B O O K   R E V I E W S

Jeannette A. Bastian, Reviews Editor

Managing the Crowd: Rethinking Records Management for the Web 2.0 World

By Steve Bailey. London: Facet, 2008. 224 pp. $115. ISBN-13: 978-1856046411.

> When you see a storm gathering on the horizon you might not need to take cover straight away, but only a fool would choose to leave their coat and umbrella and set off for a stroll regardless. (p. 160)

That the information explosion is exponential is old news. But what do we do when the information that we need—whether to use in our work as archivists, or to collect as archival holdings—is scattered around the World Wide Web in a variety of content specific silos? The day is coming when an archival collection will consist of a Facebook profile, video clips posted to YouTube, word processing files saved to Google Docs, presentations on SlideShare, digital photos on Flickr, email from Yahoo!, a blog on Blogger, and wiki contributions from a variety of wikimedia implementations. This is not simply the future of personal archives; corporations, universities and governments also make use of these tools. How will archives manage this kind of information flow? How will records managers manage it? How about individual users?

Steve Bailey makes the case for modeling information management on user behaviors, rather than seeking to bring user behavior into alignment with information management. *Managing the Crowd* is a cogent attempt to come to terms with the scope of the challenge of managing information amid proprietary and generic silos. Ultimately, Bailey's advice is to tap into existing trends in the Web 2.0 environment, especially Web-based tagging and social bookmarking, and to take key records management and archival issues—such as retention, the "setting aside" of key or official documents, and appraisal for archival value—and make them depend at least partly upon user input.

How far should user input go? Bailey moves beyond the increasingly commonplace observation that we need to integrate folksonomies into traditional classification schemes. Bailey suggests that "yes/no" responses from users to questions such as "Should we keep this for another 12 months?" and "Was this information of use to you?" when viewed in aggregate, can allow records managers and archivists to tap into the "wisdom of the crowd" when making retention and disposition

decisions. Bailey argues for this approach from a pragmatic perspective rather than an ideological one. He does not seek to bring social forces into the retention and disposition process out of concern for respecting societal values. He seeks to do so because he believes that the "command and control" ethos of the records management profession is already failing to cope with the information explosion. And, even though records managers continue to manage key official documents, these official documents make up an evermore tiny proportion of the vast volume of information that never crosses from the user's desktop to the records office, in some cases because it is being developed and shared outside of institutional IT infrastructure, in Web-based, freely available silos like wikis and blogs.

The lack of an ideological focus to Bailey's argument makes it harder for traditionalists to dismiss this book, but it does mean that Bailey forgoes the opportunity to connect his approach to the social and cultural shift already underway. For example, Bailey's discussion of macro-appraisal fails to acknowledge that it arose out of a desire to bring societal values into the appraisal process. To Bailey, macro-appraisal is nothing more than appraisal by function. Yet Terry Cook has stated that "the theoretical focus of macro-appraisal is societal . . . the goal is not to provide evidence of functions and activities as an end in itself."[1] In other words, bringing user input into the archival appraisal process would not merely be pragmatic under macro-appraisal; it would be true to the spirit of macro-appraisal itself.

That said, it is not at all clear that Bailey's proposed strategies for dealing with the 2.0 world would pan out. Much of Bailey's advice comes down to extending the reach of social bookmarking services such as Delicious to create a user-tagging service that would cross platforms, enabling the user to apply tags within and outside firewalls and networks, on the Internet and Intranet, and on shared and local drives. Apart from the "techno-fantasy" aspect of this proposal—the technology to enable this kind of cross-platform tagging does not presently exist—there are reasons to suspect that this is not quite the panacea that Bailey would suggest. Bailey criticizes traditional records management for not being sufficiently scalable; in other words, for not being practical in light of the vast quantities of information that users currently create and manage on a daily basis. But Bailey's endorsement of voluntary social tagging may itself not be scalable *down* to the relatively small numbers of users who interact with particular subsets of organizational information. Is there any wisdom of the crowd to be had when the entire population of an organization—perhaps a branch in a government department—is 150 people, of which there are fifteen in a given section and three on a given project?

Voluntary social tagging has been incredibly successful on the World Wide Web for two reasons. One is that once the volume of users hits a certain point, the

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[1] Terry Cook, "Appraisal Methodology: Macro-Appraisal and Functional Analysis: Part A: Concepts and Theory," Library and Archives Canada (17 October 2001), available at http://www.collectionscanada.gc.ca/government/disposition/007007-1035-e.html, accessed 23 April 2009.

din of the crowd drowns out the voices of the cranks and eccentrics. (Bailey notes that this means that the experts too can be drowned out, but suggests ways to amplify their voices.) The other is that, with sufficient volume of participants, it won't matter if any one person chooses not to offer any tags at all. But by the time you scale down to a work unit of three, the decision not to participate can derail the program altogether; key project documents may be untagged not because they are unimportant, but because that particular set of users has no interest in tagging.

The value of Bailey's book lies more in its articulation of the challenges of the Web 2.0 environment than in his proposed solutions. His "10 defining principles of Records Management 2.0," delivered in the last thirty pages of his 160-page book, come as an afterthought to his nuanced and lively articulation of the nature and scope of the problem itself. The book is a fast read, jammed with insights and enthusiasm from someone who is in love with both Web 2.0 and the traditional goals of archives and records management.

In his metaphor of the gathering storm, quoted above, Bailey appropriately positions the issue: we still have time to debate strategies and philosophies, we still have time to prepare new systems and approaches. But that window of opportunity is closing. The change in user behavior with regard to information creation, seeking, and management has already happened. How will information managers and archivists respond to this delicious, inescapable fact? *Managing the Crowd* provides an entry point into what promises to be a fascinating debate.

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Keeping Archives

Edited by Jackie Bettingen, Kim Eberhard, Rowena Loo, and Clive Smith. 3rd edition. Canberra: Australian Society of Archivists, Inc., 2008. 648 pp. Illustrations. A $130.00 ISBN 978-0-9803352-4-8.

The Australian Society of Archivists first issued the popular textbook, *Keeping Archives,* in 1987. The second edition appeared in 1993, and this third edition constitutes a total revision from the previous volume. I will not discuss the first edition, but it is worth exploring the differences between the second and third, since many archivists may have the 1993 volume on their bookshelves.

