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From the Reference Desk

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ATG: What do you think is the future for eBooks in reference publishing, or for publishing in general?

RB: Web-based eBooks really make sense for reference titles. The anytime, anywhere, unlimited access model works well for books that are generally used for less than half an hour. Librarians can concentrate on putting their patrons with the right materials rather than dealing with handling the physical books. Ready Reserve is no longer necessary. Distance learners are automatically served if they have access to their institution's library system.

At some point, I think that libraries will get beyond the "great deal" in buying eBooks. Buying older, low usage, lower value books sold in large collections doesn't seem to make sense when building a print collection; why would this be a good collection development strategy for eBooks? I'm not surprised that libraries are not satisfied with the usage of their eBook collections. Shouldn't their expectations for such eBook collections be about the same as for print versions of these older, low circulation titles? Just because a title is available as an eBook doesn't mean that demand for the content goes up.

I also think that the shared book model will fade away. We have chosen not to participate in programs that offer older titles to a large number of institutions on a one book, one user basis. Most publishers will not offer their frontlist

titles in this way. Reference publishers and libraries have a symbiotic relationship. Publishers have to sell enough books to libraries to have a viable and sustainable business, and libraries depend on the publishers for the titles. Selling one copy to a large number of institutions means that a publisher is likely to sell many fewer total titles overall. This threatens the viability of the fundamental business model.

ATG: From what you're saying, eBooks have a real future in reference publishing. What about print titles? Are they slowly, but surely, being placed on the endangered species list? Or will print and eBooks reach a mutually beneficial accommodation?

RB: If we look again at what happened with our abstracting services, we had a rapid migration once they were available through the Web. Yet there are a number of subscribers who keep both the print and e-versions. The library has bought the intellectual property with the first version, and is just trying to enhance their patrons' convenience. We've tried to make this easier by providing a steep discount for the print version. This is mirrored in our eBook/print bundle pricing. So I don't think print reference books will go away, but the use of the print medium may evolve much as radio evolved when TV was invented.

ATG: On your Website, you note "ABC-CLIO takes pride in constantly re-inventing itself." What will be the next incarnation? What "new technologies, new paradigms, and new business models" does ABC-CLIO plan

to use in keeping your edge in the marketplace?

RB: I'd say that there are two key points about our future. First, we'll continue to design from the intended use up, not the information down. Second, we will expand our offerings in history.

Designing from the intended use up is just saying we are customer focused. We don't intend this in a cliché way. We start our product planning for books and databases by anticipating what projects the users do regularly. We ask what content our publications should contribute to these projects, the amount of time users have to find what they need, and the level of detail that users might want. Our content, the selection and search capabilities, and, in electronic products, our information management tools, are designed to assist.

Second, our history-oriented products and services are likely to expand into more and different genres. We are not unfamiliar with software, video, and textbook development, as we have offered many different publication types in our fifty years of existence.

Together, our design orientation and the expansion and integration of our offerings will be of great benefit to the history practitioners we serve — scholars, teachers, and students — and to the librarians who work with them.

ATG: Ron, thank you, it's been a pleasure talking to you, and learning more about ABC-CLIO.

RB: It's been great. I enjoyed it. 🍷

From the Reference Desk

by **Tom Gilson** (Head, Reference Services, Robert Scott Small Library, College of Charleston, Charleston, SC 29424; Phone: 843-953-8014; Fax: 843-953-8019) <gilson@cofc.edu>

The two-volume *Oxford Encyclopedia of Theatre and Performance* edited by **Dennis Kennedy** (2003, 0-19-860174-3, \$275) has many of the features that one looks for in a good reference. It takes high quality content, then combines the content with solid indexing and other helpful features, and then presents it in an attractive, easy to use format.

