

approaches to preservation techniques along with their applications.

Chapter 9 takes a close look at providing reliable access to users. The author summarizes this point by stating, “Everything we do in this regard must therefore be informed by the needs of current and future users; their requirements should dictate how we go about the business of digital preservation” (243). This chapter concentrates on what organizations need to consider when providing access to their digital content, the technical challenges associated with providing access, and the curatorial and legal responsibilities for delivering digital content to users. The last chapter of the book comments on the rapidly changing environment of digital preservation and analyzes emerging technologies and future trends. The author does a nice job of forecasting the future of digital preservation without coming across as a fortuneteller.

While the content is geared toward libraries, museums, and archives that are producing and maintaining digital content, this book would also be beneficial for professionals outside these fields. Each chapter is organized in a meaningful way, and the entire book flows with a natural progression through the complex stages of digital preservation. There is not a lot of technical jargon and the concepts outlined can be applied to small or large organizations that have a variety of assets. The author does an excellent job presenting complicated content in a digestible way, and offers useful case studies throughout the book. *Practical Digital Preservation* is an excellent book for anyone working with and producing digital content.—Katie Nash (knash@elon.edu), *Elon University, Elon, North Carolina*

Getting Started with Evaluation.

By Peter Hernon, Robert E. Dugan, and Joseph R. Matthews. Chicago: ALA Editions, 2014. 242 p. \$65 soft-cover (ISBN: 978-0-8389-1195-2).

Articles, books, blogs, and webinars about assessment of technical and public services in both academic and public libraries abound. *Getting Started with Evaluation* is the latest American Library Association contribution to this mix. The authors of this title have published often in the subject; each has extensive experience in the field of library management, especially in the area of evaluation. All three have taught in library schools at some point in their careers. They acknowledge, however, that most practicing librarians did not take a course in research methods during their studies. This book is intended to provide an introduction to evaluation to those librarians as well as to current students in information management and research methods courses.

The book is logically structured to serve this need. Chapter 1 begins with an overview of the topic of evaluation, complete with definitions and lists, providing vocabulary to enable subsequent examination of the topic. As the authors note early in the text, “Evaluation is the process of identifying and collecting data about specific services or activities, establishing criteria by which their success can be measured, and determining the quality of the service or activity—the degree to which it accomplishes stated goals and objectives” (2). The authors establish this relationship between management and evaluation immediately and continue to reference it throughout the book, using further chapters to explore the evaluation process, library metrics, the audiences for evaluation (both internal and external), specifics about measuring, and how best to communicate results. As each of these topics is explored, the emphasis remains on the integration of evaluation into everyday library management.

The explanation of the process for evaluation includes practical suggestions for how to accomplish each step (e.g. the SPICE model for determining a question to study appears on

p. 19). The authors provide a range of actions and suggestions for how to assess a variety of library metrics (surveys, return on investment studies, cost-benefit analyses, etc.), from simple to complex. They include a variety of topics that are on my radar, like ethnographic research and measuring library contributions toward the completion agenda, a pressing issue at community colleges. Readers are urged to adapt these metrics to their own environments. There are many examples of ways to evaluate; both internal sources of data (collected at library and institutional levels) and external sources of data (sets of data available elsewhere for comparison) are described in detail. The authors generally discourage self-reported data in favor of measuring actual behaviors of library users while acknowledging that qualitative measures are required for a complete picture of the user experience. The goal of changing lives through exposure to libraries and library services is repeatedly emphasized throughout these sections of the book.

Boxes, tables, and figures provide concrete examples of the concepts described within each chapter. As the concepts and techniques covered increase in complexity, the authors provide formulas and steps to help reduce anxiety and encourage readers to begin evaluating.

Following the details of how to collect data, readers are counseled on how to use and communicate their findings.

Exercises are provided at the end of each chapter. These range from open-ended questions to stimulate discussion, to mathematical challenges, to questions requiring a one-word answer. Official answers to the exercises are provided in an appendix. These exercises would be useful for library and information science faculty and students, of course, but the authors also note their intent that these exercises also be used by library staff. The

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