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# Brown-Syed, Christopher. "Parents of Invention: The Development of Library Automation Systems in the Late 20th Century". (Book Review)

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style. Authors include lessons learned from practice. The goal audience is students who are currently in residency and physicians who are interested in starting a practice. The material provides advice related to the authors' experiences but not in any scholarly fashion and not relevant to upcoming changes in health care law. The work is currently available only in print, in a softcover edition.

This title would complement established practice management works, such as the fifth edition of *Healthcare Finance* by Louis C. Gapenski (Healthcare Administration Press; 2011. ISBN: 978-1-56793-425-0), which does cover key legislation and the implications for physicians in a variety of practice settings, and the even more current American Medical Association Practice Management Center publications. This title is recommended as a non-core addition for health sciences libraries supporting graduate schools of medicine or teaching hospitals, in particular those with otolaryngology practices, rotations, or fellowships.

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Bandy, Margaret Moylan, and Dudden, Rosalind Farnam. **The Medical Library Association Guide to Managing Health Care Libraries. Second edition.** New York, NY: Neal-Schuman Publishers; 2011. 424 p. \$99.95. ISBN: 978-1-55570-734-7. ©

The second edition of the *Medical Library Association Guide to Managing Health Care Libraries* comes ten years after the publication of the first edition, a time in which much has changed in health care librarianship. The authors clearly state in the text how the current edition differs from the previous edition. The new edition contains expanded information about new roles in health care libraries, including chapters on information practice and knowledge services. The new edition has been thoughtfully updated to reflect the changes in the profession since the previous edition. The authors outline

some significant changes in the profession, and thus the text includes health literacy, quality and patient safety, evidence-based health care and comparative effectiveness research, translational research, and technology. The book is well organized and very user friendly. The information is timely and relevant to anyone working in a health care library setting.

Sixteen chapters are divided into three sections. Part one covers an introduction to libraries in health care settings and an overview of the health care environment. Part two covers topics in management, financial management, human resources management, evaluation and improvement management, collection planning management, collection technical management, and library space management. Part three covers on-site and web-based information services, educational services, information practice, knowledge services, health information for patients and consumers, associated services, and solo librarians. A CD-ROM is included with the book and contains resources that complement the work by featuring live links to various websites and Internet resources. In addition, the CD-ROM contains the bibliography for each chapter with clickable links to the resources. For some chapters, subjects are covered in more detail with additional resources contained on the CD-ROM. For example, the chapter on evaluation and improvement management outlines five methods of evaluation for health care libraries. The chapter gives a brief overview of each method, and each method is covered in more detail in the CD-ROM. This aspect of the book is very helpful, as it allows for more in-depth reading and research when needed.

This book provides a valuable resource for both library school students and practicing librarians. It is particularly useful as a source of references. The book includes helpful charts and checklists along with suggestions for more in-depth reading on various topics. For example, the chapter on collection technical management gives a comprehensive overview, but the authors realize that some topics, such as the details involved in selecting an integrated library system, are beyond the scope of the text, and they direct readers to a variety of sources for

further reading on the subject. Particularly useful features of the text are the "Management in Action" sections. Throughout the book, these sections elaborate on specific topics in the form of mini case studies that put the information into a practical context.

Overall the authors have updated the text to reflect numerous changes in the profession in the ten years since the publication of the original. While the scope of the text is broad, the authors have done an excellent job of providing an adequate, but not overwhelming, amount of information about each subject. Particularly helpful is the CD-ROM and the authors' suggestions for further reading on various topics. This is an essential text for any health care library.

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Brown-Syed, Christopher. **Parents of Invention: The Development of Library Automation Systems in the Late 20th Century.** Santa Barbara, CA: Libraries Unlimited; 2011. 145 p. \$60.00. ISBN: 978-1-59158-792-7.

Prior to his death in 2012, Christopher Brown-Syed was the editor of the journal, *Library and Archival Security*, and taught at Seneca College, Toronto, Ontario, Canada. Earlier in his career, he was an employee of the library automation vendors, Plessey and Geac. *Parents of Invention* is a collection of memoirs and reflections on the developments in library automation from the late 1970s through the middle 1990s, from the viewpoint of employees of vendors and libraries at the time. *Parents of Invention* gives insight into the development of integrated library systems during this period, which saw the revolution of circulation and catalog functions in libraries. Brown-Syed writes from a Canadian perspective, and many of the contributors to the book are from Canada, Great Britain, and Australia. Brown-Syed is cognizant of US libraries

and vendors, and refers to US examples and experiences on occasion. The author interviewed fifteen individuals via phone and email while researching this book. A closing chapter contributed by Louise O'Neill of McGill University, Canada, addresses future trends for automation in libraries.

