



Book Reviews

AE IV — A real encyclopaedia at last

The Australian encyclopaedia, fourth edition. Sydney: Grolier, 1983. Standard edition \$240.00 (ISBN 0 9596604 2 9); de luxe edition \$275.00 (ISBN 0 9596604 3 7).

Reference librarians are a stoical bunch. Since 1977 they have endured, with little published demur, a major Australian reference work, representing a considerable financial investment for small libraries, with one massive conceptual fault. It had no index.

I refer, of course, to the third edition of *The Australian encyclopaedia*, that often neglected reference source, through no fault of its users. Happily, after reprintings with minor amendments and corrections in 1979 and 1981, the *AE* is now into a truly new fourth edition, this time replete with an index. It has become a real reference work once again.

It's bigger than its predecessor — 12 volumes this time, and 300,000 additional words — and has much of the second edition about it. Some of the articles read very much as they did in Alec Chisholm's classic edition, although they have been carefully metricated, updated and of course generally abbreviated. Some charts and even some of the colour plates and line drawings reappear, refurbished and welcomingly familiar. There are fewer pretty coloured photographs than in the third edition, thank goodness.

The list of contributors is impressive, and many of them will be acknowledged to be outstanding choices. Who better to write on the prison system, from the outside and from the inside, as it were, than Tony Vinson. Sawyer on the constitution. Sol Encel on sociology. Gavin Souter on the New Australia movement. Roger Covell on music. Michael Kirby on law reform. On a rather morbid note, I do wish the list of contributors indicated which of them are no longer with us, if only to prevent a lot of fan mail ending up in the Dead Letter Office.

In other respects, however, great efforts have been made to indicate the recency of information provided, and of course to cover recent events, both in the body of the encyclopaedia and in the appendix in the twelfth volume. Witness the grinning Hawke in post-March 1983 euphoria who graces many a page, under one heading or another. Computer typesetting should ease the burden of updating this *AE*, although there is no indication yet of the frequency of revised editions.

My joy at seeing the *AE* once more fully furnished with an index was not unclouded. For reasons which are probably very compelling to the editor and publishers, index references are not to volume and page numbers but to a three letter and three number code. So under pigeons is a reference to PIG020, pigs PIG050, Pigenit PIG070 and so on. The user then finds the volume, in this case PEA-RUS, and the correct segment within it, actually on pages 49-52. I'd have much preferred the traditional 8:49.

Something else which didn't grab me was the 'article reference guide', a 70-page list of the titles of articles together with their reference letters and numbers. This space could have been better used for some real articles.

Much better bibliographies will be found in this edition than in its predecessors, although it would be true to say that one is not overburdened with further reading. This is a symptom of the conscious effort which seems to have been made to strike a suitable balance between the scholarly and the popular approach in this edition — generally, I must add, with considerable success. A Rhodes scholar looking for background on pigeons, for example, would be no less satisfied than a pigeon fancier looking for information on Rhodes scholars. It is a neatly compromising edition, suiting a variety of age-groups and a multitude of purposes.

Naturally, it must be consumed with as much caution as almost any equivalently-sized work: there are errors, typographical and otherwise, from a misfiling in the list of contributors to premature bodgies, from minor misspelling of Elizabeth Farm to inconsistent alphabetizing of some names, such as De Castella. Then there are the bits which sit uncomfortably in the *AE*, such as a half-page of background on the general theory of statistics, with theories firmly rooted in manurial fertilisers at Rothamsted. Fascinating stuff, but why is there so much of it here?

But after all is said and done, where else would one find quickly (as one's skill with the index grows) and simply such a vast array of answers to the myriad questions on our intriguing continent, its history and peoples? Where else in the span of a single work would you find out how to play two-up? Or what the difference between trotting and pacing is? Or which Australians have so far won the VC? Or where 1770 is, and why?

Or what the tantalising Tantanoola Tiger is? Or why the *Rodney* capsized? Or what a ticket of leave looked like? It's all here, together with hundreds of very readable and authoritative major articles.

Only time, and extensive use, will show whether this edition has achieved the stature of the second edition, and even that edition had its detractors, not the least among the library profession. Let's just say it bodes well. For librarians, so thankful for small mercies, this is no small mercy.

David Jones

State Library of NSW

Everything you always wanted to know about PR for libraries

Public Relations for Librarians. K. C. Harrison, 2nd. rev.ed. Aldershot, Hampshire, Gower Publishing Co., 1982, 124pp, \$9.50. ISBN 0 566 03454 9

Want to know the value of personal service in achieving good public relations? Are annual reports really worth it? Ever wondered why your press releases never make the newspapers? How useful are exhibitions and displays in projecting your library service?

