

in decline, in ascendance, at a standstill—gives credibility to the encyclopedia by acknowledging the varying viewpoints of industry analysts, scholars, and practitioners.

The second part of the encyclopedia considers the state of publishing from the perspective of six regions—Africa, Asia, Europe, Latin America, the Middle East, and North America—and selected countries (about thirty, including South Africa, Japan, Russia, Nigeria, and Canada). Although there is no formula for style or coverage, the reader can reliably expect the historic, demographic, and sociopolitical background of each country to be explored and relevant current statistical information about publishing to be provided. These country-based essays describe at length the cultural context that characterizes book publishing. Even the most cosmopolitan of readers will have something to learn: why some experts guard against African indigenous publishers “leapfrogging” over conventional book production methods directly to new electronic technologies; the lack of trained publishing professionals in developing countries, such as copyeditors in India; how the distribution system in Japan, which is based on consignment sales, affects book selling; the significance of “komiks,” derived from the American comic book, in the Philippines; or why Great Britain and France have displaced Mexico and Argentina as the leading countries importing books from Spain.

The shortcomings of the encyclopedia are few; however, the following are worthy of mention. Among world regions, Africa and Asia receive the most extensive consideration. Europe lacks the overview essay that other regions receive—an instance where the significance of the European Union as a publisher might have been articulated. The Middle East consists of merely three essays and only the contribution on “Israel” by Irene Sever is new. “The Arab World” and “Egypt” figure among seven reprints in

the encyclopedia, three of which are from Altbach’s *Publishing and Development in the Third World* (1992). The contribution on the United States is largely a financial statement, devoid of philosophical or cultural context. The other regional essays are so informative that the reader longs for comprehensive geographic coverage.

Topics lacking treatment include ethnic publishing in the United States and an overview of official and intergovernmental publishing. Most subjects are sufficiently introduced within the typical double-column, six- to twelve-page, length, but others are perhaps too complex to explore within these confines. Albert Greco’s “Mergers and Acquisitions in the U.S. Book Industry, 1960-89” falls short of a satisfactory examination of economic concentration in the publishing industry; the reader expects more precise documentation for some of the tables and would be grateful if the appendix of mergers took into account the seminal work of Elin Christianson, “Mergers in the Publishing Industry, 1958-1970,” *Journal of Library History* (1972).

Through the range and diversity of topics and countries covered, common themes emerge—discussions about the stakeholders in international copyright debates from various regional perspectives; the importance of autonomous indigenous publishing; and the value of the book as a cultural asset weighed against its viability as a commercial product. *International Book Publishing: An Encyclopedia* is greater than the sum of its parts and should stimulate further research.—*Marta L. Brogan, Yale University, New Haven, Connecticut.*

*Reference and Information Services: An Introduction.* 2nd ed. Eds. Richard E. Bopp and Linda C. Smith. Englewood, Colo.: Libraries Unlimited, 1995. 626p. \$47.50 cloth (ISBN 1-56308-130-X); \$35 paper (ISBN 1-56308-129-6).

If the year 1876 counts as the Big Bang of United States librarianship, arguably the

major force unleashed by the explosion was that of information, research, and educational services to users. This auspicious year brought (in addition to the founding of ALA) publication of the Bureau of Education's *Public Libraries in the United States of America* chapter on "Works of Reference for Libraries" and Samuel Green's pioneering "Personal Relations Between Librarians and Readers" (*Library Journal*, 1876). The subsequent quarter century produced a literature that established the repertory of goals, categories, and issues for reference work as textbooks like *Reference and Information Services* teach us that repertory now.

Combining features of such bibliographies of reference publications as Alice Kroeger's *Guide to the Study and Use of Reference Books* (1902) and such how-to's on the rudiments of library research as Margaret Hutchins's *A Guide to the Use of Libraries* (1925), the general reference textbook lineage proper begins with James I. Wyer's *A Reference Work* (1930) and, contrary to the implications of the present editors' "belief" that their first edition (1991) filled "a need for a reference text that would go beyond the study of the tools and interview techniques used at the reference desk," descends with considerable scope and consistency of approach through its successors, Hutchins's *Introduction to Reference Work* (1944) and William A. Katz's two-volume *Introduction to Reference Work* (1969; 6th ed., 1991).

