

authors repeatedly state, “We encourage different members of a library staff to work on the exercises together and to discuss the results” (15).

In addition to notes provided at the conclusion of each chapter, there is a list of selected readings (229–32). One text box consists of key writings (106). All three items listed in this box were written by Hemon with another author; two of the three items include another author of this book. There are many self-references included throughout the book, perhaps because it is a collaboration of three authors to provide a synthesis of their independent work. Many years of experience and study are reflected in these lists; both classic titles and newer research are represented.

At the conclusion of the text, readers are reminded of the continuous nature of library evaluation—it is never finished, so we are urged to keep track of results over time for comparison. The authors encourage readers to assess the information they already have and begin formal evaluation of their libraries. The two-part desired outcome is repeated again: an effectively managed library and an effective communication mechanism for all stakeholders in the library. Note that the library staff are the first stakeholders to be won over; then the book provides guidance as to whom to tell, what to say, how to say it (e.g., always include an executive summary of two pages or less), why to say it, and when to say it.

The authors accomplish what they set out to achieve as stated in the preface—they identified “what might library managers do that they are not currently doing” and explained “how do they do those things” (x). Evaluating this book according to the principles contained therein, how well are readers prepared to conduct evaluation in their own libraries by the end of the volume? I, for one, have been prompted to examine my current responsibilities to find ways to incorporate

evaluation into my daily work. Hemon, Dugan, and Matthews inspire readers to collect data to inform decision making whenever possible, and *Getting Started with Evaluation* provides the means to get started right away.—*Anne M. Sleeman (asleeman@ccbcmd.edu), Community College of Baltimore County, Catonsville, Maryland*

Digital Libraries and Information Access. Edited by G. G. Chowdhury and Schubert Foo. Chicago: Neal-Schuman, 2012. 235 p. \$99.95 (ISBN: 978-1-55570-914-3).

Since their emergence more than two decades ago, digital libraries have been developed in response to emerging and evolving researcher access needs. Digital libraries themselves have been the subject of ongoing research primarily undertaken by computer scientists, information scientists, and librarians, in addition to researchers from other fields. The definition and model of a digital library have likewise been approached from many different perspectives throughout a growing body of literature specific to their study. Early definitions focused on considering a digital library as an organization that provides access to digital works and has some obligation to preserve these works. Today, digital libraries have in many instances grown in scope and purpose with various projects seeking to better understand user interactions, facilitate collaborative information seeking activities, and refine how metadata are ingested, integrated, and provided. Current digital library projects might address emerging legal, ethical, and policy issues pertaining to information access, incorporate new resource types such as research outputs and data, and take advantage of developments in information storage to optimize management and functionality.

Literature about digital libraries has grown significantly since they became a research focus, with more than 8,000 conference papers and

journal articles published to date, along with many books and other resources. Chowdhury and Foo have contributed a new reference monograph on the subject, international in scope, which includes citations of exceptional breadth and depth that draw from the now substantial extant body of literature published about digital libraries. In *Digital Libraries and Information Access*, the editors provide a compilation of investigations into topics that range from the foundations of digital library development (architecture and design, understanding user interaction), to current advocacy issues (understanding digital library needs in developing nations, fostering social inclusivity, supporting open access), to detailed case studies (aligning different approaches to subject metadata, assessing information access features across select digital library sites). Given its inclusive scope and the potential that each chapter offers for continued research exploration, this title could easily be used as a textbook for students of information science while still offering current digital library practitioners a useful overview of the state of digital library research today.

Several chapters address the importance of better understanding user interactions in digital libraries, an area of growing research. In chapter 8, Wilson and Macevičiūtė note that the topics of usability and user studies have indeed expanded to compose more than a third of the literature on digital libraries. They note that researchers are increasingly focused on understanding both general and specific user activities along with design aspects related to their behavior and comparing different research methods to assess this behavior. They encourage further exploration of user interactions in digital libraries, especially as they assert that “the digital library seems likely to be the dominant form of organized information” (124). They suggest means for modeling user behavior in

digital libraries beyond general models of information behavior, noting that the actions users take within a given digital library can be constrained by the interface and functionality with which they are presented.