First let's talk about the basics. Editor **Dennis Kennedy** has amassed 4,300 entries writ-

ten by approximately 300 international contributors, and complemented them with over 100 black and white illustrations. The coverage is international and considers more than American and European theater. Asian, Caribbean, Latin American, Middle Eastern and African theater are also represented. A great deal of space is devoted to brief biographies of major playwrights, directors and actors, as well as stage and lighting designers and theater managers and critics. Individual articles discuss topics ranging from the ritual origins of theater, to the medieval morality play, to the studio theater movement, and from classical Greek tragedy, to

British pantomime, to street theater in India. There are also numerous articles on broader themes like critical concepts and methods, social theories and issues, character and performance types, as well as those that speak to the architecture of playhouses and discuss theater companies and festivals, and theatrical organizations and institutions. Special features include an excellent thematic table of contents, a sixty page selective index of dramatic titles, listing the articles in which they appear, a timeline

matching theater and performance events with historical and cultural ones. Other features include a complete list of contributors with their credentials, and a bibliography of further readings.

As **Mr. Kennedy** notes in his Preface, the *Oxford Encyclopedia of Theatre and Performance* is grounded in contemporary theater and performance studies, so it is no surprise that the treatment is scholarly. However, it is accessible to the general reader, as well as the serious student. This reference is appropriate for both public and academic libraries and should take its place among other titles like **Routledge's World Encyclopedia of World Theatre** (1994, 0415232058, \$900) **McGraw-Hill Encyclopedia of World Drama** (1984, out of print but available, used via **Amazon**) and the *Cambridge Guide to Theatre* (1995, 0521434378, \$50). (This later volume would be a good choice for libraries strapped for funds, or branch libraries with smaller collections.)

Wiley-Interscience has released another high-end science reference. The new two-volume *Encyclopedia of Space Science and Technology* (2003, 0-471-32408-6, \$550) edited by

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Hans Mark contains close to eighty substantial articles on a variety of topics. The *Encyclopedia* covers broad and diverse subjects like electromagnetic propulsion, astrophysics, space radiation and searching for extraterrestrial life. Of course, more specific technical articles abound and include those on nuclear rockets and ramjets, plasma thrusters, spacecraft guidance and control systems, as well as specific types of equipment like Russian Space Stations, the Hubble space telescope, Skylab, civil land observation satellites, and the space shuttle orbiter. In addition, there are a number of articles on objects of exploration like the Saturn System, Pluto and Charon, Uranus and Neptune, Mars and the Earth's Moon.

As with all **Wiley** references, the content and related data are highly technical, generally well researched and written by scholars and professionals active in the field. There is no doubt that students, faculty and professionals interested in space technology and engineering will find the *Encyclopedia of Space Science and Technology* very useful for the background articles it provides. However, a few of the features deserve comment. While, at least one of the articles provides a brief glossary, an overall glossary would have been a nice value-added touch. The bibliographies are a bit inconsistent. For example, the article entitled *Apollo 17 and the Moon* has 660 references in the bibliography, while some of the other articles have meager bibliographies of less than ten citations. (In fact, articles entitled *First Flight of Man in Space* and *Cosmonauts Selection and Preparation* have no bibliography.) But more disturbing is the organization of the set. There are no "see" or "see also" references linking related articles, and although the editors note that the articles are "organized under eight separate categories," there is no evidence of it in terms of a thematic index or listing. They also note "there is an appropriate index and table of contents that should make things easy for readers," but I found no table of contents to give me a sense of the overall organization of the *Encyclopedia* either. Fortunately, the index is there, and is helpful. For example, while there is no overview article on the Apollo program, the index refers the reader to a number of informative articles including a survey article entitled *US Manned Space Flight Mercury to the Shuttle*. In addition, there are also references to articles that cover specific aspects related to the program like *Astronauts and the People who Select Them*, *Eastern Launch Facilities: Kennedy Space Center and NASA Mission Operation Control Center*.

Admittedly, these problems do not compromise the quality of the content in the *Encyclopedia*, but one expects more from a reference priced at \$550 for a two-volume set. Nonetheless, academic and technical libraries in need of an encyclopedia on space science should give it consideration, and may want to think seriously about the online version. Point your browser to <http://www.mrw.interscience.wiley.com/ess/> for more information.