The second edition resembles many other archives textbooks. It is organized into fourteen separate chapters, with recognizable titles such as Introducing Archives and Archival Programs, Legal Issues, Appraisal and Disposal, Access and Reference Services, User Education and Public Relations, and so on. Spelling and language indicate the book's "Down Under" origins, but

the content is broadly applicable. Suggestions for further reading follow each chapter. Illustrations and tables are all black and white.

The third edition represents a considerable departure from the 1993 edition in both structure and style. Instead of a series of chapters following the traditional sequence through archival functions, the editors divided the content into four sections entitled Getting Started, Managing the Archives, Promoting the Archives, and Managing More Than Paper! Each section includes several chapters, which I will discuss in more detail. A variety of authors contributed the chapters, as in the second edition, with some authoring more than one. Each chapter consists of text organized into brief sections with headings. Sidebars present case studies, charts, and historical notes throughout the chapters. The editors incorporate numerous colorful photographs and other illustrative matter into the chapter content. While chock full of information, the layout is busier than the earlier edition and conducive more to browsing than to reading. In fact, the sections are color coded on the outside edges of the pages to facilitate quick access. The narrative incorporates archival theory, but the text is aimed at practitioners.

In the preface, the editors explain that developments in the archival profession drove this shift in design and organization. Technology has transformed society and the archival profession. Archivists manage digital holdings and utilize electronic recordkeeping systems and the Internet. Developments in archival theory and practice have altered most areas of archival work. Archivists also take on increasingly diverse roles within a wide range of environments. The editors acknowledge that *Keeping Archives* serves "as a practical manual for the novice archivist, a textbook for students and refresher for the experienced archivist." Meeting all those needs in a single textbook is now an even more daunting task, and the editors chose to emphasize the characteristics of a practical manual, providing supplemental material for additional depth and theory.

A DVD included with the volume provides these additional resources. The DVD contains appendixes for ten of the eighteen chapters consisting of guidelines and policy examples, a consolidated list of URLs for the entire volume, and a bibliography of additional readings. These supplemental references, both analog and digital, seem more weighted toward Australian and U.K. sources than those in the second edition. It seems odd that these chapter appendixes are not better referenced in the book chapters. Instead, a table of contents on the DVD lists the appendixes for each chapter. It would be more helpful to know while reading a chapter what additional information exists, without having to refer to the DVD. The hard copy lacks a bibliography or footnotes. Besides the chapters, the volume includes only a fairly brief glossary, an index, and biographies of the authors. The contents of the book and that of the DVD do not overlap.

The overall arrangement of *Keeping Archives* into the four sections has a certain logic. The first section, Getting Started, comprises four chapters aimed at establishing a framework for archives. In the editors' words, "This section begins

to 'unpack' the implications within those two words—'keeping' and 'archives'."
The first chapter, What Are Archives and Archival Programs? defines archives,
archivists, and archival work. The chapter introduces all the familiar archival ter-
minology. Figures provide graphic explanations of what the authors define as
Recordkeeping Knowledge Domains as well as some of the philosophical
debates, such as proactive versus reactive records management and the tensions
between privacy and confidentiality versus access. The second chapter, entitled
Getting Organised, focuses on the policies and resources needed to establish an
archives. The third chapter moves on to Buildings and Storage, discussing the
physical areas of an archives as well as preservation and security concerns. The
fourth chapter, Preservation, describes the types of materials encountered in an
archives, their handling, and their treatment.

Managing the Archives, the second section, contains chapters on the usual
functions, such as appraisal and disposition, acquisition, accessioning, and
arrangement and description, as well as a chapter entitled Enriching the
Record: Documentation Program and one called Using Computers. The editors
call this the "stuff of the archival endeavor." The appraisal chapter, for example,
blends theory with a description of the various theoretical models. Canadian
(macro-appraisal), Australian (records continuum), and American (Minnesota
Model and documentation strategies) approaches are included, but the empha-
sis is on institutional records. For this reason, topics such as acquisition policies
get short shrift. Also included is an extensive chapter on accessioning, a func-
tion that has gained increasing importance in recent years. Archivists have come
to recognize that with extensive backlogs, the initial establishment of intellec-
tual and physical control becomes crucial. The section on description empha-
sizes the "series system," which separates the description of the records from the
description of "context entities," such as agencies, families, individuals, func-
tions, and activities. Documentation Programs covers creation, copying, and
compiling resources rather than tactics such as documentation strategy. Using
Computers focuses on the use of technology to manage archives, rather than
electronic records, which is covered in the fourth section.

The third section, Promoting the Archives, encompasses Access and
Reference Services, Digitisation and Imaging, and Advocacy and Outreach.
Interestingly, the editors include the chapter on Finding Aids in this section, rather
than with description. In the second edition, Finding Aids is also a separate chap-
ter, but follows Arrangement and Description and precedes Access and Reference
Services, where most American archivists would expect to find it. This third edition
only briefly mentions EAD and refers to cataloging only in reference to audiovisual
materials. The chapter on digitization and imaging focuses on explaining the dif-
ferent methods possible, including micrographics, with an assessment of the
options and decision-making process. While specific details will become outdated,
the structure of the analysis is very good. The chapter on advocacy and outreach

basically covers outreach, combining the two topics, as is often the case. American archivists have begun to define advocacy as a separate area that focuses on issues involving archives and archivists, rather than on the mission and activities of an individual repository. This distinction is not reflected here.

In the last section, Managing More than Paper!, the editors concentrate on both born-digital and nontextual records such as photographs, artifacts, sound records, and moving images. These days it is impossible to deal with any of these formats without facing the challenges of digital records. So, while technology is woven throughout the volume, here the chapter authors confront the changes in archival holdings. The chapters cover the functional areas included in earlier sections as they pertain to these formats. And the chapter on digital recordkeeping is a nice primer on analyzing business activity, recordkeeping requirements, and design and implementation of systems. There is also a section on digital preservation. Here, as elsewhere in the volume, the authors refer to international standards.

A wide range of textbook-type publications for archivists exists. Some are general, and some deal with specific aspects of archival management. Some are more practical, and some include more theory. *Keeping Archives* tries, fairly successfully, to do it all. It is an up-to-date, comprehensive archives manual, but because it follows the Australian approach to archives, I doubt many American archival education courses will adopt it. However, I hope that American educators will use sections, in part to expose students to an international approach, and in part because some of the segments are excellent. *Keeping Archives* would be a good addition to an archives' reference collection, even if it is less essential for the personal collection of most American archivists.

