

chapter on the role of library and information services in supporting learning.

There are ample references to developments in health information and services available electronically: the National electronic Library for Health (Alison Turner); virtual outreach services (Alison Yeoman); hybrid information services (Steve Rose and Angela Gunn), and portals and gateways (Susan Roe). Steve Ashwell provides a useful chapter on creating effective web pages, although it would have been relevant to mention the NHS Identity Guidelines: Websites [<http://www.nhsidentity.nhs.uk>], which govern the look of NHS Intranets and Internets. The role of technology in supporting communities of practice for knowledge management is covered by Andrew Booth and Anne Brice. Copyright in the digital environment is clearly explained in a useful chapter on managing intellectual property, by Susannah Hanlon. Roe rightly provides a note of caution: "NHS workers are familiar with new technology which goes nowhere, seeds of innovation which bear no fruit."; she advises creation of enterprise portals on which to implement knowledge management initiatives.

Walton states that 'distinctions between the roles of the health informaticist and the LIS professional will become increasingly blurred.' David Stewart, in his chapter on continuing professional development mentions ASSIST, the national network for those working in health informatics, but not the UK Council for Health Informatics Professions, which information and knowledge management specialists are being encouraged to join. It is surprising that there is no mention of the potential role of librarians and information specialists in web services in the NHS, as many are already involved in projects to manage electronic. Access by the public to information held by the NHS under the Freedom of Information Act has made this opportunity wider.

The chapters by Boynton, supporting syntheses of the literature, and Grant, on accessing the knowledge base, could perhaps have been combined as they cover some of the same ground, but both are succinct summaries. The index is useful for decoding some of the acronyms with which the NHS is riddled, but omits Zetoc, CENTRAL and ASSIST. Inevitably some of the website addresses have changed; the Department of Health is the main culprit, having recently changed its domain name from [www.doh.gov.uk](http://www.doh.gov.uk) to 'dh', with redirects only to the main page of its new site. These are minor quibbles, however.

This volume is essential reading for anyone working in health libraries and information services. I hope it is not the last from this team; the editors close by hoping that 'future offerings...will see an increased

emphasis on initiating and developing evidence-based information practice.' The conclusion mentions the new roles and challenges in widening use of PDAs and hand held devices as well as the challenge of personalising website services. No doubt these will be included in any future volume. Sue Lacey Bryant in her contribution on primary care knowledge services challenges us: "in years to come, will health librarians be remembered affectionately as a lost breed (like the leggers of the eighteenth century) or recalled as latter-day Telfords, responsible for constructing a sustainable twenty-first-century network through which knowledge flowed to the benefit of patients served by primary healthcare services?"

The pace of change in health services is shown by the fact that this book appears within only three years of Managing knowledge in health services, with the same editors. The earlier work is out of print, but is available in full at <http://www.shef.ac.uk/scharr/mkhs/>

And finally, is this the longest URL ever quoted in a publication - a report from the New Zealand Ministry of Health, apparently to be found at [www.moh.govt.nz/moh.nsf/c7ad5e032528c34c4c2566690076db9b/38dd32b7a22ca197cc256bb20081a301/\\$FILE/CLANZlitreviewfinal.pdf](http://www.moh.govt.nz/moh.nsf/c7ad5e032528c34c4c2566690076db9b/38dd32b7a22ca197cc256bb20081a301/$FILE/CLANZlitreviewfinal.pdf) [or did somebody's cat walk over the keyboard?].

**Claire Pillar**  
**Web Coordinator**  
**North Cumbria NHS**

**Digitizing Collections: Strategic Issues for the Information Manager.**

**Lorna M Hughes. Facet Publishing. London. 2004 ISBN 1-85604-466-1 327pp. £39.95**

Employing the term "information manager" in the sub-title of this book suggests that it is aimed at a comparatively wide audience. In my view, however, the Introduction somewhat undermines this by stating that the book is (as one might expect) really "intended primarily for librarians, archivists and museum professionals, as well as for students of these subjects..." These groups will certainly find the book a broad and useful survey. In any case the nature of the issues, problems and techniques raised by digitizing collections are such that information professionals in other sectors will also find the book a useful guide.

