Reviews

BARBARA L. CRAIG, editor

Automation in Offices and Archives. Edited by Donald Harrison Fisher. Mid-Atlantic Regional Archives Conference, 1993. 138 pp. Paper. ⊗

Electronic Records Management Program Strategies. Edited by Margaret Hedstrom. Pittsburgh: Archives and Museums Informatics Technical Report 18. 1993. x, 156 pp. Index. ISSN: 1042–1459.

Frankly, I do not relish the new information age.

The remark is Nancy Sahli's, taken from the closing plenary at the MARAC conference (p. 133), and it echoes the sense of exhaustion I felt after reading these two books, which are more convincing on the scale of the challenge that this new age presents to archivists than on the progress being made to meet it.

Automation in Archives deals with the introduction of computers into the business of running a repository. It represents the proceedings of a conference targeted particularly at small archives, where busy generalist staff can find it hard to acquire a basis of understanding on which to build their own system. This conference, with its blend of workshops, demonstrations, presentations, and discussion, undoubtedly met a need, as was illustrated by the record attendance. How valuable are the published papers, appearing two and a half years later (and being reviewed an additional two years on) to a wider audience? There is little here for repositories with well-established and comprehensive systems, but for those that are working toward that goal (and that is the majority in the United Kingdom), the volume is still worth reading.

The papers are short, though some are supported by references that provide a guide to further reading. My greatest frustration was with the lack of illustration—I often wanted to know what the screens looked like. This was particularly the case in Elizabeth Golding's paper, "The Electronic Family of New York," which describes the integration of archives information into a library database. Although I work in a library that has decided not to take this course, I was impressed by her reasoning and should have welcomed a sense of how this information was presented on the OPAC. (I appreciate that this would have added to the cost.)

At the management level, the book includes a basic but thoughtful introduction, "Planning for Archival Automation," by Thomas J. Frusciano and Emily J. Oakhill, and a review by Glen McAninch of software for use on personal computers in small archives. (McAninch's review was apparently the most popular session at the conference.) The issue of standardization, which inevitably arises from the most basic computer application, is discussed by Debbie Pendleton under the memorable title of "Can You Take a Mob of Kangaroos for a Walk?"

In general, the case studies described in the volume are concerned with learning to apply computers to established archival processes—the necessary first stage before archivists discover how far those processes can change with automation. In the opening plenary, Frank Burke asks, "Where do

we go from here? Who has the vision to expand from the known and accepted into the experimental?'' (p. 10). Unfortunately, research requires resources as well as vision and is unlikely to be found in small archives, which cannot afford failure and hope to learn from successful experiments done elsewhere. The paper I found the most thought-provoking, ''Putting Appraisal On-line,'' by Thomas J. Ruller, is an account of a failed experiment. We are becoming used to sharing descriptive information but not yet to co-operative working. The rationale behind this study, undertaken within the context of government records by the Seven States Project and subsequent Government Records Project, was that exchanging appraisal information would lead to more informed appraisal decisions. The project failed because there was no agreement on the basic principles or methodology of appraisal. I am sure such a project would fail in the United Kingdom for the same reasons. How far is such agreement desirable or possible? Those of us who feel an inbuilt resistance to standardization and a desire to defend our difference should at least be clear what it is that we are resisting and defending.

Learning how to use computers to improve the management of archives, even though it represents a considerable investment of the resources available to a small office, is only part of the challenge of the information age. Participants in the Mid-Atlantic Regional Archives Conference came together in the closing plenary to hear David Bearman say, ''We need to be serious about the fact that automation is not just playing with little toys inside our archives to make them run better. On the contrary, it's dealing with the nature of communication in this society in ways that, in the end, we're either responsible for or we abdicate'' (p. 128).

Bearman's radical views on how to fulfill that responsibility are more fully developed in *Electronic Records Manage-ment Program Strategies*. This volume is made up of four sections. The first is a conference report by Margaret Hedstrom of a meeting in April 1993 convened by the Society of American Archivists' Committee on Automated Records and Techniques (CART) and the National Association of Government Archives and Records Administrators' Committee on Information Technology (CIT) ''to share experiences and discuss success factors and barriers to the development of electronic record programs'' (p. 1). This is followed by eleven case studies, drawn from the areas of international organizations, national governments, state governments, and one university. Most of these are expanded background papers for the conference. The third section, which is the most polemical, is an essay, ''Reinventing Archives for Electronic Records: Alternative Service Delivery Options,'' by David Bearman and Margaret Hedstrom. The final section is the splendid ''Readings in Archives and Electronic Records: Annotated Bibliography and Analysis of the Literature,'' compiled by Richard J. Cox.

That is a daunting description of a fairly short but very dense book. It is far from an easy read (for this reviewer, at any rate), but one that I recommend. Nervous beginners could start at the end with the bibliography, in which everything possible has been done to guide them into a new area. Cox points out that the writings are largely the work of a few individuals, reflecting the fact that within the profession the number of electronic records archivists remains very small. Among these few, Bearman and Hedstrom are outstanding: they have knowledge and experience in an area as yet unfamiliar for most of us.

It is generally agreed that the successful manager of electronic records must be involved in the design of systems and will be part of a wider team of information and technical specialists. The crucial question (for archivists, at least) is where will that

manager come from? The case studies outlined in this book illustrate the degree of progress (or lack of it) made by various archivists in attempting to assert control in this area. The studies contain much of interest, though they are inevitably compressed and therefore generalized. They represent a pragmatic approach, and among the most interesting comments are those which reflect on the ways in which traditional practice has been adapted and developed.

