Book Reviews

Edward Swanson, Editor

Integration in the Library Organization. Ed. by Christine E. Thompson. Binghamton, N.Y.: Haworth Information Pr., 2000. 140p.; $39.95 (ISBN 0-7890-0966-8); $24.95 paper (ISBN 0-7890-0984-6).

This volume, a special topic issue of the *Journal of Library Administration* that was published simultaneously as a monograph, offers an updated look at the evolving relationship between public and technical services. In her introduction, the editor states that the book will both examine approaches taken by libraries toward redefining traditional organizational roles and assess the extent to which the library profession has combined both public and technical services into a unified service-providing organization. While moderately successful in addressing the first topic, this collection provides little insight into the second. The most disappointing thing about this book is that most of the articles are so narrowly focused on a particular context or on the experience of particular individuals that it is difficult to draw any reliable conclusions regarding overall trends toward integration in library organization.

A few themes do emerge in the book. Several articles point to the implementation of information technology as a trend driving increased cooperation between public and technical services and increased organizational integration overall. The majority of the articles are written from a technical services perspective. In fact, justifying the importance of maintaining technical services operations within the context of individual libraries, as opposed to outsourcing technical services functions, seems to be the chief objective of several articles. While most of the articles that fall into this category present valid and compelling arguments against wholesale outsourcing, they do little to advance the understanding of how public and technical services can be effectively integrated. Inclusion of more articles written from a neutral or public services perspective might have provided a more balanced view focused specifically on the integration issue.

The contribution by Christine DeZelar-Tiedman titled, "A Perfect Fit: Tailoring Library Positions to Match Individual Skills," stands out for its careful analysis of the skills traditionally possessed by successful catalogers and reference librarians and for its clear articulation of the benefits of allowing and encouraging those who are so inclined to engage in both public and technical services work. Likewise, Mary K. Bolin presents a thoughtful essay on the role of collegiality in the organization of academic libraries. At the other end of the spectrum, it is difficult to understand how an article describing in excruciating detail the process that one library had to go through simply to come to consensus about recommendations for new floor coverings supports the contention that there has been "a continuing and rapidly accelerating trend toward integration of public and technical services," as the editor asserts in her brief conclusion (134). On the contrary, I would argue that much of the evidence presented in this volume indicates that there are still significant barriers between public and technical services and a great deal of progress is needed in order to achieve full integration in library organization.—*Shirley Lincicum (lincics@wou.edu), Western Oregon University, Monmouth*

Licensing Digital Content: A Practical Guide for Librarians. By Lesley Ellen Harris. Chicago: ALA, 2002. 137p. $45 paper (ISBN 0-8389-0815-2).

With the popularity of virtual libraries, library patrons' expectations have increased dramatically. The demands for content in digital format have grown exponentially, and libraries are facing a number of unique challenges posed by this relatively new medium. These challenges are compounded by issues of access and use by different user groups: local or distance, institution-affiliated or not. As Trisha Davis, an expert on copyright and licensing issues states, "the vast majority of us do not understand contract law. Most serials librarians simply wish these mysterious, complex, and frustrating contracts would disappear" (Davis and Reilly 1998, 248). Building a digital collection differs from the print collection; "unlike paper materials, digital information generally is not purchased by the library; rather it is *licensed* by the library from information providers. A license usually takes the form of a written contract or agreement between the library and the owner of the rights to distribute digital information" (LIBLICENSE Web site).

Licensing has its roots in contract law, copyright, patent, and trademark parentage. Meta Nissley and Nancy