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Hanoi Journal 1967

By Carol Cohen McEldowney. Edited by Suzanne Kelley McCormack and Elizabeth R. Mock, Boston: University of Massachusetts Press, 2007. $22.95 ISBN 978-1-55849-605-7 (soft cover), $80.00 ISBN 978-1-55849-604-0 (library binding).

In 1967, Carol Cohen McEldowney, community organizer and advocate for welfare rights, traveled with six other American activists to the Democratic Republic of Vietnam (hereafter the DRV or North Vietnam). Aware of the rare privilege this journey offered, McEldowney recorded her thoughts and experiences in a journal, intent on relaying as much as possible her impressions and the evidence she gathered to Americans who had minimal opportunity to access information about life in North Vietnam.

The journal is printed in a two-part publication (the original text follows a fifty-page introduction) edited by Elizabeth R. Mock and Suzanne Kelley McCormack. Mock is university archivist and curator of special collections at the Joseph P. Healey Library, University of Massachusetts, Boston (which acquired McEldowney's journal in 1997). McCormack is assistant professor of history at the Community College of Rhode Island, where she teaches courses on twentieth-century American history, women's history, and the American experience in Vietnam. McCormack's introduction provides essential historical context for the journal, following McEldowney's development as an activist from the founding of Students for a Democratic Society (SDS) at the University of Michigan to her advocacy among welfare recipients in Cleveland. The context provided in the introduction allows the journal itself to remain largely as McEldowney wrote it, and, as McCormack notes in the introduction: "Recorded daily as she experienced North Vietnamese history and culture firsthand, McEldowney's journal entries bear the important distinction of being unedited by their author" (p. xiii). While many of McEldowney's fellow travelers went on to decades-long careers of activism and advocacy, and were able to reflect on their trip to North Vietnam in later writings and interviews, McEldowney died in a car accident in 1973 at the age of thirty. She was never able to apply the perspective of time and experience to her trip and to her journal, and this makes its publication more than forty years later all the more compelling.

The trip to North Vietnam began with an invitation from fellow SDS organizer and Michigan graduate Tom Hayden (cocreator of the "Port Huron Statement") to attend a conference in Bratislava, Czechoslovakia. The Bratislava Conference brought American activists together with representatives from North and South Vietnam and resulted in an invitation for a select group to visit North Vietnam. McEldowney, having worked as a community organizer in poor neighborhoods of Cleveland, wanted to develop an understanding of the relationship between American class struggles and foreign policy and saw the journey as an opportunity to do this. Before the trip, she had attempted to rally the Cleveland poor against the war but had difficulty relating the daily injustice faced by the poor to the injustice of American foreign policy. She recognized "the need for community organization to have more contact with and affect the anti-war movement" (p.10).

McEldowney undoubtedly never expected her journal to be published. Her notes are at times telegraphic, written hastily late at night after a full day of tours and meetings. Yet she wrote with an acute sense of posterity, considering it her duty to pass on her observations about Vietnamese life to Americans. She wrote: "For me . . . the problem will be to learn to communicate what we've seen to the people in the U.S. without seeming brainwashed by DRV propaganda but by being able to give concrete evidence" (p. 58). In addition to witnessing

Vietnamese life in Hanoi and the surrounding countryside (especially the lives of women), the delegation sought evidence of the deliberate targeting of civilians by the U.S. military. To that end, they gathered remnants of bombs from civilian areas (especially pellet bombs, which they considered to be specifically antipersonnel) and testaments about the use of chemical weapons including napalm, phosphorus, and magnesium.

Especially when recording the details of Vietnamese political, social, and military life, McEldowney recorded masses of information about new and sometimes confusing concepts. She compiled lists such as "4 ways to destroy a harbor" (p. 27), "1967 bombings: Hanoi" (p. 40), "purposes of journalism" (p. 84), "rations for city workers" (p. 106), making sense of the barrage of new facts and ideas by organizing her thoughts on paper. In these sections, she sought to bridge the gap between her middle-class Long Island upbringing and the war-torn agricultural society of Vietnam. "It impresses me over and over again that my view of life from such an industrialized country as the U.S. gives me no experience to look and evaluate rural economy" (p. 76).

The delegation faced tight control over its activities ("It's going to be difficult to see things informally" [p. 29], she wrote on her third day in Hanoi), which led McEldowney to question whether it is possible to see a "real" and "true" view of Vietnamese life during an eighteen-day tour. Halfway through the trip, she asked herself, ". . . why the reluctance to let us see people at work? It would be so much more real to see that" (p. 76), indicating that she considered some of her experiences less than "real." The delegation also encountered continuous challenges to communication, both because of the language barrier and because of the official, often bureaucratic nature of their meetings: "It certainly is frustrating to be given 'the line' as often and as officially as we are" (p. 58).

Among the most absorbing scenes in the journal, a visit with three captured American soldiers highlights both the triumphs and the conflicts central to the visit. McEldowney recorded her conflicting emotions (she called it "one of the shakiest, unnerving experiences" [p. 92]) and the general confusion surrounding the interaction, since each party (the soldiers, the American activists, the North Vietnamese army) was unsure about the stance of the others. This confusion is apparent in the interview with Douglas Brent Hegdahl, a "discombobulated" young pilot who "couldn't keep his mind on anything for more than 5 seconds" (p. 93). McEldowney "couldn't tell if he was playing a role or not" (p. 94). McEldowney felt little sympathy for the soldiers and reserved for them the single instance of the word "hate" in her journal ("hate the pilots as I may . . ." [p. 95]). Yet she was reluctant to be manipulated by the North Vietnamese military ("I felt for the first time that we were being used by them for their own propaganda" [p. 95]), and she considered it a betrayal when a fellow American member of the group cooperated with the North Vietnamese captors by analyzing the American soldiers' personalities. Despite her wariness

about military control over the meeting with the soldiers, she came away from the interview believing that the prisoners were being treated well ("health is obviously good and conditions <u>must</u> be reasonable" [p. 95]) and questioned the utility of further such meetings.