Bearman and Hedstrom's "Reinventing Archives for Electronic Records" is very different. This is not a case study, but a critical analysis of the profession's response to the problem, followed by a very personal (and provocative) alternative. Their starting point is that archivists have consistently failed to achieve what they set out to do, and that the only chance of success in the area of electronic records lies in rethinking both the aims and the methodology.

Bearman and Hedstrom examine the traditional processing cycle—from surveying and appraisal through description to access—and show why this is not appropriate in the electronic environment. I found their arguments almost entirely convincing, hesitating only when I read "paper archives would not be in any way diminished as sources of evidence or information by selling original records of significant market value" (p. 88). This provides a clue for what is to come, because the reinvented archivist is not a custodian, and the authors set out to overturn virtually all accepted ways of thinking and working. It also illustrates my dilemma in the face of the alternative models and program options, which make up the rest of the section. There has not been much visionary writing in archives, and I could not decide whether my occasional failure to respond was because I was limited by traditional thinking or showing admirable common sense in the face of brilliant nonsense. I was made

rather uneasy by the fact that the authors use *Reinventing Government* by David Osborne and Ted Gaebler (New York: Penguin, 1992) as a source of ideas for alternative methods of service delivery. That book is not available to me here, but some of these ideas sounded suspiciously like a smokescreen for the expenditure cuts that have been the British experience in recent years. The pressure to maintain services while trying to find alternative sources of income has not felt like an "enabling" experience.

Altogether, this is stimulating stuff, and I can only urge you to read it. The conclusion is suitably apocalyptic: "The traditional model [of archival activity] administers physical material while the second manages organizational behaviour" (p. 97). Will the new information age really be marked by the rise to power of the archivist? Perhaps we should relish it after all.

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Guidelines for Managing Recorded Information in a Minister's Office. National Archives of Canada. Ottawa: Supply and Services Canada, 1992. xi, 59 pp. Text in English and French, with French text on inverted pages.

Managing Your Computer Directories and Files. National Archives of Canada and Treasury Board of Canada, Secretariat. Ottawa: Supply and Services Canada, 1993. v, 25 pp. Text in English and French, with French text on inverted pages.

Office workers who create and use information need practical, easy-to-use tools to ensure that they have the information they need when they need it and to protect the "corporate memory" they are creating. Nowhere is this need more critical than in offices that use information technology and in the offices of an organization's senior managers. The National Archives of Can-

ada has issued two publications that can serve as models for other government and nongovernment organizations. Materials such as these can help office workers to make intelligent decisions about their information and to ensure preservation and access to records.

Managing Your Computer Directories and Files is one of a series of publications on information management issued jointly by the National Archives of Canada and the Canadian Treasury Board Secretariat. This brief publication provides useful and understandable guidance for managing electronic files in the "personal work spaces" of a stand-alone personal computer or an office network. The guidelines review naming conventions, directory management, classification approaches, and management considerations in the areas of destruction and physical protection of electronic files. These guidelines seek to help office staff address the problems of version control, access and retrieval of electronic files, and efficient use of resources. The classification approaches discussed in this handy volume are its most valuable feature. Appendix A provides a graphic representation of how a subject classification system for office documents can be supported by a directory system for an individual's personal computer files.

Government archivists have long advocated that essential documentation of government policies and decisions is found in the files of agency heads and high-ranking government officials. For elected government officials it is often difficult to distinguish between information created and maintained as a result of personal or political activity and information created and maintained as a result of an official government action. Classification decisions for information have important implications for both government accountability and the privacy of elected officials. Americans familiar with the problems that led to the Presidential Records Act and the Free-

dom of Information Act can understand the problems that arise when public records are considered personal property. Without usable guidelines, public officials are forced to act subjectively when separating their personal and political records from the official records of government. The National Archives of Canada has confronted this difficult problem with guidelines addressed specifically to the staff in the ministerial offices of Canada's federal government. *Guidelines for Managing Recorded Information in a Minister's Office* is notable for its brevity, clarity, and use of examples. The guidelines divide a minister's records into four categories: ministerial records, personal and political records, records under control of a government institution, and records belonging to the "Cabinet Paper System." The guidelines are written in the language of the people who will use them, not in the jargon of records managers. For each of the four classes of records the guidelines explain "what they are," "where to keep them," and what to do with them "when you are through," thus imparting concise instructions for separating private from public records, designing effective filing systems, and regularly disposing of records in language that office workers will understand.

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Technology, Scholarship, and the Humanities: The Implications of Electronic Information. Prepared by the American Council of Learned Societies and the J. Paul Getty Trust, 1993. Summary of Proceedings from Conference, 30 September to 2 October 1992. 43 pp. ISBN: 0-9632792-1-1.

Technology and its effect on recordkeeping has become an important issue for archivists. Topics like managing electronic records, coping with the infor-

mation explosion, and implementing archival databases are often the subjects of professional articles and workshops. How to deal with the new technology and its many implications have presented archivists with their greatest challenge in years.

Technology, Scholarship, and the Humanities: The Implications of Electronic Information attempts to come to terms with the information revolution of the 1990s and its impact on research, scholarship, and education in the humanistic disciplines. The book consists of summaries of proceedings from a conference held in 1992 at Irvine, California, and sponsored by the American Council of Learned Societies, the Getty Art History Information Center, the Coalition for Networked Information, the Council on Library Resources, and the Research Libraries Group, Inc. Participants represented a diverse group, including scholars, librarians, archivists, academic administrators, technologists, and heads of learned groups and institutions.

