dull and boring in the public's eye. "Surely records professionals can find someone who can communicate the details of their work in a fashion that captures public interest" (149). (Perhaps the archivists' equivalent of a John Grisham or John LeCarre?) He concludes this chapter with a serious examination of professional ethics, privacy, access, and policy in the light of public awareness and public scrutiny. The state of archival education is the subject of Cox's final chapter, and he examines both degree-granting programs and continuing education for practicing professionals.

The Iran-Contra e-mail debate is just one of the many examples of ambiguous or misguided record-keeping policies that fill this valuable and timely work. Cox's narrative repeatedly shows how such a seemingly simple thing as the definition of a record has often been lost in the Information Age. Fortunately, Cox also provides practical advice for creating workable, realistic policies to keep the evidential nature of records paramount as records managers and archivists navigate the technological complexity of the modern world. Clearly argued and well-written, this book will be welcome reading for anyone who creates or administers archival or records management policies.—*Gene Hyde (ghyde@lyon.edu), Lyon College, Batesville, Arkansas*

Maxwell's Guide to Authority Work. By Robert L. Maxwell. Chicago: ALA, 2002. 275p. $49 (ISBN 0-8389-0822-5).

"Authority work is important if a library wishes its users to have full access to its collections. Although doing authority work may seem more expensive than neglecting it, the cost of not placing headings in the library's databases under authority control—in terms of the wasted time and ill will toward the library of users attempting to navigate an uncontrolled database, to say nothing of the difficulties library staff will have in determining the extent of their collections—is undoubtedly greater than the initial expense to the library," states Robert L. Maxwell in this new book on authority work (263). Maxwell—already known as author of the current edition of *Maxwell's Handbook for AACR2R* (1997)—has given librarians another indispensable cataloging tool with the publication of *Maxwell's Guide to Authority Work*.

In the introduction, Maxwell does a good job of explaining what authority control and authority work are—and the reasons why libraries should spend time and money on them. In a chapter on "Standards Governing Authority Control," he lists the tools for formulating name and uniform title headings: *Anglo-American Cataloging Rules*, 2d ed., (AACR2), *Library of Congress Rule Interpretations*, the Name Authority Cooperative Program's *NACO Participants' Manual*, and the Library of Congress's *Descriptive Cataloging Manual Z1: Name and Series Authority Records*. Standards he cites for terms include ANSI/NISO Z39.19 *Guidelines for the Construction, Format, and Management of Monolingual Thesauri* and the *Library of Congress Subject Headings* and LC *Subject Cataloging Manual*—all discussed in detail in a later chapter. He also presents *MARC 21 Format for Authority Data*, the encoding standard for authority records, using explanation, examples, and an invaluable position-by-position table and description of the leader and 008 field of a MARC 21 authority records.

His chapter on "Basic Authority Control Procedures" includes workflow for establishing headings and field-by-field guidelines for creating authority records. Figures with helpful examples are attractively presented throughout the book and keyed to corresponding discussions in the text. Maxwell refers to other sections of the book throughout (usually by chapter number) when introducing topics that will be discussed in greater detail later on. Other sections are "Authority Control of Names," "Uniform Titles: General Information," "Uniform Titles: Particular Problems," "Series: General Information and Series Authority Records," "Authority Control of Terms: Thesaurus Building," "Authority Control of Terms: Subjects," and "Authority Control of Terms: Genre/Form."

The final chapter, "The Library and Beyond," is concerned with sources of authority records, outsourcing, and cooperative programs for the sharing of authority records. Maxwell also discusses library systems and database maintenance. "It is important to look upon authority work as an ongoing process, not something that can be undertaken once and then considered finished," he emphasizes in his conclusion (264).

Full of good explanations, helpful examples, and practical advice, the book is readable and easy to understand. I was impressed first thing when I saw the "Glossary of Acronyms" at the very beginning. Although there is no bibliography *per se*, Maxwell provides references to cited and other related publications and Web sites through end-of-chapter notes. It probably would have been helpful to have a cumulative list of resources at the end of the text, but having the notes at the end of each chapter is my personal preference—and many of them are explanatory rather than simply bibliographical. There is a thorough index, thankfully set in type the same point size as the main text, which facilitates locating and reading the entries. Overall, the book is well designed and physically attractive.

Previous manuals, such as Robert H. Burger's *Authority Work: The Creation, Use, Maintenance, and Evaluation of Authority Records and Files* (1985) and *Authority Control: Principles, Applications, and*

Instructions by Doris H. Clack (1990), have dealt with the practical issues of authority work, but, as change affecting technical services and cataloging continues to accelerate, librarians struggle to compete in the changing information environment and to deal with ever changing ways of doing well what we do. *Maxwell's Guide to Authority Work* is a welcome resource for twenty-first-century librarianship and is sure to become a classic.

Robert L. Maxwell currently represents the Association of College and Research Libraries (ACRL) to the Association for Library Collections and Technical Services Committee on Cataloging: Description and Access, and has chaired the Bibliographic Standards Committee of the Rare Books and Manuscripts Section of ACRL. He is associate librarian at Harold B. Lee Library, Brigham Young University.—*Linda Behrend (behrend@utk.edu), John C. Hodges Library, University of Tennessee, Knoxville*

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Usability Testing for Library Web Sites: A Hands-on Guide. By Elaina Norlin and CM! Winters. Chicago: ALA, 2002. 112 p. $32 paper (ISBN 0-8389-3511-7).

Norlin and Winters give us a basic guide for implementing usability testing for library Web sites. The book gives an overview of usability testing, its purpose, benefits, design recommendations, and includes a section on how to get "buy-in" to justify the need for usability testing.

The authors describe two types of "buy-in"—passive and active. Passive buy-in means that people go with the proposed idea because they "have to," unlike active buy-in in which people go with the proposed idea because they "want to" (19). The ultimate purpose of buy-in is "to rally the necessary partners who agree that your idea makes sense and is worth achieving" (19). Indeed, motivating library staff and stakeholders to implement usability testing is essential for the success of a usability project.

The authors argue that librarians have often adopted a "we know best" philosophy when designing Web sites, using technical language that may be ambiguous to many users. Usability testing could help librarians eliminate ambiguity and develop a common terminology and language that meet user needs. The book has a section on the needs of persons with disabilities. This is an important issue to consider not only when testing Web sites, but also when designing them.

The book describes various assessment tools to gather data, such as print and online surveys, as well as focus groups. It gives an example of a survey and a set of sample questions to use for focus groups. In addition, it suggests the development of specific tasks to give to participants who will test Web sites. The sample of tasks the authors present, however, lack questions about interface design and navigational features of Web sites.

The authors advocate a moderator and a recorder for each participant during testing. However, this method may be costly in terms of time and effort. If a library is seriously embarking on a continuous usability testing project, the library should consider acquiring a usability laboratory. Such a laboratory allows the observer and the participants to communicate easily using microphones and speakers within the room where the testing takes place. Most importantly, the cameras the laboratory is equipped with can record the participants' online activities, facial expressions, and verbalization; thus, the observer can collect both quantitative and qualitative data that may provide a holistic view of the participants' assessment of the sites.

The book makes a positive contribution to the literature of usability testing in that it emphasizes user-centered design, provides a systematic approach to testing Web sites, and is written in nontechnical language. Novices to the topic of usability testing can use this book to obtain basic information about the topic and how to get their usability project started. Those who need advanced information about usability testing should consult Jakob Neilsen's site at www.useit.com. —*Dania Bilal (dania@utk.edu), Associate Professor, School of Information Sciences, University of Tennessee, Knoxville*