Upon her return to the United States, McEldowney became increasingly involved in feminist activism and contributed to the chapter on self-defense for the first edition of the widely read handbook and manifesto *Our Bodies, Ourselves*.[2] Her developing interest in feminist organizing is evident in *Hanoi Journal 1967* as she recounted conversations with leaders of women's groups and discussions of birth control. The example of the well-organized women's labor and health interest groups may have inspired her later activism. Fellow woman traveler Vivian Rothstein cites the Vietnamese women's groups as a direct inspiration for her later feminist organizing.[3]

McEldowney's journal differs markedly from a memoir that has been worked into a polished narrative. Since memoirs are often considered to be primary sources, this publication is a useful teaching tool to help students of history distinguish between an unedited primary source and a memoir that has been carefully considered and rewritten after the fact. Archivists and librarians can use the publication to demonstrate the usefulness of an unedited primary source as opposed to a memoir. Writing contemporaneously, McEldowney did not gloss over her doubts, her confusions, or her frustrations.

What emerges from a reading of *Hanoi Journal 1967* is not only an understanding of an eighteen-day trip to Vietnam in 1967, but also a testament to the power of journals and other personal records in the study of history. Archivists will find this publication to be useful for instruction and also a pleasing model for the publication of primary sources.

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Managing Congressional Collections

By Cynthia Pease Miller. Chicago: Society of American Archivists, 2008. 138 pp. Soft cover. $19.95. ISBN: 1-931666-29-6.

Archivists of congressional collections often face unique and sometimes overwhelming challenges in acquiring, arranging, preserving, and making these collections accessible. Congressional collections are frequently massive in size

[2] (Boston Women's Health Course Collective and New England Free Press, 1971).

[3] "Interview with Vivian Rothstein," *People's Century* (WGBH Boston, 1998).

and high in complexity. They often require specialized knowledge to process properly, can create complicated donor relations situations, and have a broad appeal to the research community. While a body of literature addressing the special nature of congressional collections exists, the archival profession is still struggling for guidance on how to deal with these multifaceted collections. The latest addition to the discussion is *Managing Congressional Collections,* a project of the Society of American Archivists' Congressional Papers Roundtable funded by a grant from the National Historical Publications and Records Commission (NHPRC). As the assistant historian of the House of Representatives from 1983 to 1999, the author of this work, Cynthia Pease Miller, has extensive experience with congressional collections. She served as a staff archivist for three senators and a Senate committee and is one of the founding members of the SAA Congressional Papers Roundtable. Although *Managing Congressional Collections* is generally successful in compiling an overview of best practices and guidelines for the archival profession for collecting and preserving congressional collections, the manual does not introduce new or innovative directions in this specialized field.

   Managing Congressional Collections is an introductory manual and will serve archivists best as a quick reference guide. Miller defines the purpose of the book as providing archivists with guidelines and best practices for managing congressional collections and also "to establish criteria for model congressional collections repositories" (p. 7). This manual serves mainly to codify fundamental guidelines, to summarize relevant publications, and to establish standard practices for the profession. Miller admits that the manual "does not set precedent" (p. 7). In fact, this guide is comparable to other works such as the *Records Management Handbook for United States Senators and Their Archival Repositories* by Karen Paul, Senate archivist, and the *Records Management Manual for Members* published by the Office of the Clerk of the U.S. House of Representatives, the main differences being that *Managing Congressional Collections* summarizes overarching guidelines for both House and Senate records and speaks to the archival profession more directly. Undeniably, much of the information in the work recycles and, on occasion, oversimplifies Faye Phillips's work, *Congressional Papers Management* (1996). Although Miller's new manual does provide updates in a few instances, including a brief discussion about irradiated mail (p. 66) and information about ways to archive a congressperson's website (pp. 106–7), Phillips's work far outweighs Miller's in tackling the unique challenges of congressional collections, in providing more concrete examples from those collections, and in situating the discussion in the archival literature. Miller's manual supplies a practical bibliography (appendix G), but neglects a discussion of relevant archival literature in the main text. References and footnotes would have been especially helpful to those readers wishing to delve further into a particular topic and should have been one of the major features of this guide. Recent

innovations in, or current examples of, congressional papers management should have proven vital to the main text and not have been relegated to photograph captions.

Managing Congressional Collections is divided into an introduction, five chapters, and eight appendixes. Each chapter addresses a major facet of managing a congressional collection: solicitation and donation, administration, transfer, processing, and reference services and outreach. These facets are then broken down into several functions and introduce "checklists," or lists of questions for performing these functions. Best practices are highlighted in gray boxes throughout the text. These gray boxes are effective in underlining the main idea for readers, but they too frequently represent obvious, common-sense steps that are not particularly valuable for more experienced archivists. For example, the best practice in the Electronic Records section states "Best practice is that the repository archivist communicate with the office staff about electronic records keeping systems" (p. 55). Overall, the checklists provided in each section are useful and will assist archivists in mapping out the parameters of a congressional project. They serve as the core of each section and as the main guidelines for the reader. While the checklists assist an archivist in gathering his or her thoughts about a collection, little or no interpretation and guidance is offered on how to apply these lists to one's advantage. In general, there is a striking lack of explanation and detail in the book. More explanation in all sections of the book would make this work more dynamic and ultimately instructive for the congressional papers archivist.

The introduction offers an informative explanation about how congressional collections differ from other archival collections (pp. 5–7). In the rest of the work, these differences are not as clearly articulated, and the reader's curiosity is occasionally left unsatisfied about what makes congressional papers so different from other types of archival collections. The author spends much attention on describing commonly known archival procedures, as in the Physical Control of the Collection section where preparation of a box-level inventory and the removal of special formats are discussed (pp. 63–65). No real-life examples from congressional repositories balance these generalities, and nowhere does the author discuss distinctive processing methods or access techniques used by such institutions. However, *Managing Congressional Collections* does contain essential advice and insight, especially in regard to acquisition and donor relations. It stresses the central themes of engaging a member early in his or her congressional career and maintaining this relationship, as well as engaging and planning with the congressperson's office staff. It gives sensible advice about identifying services that the House and the Senate provide to assist congressional offices and archival repositories in readying and transferring collections. Moreover, there are helpful suggestions about what to do with memorabilia

items and how to politely refuse them from donors (p. 57). Miller also gives a succinct explanation for how to approach committee files and other records with access restrictions (p. 33).