Sessions focused on five papers commissioned for the conference and designed to define the problems in areas related to electronic information. Organizers identified those problems as: (1) The Intellectual Implications, (2) The Professional Implications, (3) The Implications for the Sociology of Knowledge, (4) The Institutional Implications, and (5) The Implications for National Institutions. Unlike similar meetings, the Irvine conference "concluded with calls and plans for action on a variety of fronts to assist members of the scholarly community in creating, disseminating, and exploiting electronic tools that suit their intellectual goals."

Participants recognized that the academic community has only begun to experience the effects of technology on documentation and communication in the humanities. The shift from printed material to electronic records, they believed, will alter the ways that universities create and use information. It will incorporate traditional

approaches, while at the same time the movement toward electronic information will significantly change certain skills, practices, and institutions. Panelists, for instance, questioned the tenure process. They suggested a need to adjust the current definition of scholarly research and instruction so that innovative uses of electronic information can be considered fully as valid as the more traditional published works. Participants also promoted the creation of a 10 million–volume national digital library to encompass the full range of humanities collections. Finally, panelists called for indepth training in technology and its application to the humanities.

Unfortunately, the suggestions offered by panelists failed to give much attention to diversity and flux. For example, there are few established standards, practices, or intellectual approaches to the management and preservation of electronic information. Many archives have developed effective techniques for simple machine-readable files, but those methods are often inconsistent with complex forms of electronic records found in databases, office automation, and information systems. Until there is uniformity in technology and in the creation and retrieval of information, it will be difficult to pool resources and to share scholarly research across institutional lines.

Another shortcoming of *Technology, Scholarship, and the Humanities* concerns its failure to give more attention to cost. In the days of shrinking public and private support for scholarly research, particularly in the humanities, there is great competition for available funds. The amounts allocated to the humanities are small compared with those given to the sciences. Yet projects suggested by panelists are expensive. Financial outlay includes actual dollars as well as time spent by faculty and other specialists in learning new skills and adapting their work to the new technology. These factors must be taken more seriously than conference participants have done.

Whatever its shortcomings, *Technology, Scholarship, and the Humanities* is an important work. It addresses several issues and raises questions concerning the present and future status of the humanities. It suggests, and rightfully so, that the humanities cannot exist in a vacuum. Scholars engaged in their study must create conceptual frameworks and definitions of research that incorporate the new technology. They must work closely with technologists and programmers in designing systems to suit their needs. The dialogue between humanities scholars and technologists should be a mutual endeavor. Finally, more must be done to justify the cost of programs. Both private and public segments of society should be educated to the advantages gained by strengthening the humanities and bringing their study into the twenty-first century. The humanities, like the sciences, deserve a respected place in the world of scholarship and education.

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Research and Evaluation for Information Professionals. Robert M. Losee, Jr., and Karen A. Worley. New York: Academic Press, 1993. 239 pp. ISBN: 0-12-455770-8.

If archivists are to meet the profession's future challenges, we must become more familiar with, and comfortable using, research methods and techniques already employed by our information colleagues. Robert M. Losee, Jr. (of the School of Information and Library Science, University of North Carolina at Chapel Hill) and Karen A. Worley (of Sawyer Library, Williams College) have written a text designed to help library and information science professionals meet their future challenges. It contains much of value for archivists as well.

This book really is two books. Chapters 1 through 4 provide a summary of current

thinking about the nature of "information." They cover such topics as information collections; organization and access; and information processing, transmission, and retrieval. These chapters are a strength of the book, especially for an archival audience that may not be familiar with the wider information field. While a serious information scientist would say (quite justifiably) that these chapters only scratch the surface, the humanities-oriented archivist (like myself) will find clear explanations of myriad concepts and approaches.

The second part of the book, chapters 5 through 9, looks more like the traditional research methods textbook. Here the authors logically present the steps of the research process: proposal preparation, research design, information gathering, data analysis, and presentation of results.

Although the book generally is solid, it is open to three criticisms. First, as with most research methods textbooks designed for library and information science students, not all research methods are equally treated. Much more time is devoted to the methods used in the physical and natural sciences than to any other area of knowledge. Losee and Worley fall into the familiar pattern: after discussing at length the "scientific" approach, they include a laundry list of other approaches. Historical methodology is, as usual, far down the list. When they finally discuss historical research, they define it as a "systematic recounting of past events." The authors exhibit no appreciation for the way history has moved beyond "recounting" to "analyzing" and "interpreting" in increasingly sophisticated ways. Anyone seeking to understand deconstruction or other recent historical approaches need not look here.

Second, the authors' view of archives as a source of data is both old-fashioned and almost impossible to find. (It is on page 86, though the index will not tell you that.) The two-sentence contribution to research for information professionals is as follows:

By contrast, a researcher working in an archive, whether affiliated with a museum, an academic institution, a government office, or any number of other institutions that collect and make available their important historical documents, will generally work with an archivist who can identify or recommend parts of the collection that would answer the researcher's questions. When the materials are retrieved, it is up to the researcher to sort through them and extract the needed information, a process that often involves considerable culling and sifting since archival collections are by their nature difficult to index and describe at a deep level.

With this kind of endorsement, it is a miracle that any information professional ever visits an archives. I would have liked to have seen the authors inform the wider professional community about the changing nature of archival records—to point out, for example, the research possibilities in the electronic records increasingly reaching our archives. The existence of this new type of archival data reinforces my earlier comment that historical approaches to research deserve more space in a textbook like this.

