The evolving use of technology, specifically radio frequency identification (RFID), which can be used to track individuals and physical items, is mentioned. This certainly could be a powerful research tool for studying user service needs but has potential dangers related to privacy and confidentiality. RFID has evolved into a major business tool and is a fact of life in US society. The Manual refers to the recent adoption of a resolution concerning RFID by the Council of the American Library Association. The resolution calls for the creation of guidelines for libraries planning to incorporate RFID technology. It would be useful for the next edition of the Manual to present a more in-depth discussion of the intellectual freedom issues surrounding this technology. Without a doubt, libraries will face new intellectual freedom challenges as new information technologies become available.

Some suggested minor modifications include expanding the glossary and adding an appendix that includes related Websites, journals, and other resources. The article, “Free People Read Freely: Knowing Where to Go for Help,” by Don Wood provides a selected listing of online resources that could become an appendix itself. It is very easy for this valuable information to get lost. The selected bibliography is another area that could be expanded to include resources other than monographs.

Like the earlier editions, the seventh edition is an excellent manual for librarians facing problems related to intellectual freedom in their daily work. The Manual can be read straight through for enlightenment on intellectual freedom, or it can be used as a pull-down reference tool for specific situations. As Judith F. Krug, OIF Director, writes:


Librarians face a constant struggle to preserve the intellectual freedom of their clientele, and the Intellectual Freedom Manual, compiled by the Office for Intellectual Freedom (OIF) of the American Library Association, is an excellent, practical guide for librarians to use in fighting this battle. The Manual has evolved over seven editions, and this seventh edition reflects the changing landscape of issues related to intellectual freedom, such as censorship, privacy, and confidentiality.

The Manual is divided into six parts, with each part composed of multiple articles on the topic. The majority of the manual contributors are OIF staff members, and two of the contributors are attorneys. Part I provides a relevant, modern definition of intellectual freedom and its relationship to library services in terms of privacy, confidentiality, and the ubiquitous Internet; part II covers the Library Bill of Rights; part III addresses the protection of the freedom to read; part IV discusses the legal aspect of intellectual freedom; part V handles the preservation and protection of intellectual freedom; and part VI gives information about how to work for intellectual freedom. Each part of the manual can stand alone, but together, they form an excellent collection of information on the topic of intellectual freedom.

The seventh edition of the manual includes numerous changes from previous editions. Parts II, III, and IV have a number of new articles. Part II, “Privacy: An Interpretation of the Bill of Rights” is a welcome addition because it presents an overview of the rights of the library users and the responsibilities of libraries in regards to privacy. Part III includes two new articles. Since the passage of the USA Patriot Act, librarians have been in great need of guidance on how to deal with law enforcement investigations, and “Confidentiality and Coping with Law Enforcement Inquiries” presents practical guidelines for librarians regarding this matter.

Any librarians faced with the challenges of developing a privacy policy should become acquainted with the other new article in this part, “Guidelines for Developing a Library Privacy Policy,” basically a tool kit that includes special privacy considerations for academic, school, and public libraries. It should be pointed out that the organization of the information in part III has been greatly improved by the rearrangement of most of the topics. Another positive change is the inclusion of an in-depth historical discussion of the Code of Ethics of the American Library Association in part III. In the previous edition, the Code could be found in the appendix. Part IV of the Manual has been greatly enhanced with three new articles, “Public Libraries and the Public Forum Doctrine,” “Minors’ First Amendment Rights to Access Information,” and “Privacy and Confidentiality in Libraries.”

Part V, titled “Before the Censor Comes: Essential Preparations” in the sixth edition, has been renamed “Preparing to Preserve and Protect Intellectual Freedom” in the seventh edition, perhaps in an effort to broaden the scope of this section of the manual. Also, the content of this part has been heavily revised. The seventh edition features a new appendix, “Navigating the OIF Website.” This appendix is a well-organized, comprehensive guide to the OIF Website <http://www.ala.org/oif/>, and it is a helpful tool to navigate this complex Website. The glossary is also a new feature of this edition; however, it is rather limited in scope.

The Manual does have some room for improvement. As pointed out in the “Introduction,” there are growing issues concerning the inherent conflicts between national security and the rights to privacy and confidentiality. In several places, aspects of these concerns are mentioned, but not in much depth.

Within the last few months, the conflicts between national security and individual rights have exploded in Washington and in the media. Perhaps, the next edition of the Manual needs a separate chapter that brings together all aspects of the national security issue.
Applying the principles and guidelines in this manual cannot ensure that the rights of librarians and users will never be challenged or that dif-
ficulties will not arise. But adhering to these principles in every library is absolutely essential if librarians and users are to enjoy the full benefit of freedom of expression under the First Amendment. [1]

This quote says it well. This book is an indispensable tool for all types of librarians, and it serves as good resource for library and information sciences students.

Ana D. Cleveland, PhD, AHIP
ana@lis.admin.unt.edu, Health Informatics Program, School of Library and Information Sciences, University of North Texas, Denton, TX

Reference


Elizabeth Connor, AHIP, has a strong, rich history in international and US academic and medical libraries. She is the author of six books with three more in preparation; moreover, she has written numerous articles and many book reviews. She is well qualified to produce this publication. Her goal was to produce a primer for teaching and learning the principles of reference service in academic libraries. Writers responded to a request for abstracts in 2004, and eighteen authors were selected based on content and expertise. These authors provide eleven case studies and seven essays on a broad range of topics related to academic reference services. Each chapter has exercises designed to facilitate learning and integration of gained knowledge.

The audience for the book includes library science students and librarians new to academic reference positions, which this reviewer agrees are the primary targets. Several of the contributions were designed to be humorous. Some of these short pieces work well, and others are not as successful. Humor is difficult to carry off and runs the risk of offending audiences. Such comments as “on all that the library has to offer: its knowledge resources, calm demeanor, and mature charm,” (p. 39) and “we get to help people and that feels good” (p. 154) can impress readers as trite. The humorous chapters make the audience for this book library and information science students and librarians new to academic reference services rather than those well established in the field.

The chapters cover traditional areas of reference as well as the important digital and virtual components of modern reference. More specifically, the case studies include descriptions of virtual tutorials for information literacy training, reference triage, marketing services and programs, and relational and digital reference. Other topics vary from strategic planning and assessment of outcomes, the role of information literacy, trends toward more teaching and less face-to-face interaction, and costing and modeling of services for planning. The essays cover topics related to diversity, culture, special (problem) users, changing and evolving trends in librarianship and reference, and the role and experience of being an academic reference librarian. The case studies and essays represent a range of content from ideas to practical descriptions of successful and unsuccessful programs—sometimes more can be learned from what does not work in other settings than what does work. The authors are all experienced reference librarians from a wide range of public and private academic libraries in the United States.

Very useful information and data are embedded in various sections. For example, the chapter by Guerrero on “What They Don’t Teach You in Library School” has an ex-

Kathleen Ann McKibben, mckib@mcmaster.ca, Health Information Research Unit, Faculty of Health Sciences, McMaster University, Hamilton, Ontario, Canada