All these questions, and everything else you wanted to know about effective library public relations, are answered in this book. Besides being a city librarian for some twenty years, the author has been a prolific lecturer, broadcaster and writer, and gives many concise hints on how to 'ensure that the maximum number of people know of the existence of our libraries, where they are located, what they contain, what they do, and how they can help users to acquire more information and generally become more literate and better educated members of the community!'

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A macro view of public relations is first considered and the work of the national library associations and other related groups is examined. But the book (one of the Grafton basic texts in librarianship) quickly gets down to practical detail, and everyone from the librarianship student to the chief librarian will benefit from its many practical tips.

Although the book was published in 1982, the author shies away from the audio-visual methods of library promotions, stating that 'video productions ... are undoubtedly a thing of the future'. This perhaps reflects the more conservative approach by English libraries in the use of audio-visual materials.

The author acknowledges that libraries produce a great deal of varied printed matter, and has some strong views on the approach to be taken with publications. Many examples of folder cover designs are given in the book, and examples of successful press releases, or newspaper clippings, would also have been useful for the reader.

A section titled 'Libraries and Governments' discusses the lobbying of members of legislative bodies, but apart from letter writing to such people, no other suggestions are given in what is becoming an increasingly important area.

The publication contains a basic index and a useful bibliography. Recommended.

Mike Friganiotis

i _____ Darwin Community College.

Packaged overview

School librarianship/compiled by John Cook. [Sydney]: Library Association of Australia, 1983. 238p. \$22.50; \$18.00 to LAA members. (Readings in Australian librarianship: 3) ISBN 0 86804 107 7.

The purpose of this collection is 'to provide in convenient, portable and easily acceptable form, some of the more important papers on school librarianship published by the Library Association of Australia during the past twenty years'. Its compiler has selected twenty-six of the contributions he perceives to have worth to those interested in any or all of a broad range of topics pertinent to school librarianship in the 1980s.

The content is divided into five sections which trace the development of school libraries in this country, comment upon their role and functions, explore their relationships with other libraries, other user groups and various agencies, examine the requirements for preparing teacher-librarians, and discuss standards for school libraries with their evaluation.

No major area of school librarianship appears to have been overlooked in the choice of papers, and the collection ought to provide students of this strand of the profession with a very good basis for coming to terms with its achievements, its values, and its challenges.

It would have been helpful for biographical notes to have been supplied about the authors of the articles and declaring the perspective from which their articles were written. It would have also been helpful for references throughout the volume to have displayed a uniform style, particularly as the work is published by a profession identified closely with such matters! (Some reference lists enter personal authors under their surnames, others enter them under their forenames or initials.)

These are, however, minor criticisms of a compilation that will prove valuable on the shelves of all who are interested in obtaining a reasonably-priced, conveniently-packaged overview of Australian school librarianship.

Doug Down, Library Council of Victoria

ALIC's first report

Australian Libraries and Information Council. Annual Report for the period to 30 June 1983. Canberra, ALIC. 1983-. ISSN 0811-9945. \$3.50.

ALIC's first report covers a little less than twelve months. It reports the activities of the first official national body with a commission to cover the whole field of libraries and 'related' information services. The present composition consists entirely of government nominees and reports to the Conference of Commonwealth and State Ministers with responsibilities for arts and cultural affairs.

The report sets out ALIC's functions, as approved by federal and state governments, its membership and administrative arrangements. Notably lacking from the latter is any commitment to it by governments of funds to use in the development of the nation's information resources.

Several matters were brought to ministerial attention during the year. The Ministers asked ALIC to develop 'a detailed proposal on both short and long term requirements for the development of a nationally co-ordinated programme for the conservation of library and archival collections ...'. The Ministerial Conference 'renewed its support for the development of ABN and drew attention to the need to maintain this development and to make ABN available to libraries of all types at a faster rate.' ALIC encouraged Ministers 'to establish State Advisory committees on library services for the handicapped'.

In the reverse direction the Commonwealth government referred two matters to ALIC, National Information Policy and Library services for ethnic communities.

In an Appendix the Report reproduces the Issues and Objectives paper which has been put out for wide discussion.

To some extent one has a sense of déjà vu. These same people have been discussing many of these same questions around various other tables for some considerable time. The difference is that whereas before it often appeared that no-one outside the circle of senior professional librarians was listening there is now a formal opportunity to communicate with Ministers and some evidence that at least some Ministers are interested.