Administrators, archivists, and donors are identified at various instances throughout the text as the audience for this work. Miller primarily seeks to address the novice archivist and for the most part succeeds in doing so; however, she does not always maintain this approach consistently throughout the text and occasionally omits necessary explanations about archival terminology and practice. For example, in the Description Practices and Access Tools section, Encoded Archival Description (EAD) is mentioned very briefly, but without explanation about what EAD is and how one should apply it (p. 76). Furthermore, the author avoids any mention of MAchine-Readable Cataloging (MARC) as a complementary structure to EAD or of the importance of implementing *Describing Archives: A Content Standard (DACS)* with EAD. Miller gives the impression that online EAD finding aids are the only modes available for researcher discovery, except for a few national registries for congressional collections.

Chapter 3, Transferring the Papers, is one of the more valuable chapters in *Managing Congressional Collections.* The intricacies of planning records transfers have not been discussed extensively in the congressional papers archival literature, including in the aforementioned work of Faye Phillips. Excellent preparation and planning guidelines for repositories expecting to receive a congressional collection, including a timeline, guidance for sudden transfers, and goals for visits to a congressional office, are presented in this chapter. In addition, the chapter attempts to address the considerable problem of electronic records, but does not entirely satisfy on this topic. While it sets forth the important questions to ask the member's office, it does not enumerate how an archivist should apply the information obtained. Appendix E, Guidelines for File Disposition, does not expound upon the electronic records question in very much more detail. Printouts and CDs are recommended as the best option for transfer, no other options are presented, and no discussion ensues about how these records are stored for the long term, processed, appraised, or made accessible once they are in the archival repository. Even if much about electronic records remains uncertain in the archival community, this should be stated, at the very least, and suggestions for further resources should be explored. Given that electronic records are increasingly common as major components of congressional collections, this guide should have devoted more detail to this crucial issue. The most blatant example of such neglect is a one-sentence explanation concerning digital photographs: "Photographs may have been scanned into a separate electronic system" (p. 106). While this alerts the archivist to be aware that digital photographs might be secreted away in a Senate or House member's office, this disobliging sentence epitomizes the manual's general lack of real-life examples and advice for coping with the electronic records conundrum.

More useful segments of the manual can be found in chapter 4, Processing a Congressional Collection, and appendix E, Guidelines for File Disposition. Both present essential and convenient guidelines for appraising congressional collections. As with other similar works, *Managing Congressional Collections* lists the various categories of congressional records and recommends retention, review, or disposal of particular types of files. Miller situates appraisal deep in a chapter on processing, even though many important appraisal decisions arise before collections ever reach the repository. Appendix E, which furnishes more detailed appraisal guidelines, appears detached from the discussion in the main body of the text. While the appraisal guidelines are informative, because appraisal is such a critical action for archivists, especially in regard to congressional collections, they should have been expanded into a separate chapter focusing solely on the appraisal question.

Managing Congressional Collections is a valid first attempt by SAA's Congressional Papers Roundtable to codify and summarize all areas of archival practice surrounding congressional collections. Future editions of this manual should strive to incorporate concrete examples, more engagement with the archival literature, and more in-depth detail about administering these exceptional collections.

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What Are Archives? Cultural and Theoretical Perspectives: A Reader

Edited, with an introduction by Louise Craven. Burlington, Vt.: Ashgate, 2008. 196 pp. Cloth. $114.95. ISBN-978-0-7546-7310-1.

British archivists everywhere should be proud of this collection of essays examining how society at large impacts activities in archives. Most of these essays are compelling and eloquent, and they provide an honest assessment of the gap between professional practitioners and academic theorists. Until this book, I had not read such strong arguments for practitioners to hear and incorporate postmodern theories. Nor have I encountered Jenkinson mocked so effectively—irony as only the British can serve it.

The material compiled for the book began as a conference discussing the multidisciplinary interest in archives. It asks: What should archivists be doing and thinking about in the twenty-first century? Most essays possess the lucidity and thoroughness needed to address other professional fields. And this book benefits from an awareness of the wider audience; background is provided free of jargon, most conclusions are reached decisively, and clear explanations are

given for knocking some archival "sacred cows" from their altars. Louise Craven, head of cataloging at the National Archives of England and Wales (TNA) did an excellent job editing this work—of the nine chapters, I only had reservations about one.

The book is divided into four themes:
1. Continuity and Change in the Archival Paradigm
2. The Impact of Technology
3. The Impact of Community Archives
4. Archival Use and Users

The first theme is divided into three chapters written by Louise Craven and Caroline Williams of the National Archives (U.K.) and Andrew Prescott of the British Library. The essay by Craven explains well the transformation of a professional portrayed and parodied as the "cardigan-wearing dusty bureaucrat" into a dynamic, proactive manager of records in different formats. The chapter by Williams notes how the blurring boundary between public and private, as reflected in records, needs to be reexamined in the digital age if all materials in different formats are to be preserved. With no disservice meant to these excellent essays, Prescott's chapter is perhaps the best in the entire book.

Prescott begins with questions: How does postmodern scholarship influence the day-to-day work of an archivist? Does it matter if an archivist is assisting a traditional scholar who believes that facts within historical records can be gleaned so that the past can be thoroughly reconstructed? What about a historian taking a postmodern approach: that things are missing from the archive, that the archive only represents the interests of those in power at the time, and in addition to reading the information "against the grain," knowledge of a greater cultural context must also be known? Isn't archival service provided to both parties the same? Prescott thinks that the answer is no.

He also points out that records often selected for destruction forty years ago now attract a great deal of scholarly interest, and if an organization is interested in building up certain audiences, that too must be taken into account. He also discusses the concept of heterotopia, or the public spaces created to structure elite power, like archives, libraries, and museums. Which paradigm of the past your institution subscribes to will affect how records are selected, described, and made accessible. He notes how this consciousness is impacting museum practice, affecting daily decisions on what to collect, what to conserve, and how to exhibit material. He also expresses surprise that no major archival discussions with practical results are going on in the United Kingdom to update the legacies of Jenkinson and his archival contemporaries whose ideas of records were fashioned by Victorian sensibilities.