Third, this textbook, like all others I have seen, fails to make a smooth transition to the dreaded ''statistical methods'' chapter. Losee and Worley almost succeed, but they ultimately succumb to the universal practice of ambushing unsuspecting readers with multiple formulas. Perhaps some future textbook publisher will try something radical, like explaining the purposes of the statistical tests as clearly as possible and supplementing this with an interactive diskette that illustrates the actual calculations.

The book has many strong points, however. In particular, the authors provide an excellent treatment of ethical issues in research, returning to it at several points in the text. Their review of effective oral presentations would be useful for anyone trying to improve in this area. The section on publication also is thorough and professional.

As one who teaches research methods in a library school, I have looked at many textbooks, and, criticisms aside, this text is one of the better ones I have seen. With some supplementary readings to fill in the gaps noted earlier, this book would be a very good choice for such a course. Even better, it would provide a good foundation for any archivist hoping to make a research contribution to our discipline.

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Abstracting, Information Retrieval, and the Humanities: Providing Access to Historical Literature. By Helen R. Tibbo. Chicago and London: American Library Association, 1993. Bibliography, index, appendices. xv, 276 pp. ISBN 0-8389-3430-7.

Helen Tibbo, assistant professor in the School of Information and Library Science at the University of North Carolina at Chapel Hill, has produced a much-needed examination of discipline-based information retrieval, focusing on an examination of the structure and content of historical literature abstracts used in information storage and retrieval (ISAR) systems. Her study recognizes the growing trend in free-text searching of on-line document surrogates, better known as *abstracts*. Her findings and recommendations may have some application to archival descriptions located in ISAR systems using the US MARC AMC format. After all, archival finding aids are collection surrogates. Tibbo refers to the many studies of the ef-

fects of indexing on retrieval; however, there are no parallel studies regarding abstracts. As more full-text services become available on line, the structure and content standards for document surrogates available in the bibliographic databases will rise in importance as librarians, archivists, and other information managers work toward facilitating optimal retrieval.

Tibbo's book originates in her dissertation written as part of the requirement for fulfilling the Ph.D. degree in Library and Information Science at the University of Maryland. The author bases her findings on the following data: interviews with historians at the University of Maryland, content analysis of on-line search requests, examination of existing abstracts from both scientific and humanities disciplines, review of existing ANSI/ISO abstracting standards, and procedures used by abstractors working with ABC Clio Inc. The results of this study are new guidelines proposed for history discipline–based abstracting which incorporate a range of newly identified ''information types.'' The proposed guidelines are designed to bring about improved free-text searching results of on-line abstract databases such as *History: America and Life.*

Tibbo begins her study by questioning current abstracting guidelines' universal applicability for all discipline-based literature. The author states that the methods employed in research and the publication of research in the humanities are fundamentally different from their counterparts in the sciences. One of the principal differences is science's customary statement of hypothesis, methods, results, and conclusions. Research in the humanities does not follow such linear lines. Tibbo observes that ''history's interwoven narration and analysis presents serious challenges to those who seek to represent the most significant material in a work.'' Because this distinction exists between humanities and scientific research and writing, Tibbo log-

ically extrapolates to conclude that abstracting rules for scientific literature will not produce acceptable document surrogates for humanities research. Such rules impair the quality of free-text searching of the abstracts on-line.

There are a few areas in which Tibbo's findings could apply to archival description in ISAR systems. Perhaps this study has the greatest application to archives in its development of content descriptor standards in document surrogates. In a broad sense, collection-level finding aids are document, or rather collection, surrogates. Tibbo performed a sentence-level analysis of existing historical literature abstracts. Subsequently, she identified information types that could be represented at the sentence level. Common fields used in archival description could receive the same scrutiny, and recommendations could be developed for the types of information they should contain, once again at the sentence level. If this approach will improve the retrievability of document surrogates for literature, it may help to improve the full-text retrieval capabilities for collection-level finding aids. Developing content descriptor standards and a range of information types within specific US MARC AMC fields can be one approach to improve free-text searching capabilities in archival description.

Another point of interest to archivists is Tibbo's findings related to the use of contextual information as instrumental in retrieval. Archivists are no strangers to contextual description and the contextual analysis of records. In fact, Tibbo hints several times at the corollaries between her use of contextual information and similar archival applications using provenance-based description. As a result of her interviews with the historians on faculty at the University of Maryland, Tibbo discovers that elements of contextual information, such as the historiographical context of a particular monograph, is a type of information frequently sought by historians in

their bibliographic searches. The historians frequently cited critical reviews as their bibliographic tool of choice. The historiographical and critically valuative contexts these provided made them more useful than abstracts. The author concludes that abstracts must provide a historiographical context in addition to the content analysis traditionally present, representing a change in existing ANSI/ISO abstracting rules. Tibbo's research demonstrates that the library and information science community is recognizing the value of contextual information in providing access to pertinent library materials in certain cases.

Tibbo's examination of why certain types of information are necessary in history discipline–based abstracts and how their inclusion will improve free-text searching of descriptions in databases are insightful and contain some lessons that may apply in the archival realm as well. The current debate among archivists over the relative merits of full-text key-word searching versus indexing and thesaurus construction will profit from the results of Tibbo's study of a particular set of users and their needs for key-word searchable narrative descriptions in bibliographic databases. She recognizes the need for and increasing availability of on-line narrative descriptions, be they secondary source abstracts or archival finding aids. Tibbo advocates more rigorous textual standards and points to the inadequacies of "one size fits all" subject indexing. Her frequent calls for more research are well taken. Librarians and archivists are just beginning to look at the descriptive requirements for library and archives materials' surrogates and how they can be used in ISAR systems. More studies are needed that focus on archival descriptions in ISAR systems and the issues of retrievability and content standards.