It is not at all clear that what is being said is very original. This reviewer continues to flinch at the public use of phrases like 'to avoid unnecessary duplication of lesser used material' when the major problem of most libraries is to finance material frequently needed for that particular library's own community. The Issues and Objectives paper chews the old bone about 'co-operative warehousing', ignoring the need of many libraries for space to display books which are not yet ready for relegation to storage.

There is also something slightly ominous about the reference to 'related' information services. Developments in TELECOM, AUSSAT, videotext, etc., are having and will increasingly have vital implications for information storage, transfer and public access. There is no sign that ALIC has thought about these matters. The passage in the Issues and Objectives paper about *document delivery* refers to location problems and a 'rapid and effective inter-library loan system' but is silent on possible technological improvements to physical delivery.

It is really not surprising that ALIC is tending to follow well trodden paths. Its

members all have extensive responsibilities in other directions. Like any group of busy people they need capable, energetic and informed support staff, in this case dedicated to working on the very complex and difficult policy issues and technological influences which are undermining traditional library wisdom with increasing urgency. Allocation of resources by government for this purpose would achieve far more than the broadening of ALIC's composition so strenuously advocated by some commentators.

Derek Fielding

i _____ University of Queensland

Three pertinent papers — worth the price?

The Academic Library in Times of Retrenchment. Proceedings of a Conference of the Library and Information Research Group, 16-18 July, 1982. Ed. Colin Harris and Lesley Gilder. London, Rossendale, 1983. ISBN 0 946138 02 8. 110pp. £11.50.

Overall, this volume is something of a disappointment. Perhaps I expected too much, but if so, I was influenced by the enthusiasm of the publisher's blurb. Only three of the seven papers have anything thought-provoking to say about the academic library in times of retrenchment.

It is well known that, under the euphemism of a restructuring of the tertiary sector, the British government has embarked on a planned triennium of severe financial cuts. Those experienced in the 1981-82 academic year, and the certainty of worse to come in 1982-83 and 1983-84, provided the background for the conference.

The three papers worth the time of a busy and financially distressed library administrator are by Norman Higham of Bristol, Ian Rogerson of Manchester Polytechnic and James Thompson of Reading. The other papers, though of some interest, seem largely peripheral to the subject. Whether the fault lies with the authors or the conference organisers is unclear.

Higham's keynote address on 'The National Scene' provides a useful and succinct summary of developments in British university libraries since the Robbins Report of 1963, placing them in the context of national developments on the library front. There are many striking similarities to events in Australia, though one would not seek to extend the parallel too far. Higham stresses the importance of gathering hard evidence of need, and firm data in support of long accepted tenets such as the importance of user education, the need to purchase and retain little-used material, and the desirability of longer opening hours. Statements of faith like 'I know that my Redeemer liveth' may be sufficient in other circumstances, but university decision-makers will ask 'What is your evidence?'

Rogerson's paper 'The Future: the Librarian as Manager' is both a vigorous warning against complacency on the administrator's part, and a call for funding of research which will be of use in making management decisions. He contends that much of what passes for research into library problems is of small value in assisting library managers to defend their need for adequate support, or to make rational decisions on priorities if funds are insufficient. Rogerson then takes a further, perhaps too cynical, step and claims that because dispassionate evaluation of evidence is foreign to those in academic politics, one's expensively acquired supporting data are unlikely to receive more than a cursory glance. I can only say that my own

experience is more positive than this, but perhaps things are different at Manchester Polytechnic. Still, Rogerson's views are thought-provoking and worth consideration.

In 'The Future: Images and Prospects', James Thompson discusses some of the more serious effects of financial cuts in university library budgets, and incidentally pushes a few well-known, but provocative barrows. For example, staff cuts usually mean the loss of sub-professional positions when what is needed is more privates and fewer generals. Cuts in the book vote lead librarians to emphasise access rather than holdings, but access is inhibited if inter-library loan services or hours of opening are reduced. He argues strongly that academic libraries have obligations which extend beyond their parent institutions, and they should therefore be funded nationally as a group and should act in concert in such matters as collection building.

Are three pertinent papers and four of less relevance to this important topic worth the asking price? I suggest not. If your book-fund has been cut, this is probably one item most libraries can survive without.

Neil A Radford

University of Sydney Library

Providers and seekers of information need this!

