink and CancerNet are listed.

That said, persons looking to justify Internet access in their institutions or improve their access would appreciate the information included here. This manual is useful for beginning and novice Internet users.

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