

standards that have moved from AACR2 to RDA (preparing for an interlinked digital future) and changes from MARC to a still experimental BIBFRAME. Weiss offers an essay addressing a variety of previously mentioned issues such as e-books, patron drive acquisitions, metadata, BIBFRAME, and the recent debates in cataloging and the future of bibliographic control in a web-based and interlinked universe of information. She identifies avenues of professional development including knowing cataloging standards, developing programming and data competencies, and enhancing communication skills.

Weber points to the importance of vendor relationships and the how librarians can participate in the creation of standards, guidelines, codes of practices through creative conversations by librarians, thereby bringing the best library services to users. Luesebrink addresses acquisitions departments, where academic libraries are moving from a bureaucratic to a market- and user-driven model, changing from print-centric to an electronic-centric, user-centric resource model.

Changes demand new skills. Boyd and Gould provide a useful guide to the new skills and competencies needed in the technical services of the future. Creativity, initiative, communication and advocacy are positive attributes for those currently in or considering technical services librarianship. Weber focuses on negotiation for services and pricing are skills that need to be developed by librarians. Luesebrink outlines the skills needed in 21st century acquisitions librarianship: moving from simple clerical skills to fund-accounting competencies; developing relations with vendors; IT skills include database management and competencies in ILS modules; and better communication skills. Vellucci focuses upon the new field of research data as a potential area for technical service librarian contributions. She notes that these librarians are best situated to become research data librarians who can support the research projects of faculty. Her suggestions focus on models of new skills development, examples of research data/librarian projects, such as starting with student and faculty working in small research projects.

Advocacy is essential to the future of technical services. Weber points out the need for strong advocacy by technical services librarians beginning with one's own colleagues, administrators, and users. As technical services librarian needs to demonstrate the value of their work, Weber promotes advocacy of technical services by the librarians themselves in working with the Association for Library Collections & Technical Services (ALCTS). She advises that "a first step is to promote their work so that others fully understand what they contribute to the library overall and the implication of what would happen should their work cease to be provided" (25).

The book ends with Weber's survey of thirteen questions and answers from six technical services librarians of

varying backgrounds. The answers are variable and some are provocative, giving an insightful mosaic of views and choices providing further helpful data from the profession.

Rethinking Library Technical Services offers positive outlooks originating from the technical services profession itself. It provides an extensive and detailed picture of the current states of affairs and complex functions found in the many aspects of current technical services departments, but best of all it provides positive suggestions, and hopeful advocacy for the profession rather than dismal forecasts of doom, or continuing the folly of policies that blindly propose cutbacks and downsizing. The book could see a few improvements: a more detailed index; linked data and BIBFRAME could use more coverage; serials, databases and discovery services need more attention. The focus has been in large academic university libraries, rather than small academic and public libraries. However, this book is useful for librarians in all types of libraries, and especially for students in library and information science considering a career in technical services.—William Shakalis (*wshakalis@worchester.edu*), Worcester State University, Worcester, Massachusetts

Cultural Heritage Information: Access and Management. Eds., Ian Ruthven and G.G. Chowdhury. Croydon, UK: Facet, 2015. 253 p. \$99.08 softcover (ISBN: 978-1-85604-930-6).

As stated in the preface by Chowdhury and Ruthven, "this book provides a snapshot of current research and development as well as outlining the various challenges and trends of research in relation to the creation, access and management of digital cultural heritage information systems and services" (xvi). In the first chapter, the editors define cultural heritage as falling into two main categories: tangible (such as paintings antiquities, artefacts, buildings, or monuments) or intangible (such as dance, plays, music, stories, etc.). When either of these two types are digitized, they become digital cultural heritage (1). With such a broad scope, those wishing to begin their scholarly inquiry into digital cultural heritage information management or those wishing for a snapshot of various issues facing digital curation professionals will find this book very useful. Additionally, this book will also appeal to those hoping to learn ideas and strategies implemented outside of the United States. All of the authors except two hail from outside of the United States, providing a different perspective for American curators.