The new *Reference and Information Services* looks back at this history and its own first edition from the vantage of another Big Bang, the explosion of the Internet, a development signaled by the expansion of a couple of pages from the old chapter 5 into a new chapter on networked information. The new edition is approximately 150 pages longer than the first and continues its bipartite division of topical chapters on "concepts" (that is, the various dimensions of reference service) and "source" chapters on types

of publications. The subject index has been helpfully expanded, and coverage of children's and Canadian materials has been increased. The text has been redesigned so that sections and subsections are now better distinguished typographically, and it has been thoroughly revised. Revisions range from tinkering with paragraphing and word choice to general augmentation (chapter 1) to thorough reworking (chapter 10, former chapter 2) to updating with sources, formats, and services not available to the first edition.

In summarizing a field's knowledge, a textbook both instructs the neophyte and reminds the practitioner while acting for both as a guide to the literature. The revised *Reference and Information Services*, succeeds in these roles. While offering much information in highlightable, outlined form, it reports the variety of opinion on disputed questions, and lards its pages with notes and chapter bibliographies from which students might develop papers or presentations and librarians might review what they think they already know.

Students should be warned, however, that reference librarianship is more interesting than this text makes it out to be. Because of the need to summarize, textbooks often are clearly written but struggle to be interesting. With their functional, usually simple prose and their gray expanses of material arrayed in testable format, they tend to drain a topic of the blood of everyday reality; moreover, the form encourages such portentous or merely vapid generalizations as "The learner does the postulating, analyzing, and, ultimately, learning" in the present chapter on instruction. No one will contend that this book is a good read, for, although the editors have largely harmonized the discord that can creep into multiauthored works, one misses voice and color in this book's blandly utilitarian displays of information and analysis. About this highly personalized activ-

ity of reference service, about personal qualities and behaviors, the people who offer and use reference services, it has less to say than it might. Unlike its predecessors, it is reticent about the affective aspects of service, the interpersonal dynamics, pleasures, and satisfactions of the work; in general, the hard glint of clinical abstraction lingers in its gaze. Thus, no Bopp and Smith librarian would feel the "interest, amounting to fascination, [the] thrills, amounting at times to ecstasy" that Wyer sees as the librarian's occupational reward. If capable of it, the Bopp and Smith information hound would raise an ironic eyebrow at Hutchins's narrative of a young librarian who returns "flushed from the periodical indexes" to the desk, where she is flustered to encounter a student whom she and colleagues are transforming into a library-competent scholar; nor would the student, days later, feel a pang of disappointment in not finding her at her post.

Those who lament the absence of theoretically minded "dead Germans" in librarianship will find no comfort here except perhaps in the rather eccentrically cast chapter 10, which, with chapter 1, might have paid more attention to the economic and political trends that currently threaten egalitarian library service. The editors might have reconciled chapter 6 on instruction, and indeed the entire history of reference librarianship, with the statement in chapter 7 that "[r]eference librarians rarely see themselves as educators." An uneasy tension pervades the text's participation in the transition from print to electronic services. OCLC and RLIN are still quaintly labeled "nontraditional" reference sources; cards introduce bibliographic control and printed pages periodical indexing; the encyclopedia chapter discusses multimedia but gears search strategies to printed versions. Granted the difficulties of using electronic interfaces to demonstrate these points, might the text not be reconceived to do so?

Bopp and Smith situates its workmanlike bulk squarely in the century-old United States tradition of reference service and is eminently usable in all the ways its predecessors have been. Because Katz (new edition scheduled for 1996) covers similar territory in similar ways, personal preference may ultimately determine whether a general reference course requires one or the other. Minor differences of emphasis aside, Bopp and Smith is rather more conscious of itself as a survey of the reference literature, whereas Katz, like Wyer and Hutchins, is more interestingly written. Bopp and Smith smells rather of earnestly cheerless "learning sessions" in airport Ramadas, whereas Katz smells a little more of the reference desk.—Robert Kieft, *Haverford College, Haverford, Pennsylvania*.

*Literary Texts in an Electronic Age: Scholarly Implications and Library Services.*

Ed. Brett Sutton. Urbana-Champaign, Ill.: Graduate School of Library and Information Science, Univ. of Illinois, 1994. 207p. \$25. (ISBN 0-87845096-3).

This book, which publishes the papers presented at the 1994 Clinic on Library Applications of Data Processing, focuses on fairly recent developments in the area of electronic texts. Its attempt to address the impact of these developments on both scholarly research and library services is not always successful. Although the eleven papers are appropriately wide-ranging, their quality is very uneven.

Because a significant number of libraries have started to provide access to electronic texts in a serious fashion, a thorough examination of the impact of these texts on library services has recently become possible and necessary. As a result, libraries have begun to grapple with a number of issues, such as the development of selection criteria, licensing and copyright regulations, changes within the MARC format to allow for description of and access to electronic/internet resources, and fundamental decisions on