

he suggests saving the item “as is” and editing later for either image or sound correction. Researchers will want the master copy, while the public will most likely want the cleaned up version.

This small book is packed with information and librarians of any caliber will find it easy to follow Piepenburg’s instructions to begin a digitization project of their own. The low-barrier technical threshold should not deter anyone. The book ends with the advice to “have fun.” Librarians and archivists will enjoy reading this fast-paced book and most likely learn a thing or two in the process.—*Brian F. Clark* (*bf-clark@wiu.edu*), *Western Illinois University, Macomb, Illinois*

Fundamentals of Technical Services. By John Sandstrom and Liz Miller. Chicago: ALA Neal-Schuman, 2015. 213 p. \$64.00 softcover (ISBN 978-1-55570-966-2). ALA Fundamentals Series.

This latest monograph in the ALA Fundamentals Series continues the series’ mission of providing a broad overview of an area of library science. Written by a Cataloging Librarian and an Acquisitions Librarian from New Mexico State University Library, *Fundamentals of Technical Services* communicates the conceptual practices clearly and succinctly. The tone of writing clearly conveys the authors’ enthusiasm and passion for technical services and emphasizes the crucial role that technical services staff play in providing access to resources through purchasing, cataloging, physical processing, and authority control.

This book begins with a chapter describing the management of technical service departments, followed by a chapter on library systems. The subsequent six chapters follow the general workflow of technical services: “Collection Development,” “Acquisitions,” “Cataloging,” “Physical Processing,” “Authority and Catalog Maintenance,” and “Collection Management.” Each chapter provides basic foundational knowledge; lists of key terminology with clear definitions, trends and issues related to each chapter’s subject; and recommended print resources for further reading. As is stated multiple times thorough out the text, this is an introductory text, and as such, does not contain vast quantities of historical information. Though the book can certainly be read through in its entirety, each chapter could be consulted distinctly as a surface introduction to that area of technical services, supplemental to more substantial works.

The introduction explains that it was intended for use by library science students and as a resource for staff or faculty whose positions have been reassigned to technical services departments. The latter audience is strongly emphasized. The initial section in each chapter is titled “Before you Begin” and instructs readers to answer questions about their library’s current practices, to collect institutional policies, or to identify staff attitudes about a subject before reading the

chapter. It is unlikely that a graduate student would have access to this information.

Each chapter contains reading aids that display concepts graphically or elaborate on associated topics. Sidebar texts are included for related concepts such as library security systems in the chapter on Physical Processing, or listing tips for holding effective meetings in the Managing Technical Services chapter. Diagrams of basic workflows included in both the Acquisitions chapter for monograph and serial acquisitions and in the Cataloging chapter for the cataloging workflows for physical and electronic materials display concepts that would have been tedious to explain solely within the text. The book also includes four well-written yet brief appendixes about specific cataloging-related topics: “Content Standards” outlines RDA and its differences from AACR2; “Classification Systems and Call Numbers” depicts the Dewey Decimal and Library of Congress classification systems; “Subject Term Lists” describes the utility of providing subject access, and Library of Congress Subject Headings specifically; and finally “MARC Digital Format” describes MARC bibliographic and MARC holdings formats, with descriptions of selected common fields. Finally, the terminology and definitions found in every chapter are compiled into a glossary.

Each chapter concludes with a brief description of trends, and though these trends are those that are most current, they are handled with excessively broad strokes. Another idiosyncrasy of this book is the inclusion of incongruous statements: in a discussion of budget meetings the reader is cautioned to “keep your facial expressions neutral at all times. . . . Believe it or not, a poorly timed arched eyebrow can change the entire tone of a discussion” (47). At random, an individual Milwaukee Public librarian’s searches being redirected in her catalog are cited as examples of successful authority control (129–30), though there is no explanation of why she was mentioned or included. While neither of these comments is inappropriate, they lend a certain chattiness that seems inconsistent with the tone of the remaining text. One final small criticism is that the acronym OCLC is only explained using its initial usage and not the current fuller form (86).

Despite the uneven tone, all chapters were well-organized, accessible, and enjoyable to read; the chapters on Acquisitions and Cataloging were particularly well-conceived. I was very pleasantly surprised to find chapters that included discussions of both cataloging maintenance and collection maintenance, since similar texts frequently only discuss these areas in a cursory manner. The concluding “Collection Maintenance” chapter includes descriptions of activities that could involve staff from multiple areas of the library (i.e., not only technical services staff) such as the review of gift materials for possible addition to the library collection, deselection or weeding, the replacement of lost

or missing items, disaster preparedness, and the repair of damaged library resources.