Chowdhury and Foo, in chapter 4, discuss the role that interface design has on user interactions and acknowledge that visualization techniques in particular hold great and unrealized potential for enhancing user interactions, especially as digital libraries expand to include more and different types of content. In chapter 9, Kim, Durr, and Hawamdeh focus their attention on a specific context of use—scholarly information—and in so doing, consider trends and opportunities that have emerged for engaging with digital content resulting from electronic publishing. They note how significant the roles of both technology expansion and digital information are in shaping users' interactions with research resources, and discuss how mobile technologies and discovery tools outside the library (such as Google Scholar) play a role in today's scholarly information landscape. Like Chowdhury and Foo, these authors also see the potential in providing users with visually oriented tools to better understand digital resources, in this case those that support visual data analysis and learning.

Metadata are integral to digital libraries in managing content and supporting access to that content. The former is discussed in chapter 2 and the latter is given more sustained attention in this book, discussed throughout several chapters. The analysis that Shiri and Rathi provide in chapter 3 concerning how metadata are leveraged to facilitate user interactions shows how a combination of manually, automatically, and user-generated metadata can help users refine their search paths and make informed decisions about resource selection. They illustrate this with four digital library websites (two national and two public). Chapter 11

provides a detailed description of Yang and Park's iSTEM project to integrate subject categories from multiple repositories. This integration work was undertaken to provide users with a single set of topical terms used in navigating and selecting digital resources relevant to their research. This chapter should be of great interest to anyone working to support subject-based access to content in a digital environment using metadata from disparate sources, and while quite technically detailed, provides an opportunity for readers to consider tangible applications of a research project. Another metadata issue considered in chapter 3 is the role of crowdsourced metadata, including user ratings, comments, and tagging, each of which support users' search processes from navigation to resource selection.

In addition to its emphases on understanding user interactions and the role of metadata in digital libraries, *Digital Libraries and Information Access* is notable due to its extended considerations of the social role of digital libraries, which range from an overview of the impact of Web 2.0 applications and tools (chapter 6), to an exploration of how digital libraries can facilitate collaborative information seeking (chapter 5), to addressing practitioners' obligations to ensure equitable approaches to access from technology as well as content selection and presentation perspectives (chapter 7).

Chowdhury and Foo have shaped a compilation of thoughtful approaches to current issues in digital libraries as they relate to information access. The authors throughout provide numerous opportunities to extend the reader's exploration of these topics by virtue of well-chosen case studies, timely examples, and identified trends, as well as the comprehensive bibliographies included with each chapter. Readers seeking to better understand the fundamentals of how users engage with digital libraries as well as gain

a contextual grasp on both the historic and contemporary attendant research will be able to satisfy both of these goals.—*Kathryn Stine (Kathryn.Stine@ucop.edu), University of California, Oakland, California*

Developing and Managing Electronic Collections: The Essentials.

By Peggy Johnson. Chicago: ALA Editions, 2013. 186 p. \$65 softcover (ISBN: 978-0-8389-1190-7).

As Johnson comments in the preface, her goal is to offer practical advice in working through the many issues involved in providing library users access to online resources. She focuses on indexing and abstracting services, e-books, e-journals, and streaming multimedia; she does not address locally produced content, digital textbooks, games, or software.

The book opens with a brief history of electronic resources in libraries. Although some readers may be tempted to skip the history, it both explains the context for many of the issues librarians face and introduces some essential vocabulary. For example, Johnson introduces terms like Open URL, link resolver, and digital rights management (DRM) as developments that helped libraries manage and provide access to electronic collections. In chapter 1, she also introduces issues such as equitable access, collection stability, and the differences in how publishers offer popular and scholarly content to libraries.

Throughout the book, Johnson focuses on factors to consider when selecting, acquiring, and managing e-resources. For example, in the second chapter, she lists a dozen selection criteria, in addition to the standard criteria for all materials, which libraries should consider when selecting electronic resources. She explains the importance of criteria such as persistent content, discussing the implications of leasing content from an aggregator versus a publisher and of purchasing content with annual