Freedom of Information Act 1982, Annual Report by the Attorney-General on the operation of the Act for the period 1 December 1982 to 30 June 1983. Australian Government Publishing Service, Canberra, December 1983, ISSN 0812-0142, \$11.50.

Freedom of Information legislation is now established in Commonwealth administration. The first seven months' operation of the Act is recorded in this first Annual Report.

Much of the public comment on the release of this report has emphasised the cost of FOI – 'The price of freedom is \$8 million a year' – and the disparity between the predicted and actual numbers of requests; the Electoral Office said it would receive 86,000 requests in the first year, and in fact it got 6. (From *The Age* 15 December 1983.)

This sort of point-scoring, fun though it is, obscures the value of FOI and of this report. It is more than an annual report, a record of actual operations. As well as comprehensive information about the 5,669 requests received, it also includes sections on the philosophy of FOI, the history of the legislation dating back to pre-historic times of 1972, implementation and use of the legislation, exceptions and exemptions to FOI, the impact of FOI, and future directions. As such it is a very useful handbook for people wishing to use FOI to gain access to the mountains of information which the Commonwealth Government holds.

The right of access to information created by the FOI Act has now been broadened by the enactment of amendments which are foreshadowed in the report. The main effects of these amendments are:

- to give a right of access to documents dating back to 1 December 1977 (formerly 1 December 1982), and in the case of personal documents, there is now no limit;
- the introduction of an overriding public interest test in favour of disclosure of information for several important categories of exemption;
- a progressive reduction in time to comply with requests from the present 60 days to 30 days by 1 December 1986; and

- the Ombudsman is given an enhanced role including the power, in appropriate cases, to represent applicants before the Administrative Appeals Tribunal in FOI matters.

Another development foreshadowed in the report is the need to make people aware of how they can use FOI. A surprising aspect of the short history of FOI has been its limited use by information professionals such as journalists, lawyers, consumer representatives and librarians. An honourable exception has been the Canberra journalist, Jack Waterford, who virtually alone has explored the opportunities and the limits of the FOI Act. If Waterford had not existed, the Government would probably have had to enact him.

Librarians, as information seekers and providers, should also be making much greater use of FOI. This report will help, and should be on the shelf next to the Senate Standing Committee's *Report on FOI* (1), the *Guidelines to the FOI Act* (2), and of course the amended Act itself (3).

1. *Freedom of Information* – Report by the Senate Standing Committee on Constitutional and Legal Affairs on the Freedom of Information Bill 1978 and aspects of the Archives Bill 1978, Parliamentary Paper no 272/1979.

2. *Guidelines to the Freedom of Information Act*, (FOI Memoranda issued by the Attorney-General's Department for the guidance of agencies subject to the Freedom of Information Act 1982), AGPS, Canberra, 1982, ISBN 0 644 02275 2.

3. *Freedom of Information Act 1982* (No 3 of 1982) and *Freedom of Information Amendment Act 1983* (No 81 of 1983).

John Cook

Freedom of Information Officer

Australian Public Service

Commendable book, practical paradigm

The Service Imperative for Libraries: essays in honour of Margaret E. Monroe: edited by Gail A. Schlachter. Littleton, Colorado, Libraries Unlimited, 1982. 215pp. US\$28.50. ISBN 0 87287 272 6

This festschrift commemorates the retirement of Margaret Monroe, a noted American library educator and promoter of library outreach services. The contributors are noted American librarians, many of them former students of Margaret Monroe. The theme they address is that service is imperative in all library operations – a theme which is implicit in Monroe's work and writings.

The Service Imperative is a paradigm which consists of four integral components; 'Information, Instruction, Guidance and Stimulation', all of which are necessary functions in successful library operations. These functions form the basic palette from which the library practitioner draws the colours that structure each unique pattern of library service which exist in an ever-changing and shifting relationship – varying with the aims of the service.

The major proportion of the book elucidates in considerable detail each of the service functions. At first glance this separate treatment may appear artificial, yet it does present a unique and valuable account which traces the development and occurrence of each function in library practice and presents a current 'state of thought' on these central functions.

The book provides the basis for stimulating thought and discussion on a wide range of reader service issues, including social change and the implications of new technology of information provision in the present climate; education for reference service, and the assessment of reference services. The

work is well documented and assesses pertinent literature, policy statements and documents relating to the service function. An interesting section looks at the significance of standards of service which gives an historical interpretation and appraisal of their effects upon service provision in the past – a good basis for reflection and setting present service priorities. There is a complete annotated bibliography of Monroe's writings, as well as a comprehensive, classified and updated bibliography of Deborah Lockwood's bibliography on *Library Instruction* (1979).