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What's Cooking in Women's History: An Introductory Guide to Preserving Archival Records About Women. By Olenka Melnyk. Edmonton: Northern Alberta Women's Archives Association, 1993. Paper. 32 pp. ISBN 0-9697203-0-0.

Documenting Community Organizations. Prepared by the Documentary Heritage Committee of the Central New York Library Resources Council. Syracuse: 1993. 9 pp.

Both of these recently published pamphlets are designed to educate the public about archival records. While too elementary for the practicing archivist, they will make useful reading room reference items.

What's Cooking in Women's History, the more substantial of the two works, was produced by the Northern Alberta Women's Archives Association, a volunteer organization launched in 1989 by the University of Alberta's Faculty of Extension "to encourage and assist women wishing to donate their personal and organizational papers to public archives" and to act as an advocate for preserving the history of Alberta women. Its intended audience is anyone interested in women's history, local history, or genealogy.

What's Cooking is divided into four sections. The first segment briefly describes the growth of women's history over the past twenty-five years, focusing on Canadian and Alberta women's history. The second part gives a basic definition of *archives* and discusses some of the problems of documenting women's history—the difficulty of identifying relevant material buried in traditional collections, cataloging problems, and the overrepresentation of middle-class women in written records. The third section gives examples of types of documentation, including quotations from the diaries and letters of pioneer women and records of an Alberta hospital and social service agency. The final section gives advice on how to collect and preserve

family and local organization records and how to make donations to public archives. The entire volume is amply illustrated by photographs from Alberta archival collections.

Much of what this book covers is familiar territory for practicing archivists. Most archivists are aware of the need to document the history of women and other neglected groups, and many try to do so in their own repositories. This book will be useful, however, for individuals and organizations not familiar with archival practices. Clearly written and with sensitively chosen photographs and quotations, *What's Cooking in Women's History* will hold the interest of the lay reader and may even inspire women (and men) to take steps to preserve their history.

The short pamphlet *Documenting Community Organizations* has a similar purpose, although it is aimed specifically at the members of community organizations, explaining to them the importance of retaining the proverbial "box of stuff." It was prepared by the Documentary Heritage Committee of the Central New York Library Resources Council (CENTRO), part of New York State's Reference and Research Library Resources Program.

This pamphlet is divided into brief sections that give the justification for keeping organizational records, offer guidelines on what type of records to retain, and discuss the question of whether an organization should maintain its records itself or donate them to an existing repository. At the end is a basic bibliography and a list of names and addresses of repositories and professional associations.

This handy guide is ideal for distribution to community organizations, and it will probably encourage some of them to donate their records to local repositories. Although rudimentary, the guidelines on the disposition of records would also be useful for students learning how to process collections. *Documenting Community Organ-*

izations is available from the Documentary Heritage Program, Central New York Library Resources Council, 763 Butternut Street, Syracuse, N.Y. 13208.

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Corporate Archives and History: Making the Past Work. Edited by Arnita A. Jones and Philip L. Cantelon. Malabar, Florida: Kreiger Publishing Company, 1993. 211 pp. ∞

Anyone interested in corporate archives should be delighted to see *Corporate Archives and History* make its debut. Until this book was published, one would have been hard-pressed to find a single comprehensive source on issues relating to the administration of U.S. business archives. Edie Hedlin prepared a manual on business archives, published by the Society of American Archivists in 1978. To this day that manual remains a valuable resource, but its references to technology and developments in archival theory and practice are quite dated. A number of respected corporate archivists contributed articles to a special edition of the *American Archivist* devoted to business archives in 1982, but it also is a dated effort. A more recent publication is *Managing Business Archives*, which was published by Britain's Business Archives Council in 1991. While it is a more up-to-date source, it also focuses on British law and recordkeeping practices. Richard Cox's *Managing Institutional Archives* (published 1992) addresses the administration of business archives, but it does so within the broader context of institutional archives. Therefore *Corporate Archives and History* is a most welcome addition to the professional literature.

The editors of this volume are both employed by History Associates, Inc., an archives and history consulting firm that serves the business community. Chapters

are written by practicing business archivists or business historians, all of whom are well known and well respected in the field. The subject matter covered by the book grew out of a series of seminars that Jones and Cantelon have provided on corporate archives. Both the book and the seminars appear to be effective marketing tools for History Associates in convincing corporate management of the wisdom of preserving business history. The business archives community has benefited from what must have been, at least in part, History Associates' self-interest in putting this book together. That self-interest can be seen in two of the chapters, which discuss in detail the work of History Associates in establishing the archives program at Texas Instruments. However, to the credit of the editors, two other chapters were written in part by George David Smith of the Winthrop Group, a consulting company that is one of History Associates' prime competitors.

Of the twenty essays comprising the book's chapters, more than half are reprints of previously published articles on corporate archives. In fact, two of the articles appeared in the 1982 special edition of the *American Archivist.* Although this dearth of new writings is disappointing, it is also somewhat understandable, given the disinclination of the business archives community to write for publication on a frequent basis. Some of the reprints are "classics" in the business archives genre. For example, "Present Value of Corporate History," by George David Smith and Laurence E. Steadman, was first published in the November–December 1981 issue of the *Harvard Business Review.* Although more than a decade old, it is a key treatise on the benefits of preserving and capitalizing on corporate history, and it expresses philosophies that have become the cornerstone of many corporate archives' outreach efforts.