The book is divided into two parts: Part 1 is on Strategic Decision-Making and Part 2 covers Digitizing Collections. There are ten chapters. The first looks at the reasons for digitization and the

costs and benefits associated with it. This is followed by a chapter on selection of materials for digitization. This closes with a very useful four page survey of scenarios in which digitization should essentially not be undertaken at all – and given the fact that wrong project selection can result in expensive failures the warning signs and issues reviewed should be points well taken.

The third chapter raises the major stumbling blocks of legal issues – particularly with a round-up of what we are coming to regard as the usual suspects in information work of copyright and database right. Other potential legal pitfalls and problems (such as data protection and privacy; obscenity and pornography and defamation) are sketched in a few paragraphs. The whole area of legal issues is a major problem in digitization projects. There are a number of useful pointers and bullet point lists here but I felt that this important area of digitization lacked focus and depth. It seems to me that this was largely because the book straddles particularly UK and US interests, so this does not permit particularly in-depth discussion of important topics. The author is Assistant Director for Humanities Computing, Information Technology Services at New York University, so the book inevitably takes a American viewpoint on these issues or only addresses UK issues in a limited way, and I found this a bit unsatisfactory. There is virtually no discussion or significant mention of the important area in the UK and Europe of moral rights which are of profound concern in a digital environment. I have to say, therefore, that I found the discussion of the legal issues somewhat superficial. The chapter closed, nevertheless, with a short but interesting section on the sensitivity of dealing with cultural sensitivities in digitization projects based around sensitive materials.

The last two chapters of Part 1 deal with project management issues and the importance of collaboration. I found a great deal of useful and interesting material in the project management chapter and a range of very important issues (such as estimating, developing and controlling costs; outsourcing issues; staffing and human resource considerations; risk management and project planning etc.) are very well reviewed and explained. There are also five chapters in part 2 of the book and I again found a great deal of interesting, useful and informative material throughout. Many practical issues in digitizing collections are covered in this Part and specialist areas such as the digitization of, images, audio, moving images, and rare and fragile materials are all covered. There are many useful and educative practical examples and case studies presented or referred to here. A legion of key concerns are addressed more directly throughout

this Part including topics such as more on aspects of costs; finding funds and sponsorship; developing grant applications; the nitty-gritty of projects (managing workflows; equipment and technical issues; metadata, formats and technology standards; management of digital assets etc.); special collections and fragile materials, etc.

In terms of book navigation the book is well up to FACET's normally high standards in this area with a very good contents presentation and listing of topics, a very good index and with the book is well presented and printed. There is an extensive bibliography and well-referenced URLs and useful web sites throughout.

Although I was rather disappointed with the legal issues chapter (which in my view would have to be overhauled for a new edition) the book does covers a wide range of topics and provides substantial insight and guidance on an increasingly important area of professional information work. A further edition, I think, would also widen its appeal by addressing some of the more specific specialist needs and interests of the commercial and business sectors, or perhaps even other sectors who have other particular needs and requirements (voluntary or not for profit activities, for example). But anyone interested in the topic of digitizing collections will find a great deal of valuable material in this book, all the more value because at various points real experience of real scenarios and real problems shines through at key points.

**Laurence Bebbington**

**Introduction to modern information retrieval. 2nd ed.**

**G G Chowdhury. Facet Publishing. London. 2004**  
**ISBN 1-85604-480-7 474pp. £39.95**

This work is full of useful information in its text and the extensive references attached to each chapter. It has clear contents pages and an 8 page index that at first inspection feels a little thin. It's title is slightly misleading for it is not about information retrieval but IR systems. These are predominantly electronic systems though the author does place them in the immediate context the library systems from which they sprang in the 1960's and 70's . It is not "an introduction to ..." rather it is a manual, for the author - properly - throughout uses the vocabularies of the topics being discussed so an understanding of these is needed.