The Service Imperative for Libraries is not merely a theoretical exploration, but a practical paradigm that has emerged from the constructs and practice of library service and can be applied to investigate the real effectiveness of all types of library public service. It is a commendable book which will challenge all professional librarians to make their own synthesis of the information presented and review the extent to which the central functions have been operative in the thinking, planning and practice of existing services as well as providing guidelines for the planning of new services.

Elizabeth Widdop

Ballarat CAE

A must for teacher-librarians

Involving the school library media specialist in curriculum development

Betty P. Cleaver and William D. Taylor, Chicago, American Library Association, 1983, is another booklet in the very useful series 'Focus on Trends and Issues'. This one has been edited by Jane Anne Hannigan, which in itself is a recommendation. Supplied by Bennetts.

For many years Australian teacher-librarians have been concerned about their role in curriculum, as is evident in the periodical literature and in conference proceedings.

As far back as 1974 the ASLA conference in Sydney had this topic as its conference theme. But paying lip service to the role has been easier than putting it into practice. This book addresses that problem. Consequently it will be useful to teacher-librarians who want to be more involved in curriculum planning and implementation but do not quite know where to start. As the editor points out, the authors have 'tested the approach they suggest in a number of workshop and institute settings'.

The authors have examined the literature carefully, noting that teacher-librarians want to change their role, but they suggest that this transformation must be carefully planned. They present an 'awareness checklist' to help teacher-librarians analyse where they are now. Following discussion on possible reactions to the checklist they put forward a model for co-operation, called TIE, which involves three stages – Talking, Involving, Evaluating. This is the most important and valuable section. A brief chapter follows on the implications of any decisions made. The book concludes with several simulated examples, for use in workshops. Charts and lists are interspersed throughout the text.

There is a list of references at the end of most sections. Altogether a very practical book for the practising teacher-librarian while the simulations will be helpful to library school educators.

Joan Brewer

Principal Lecturer in Librarianship

SACAE

The story of a school

The Glennie: A Work of Faith/ Christine Henderson. Sydney: Rank Xerox. 1983. 132 pp. \$10 + \$1.20 postage. ISBN 0 9592460 02. Available from the Bursar, Glennie Memorial School, Herries Street, Toowoomba, Queensland, or by contacting Mrs Carolyn Burt in Sydney on 427 2215. A limited edition of 25 copies, quarter-bound in leather is available for \$45 per copy.

The publication of the first official history of the Glennie Memorial School (Church of England Girls' School) in Toowoomba, Queensland, coincides with the school's seventy-fifth anniversary. The author, Christine Henderson (Cox), brings to the task of chronicling the development of a Queensland institution not only her expertise as both historian and librarian, but also a close affinity with her subject matter through being a former student of the school. The work has been undertaken by the author as a tribute to the school for which she feels an obvious affection and pride.

The school's history begins in the mid-nineteenth century when Canon Glennie, after whom the school is named, first went to the sparsely populated Toowoomba area, then known as 'The Swamp'. The development of the school is charted against a background of educational change in Queensland. A vivid account of life at the school during its seventy-five years is presented, demonstrating the strong influence of each headmistress on the school and its students. The narrative is liberally and effectively interspersed with reminiscences of school life by old girls, some of whom were among its earliest students. Use of a wide range of archival material, newspapers, a questionnaire distributed to former students and personal testimony from students and staff have ensured a soundly based history. Photographs of staff, students and others associated with the school supplement the text.

One of the most interesting chapters concerns the years of World War Two when the preparatory section of the school was taken over by the 117 Australian General Hospital for use as a military hospital. During these war years students and staff (including the Headmistress) helped with domestic chores – growing vegetables, cooking, washing, cleaning. Together they kept the school going during a very difficult time.

As a former student of the Glennie, I found the book fascinating and informative. Apart from its obvious interest to those associated with the school over the years and to educationalists and historians, the book would be of use in local history collections. The growing interest in Australian history as the bicentennial approaches will render this book a useful addition to many libraries. Not only is the chronicle of the school well researched and well told, it is brought to life through the author's obvious attachment to and respect for the school.

_____ Diane Groot Obbink

BOOK REVIEWERS

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42 on the FOG score

How to do research/Nick Moore. London: The Library Association. 1983. 130p. £9.50 ISBN 0 85365 905 2.