Finally, this book does not describe best practices or precise workflows because these could vary widely by library. While the components of technical services that are included in this text are certainly necessary in any technical services department, they may not apply in all situations or in all libraries, particularly those with smaller staff. This well-written, enthusiastic text provides a great introduction to the many aspects of Technical Services.—*Julene L. Jones* (julene.jones@uky.edu), *University of Kentucky Libraries, Lexington, Kentucky*

The Critical Component: Standards in the Information Exchange Environment. Edited by Todd A. Carpenter. Chicago: Association for Library Collections & Technical Services, 2015. 298 p. \$71.00 softcover (ISBN: 978-0-8389-8744-5).

People may not realize it, but standards are all around us. The seat belt in cars that keeps passengers safe, the power outlets found in homes to plug an electronic device, or the JPEG file that is downloaded to view a friend's picture all adhere to standards. If it were not for these standards, many of the things people do would not be possible. Information professionals in particular need standards to communicate, access, retrieve, and display information. *The Critical Component: Standards in the Information Exchange Environment* provides the reader with an understanding and appreciation for the standard creation process in the information environment. It highlights some of the most important standards in the library profession, from the description standards that librarians and publishers use for resources, to the various types of identifiers found in the information supply chain.

The book is divided into eleven chapters and nine case studies. Each chapter highlights a segment of the standard creation process. Chapters 2–10 include case studies that describe an information standard which in turn illustrates the context found in the chapter. For example, chapter 5 deals with the role of identifiers in content management and distribution. Several standards have been created to fulfill this part, such as the international standard book number (ISBN) and digital object identifier (DOI). The transactions that occur between organizations in the information supply chain (e.g., libraries, publishers, distributors, and content providers) can be difficult to manage without the use of identifiers. Identifiers help these organizations differentiate one resource from another. The case study that supplements chapter 5 is on the international standard name identifier (ISNI). As the book explains, ISNI strives to make people and organizations discoverable; this role helps stewards of information identify entities involved with an intellectual work. ISNI also supports effective management in rights

payments and rights clearance, which is a vital task for publishers. Without ISNI these communities would have to identify authors or organizations through their own means rather than using one identifier to resolve their individual needs; hence a standard that created cost-effective solutions.

The book starts by discussing the importance of standards; how standards are developed and the organizations that contributed to their development; the information standards landscape; and the basic concepts that are undertaken by information standards. Chapters 5–8 address type-specific standards that affect the information community such as identifiers, descriptive metadata schemas, and digital preservation. Chapter 7 at first glance seem out of place in these chapters since it discusses discoverability as a goal, but after reading about identifiers, metadata, and preservation standards one realizes that they are all created with the goal of increasing discoverability. Chapters 9–11 return to the general standard process (similar to Chapters 1–4), explaining how standards are marketed, how to get involved, and the future of information standards. The concluding chapter is especially revealing because the editor features some of the future standards that are being worked on or that will eventually be developed. Examples of these upcoming standards are in the area of rights management and open access.

A definite highlight for readers will be to learn about all the organizations involved with the creation of standards. Similar to the saying “it takes a village to raise a child,” so is the case when creating a standard. As consumers of information, it is reassuring to know that organizations like the American National Standards Institute (ANSI) and the National Information Standards Organization (NISO) exist to support standards and to guarantee that the process meets the needs of its constituents. Along with these organizations, the individuals that are involved in making a standard a reality put in a great effort to move the professional agenda forward. Without the dedication of these volunteers, standards would not be feasible. As stated by the editor, “Standards provide the most effective strategy for addressing the issues in a way that provides a framework for all community members to contribute to the process” (291). Standards help the professional community come together to solve a common problem and to accomplish a goal.

When looking for other books that discuss information standards, it is difficult to find something that is as all-encompassing as this publication. Now, a reader would have to search for individual resources to learn about the various standards mentioned in the book. This book serves as a convenient resource for readers by providing a basic overview of several important information standards in the field. The book is also valuable in that each chapter and case study is authored by individuals that were involved with making a particular standard or have extensive experience in the standard creation process. Many of the contributors are well