Unfortunately, a few reprinted chapters are dated or do not explore their assigned topics in enough detail. The chapter on access policies is only three pages long and presents an idealized view, with very little discussion of the potential pitfalls presented by opening corporate records. Another chapter on automation, first published as an essay in the mid-1980s, does not reflect the state of technology today. Two chapters devoted to the development of corporate archives in the United States are reprints of articles originally published in the 1980s, before the impact of the ensuing economic downturn on corporate archives programs could be observed or measured.

Those chapters specifically written for this book are an especially welcome addition to the literature. An essay by Paula Sigman, of Walt Disney Company, is titled "Putting the Mouse to Work"; it provides insights into strategies for defending archives programs against the vagaries of corporate restructuring efforts. Philip Cantelon's "Oral History and the Corporation" is full of practical advice on starting an oral history program within a corporate environment. And Julia Niebuhr Eulenberg's "Disaster Recovery Planning for the Corporate Archives" puts an important corporate spin on a topic that has been repeatedly covered in the broader archival literature.

While far from perfect, this volume is also a far more comprehensive and current compilation of information on U.S. business archives than has been available for a long time. It is written in a concise, businesslike style well suited to its audience of corporate managers and students of archival theory and practice. The editors are to be commended for taking the time and effort to fill a void in the professional literature.

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Kraft General Foods, Inc.

Canadian Archives in 1992. General editor, Marcel Caya. Associate editors, Marion Beyea and Stan Hanson. Ottawa: Canadian Council of Archives, 1992. 165 pp. ISBN 0-929115-03-1.

In September 1992, considerable world archival attention was focused on Montréal, site of the Twelfth International Congress on Archives. This handsome book, issued in English and in French, was presented to each congress delegate as a souvenir publication. It merits a wider distribution in Canada and to the broader international archival community. In preparing an introductory study on their country's contemporary archival scene, the thirteen authors and editors, writing on behalf of the Canadian Council of Archives, aimed to praise Canadian archival achievements while outlining the numerous archival problems and challenges remaining for the nation. Archivists from other affluent countries and archivists from developing countries will find much here to consider and contrast with their own national experience.

One chapter discusses the "Canadian archival system," i.e., the sum of the nation's archival institutions; archivists and others staffing archives; and the educational, professional, and administrative organizations supporting archives. This noteworthy brief passage from that chapter explains much about the nature of Canada and should be recalled when contemplating the nation's background generally and the Canadian archival character specifically:

The unique circumstances which Canadian archives face include the historical and still pervasive influence of French and British traditions, a physically huge country with a small population and relatively few archivists, a federal system of government, two official languages as well as ten provinces and two terri-

tories of different size, population, wealth, geography, and traditions. These circumstances are exacerbated by a lack of popular support for cultural pursuits.

Despite the nonunifying characteristics and influences this passage suggests, Canada has risen to be a world leader in various cultural and intellectual fields, including archives. While national and provincial institutions—most notably the National Archives of Canada—have been responsible for many of the country's greatest archival advances, much distinguished archival work has been undertaken in particular regional or local settings. As of 1992, the number of Canadian archives approached seven hundred. The entire spectrum of archival institutions, media, and activities is represented in the quantity and diversity of Canadian archives.

As is appropriate for a celebratory publication of this kind, the text is somewhat brief, and there are many text-enhancing photographs, including some very attractive ones in color. The book's short introductory and concluding sections surround longer chapters surveying public archives (the National Archives of Canada, provincial and territorial archives, and municipal archives); private archives (university and college archives, religious archives, business archives, and thematic archives); the Canadian archival system (early national coordinating efforts, professional associations, and the Canadian Council of Archives); records management; education and training; conservation; and public programs (reference, outreach, and networking). Much space is devoted to the growing importance of nontextual records and the emergence of computer technology. Although there is no bibliography, the rather extensive chapter endnotes provide substantial suggestions for further study. Except for proposing that a basic list of categories, names, and addresses of Cana-

dian archives might have been a useful appendix, there are no criticisms to offer.

One would have to look elsewhere for a comprehensive history of archives in Canada. This book does provide a commendable introduction to this historical topic. However, as the title specifies that Canadian archives in 1992 is the subject, there is an understandable stress on late twentieth-century archival concerns. Any archivist seeking to become better informed about the present archival world, regardless of his or her nationality, would benefit from examining its pages. This book, though, will in particular inspire today's Canadians to continue their predecessors' worthy efforts.

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Archival Documents: Providing Accountability Through Recordkeeping. Edited by Sue McKemmish and Frank Upward. Melbourne: Ancora Press, 1993. 247 pp. A volume in the Monash Occasional Papers in Librarianship, Recordkeeping, and Bibliography. ISSN 1036-2037.

This is an important book. It addresses the relationship between records and archives administration and accountability for public policy in Australia over the past decade. It is relevant to a wide range of readers, not only archivists, in democratic countries. The premise of the book is that accountability depends heavily on sound management of recorded evidence of the actions of public officials. In recent years in Australia, and elsewhere, there have been disturbing departures from sound records administration. At the heart of the problem is failure to respect the nature and importance of recorded evidence. The book's editors, Sue McKemmish and Frank Upward, argue that this cavalier attitude toward records administration amounts to "antisocial behaviour," which undermines

democratic government and the well-being of Australian society.

