

we are building libraries that allow patrons access to a mixture of analog and digital materials, both on- and off-site. And as more universities and colleges become involved in distance education, their libraries will need to provide even more services to remote users. Crawford predicts that the provision of library services to remote users will increasingly rely on partnerships with other academic and public libraries.

Remote services are not limited to the academic world; the public library, which already takes its collections to patrons via the bookmobile and answers scores of daily reference questions over the phone and through e-mail, also is developing new online services for remote users. The public library will continue to play a major role in the future; it will be a place where people can have access to a wide range of materials, from mystery novels to online resources. Moreover, the public library of the future will continue to be a place where new readers are developed through activities such as story hour.

What is the role of librarianship in the future? According to Crawford, "Real librarianship isn't about catch phrases and paradigm shifts. Real librarianship applies consistent professional philosophies and continuously evolving skill sets to the increasingly complex landscape of tomorrow's libraries and library-related needs." For libraries to provide the high quality of service users have grown to expect, librarians must become lifelong learners and develop an understanding of the increasingly complex nature of information resources. By understanding how the complex mix of resources work together, we will be able to communicate with our users and guide them to the resources, digital or analog, that best serve their needs. Crawford writes: "Libraries serve people. Libraries will prosper in the future by serving people's diverse interests and needs, not by asserting that librarians know what people should want and how they should acquire information, knowledge, and recreation. People require a mix of analog and digital re-

sources to serve their preferences and abilities; libraries should honor those requirements."

Walt Crawford's vision is of a more complex library in which librarians give higher priority to learning about, understanding, and assessing media of all types. Even if readers do not agree with everything Crawford has to say in this book, it will give librarians and information professionals a great deal to think and talk about as the future becomes the present.—*Timothy F. Daniels, University of North Carolina at Asheville.*

Informationsversorgung "Politik und Strategie"/Information Provision-Politics and Strategy: Proceedings of the International Seminar 1999. Wurzburg: Akademie Frankenwarte/Deutsches Bibliotheksinstitut, 1998. 445p.

Seldom considered in the deliberations of librarians in the United States are the difficulties encountered by our colleagues around the world in our common effort to provide information through libraries. Whether the clientele are specialized by profession or interest, or not specialized at all, each library must overcome obstacles caused by infrastructure, funding, administrative disinterest, and many other factors. This review concerns the published proceedings of an institute that pulls together the experiences of librarians in East Asia; Russia; Central, Southern, Northern, and Eastern Europe; Great Britain; as well as one from the U.S. The twenty-six papers presented here may be eye-opening to complacent librarians with comparatively well-supported programs in place. Each paper is published in both English and German versions, and each describes an institution-specific project or a national effort in the library context.

It is impossible to give a fair review of this publication without mentioning the difficulty of reading the translated texts of the papers. Elizabeth Simon, writing in the introduction, frankly apologizes for the poor translations: "Most authors have written in a second language," meaning

in German or English, "therefore it may happen that some parts are not always translated very well especially when the authors were using colloquial expressions or highly technical and professional terms." This is an understatement, as nearly every paper suffers mightily under the weight of poor English expression. Perhaps the German texts read more clearly, but it is likely that they are equally difficult. That having been said, if one invests the effort to get through the papers, it is a simple task to extract their intended meaning. The result should be a real broadening of perspective for most librarians.

An unnecessary shortcoming of these published proceedings is that each contributor, in nearly every case, is identified only by an address. Although the institutional affiliation is generally clear, the station held by the author in that organization is absent. Thus, the authority of the speaker is compromised. It is one thing for a director, informed by long experience, to discuss his or her perspective on a subject, but it is an entirely different matter for a fairly new librarian, informed by little, to do the same. One hopes that in the next iteration of this publication, the position title, at least, will be included for each of the published contributors. Better would be a short description of the authors' current responsibilities and career highlights in a biographical index. Also missing in this publication is an index to the papers.

Having engaged in negative criticism, it is high time for this reviewer to single out praiseworthy contributions. For example, Eric Duijker, of the NBLC Foundation, writes an engaging and humorous thirty-year history of the development of his organization, which is, in translation, the Dutch Association of Public Libraries. His essay should be required reading by everyone at 50 Huron St., Chicago. He traces the growth of the library association from its beginning, with few staff and small budget, to a behemoth with large staff, large budget, and little contact or empathy with its constituents.

Finally, he discusses the changes that were implemented to bring the association back to a position of vitality within the Dutch public library culture. Another group of noteworthy papers addresses the heartbreaking and inspiring efforts to develop information networks in Croatia amidst war, poverty, political considerations, and a traditional structure that combines municipal and university libraries in one organization. For more information, one may take a look at www.carnet.hr to see the impressive accomplishments of these dedicated librarians.

In summary, this publication is well worth reading, if only to help one to become aware of the difficulties faced by our colleagues around the world. Two things become clear: (1) This is a tremendously dedicated group of librarians; and (2) we are all involved in exactly the same questions, regardless of the location of our efforts. It is astounding that while supported by the most fragile infrastructures, librarians are still pondering copyright issues, ownership versus access, collection development, appropriate cataloging levels, and bibliographic instruction. When looking for different perspectives on common problems, this can be a tremendously valuable source of original, project-oriented, information. It is unfortunate that one must pay a toll for this information, in the form of difficult translation, but the effort demanded of the reader to absorb the content yields an overwhelmingly positive result.—*Thomas E. Schneider, Harvard University.*

"LOEX" of the West: Collaboration and Instructional Design in a Virtual Environment. Ed. Kari Anderson, et al. Stamford, Conn.: JAI Pr. (*Foundations in Library and Information Science*, v. 43), 1999. 282p. \$78.50 (ISBN 0-7623-0549-5). LC 99-12397.

Good ideas and inspiring calls to action abound in this substantial collection of nineteen papers from the second LOEX of the West Conference, held in 1996 at the University of Washington. Readers