Prescott does his own bit of deconstruction and analysis. Citing competing politics between the British Museum and the newly formed Public Records Office at the time Jenkinson was writing, Prescott believes that Jenkinson

sought to elevate the status of the Public Records Office by imposing a "Darwinian fantasy" describing the organic construct of records. Prescott writes scathingly that, according to Jenkinson, "archives are archives because they seem like archives and are looked after by archivists." Providing example after carefully researched example, he also deftly argues that Jenkinson's circular definition of archives reduced "the country's history into half a dozen rules and thereby locked the archives profession into historical constructs that were already becoming outmoded at the time Jenkinson was writing." This chapter alone is worth the purchase of the book even if the other chapters were mundane. But they are not.

The second section of the book discusses the impact of technology on the profession, containing an essay by Michael Moss, professor of archival studies at the University of Glasgow, and one by Jane Stevenson, coordinator for the Mimas Archives Hub at the University of Manchester. Moss asks if the definition of *archive* should be changed because in the digital environment it is difficult to assess evidence provided by a digital object. Digital objects in themselves lack the embedded context of tangible records. Like Prescott, he discusses perceptions of history. However, unlike Prescott, Moss quotes Jenkinson in his opening paragraph then follows with a quote by Michel Foucault. Moss finds no dichotomy in different interpretations of history—writing that all constructed narratives complement each other and are necessary to get at the truth. He does, however, conclude that even in the digital age, archivists and historians have very separate and necessary roles in a symbiotic relationship.

Stevenson's chapter takes the form of a practical discussion for archivists working with digital material. As coordinator for Archives Hub, a service that provides a gateway to archival descriptions in U.K. higher learning institutions, she draws on her experience to explain the evolving skill set archivists must now have. Originally, archivists needed to know appraisal, cataloging, and description; now they must also know how to communicate, market, advocate, and educate users broadly on behalf of their institutions. She concludes that technology not only changes our behavior, but that of our users. Their behavior change comes from the empowerment they feel through finding and manipulating information online.

The third theme in this collection focuses on communities and archives. Prescott again contributes a chapter, as does Andrew Flinn of University College London and former editor of the *Journal of the Society of Archivists*. Flinn's essay is powerful, timely, and another example of engaging writing. He raises big questions such as who is keeping the records of those communities and organizations that fall outside the mainstream but whose activist work directly impacts world events and public consciousness? While this chapter is specifically a case study of the antiglobalization movement and its electronic means of communicating, organizing, and protesting, his research and the issues raised are

applicable to any "fringe" community. While human rights groups or environmentalists of the past may have had a more stratified hierarchy and therefore left some paper trail, current sociopolitical activist groups are loosely structured, may be international in scope, and are possibly leaving evidence of their activities only as fragile digital footprints. Many of these groups, such as the Zapatistas in Mexico, Earth First!, the Direct Action Network (which closed down the World Trade Organization meetings in 1999), and antisweatshop groups protesting corporations like Nike, don't want to leave traces of themselves. Therefore, the ephemeral nature of the Web as a quick, yet effective mass organization tool suits their purposes. But their presence raises difficult questions, ethically and practically, about who should be responsible for long-term selection, preservation, and access of their material. Without leaving primary information about themselves, knowledge about them may be lost or skewed by media and government reports interpreting their activities. Flinn strongly argues for archivists to take more active roles in greater society, roles that overlook national and international political boundaries and undertake responsibility for documenting the online environment of people whose movements and community formations constantly evolve.

In his second contribution to *What Are Archives?*, Prescott looks at the theme of exile, pondering whether different theories from critical studies can help our understanding of identities that create and sustain the archival record. Written from a more personal perspective, this essay reflects the author's interest in how formal national and local historical narratives are changed by the presence of outsiders or new immigrant communities, which may or may not be clearly represented in formal archives. He gives a potent example in the form of Antonio Panizzi, principle librarian for the British Museum from 1856 to 1866, who fled execution in Italy, and whose work still greatly influences how the intellectual inheritance of Britain is shaped. While in the U.K., Panizzi organized collections in a way that connected Britain to the wider European culture and his methods of providing access via the museum's celebrated reading room provided a remarkable access point for all its users.

The topic of archival use and users forms the final theme of the book, narrated from two very different research papers. Andrea Johnson's chapter on supporting interaction between users and digital archives is a detailed overview of her PhD work in computer science at the University of Cork and examines the challenges users face when searching and using primary sources in digital formats. Gerard P. Collis, of Archives Hub at the University of Manchester, contributes exploratory research on extreme archives: the Caves of Lascaux and nuclear waste repositories.

It seems the idea of adding these last two chapters was to be open-ended, forward-looking, and show conscientiousness of archival users, since archival research and practice is ongoing. However, because of this, these two chapters raise many questions with less certain conclusions. Johnson talks about the need

for more research on system design in general, but seems to have already embraced "user-led" system design. She also stresses the need to manage the raised expectations users have in an instant gratification culture (caused by the apparent ease of search engines and a popular British history TV show edited in a way which depicts archival searches occurring instantaneously). Collis, on the other hand, touches upon important issues such as long-term access and preservation of information. While I understand that this last chapter was an exploratory paper, I found the lack of conclusions unsettling compared with the other works in this book.

Overall, I think this book is excellent. Perhaps the last section is the most revealing—at the beginning of the twenty-first century, where the archival profession is going is anyone's guess.

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Paper to Digital: Documents in the Digital Age

By Ziming Liu. Westport, Conn.: Libraries Unlimited, 2008. xii, 157 pp. Cloth. $50.00. ISBN 978-1-59158-620-3.

Paper to Digital claims to explore "the evolution and changing characteristics of documents in the Information Age" and to study the "resultant implications . . . through the examination of emerging issues in the digital environment" (back cover). This is a worthy aim: as our professional practice becomes increasingly concerned with digital materials, we are interrogating our predigital practice in an attempt to understand what needs to change, what has to be discarded, what new practices are needed, what we can keep. This book promises to assist by providing an informed discussion about what is happening in selected areas. The author's credentials to do this are strong. He is an associate professor at San Jose State University, where he joined the faculty in 2000, having previously been a research scientist at Ricoh California Research Center and a visiting faculty member at the University of Washington. He is widely published in top-tier LIS scholarly journals.