Online bibliographic retrieval systems for literature searching are briefly discussed, but readers of a certain age will notice some of the facts are wrong. Ovid, a well-known bibliographic database vendor, is rightly credited with revolutionizing online searching through end-user access to its CD-ROM products in biomedical libraries. Ovid's publication of the National Library of Medicine's MEDLINE to CD-ROM kept many librarians busy during this period with changing discs and watching for overheating of CD-ROM towers. However, Brown-Syed does not use the correct company name for the period discussed, which was CD Plus Technologies, a name that Ovid carried from its founding through the early 1990s. CD Plus did not change its name to Ovid until the late 1990s, when client-server and Internet technology made access to online journal articles possible. Also, typographical errors are noticeable throughout the book.

American readers may be distracted by British spellings, abbreviation conventions, and world view. Still, the book is a valuable contribution to documenting the challenges that the parents of invention were faced with while working together to implement new technologies to improve library operations. This book is recommended for library and information science students, and anyone interested in reading histories of library automation and librarian memoirs.

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Cassell, Kay Ann, and Hiremath, Uma. **Reference and Information Services: An Introduction. Third edition.** Chicago, IL: ALA Neal-Schuman; 2013. 510 p. \$69.95. ISBN: 978-1-55570-859-7. ©

In the book's lengthy preface, the authors cite the "ferocious pace of change" (p. xi) that has forced them to update the previous edition, which was released in May 2011. While it is aimed at "eternally maturing reference librarians," it is also "organized to complement the syllabus of a typical library and information studies course." This book is not to be confused with another book that has the same title but different editors [1].

This book is presented in four parts. Part I (chapters 1–3) provides groundwork for understanding the fundamental concepts of reference and information services. Chapter 1 introduces reference and information services by presenting a synopsis of the development of reference service, ethics that apply to it, kinds of information service, selection and evaluation of resources, staff and services, and adaptation to the changing nature of reference. Chapter 2 focuses on questions and reference interviews: components, strategies, cultural aspects, and guidelines set by the Reference and User Services Association (RUSA). Chapter 3 explains the search techniques for finding answers to reference questions as well as steps to avoid a scattershot search.

Part II (chapters 4–12) comprises the bulk of the text and introduces the reader to the major reference sources: "The nine chapters in this section focused on how, what, where, who and when questions as they correlate to authoritative resources" (p. xiii). Part III (chapters 13–16) is on special topics such as using the Internet as a reference tool, readers' advisory, reference sources and services for children and young adults, and information literacy. Part IV (chapters 17–22) is on developing and managing reference collections and services. Chapter 17 offers guidance in selecting and evaluating reference materials. Chapter 18, a new chapter on ethics

written by a contributing author, tackles the issues of "professional codes of ethics, plagiarism, copyright, intellectual property, access to information and censorship." Chapters 19 and 20 are on managing the reference department and assessing its services. Chapter 21 "provides a comprehensive snapshot of the many tools and sites mined from Web 2.0 technology." Chapter 22, the final chapter, explores "models, materials, and services that will continue to evolve and define reference services in the future."

The appendix contains the RUSA Outstanding Reference Sources, 2007–2012. This list includes the best reference publications selected by the association to recommend for small and medium-sized libraries. The inclusion of this list is appreciated as it can be used as yardstick to check one's current reference collection. To cap it all, this edition ends with two indexes, reference resources and subjects.

This edition is a welcome update to the previous edition as it continues to sort out relevant information in the ever-changing world of reference. It is to be commended that the authors, who were reference librarians in academic and public libraries, "have invited stringent critiques" (p. xvi) and have taken note of these suggestions. The result is a polished edition meant to be as useful as possible to students, teachers, and reference librarians.

The chapters are well organized and are enhanced with abundant lists of recommended reading materials and rich bibliographies. The tables scattered in most chapters are good memory aids as they show capsulized information about reference resources. An instructor would find these features to be really good tools for teaching. In addition, the guidance for collection development that each chapter provides is also useful for the practicing reference librarian.

This book is primarily meant to be a textbook geared to fill the needs of the academic community. Sources of medical information are briefly presented in a few pages (pp. 179–86) in chapter 9, listing