Newly published by **Marcel Dekker**, the *Encyclopedia of Public Administration and Public Policy* (2003, 0824742400, 495) covers the discipline from both theoretical and practical vantage points. Edited by respected scholar, **Jack Rabin**, this two-volume set provides a rich mix of articles that offer thorough coverage of the concepts governing public administration and policy studies, as well as the issues confronting these disciplines. A brief look at the table of contents supports this contention. There are entries on broad concepts like civic duty, bureaucratic politics and public service, as well as controversial issues like annexation, home rule and privatization. Practical concerns like auditing, procurement, and inventory management are covered, as are theories of public administration like public choice and administrative science. Human resources issues are discussed in articles like team building, motivation and job classification while key topics like decision making, ethics and budgeting are covered in a variety of relevant articles. **Professor Rabin** has assembled some 360 scholars and practitioners to produce the 300 articles contained in the *Encyclopedia*.

The emphasis is on American public administration and policy, so this new set does not replace **Jay M. Shafritz's** *International Encyclopedia of Public Policy and Administration*, still the seminal work in the field. However, this encyclopedia serves to update **Shafritz** to some extent, and provides a definite focus on public administration as practiced in the United States. Overall, the *Encyclopedia of Public Administration and Public Policy* is a serious candidate for purchase by libraries supporting public administration and public policy courses.

(And as an added incentive for libraries to consider purchase, **Marcel Dekker** is offering a free online subscription for one year with purchase of the print edition. If interested, please contact <sitelicenses@dekker.com> or call 1-800-228-1160 (USA, Canada & South America) or 0041-61-260-63-00 (Europe, Far East, Middle East & Africa) for ordering information.)

The *Encyclopedia of Alzheimer's Disease* (2003, 0786414383, \$55) is perhaps misnamed. Published by **McFarland**, this book is more a dictionary and guide. It offers definitions, a directory of treatment centers and long-term care facilities, a list of research centers and a selection of helpful resources and references. Written by a mother and daughter team, **Elaine** and **Lisa Moore**, the *Encyclopedia* was designed to answer questions that patients, and their families, most often ask about this disease. In this they succeed admirably.

Definitions include those for technical and clinical terms relating to pathologies, various aspects of brain function and the role of chromosomes, as well as for specific proteins, antigens, and other body chemicals. There are also descriptions of topics ranging from dietary supplements to the need for support systems, and from drug treatments to the impacts of the disease on caregivers. The listing of treatment centers and long-term facilities are "representative" but are ones that specifically indicate they

care for Alzheimer patients. As noted above, there is also a directory of research facilities associated with government funded efforts, as well as a list of useful and informative resources. This list includes books, subscription newsletters, journals, the Websites of relevant organizations and government agencies, as well as a state-by-state list of nursing home ombudsman programs.

Written from first-hand experience, a lot of care has gone into the *Encyclopedia of Alzheimer's Disease*. Not only do the authors provide definitions and directory information, in their preface, they provide practical advice on selecting nursing homes, as well as helpful hints on getting the most out of the *Encyclopedia*. Full of useful information and reasonably priced, this reference book is recommended for all types of libraries, and even more importantly, for personal collections. Anyone impacted by Alzheimer's disease will find this book a valuable resource.

Ancestry in America (2003, 1-59237-029-2, \$225) is a unique statistical compilation. Published by **Grey House**, it is exactly what the subtitle says, "a comparative city-by-city guide to over 200 ethnic origins and racial backgrounds — with rankings." Based on the 2000 census, it is divided into two major sections. The first part of *Ancestry in America* is arranged by state and lists 4,206 places with populations over 10,000. Each entry includes basics like the official name of the place, its type, (i.e. city, town, village, census designated place), county location and total population. However, the real value is in the ethnic breakdowns. Ancestry and ethnic group are listed from Afghan to Yugoslavian, with in-depth breakdowns for various Arab, Asian, Hispanic and African ethnic groups, as well as for American Indian tribes, Hawaii Native/ Pacific Islanders and Alaska Indian tribes. African Americans and whites are broken down by the broad categories, Hispanic and Not Hispanic. The data itself is given in both raw numbers and percentages. For example, in looking for the number of Irish living in Torrington, Connecticut you find that 5,644 people of Irish descent live there, and that they make up 16.03% of the population.

