



## Foundations of library services: an introduction for support staff (Library Support Staff Handbooks, No.1)

Diana Fehsenfeld

**To cite this article:** Diana Fehsenfeld (2016) Foundations of library services: an introduction for support staff (Library Support Staff Handbooks, No.1), The Australian Library Journal, 65:4, 337-338, DOI: [10.1080/00049670.2016.1250325](https://doi.org/10.1080/00049670.2016.1250325)

**To link to this article:** <https://doi.org/10.1080/00049670.2016.1250325>



Published online: 26 Oct 2016.



Submit your article to this journal [↗](#)



Article views: 437



View related articles [↗](#)



View Crossmark data [↗](#)

managing, and sustaining their institutions' unique digital collections' (p. xiv), it is also a useful resource for teaching programmes covering this topic.

The book addresses a gap in digitisation literature by articulating not only the key strategies required to 'manage, preserve, migrate and curate the digital content' (p. 58), but also the value of each within the library context. As a result, it emphasises the need for careful planning to avoid ongoing challenges associated with a lack of initial goal-setting, particularly in light of competing business drivers and tight budgets. It also places suitable focus on the development, implementation, review and continuing management of digital strategies so that digital collections remain accessible, preserved and well-managed over time.

Purcell has a range of teaching, research and hands-on experience in the area, which is clearly evident not only in terms of the content, but in the way that content is presented. The book is very well organised, and provides clear discussion on what needs to be done and why. *Part one* offers useful background context that clarifies the current state of many digital programs in libraries today, providing useful ammunition for anyone who needs to explain why planning is an important part of any digital program. *Part two* (the main part of the book) introduces the reader to the various steps that help to create a successfully planned, managed and maintained digital program. These include vision and mission building, identifying resources and partnerships, technical standards, and outreach. *Part three* includes different 'planning exercises' around eight very useful templates that include a work plan, an education plan and a collection list. The book also benefits from key point summaries at the end of each chapter, clear definitions for technical and cross-industry aspects that are often assumed (e.g. useful definitions for cloud computing and crowd-sourcing), a useful bibliography, and discussion that re-introduces key purposes and concepts in different contexts so that issues and drivers are more clearly understood.

Overall, this is an extremely useful book for anyone involved in the planning or management of a digitisation or digital management program involving library or archives collections. It will help them to gain the confidence they need to identify the overall requirements and also to set up the necessary steps to ensure the requirements are achieved. While the content tends to emphasise the US library context, the principles and practices outlined in this book are applicable and useful to information management professionals in organisations around the world.

Sarah Welland  
Open Polytechnic of New Zealand

© 2016 Sarah Welland  
<http://dx.doi.org/10.1080/00049670.2016.1250324>

**Foundations of library services: an introduction for support staff (Library Support Staff Handbooks, No.1)**, by Hali R. Keeler, Lanham, MD, Rowman & Littlefield, 2016, 213 pp., US\$35.00 (paperback), ISBN 978-1-4422-5641-5

This book was written, as stated by the author, to specifically cover the competences required by the American Library Association Library Support Staff certification group (ALA LSS). The author has spent over 35 years in the library service in a variety of roles including teaching the LSS courses. Over this time, the author has found that library science textbooks in general were too theoretical for beginning support staff and were aimed at a graduate level. The result is the creation of this immensely practical and useful book for library support staff and also new library science graduates. It covers topics from acquisitions to censorship and although the topics are not covered in depth, there are plenty of checklists, diagrams, pictures and practical examples that can help with everyday library duties.

There are three main sections in the book: materials, customer service and access to information. The first section, the largest, covers acquisitions, classification, special collections, collection development circulation and reference services. The next section explains the role of staff in dealing with the variety of clients that use the library for example young people, older adults, that is customer service. The last section on access to information has an emphasis on US law and constitutional rights in relation to censorship, access to information and the Patriot Act. Nevertheless, this section is useful for Australasian library staff to help think about ethics, intellectual freedom and censorship and offers procedures for some tricky situations. For example, steps for follow when the library is asked to remove a book. Each chapter begins with the competencies being addressed and also key terms. Chapters end with a summary and discussion questions.

Foundations of library services would be a welcome reference guide to new library staff whatever the position – library assistant or librarian. For newly trained staff it provides steps and practical advice for the always varying situations that arise in the library. For librarians, it could provide an overview of other library sections and procedures for staff that they manage. The fact that there is extensive coverage of US law with regards to censorship and rights should not put off Australasian readers. Library service, conceptually, is the same all over the world. It is acquiring and supplying the right information resources to the reader without prejudice or bias. This book provides the practical means to do just this.

Diana Fehsenfeld  
National Library of New Zealand

© 2016 Diana Fehsenfeld  
<http://dx.doi.org/10.1080/00049670.2016.1250325>

**Information science as an interscience: rethinking science method and practice**, by Carel Stephanus de Beer, New York, Chandos Publishing, 2015, 140 pp., A\$92.95 (soft cover), ISBN 978-0-08-0100140-0

**Information cosmopolitics: an actor-network theory approach to information practices**, by Edin Tabak, New York, Chandos Publishing, 2015, 166 pp., A\$92.95 (softcover), ISBN 978-0-08-100121-9

Both these books, though slim in pages, pack a powerful theoretical and conceptual punch. The books' audience is more for the academic, scholarly level or anyone who would like to think about information behaviour at a deeper level. They are not light reading. However, if the reader persists with the somewhat densely packed content, they will be rewarded with some new ways of looking at information behaviour, how it is shared between communities and what unseen forces can act upon how we perceive information.

*Information as an interscience* asks the reader of not only rethinking science but to consider information science as an interscience that can act in many ways; as a 'rhizome', a network or in terms of actor-network theory. To do this, information science needs to move beyond the linear and critical to a more acritical approach using different methodological approaches. These approaches are discussed in Chapters 5 and 6. The last chapters in the book discuss new ways of embracing the new knowledge culture and the author's background (philosophy, communications, information science) is apparent in the presentation of these new practices and ideas.

*Information cosmopolitics* explores the interaction between nationalism and information behaviour in academic communities. The author draws on his own experience as an academic working in the former Yugoslavia (1980s) and through the rise of extreme nationalism in the