Archivists have a vested interest in sound administration of records from the moment of their creation. The authority that archival institutions and archivists have to influence the disposal of records affects all aspects of accountability. Australian archivists have accepted an educational role in their society in these matters. In various public forums they have articulated the very concept of the record as evidence. In the archival community they have stressed anew that provenance protects the record as evidence. They have espoused independent archival institutions with appropriate authority and resources to protect the integrity of records. In this regard, Livia Iacovino argues in her essays on the Australian Archives, that its monitoring of records administration ought to be strengthened to parallel that of auditors general and ombudsmen for financial and administrative matters. Sue McKemmish, on the other hand, suggests that federal and state records commissions, which would not be part of any archives, ought to be established to audit the documentation and records management function *as well as* the appraisal decisions of archives. Professional alliances have also been proposed with others who share the need for reliable, accessible records—auditors, program evaluators, lawyers, the privacy and freedom of information community, and records and information managers. Colin Smith proposes an Australian Documentation Commission, which would bring many of these allies together in order to protect the nation's recorded evidence.

The Australians have also heard from North American archivists who have traveled to Australia to address their concerns. In a paper reprinted in this book, Terry Eastwood has inspired them to view archives as "arsenals of democratic accountability and continuity." The Australian Archives is embarking on the decentralized

approach to archival management of computerized records that David Bearman advocates as the best means of protecting the integrity of computerized records. His article in this book summarizes his invaluable pioneering work in that area. Most recently, Terry Cook has spoken in Australia on the need for appraisal criteria that protect a broad base of recorded evidence created by an institution.

Archival Documents raises important questions about the meaning and place of accountability in archival concerns. A rationale for archives that relies heavily on accountability, a strategy endorsed by many of the contributors to this book, needs to address more directly the possible problems that may arise. If accountability is interpreted narrowly in the public sector, as many government officials will want to do, then a limited body of archival records may be protected to meet accountability requirements. And if these records are protected mainly to ensure government accountability, perhaps these same officials will insist that the records be kept only as long as they are needed for that purpose, which may not be very long. On the private sector side, institutions and individuals are not likely to protect much archival material for the long term mainly on the grounds that they should do so to be accountable for their actions.

What place then should accountability have in the rationale for archives? This book rightly emphasizes the often overlooked role archival records can play in holding governments accountable for their actions. Greater government commitment to accountability would also help to protect the integrity of records and records administration. This benefits all uses of archives, not just those related to accountability. Yet the rationale for archives will require more than emphasis on the primacy of accountability. If archival institutions are to continue to protect for the long term the broad range of public and private documentation

that has proven to be useful, archivists ought to espouse a liberal interpretation of public sector accountability and a rationale for archives that is also based on the importance of historical perspective on all aspects of contemporary human activity. Archivists could well use a volume of essays that develops the latter idea as a companion to this one on accountability.

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Preparing for Accreditation: A Handbook for Academic Librarians. Chicago: American Library Association, 1993. vii, 80 pp. ISBN: 0-8389-0621-4. ∞

In the introduction, the authors describe the work as a "how to" book, aimed at preparing academic library staff for the steps of accreditation review. This is an accurate description of the volume. Academic libraries, as part of their larger institutions, are subject to a regular review process that generally entails comprehensive self-study, planning, and evaluation. College and university archives are frequent participants in such events.

Patricia Ann Sacks and Sara Lou Whildin have prepared a clear discussion of the process of accreditation, couched in a format that staff and administrators will find easy to follow. Both authors are library administrators at academic libraries in Pennsylvania, and both have been involved in campus accreditation, strategic planning, and self-study.

This brief volume is organized into four chapters: The Accrediting Environment, Accreditation Practices and Procedures, Preparing for the Accreditation Review, and Using Accreditation Results. The first chapter outlines the accreditation "landscape," including detail that would be useful mostly to readers unfamiliar with the academic environment. A range of agencies is responsible for accreditation, each

representing a different constituency or type of approval.

The chapter on accreditation practices and procedures outlines the respective roles of the various participants in the process and the steps involved, placing the library in its context within the larger institution. The authors go through the steps of the review, including planning, budget, data collection, and reporting.

The third chapter is the section that archivists would find most useful. In this chapter, the authors outline the development of a mission statement, goals, and objectives, as well as methods of performance evaluation, such as special studies, interpretive reports, and self-study reports. They also include helpful worksheets and examples for drafting mission statements, goals, and objectives, in addition to lists of the kinds of information that should be incorporated into evaluative reports.

The last chapter attempts to lay the groundwork for using the accreditation results. If a library hopes to recoup some portion of the time and energy invested in accreditation work, it must be able to use the findings to meet the library's agenda for self-improvement. This would indicate, of course, that library staff be involved from the beginning. An important issue raised by the authors is the fact that any negative elements of the evaluation can threaten prestige, reduce confidence, and engender resistance.

The goal is to have a developed agenda, with priorities, as part of the self-study in order to move the library in a positive direction. At one point the authors note how the review process, by its nature and conditions, is directed toward change. This should be the long-term value of any accreditation review. The entire endeavor should reflect the process of evaluation, both what the institution learns about itself as well as the feedback it receives from the accrediting group. For libraries and archives faced with institutional accredita-

tion, the specific nature of *Preparing for Accreditation* will make it a useful tool. As a general guide to self-study and evaluation, however, the book has more limited value.