The second part is the ranking section containing three tables for each ethnic group. The first two are based on all 33,150 places in the U.S., while the third pertains to places with more than 10,000 population. The first table lists the top 150 places for each ethnic group, sorted by number of population. From this first table, we learn that New York City leads in number of Irish with 420,810, although they make up only 5.25% of the overall population. The second table is based on percentage of the population and lists the place with the largest concentration of Irish in the country — Champ, Missouri where 100% of the population is Irish. (All twenty-one of them.) The third table ranks places with more than 10,000 population according to percentage, and lists Pearl River, NY on top with 7,256 Irish descendants, or 46.60% of the total population of 15,553.

And that's not all. While this book is

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crammed with numbers, for those who cannot get enough, a companion CD offers "the same information, presented in the same way," but for all 33,150 places, regardless of total population.

Many libraries will find this resource useful for answering the occasional reference question on ethnic backgrounds in specific places. However, *Ancestry in America* should also prove a statistical bonanza for those doing in-depth research on ethnic populations in the U.S.

As the title implies, *Pilgrimage: From the Ganges to Graceland* (2002, 1576070042,

\$185) includes more than the religious side of this centuries-old pursuit. Published by ABC-CLIO and written by two professors at the University of Rhode Island, Linda Kay Davidson and David M. Gitlitz, this is a serious encyclopedia that sheds light on pilgrimage, both religious and secular. A great deal of space is devoted to individual pilgrimage sites. Admittedly, the vast majority of sites covered are religious in nature. However, many others are not, ranging from the Alamo to Lenin's tomb, from the battlefield at Gallipoli to Wounded Knee, and from the Holocaust sites at places like Treblinka and Bergen-Belsen to Jim Morrison's grave at the P'ere Lachaise Cemetery in Paris. Beside specific sites, the Encyclopedia also includes entries on related topics

like relics, apparitions, blessings, hospitality and guidebooks and manuals, as well as the part pilgrimage plays in religions like Islam, Roman Catholicism and Shinto. The content of this reference is rich and varied, and so are the value added features. They include an informative introduction, a full, alphabetical list of articles, "see" and "see also" references and bibliographies after each article, as well as a collected list of the works cited. There are also two very helpful appendices; one that lists pilgrimage sites by country, and the other listing them by religion or type. Naturally, there is a general index that links specific areas of interest to their relevant pages

Pilgrimage: From the Ganges to Graceland is a unique source that helps explain the attraction and importance that pilgrimage has for millions of people, regardless of nationality, or religion. This two-volume work also testifies to the fact that pilgrimage is a phenomena being studied by serious theologians and social scientist, and offers its own valuable, historical and contemporary insights. Interested readers, as well as students and scholars will find this reference both valuable and fascinating. Depending on need and budget, both public and academic libraries will find it appropriate for their reference collections.

Routledge has also published an encyclopedia that occupies a unique niche. *South Asian Folklore: An Encyclopedia* (2003, 081531499X, \$175) is a single volume work that concentrates on the folklore and culture of Afghanistan, Bangladesh, India, Nepal, Pakistan and Sri Lanka. In total, there are 500 articles written by 250 contributors with the content intended for an academic audience. Many, if not most, articles are "item-centered in that they describe particular expressive forms, classes of objects and events or occasions." Therefore, readers will find articles on painting, film, music and shadow puppetry, as well as those on masks, marionettes and jewelry. There is also coverage of specific ceremonies like the Bhuta Kola and festivals like the Ratha Jatra. In addition, there are general concept articles focusing on topics as diverse as gender and folklore, colonialism, gods and goddesses, food and food ways, legend, puberty rites and worship. And, of course, there are essays that cover topics relating to specific countries like shamanism in Nepal, sacred geography in Afghanistan, pottery in Sri Lanka, food ways in Pakistan, architecture in Bangladesh and crafts and development in India.