Unfortunately, however, the book does not live up to these claims. My first concern arose when I tried to identify its intended audience. The publisher claims that the book is "a useful and scholarly exploration of a major concern in our society" (back cover). Useful to whom? This is not clearly articulated anywhere in the book: the closest we find is "the twenty-first century information professional" (p. 2). Some of the chapters seem to be primarily aimed at libraries and librarians (the headings in chapter 3 include Pressure on Libraries and New Role of Librarians), but nowhere is this made explicit.

What does the reader encounter in this book? Chapter 1 notes the key question that this book addresses: the effects and implications of the transition from a paper-based environment to the digital world (pp. 1–2). The specific questions posed on page 2 broadly indicate the chapter structure, focusing on information-seeking behavior in the online environment, lack of trust in digital documents, changes in reading practices, gender differences in reading online, evaluating the quality of Web-based information, cultural differences, choosing between print and electronic resources, and the future of paper in the digital age.

In chapter 2 we come across another problem with the book. Here Liu presents an overview of the characteristics of documents, but does not define the term *document*. This omission appears to be deliberate. Page 9 notes that the definition is changing in the digital environment and that it is sufficient to note the changing characteristics of documents. But this is really not good enough. What about the many new kinds of materials that we see and work with daily: the large collaborative databases, the audiovisual materials, the highly linked composite digital objects? A document is still, in the minds of most potential readers of this book, text or textlike. The lack of a definition that articulates what the author means by the term is alarming; a definition is essential to provide a focus for the book.

Chapter 3 examines how scholarly communications are changing by considering three journals and exploring trends such as collaborative authorship, the growth in scholarly production, and pressures on and changing roles of libraries. Nothing in this chapter isn't already commonly understood by thinking information professionals. The question of trust in digital preservation is the concern of chapter 4. Here Liu argues that lack of trust in our ability to preserve digital documents is the central issue in digital preservation. The ideas here are generally sound, although the analogy he draws with paper currency is perhaps not the most apt in today's economic climate. This chapter relies heavily on a survey carried out in 2001.

The next two chapters consider changing reading practices. Chapter 5 summarizes the literature on reading in the digital environment and uses data from a 2003 survey. Chapter 6 indicates that there are significant gender differences in online reading. This chapter is based on a 2006 survey of eighteen- to twenty-three-year-old students in China and so is limited in its ability to be generalized, a point the author acknowledges (p. 80).

Other chapters examine credibility of information on the Web. Chapter 7, based on a 2003 survey of San Jose State University students, asks how credible scholarly information on the Web is, and chapter 8 presents information about cultural differences in credibility awareness, based again on a survey, this one made of Chinese students in 2004. Chapter 9 considers print versus electronic resources by examining user perceptions, preferences, and use. Again, data

come from a survey, this one of San Jose State University students in 2004. The final chapter makes a grand attempt to address the future of paper in the digital age and asks "Where is the paperless office?" The author uses statistics about such matters as paper shipments and the manufacture of filing cabinets in the United States to describe in some detail what we already know from practice: that "new technologies do not always replace old ones" (p. 147).

Nearly all of the ten chapters are based on previously published work. Of them, seven are noted as being an "updated and expanded version" of work published earlier; one is "based on" a previously published piece; another "draws in part from" a previously published work; and one, not acknowledged, is presumably original to this book. (Four of the earlier versions had co-authors.) These characteristics suggest that one measure of this book's value is the extent of new material presented and the currency of that new information. Another measure is whether the book forms a coherent and useful whole, offering something different to the reader other than merely reading the earlier published pieces. The book falls short on both these measures. I will demonstrate this in two ways: first, by noting the number of references published after the date on which the original article that forms the basis of each chapter was published; and, second, by a closer look at one chapter.

The use of the phrases "updated and expanded version," "based on," and "draws in part from" means that the reader expects to find new material added to the piece as originally published. However, on one count, the extent of the updating appears to be minimal. If we exclude chapter 6 because it was recently published (in 2008), eight chapters are based on previously published material. In chapter 10, 26 percent of the references were published after the date of publication (2000) of the work on which it is based; for chapters 3 and 4, published in 2003, the figures are 5 and 33 percent; for chapters 2 and 7 (published 2004), they are 3 and 10 percent; for chapters 5 and 8 (published 2005), they are 6 and 0 percent; and for chapter 6, based on work published in 2006, the figure is 4 percent. While the inclusion of new references may be only one indicator of updated material, at the very least, these figures give the reader pause.

Given my own background in digital preservation, I am best equipped to comment on chapter 4, Trust in the Preservation of Digital Information, based on a survey carried out in 2001. With the significant increase in awareness of and expertise in digital preservation in the intervening seven years, these data are surely too old to be credible. All we can glean from it is a description of the state of understanding in 2001. Chapter 4 takes no account of significant changes in our understanding of trust in digital preservation and our increased awareness of how we ensure trust. One example of these changes is the research from the InterPARES Project, which has greatly enhanced our appreciation of what we need to do to ensure that digital

records are trustworthy. This chapter also takes no account of the considerable research into developing concepts of trustworthiness in digital repositories, such as the TRAC (Trustworthy Repositories Audit and Certification) checklist and DRAMBORA.[4] The author could also usefully have taken note of the considerable activity since 2001 focusing on personal digital archiving (such as that by Cathy Marshall from Microsoft Research[5]), rather than relying on 2001 survey data (as demonstrated on page 40). Chapter 3, Trends in Transforming Scholarly Communications, demonstrates similar issues. Three of the tables are based on 2000 data, leading the reader to wonder why more recent data weren't used. This chapter adds nothing new to what is likely to be already understood by most of its readers.

I cannot in good conscience recommend this book. It adds little to what Liu has already published, which I hasten to add is sound scholarship. The original articles on which most of the chapters are based are accessible through academic libraries. While the ideas expressed in each chapter are valid and worthwhile, they have already been fully articulated elsewhere and most of them will come as no surprise to archivists. This is especially the case for archivists who are thinking about or working with electronic records, who will already have thought through issues such as trust and the characteristics of documents in digital environments. The fifty dollars purchase price is better spent toward a subscription to *American Archivist.*

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Museum Origins: Readings in Early Museum History and Philosophy

Edited by Hugh H. Genoways and Mary Anne Andrei. Walnut Creek, Calif.: Left Coast Press, 2008. 352 pp. $34.95. ISBN 978-1-59874-197-1.