'This book has been written to provide very practical help and guidance to anyone undertaking research,' says Nick Moore in his preface. With chapter headings starting 1: 'State the object of the research', 2: 'Select the best methods', and concluding with 9: 'Write the report' and 10: 'Disseminate the results', he leads his researcher step by step through the preparation, execution and completion of a project.

For someone who has already done any research, the approach may seem very basic. On the other hand, for the beginner, some of the sections assume a certain sophistication and expertise, for instance in the chapter on obtaining financial support, with its section on 'living with the funder'.

In some of the judgemental aspects of research, such as evaluation and performance measurement, or in the matter of personality conflicts, comment and advice is couched in very general terms. However, throughout, the author lays great emphasis on the need for commonsense, an emphasis which one cannot but applaud. I enjoyed his comments on some of the reasons for commissioning research, such as delaying action or a decision, or to support unpleasant or unpopular decisions – and in particular the 'magical' motive, to lend respectability to an otherwise unconvincing . . .

The text is not lengthy and it is regrettable that there are some typographical errors. One or two sentences suggest hasty proof reading in what appear to be misreadings or unintended repetition.

In his concluding comments on writing up reports, the author draws attention to the FOG (Frequency of gobbledygook) formula developed by the Plain English Campaign. On this, a woman's magazine scored 25, *The Guardian* 39, and, to his chagrin, (the lower the score the better), the author's manuscript, 42. Any research report should do better! In spite of this, the book is very readable and succinct. It will help beginners with basic steps, while making them aware of the requirements of more advanced projects. And the experienced could still find it useful as a check-list.

Jeanette Knox

_____ Macquarie University Library

An introduction to children's learning problems

My Child can learn: Help for a Child with learning problems: A Resource Book for parents and professionals/Compiled by K. Mann. (Sydney): Association for Children with Learning Disabilities. 1982. 103pp. ISBN 0 9592748 0 4.

This publication should be useful for parents who do not understand why their children cannot cope in normal school situations with school work or with other school children. It gives names of many organisations which can help them; although mainly those in NSW, nation-wide services are also covered. The book is a collection of short information pieces under numerous headings, contributed by four authors, which perhaps explains why the book does not flow as easily as one would like.

It is not an ideal format for a reference book: because of the number of chapters and sections, it is not easy to find the relevant part quickly. However, the book is full of suggestions of where further advice and help may be sought.

This book is really an introduction to the learning problems of children. It covers a wide range of topics associated with learning problems, but not in any depth, so parents and people working with these children will want to read further. They can start with titles given in the bibliography section, which, incidentally, would have been much more useful at the end of the book, rather than among the small headings in the middle.

Despite the initial impression of confusion, this publication has much to help people.

Taisoo Kim Watson

_____ City Librarian

Useful state of the art source

User Education in the Online Age/ed. Nancy Fjällbrant. IATUL Proceedings. Goteborg: IATUL. 1982. 133 pp. ISSN 0018 8476. Price unknown.

The publication under review comprises the papers given at the international seminar 'User Education in the On-Line Age', held at Chalmers University of Technology, Göteborg, Sweden, in August, 1982, which I attended. As in all such seminars a great deal of the most valuable information was exchanged informally, but the printed papers are a useful record of the main concerns of the seminar. It is important to state that the seminar was about the education of library-based intermediary staff, and end users, in the use of on-line technology; not, as the title may suggest, the use of on-line technology in reader or user education programmes.

The participants giving papers came from Sweden, Norway, Denmark, Finland, West Germany, Holland, and the United Kingdom. Most of their papers were essentially outlines of what was current in this field in their own countries, and described courses ranging from the commercial, through full university programmes to library-based instruction for students within user education courses.

Of wider interest are the papers of Brian Vickery, Alina Vickery, and Nancy Fjällbrant. Brian Vickery in his paper 'The Impact of New Technology on Libraries and Their Users' discussed the question of where major on-line use would be centred in the future. The argument that end-users will be totally in control of this technology is rejected, and he states his belief that library-based intermediaries will continue to be the major users. These intermediaries, however, are warned of various failings in their service and general approach which could endanger this supremacy.

Alina Vickery, in her article, 'Libraries and the New Technology: the process of Continuing Education', provides a most useful guide to the development of instruction courses in this area. Nancy Fjällbrant, in her 'On-Line Training at Chalmers University Library' provides much valuable detail with regard to her own courses, all of which could be used by librarians planning similar courses. Dr Fjällbrant also contributed a most useful survey of education for on-line use in Australia. In all, a useful 'state of the art' information source for on-line training in Europe and Australia.

David Reeder

_____ University of New South Wales