In recent years archivists have become more involved in planning and self-study, in terms of both the accreditation process and the more general need to shape and control growth and change. Archivists seeking general guidelines for self-study and strategic planning would probably find other titles more useful. Paul McCarthy's *Archives Assessment and Planning Workbook* and Thomas Wilsted and William Nolte's *Managing Archival and Manuscript Repositories* both contain practical and theoretical guidance more specifically relevant to archivists. Beyond those titles, archivists might be advised to review other library and educational literature on accreditation and self-study, such as H. R. Kells' *Self-Study Processes*. What archivists not directly involved in an accreditation process will gain from reading this American Library Association publication is a series of helpful charts and worksheets and a nice bibliography of journal and monographic literature on this topic.

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The Study of Modern Manuscripts: Public, Confidential, and Private. By Donald H. Reiman. Baltimore and London: The Johns Hopkins University Press, 1993. Index. xii, 188 pp. Cloth. $29.95. ISBN 0-8018-4590-4.

Donald H. Reiman is a literary scholar and textual editor whose specialty is the English Romantics. In this book he presents a reflective analysis of the scholarly uses of personal papers. Much of what he writes is directly relevant to the debate among textual editors over determination of that elusive concept, authorial intent. In

his preface, however, he identifies his envisioned readers as including, among others, ''both curators of rare books and manuscripts.'' There is much in the book that will prove thought provoking to archivists in general and to those who work with literary collections in particular.

The first two chapters consider manuscripts from a historical point of view, particularly the evolution in attitudes toward the preservation of personal papers. In the seventeenth century, for example, such things as early drafts of literary works or personal correspondence were deemed to be of little value and thus were not preserved. In the nineteenth century new and intense interest in the personal was manifest in efforts to collect and save all kinds of personal papers. Here Reiman treads on the somewhat more familiar ground covered by A. N. L. Munby's *The Cult of the Autograph Letter* in England. In general, however, his historical overview is valuable for showing how the perspective of society has influenced the character of the documentary record left to later generations.

The heart of Reiman's book is found in his elaboration of the book's subtitle, for he suggests that manuscripts can be classified as one of three types: public, confidential, or private. His elaboration of these types is directly related to the issue of authorial intent. A *public manuscript* is one prepared for general dissemination to the public at large, such as the manuscript of a work submitted for publication, or the text of a lecture prepared for public delivery. A *confidential manuscript* is one that the writer intends to be circulated to a limited number of people, usually known to the writer. A *private manuscript* is one intended only for the writer (such as a personal diary) or for one reader (such as a love letter). Although Reiman's primary interest is in the papers of literary figures, he intends his typology to apply to all kinds of manuscript material. Thus, for ex-

ample, he counts as confidential manuscripts office memoranda that are circulated among a small group as well as the photocopied Christmas letters that some people send to a wide circle of acquaintances.

Reiman is sensitive to the fact that his tripartite system is not always as neat as it at first may seem. Documents that may have been private can become public, or documents may, at the same time, partake of characteristics of more than one type. Reiman's elucidation of these issues, filled with examples drawn chiefly from the Romantics, is always fascinating in its demonstration of the complexities of meanings that lie within documents.

Part of Reiman's purpose is to show how authorial intent, and consequently, the work of textual editors is affected by the type of manuscript studied. For example, he suggests that the current textual theory that gives preeminence to an author's manuscript over a first-published version of a text is flawed. Because the manuscript of a literary work is a ''public'' manuscript, he argues, the author's intention was to have the publisher make changes to regularize the text.

Of particular interest to archivists are Reiman's thoughts on matters of privacy and the publication of private papers. He recognizes this as an increasing problem for scholars and editors working with more recent materials and frankly advocates a bit of old-fashioned reticence in publishing personal papers. For example, he does not really fault Richard Ellman for publishing James Joyce's passionate love letters in *The Selected Letters of James Joyce.* He does, however, find the publisher's sensationalizing of the content of the letters in blurbs for the book to be inappropriate. This does not really solve the archivist's dilemma when it comes to revealing personal materials, but sharing some of the responsibility with scholars might certainly ease the problem.

There are other tidbits in the book that will interest archivists. Reiman discusses the problems of relying on reproductions in textual scholarship. Sometimes evidence can be masked in microfilm or photocopies, a point made in Gerald Posner's *New Yorker* article on the microfilm being made of Nazi records at the Berlin Document Center. Microfilm and photocopies are valuable tools for both researchers and archivists, but in many cases the original documents need to be preserved as a final authority.

Archivists seldom have the chance to engage in the detailed study of manuscripts in the way that Reiman and other textual scholars do. Yet it is clearly part of the archivist's mission to understand fully his or her records. *The Study of Modern Manuscripts,* through its explication of the complexities of working closely with literary papers, can assist archivists and manuscript curators in gaining a deeper understanding of the often perplexing nature of the documents in their care and the kinds of scholarly uses to which they can be put.

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SELECTED RECENT PUBLICATIONS

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Archival and Manuscript Repositories in North Carolina: A Directory. Second edition. Raleigh: Society of North Carolina Archivists, 1993. xi, 149 pp. Index. $15.00 plus $2.00 for shipping for members; $20.00 plus $2.00 for shipping for nonmembers.

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The Trans-Mississippi West, 1804–1912. Part 2: A Guide to the Records of the Department of State for the Territorial Period. Compiled by Robert M. Kvasnicka. Washington, D.C.: National Archives, 1994. 128 pp. Index. ISBN: 1-880875-00-4. ∞