Museum Origins: Readings in Early Museum History and Philosophy offers a compelling assortment of writings by early luminaries in the museum administration field. The selections illustrate the proliferation of public and private museums and the subsequent emergence of the museum professions in the latter half of the nineteenth century. In the aggregate, these writings demonstrate the theoretical basis for museums as important cultural and educational

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[4] Digital Repository Audit Method Based on Risk Assessment (DRAMBORA). For more information, see the website at http://www.repositoryaudit.eu/, accessed 31 May 2009.

[5] Cathy Marshall, "Rethinking Personal Digital Archiving, Parts 1 and 2," *D-Lib Magazine* 14 (March/April 2008), available at http://www.dlib.org/dlib/march08/marshall/03marshall-pt1.html, accessed 25 August 2009.

institutions, yet individually they tend to address the practical, ground-level explorations at the heart of all cultural and scientific studies. In any case, the book's editors have compiled an indispensible sourcebook for those wanting to become acquainted with the museum's transition from an institution of sensational curiosities to one of scientific rigor and social virtue.

Museum Origins co-editors Hugh H. Genoways and Mary Anne Andrei are also co-editors of the *Museum History Journal* and otherwise bring impeccable credentials to this publication. Genoways is currently professor emeritus of the University of Nebraska State Museum and previously headed the museum studies departments at the University of Nebraska and Texas Tech University. A biologist by training, Genoways is the author of authoritative works on museology (*Museum Administration: An Introduction, Museum Philosophy for the Twenty-First Century*) and several more on natural and general history. Andrei studied museum administration at Nebraska, obtained a PhD in the history of science and technology from the University of Minnesota, and currently holds a lecturer post in the Corcoran Department of History at the University of Virginia. Her previous work has been published in *Collection Forum, Curator: The Museum Journal*, and *Collections: A Journal for Museum and Archives Professionals*, among others.

Museum Origins includes what Genoways and Andrei identify as fifty-two foundational works in museum studies. These are mostly concerned with philosophical approaches, but often do mention the pragmatic means and ends of museum work. The writings are primarily drawn from American museum professionals active in the United States between the years 1850 and 1925. However, the editors hint at the larger "Western" tradition of museums by including excerpts from ancient Roman writings and later works from Great Britain, Canada, and Australia. The writings are mostly truncated versions of articles taken from books, journals, pamphlets, newspapers, and other communications between museum professionals of the era. The articles often advocate new ideas in museum operations or trends in museology, especially as these relate to education, exhibition, and access. Several describe a particular museum's holdings, while others discuss the function museums perform within a given community and the relationships between different types of institutions.

Aside from the articles themselves, the primary strength of this volume is its easy reference format. The fifty-two individual writings in *Museum Origins* are grouped within eight broader museum studies topics, which include early museum descriptions, emergent professional philosophy, the "new" museum idea, education, exhibition, museums and universities, and living collections such as zoos and botanical gardens. Each topic comprises a section of five to ten article excerpts and contains an introduction that ties the writings together. Brief abstracts that place the individual works within their original narrative contexts accompany the articles. At the conclusion of each section,

the authors provide a listing of additional contemporary readings related to that topic. Additionally, the book includes a reference section with the full citation of all the articles and an appendix of brief autobiographical sketches of the individual authors. Not surprisingly, *Museum Origins* is organized to maximize usability and is ideal for jumping from topic to topic.

The only real downside to *Museum Origins* is that it presents a mostly American perspective of professionals at institutions whose main collecting mission was natural history. In the preface, the editors acknowledge this limited scope and explain that the museum profession grew out of the natural sciences academies, which had already established a tradition of scholarly publication. Though art, history, and other ethnological museums were also taking shape during this time, the vast majority of institutions facilitated the research of hard science, which their collections and scholarly output reflected. According to Genoways and Andrei, the natural history museums were the first to organize the profession with the founding of the Museum Association in the United Kingdom in 1889 and the American Association of Museums in 1906 (p. 10). As such, natural history–oriented scholarship dominated the field of museology over the next several decades.

Museum Origins follows the lead of Edward P. Alexander and his work on the people behind the profession (*Museum Masters: Their Museums and Their Influence* and *The Museum in America: Innovators and Pioneers*) but provides a broader understanding of what role these individuals felt museums should play in the preservation of cultural and scientific heritage. Although no explanation is given for the seemingly arbitrary scope (1850–1925) of the articles compiled for *Museum Origins*, it does at least lay the groundwork for a more expansive compilation of formative writings before and after the period addressed. For instance, it would be interesting to see a similar collection of writings focused on the development of specialized museums outside of the hard sciences, or an investigation of how museums were incorporated into local and state historical societies.

Through the selections in *Museum Origins,* Genoways and Andrei successfully bring up the issue of public perception of museums and how the publics that museums sought to serve at the time informed these approaches. For example, an 1887 article by John George Wood discusses how museum work often translates to patrons: "Nothing is easier than to employ the technical phraseology of science. The real difficulty lies in conveying the same information in language which everyone can understand" (p. 223). As fellow travelers in the information and culture world, archivists might well sympathize with this notion, for often the work we do obscures the end result of that work—getting what we have to our various publics. We lose the proverbial forest in the trees by trying to standardize that which cannot be uniform and generalize that which is unique. The traditional struggles of archivists to emerge as a profes-

sion, gain admittance into the academy, and justify their existence to stake-holders finds many analogies in the development of the museum professions.

Museum Origins will be useful for archivists who seek a greater under-standing of how a related profession developed concurrently with modern archives and libraries. The articles on exhibition have much to suggest about the current growing emphasis on visual curation, both on-site and online. This is particularly relevant to archivists who work in hybrid environments such as research centers, historical societies, or state and national parks, where records, books, artifacts, and other objects are equally important to the value of the institution. The selections on education in museums and museums in the university setting bring up questions about the role of museums in firsthand instruction of students of all ages. Archivists have long made claims to the classroom outside of archival studies, but still often find themselves in a no-man's-land between history, library science, and information technology. The writings on museum education demonstrate that such ambivalence can be considered an asset. Ultimately, the collection of articles in *Museum Origins* articulates the broader argument of necessity—that cultural institutions such as museums, libraries, and archives are not luxuries but are indeed essential to an enlightened and informed society.

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