The book begins with overview chapters on policies and infrastructures, and then moves "to considerations of interaction, access to objects, [and] concrete system implementations" (7). In reality, the eleven chapters discuss: an introduction to managing cultural heritage; the history of digital humanities; policy considerations in providing access to cultural heritage information (such as intellectual

property concerns); best practices in digitization standards and technologies; metadata issues in information systems; design considerations in information systems architecture; usability studies on digital information systems, user needs for digital information systems, knowledge organizational systems; projects that support multiple access paths for users of digital cultural heritage systems; and the sustainability of digital cultural heritage information systems.

The chapter formats include think pieces, analysis of past literature, and case studies. With only one or two chapters dedicated to one concept, the book feels a bit disjointed for those hoping for an in-depth analysis of a particular aspect of managing cultural heritage information systems (for instance, digitization standards, metadata issues, or usability studies). The chapters are very focused on one aspect of cultural heritage information and the book lacks a comprehensive conclusion integrating the various concepts together, leaving the reader feeling a bit shell-shocked at the end. Additionally, none of the chapters layers on or connects with each other. However, for those looking for a broad overview of concerns and issues, this book provides a great first step in considering various aspects of managing cultural heritage information.

The focus on international systems is very useful for documenting a global perspective on preserving digital cultural heritage resources. Most of the chapters focus on European institutions, but South Africa, Japan, and Canada are also represented. Many authors in this book refer to Europeana (www.europeana.eu/portal) in their analysis and case studies of digital cultural information systems. Similar to the Digital Public Library of America (<http://dp.la>), Europeana is a hub that brings together digital cultural heritage items from across multiple institutions together to one web portal. The analysis of the same project from multiple perspectives and with a focus on very different aspects of cultural heritage management is very interesting and helpful in synthesizing the concepts. Additionally, it is very worthwhile to learn about projects not heavily used or advertised in the United States. Such studies not only broaden perspectives, but can also assist managers of cultural heritage better understand user needs and perspectives on an international scale.

Some of the chapters are much stronger than others. The chapter focusing on managing information architecture; starts as a thought piece, and then concludes with a brief case study of two institutions. The authors might have been better served to integrate the case study into the rest

of the chapter, so that the case study doesn't feel like an afterthought. The digital humanities chapter feels a little out of place in a book focusing on access and management of cultural heritage information, but is very well written and interesting. The author argues for a broader approach to thinking of the history of digital humanities scholarship, and chronicles the merging of different fields and scholarship angles to form our current understanding of digital humanities. The chapter on sustainability of information systems provides some concepts and ideas not usually discussed relating to not only the energy use of digital information systems, but also the accessibility of such systems to those international populations with limited access to the Internet. If we are truly digitizing information to provide information to everyone, we need to address issues of disparity in our populations.

Although not addressed in the book, one problematic issue with "cultural heritage" is that it means different things to different groups. This book strives to define cultural heritage in the first chapter, but authors of specific chapters define it differently. For instance, some refer to LAM (Libraries, Archives, and Museums), while a different articles use the acronym GLAM (for Galleries, Libraries, Archives, and Museums). Perhaps in and of itself, it is an admonition to our community that the definition changes from chapter to chapter; but nevertheless, it makes determining the intended audience difficult. In the introductory chapter on "cultural heritage," the editors strive to establish a definition, but individual chapter authors conceptualized it in varying ways, rarely using synonyms when discussing "cultural heritage," which would've helped further clarify their own definition. As a community, we need to assess what we mean by cultural heritage and be more consistent in our own literature so those outside our discipline can better follow our ideas and projects.

Overall, this book provides a global overview of issues related to cultural heritage information access and management. The eighteen authors span six countries and the diversity provides a welcome change in perspective from most texts that focus on American institutions. With the broad scope of "cultural heritage information access and management," the book feels unconnected, but also brings up many important and critical issues as we continue to develop and implement digital cultural information systems.—*Nicole Garrett Smeltekop* (nicole@msu.edu), *Michigan State University Libraries, East Lansing, Michigan*