South Asian Folklore is another reference book that could benefit from a thematic table of contents, or thematic index. The topic groupings that such a table of contents offers would give a better sense of both the scope of the encyclopedia, as well as the relationship among articles. Most readers, especially those unfamiliar with South Asian folklore would find such a tool a useful aid. Fortunately, the editors have included an alphabetical list of articles, "see also" references when necessary, and a general index that is fairly exhaustive, listing numerous subcategories for the major headwords.

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The Acquisitions Institute at Timberline Lodge

Saturday, May 15 through Tuesday, May 18, 2004

Timberline Lodge is located one hour east of Portland, OR on the slope of Mt. Hood

Call for Papers

WHAT IS The Acquisitions Institute?

- The pre-eminent Western North America conference on acquisitions and collection development, now in its fifth year at Timberline Lodge.
- A small, informal and stimulating gathering in a convivial and glorious Northwestern setting.
- A three day conference focusing on the methods and madness of building and managing library collections.
- See The Acquisitions Institute at Timberline Lodge for more information @ <http://libweb.uoregon.edu/events/aitl/>

WHAT TOPICS are we looking for?

The planning committee is open to presentations on all aspects of library acquisitions and collection management. Presenters are encouraged to engage the audience in discussion. Panel discussions are well received. The planning committee may wish to bring individual proposals together to form panels. The committee is especially looking for submissions on the following topics:

- Operations management of acquisitions or collection development
- Organization for collection development
- Role of consortia in collection development
- Financial management, accounting practices, and audits
- Integrated library systems as management information systems
- Personnel issues and strategies for change
- Staff training
- Recruiting and retaining technical services and collection development librarians
- Changing roles of book vendors and subscription agents
- Vendor selection and assessment
- Economics of scholarly publishing
- Publishing, pricing and distributing electronic journals
- Electronic books: content, access, cataloging
- External forces driving a library's collection management decisions
- Problems of (and solutions for) managing electronic resources

WHAT IS THE DEADLINE for submitting a proposal?

- December 1, 2003

HOW do I submit a proposal?

- Send an abstract of 200 words or less to:
Richard Brumley
Head, Collection Development Department
Oregon State University Libraries
Corvallis, OR 97331-4501
Email: Richard.Brumley@orst.edu
Voice: (541) 737-2118
Fax: (541) 737-8267

The Acquisitions Institute at Timberline Lodge planning committee consists of Richard Brumley, Oregon State University; Nancy Slight-Gibney, University of Oregon; and Scott Smith, Blackwell's Book Services.

Book Reviews — Monographic Musings

Column Editor: **Debbie Vaughn** (Reference Librarian, College of Charleston) <vaughnd@cofc.edu>

Column Editor's Note: As a reference librarian, I have a certain penchant for the Reference Issue of *Against the Grain*. The monographs reviewed herein are just waiting for reference consumption. Many thanks to **Burton Callicott**, **Michael Litchfield**, and **Jared Alexander Seay** for contributing to this month's column. Happy reading, everyone! — DV

Anderson, Charles R. *Puzzles and Essays from "The Exchange:" Tricky Reference Questions*. New York: Haworth Information Press, 2003. 0789017628. 215 pages. \$14.95.

Reviewed by **Jared Alexander Seay**
(Reference Librarian, College of Charleston) <seayj@cofc.edu>

Charles Anderson, reference librarian for thirty-five years, was the editor for "The Exchange," a column in *RQ* (later *RUSQ*), the official journal of the Reference and User Services Division of the **American Library Association**. As described in the preface of this book, "the purpose of the column...was to 'serve as a reference librarian's exchange for Tricky questions, notes on unusual information sources, and general comments concerning reference problems.'"

"The Exchange" eventually became a place of last resort for numerous unresolved reference questions sent in by librarians from many countries. *Puzzles and Essays from "The Exchange:" Tricky Reference Questions* is a collection of some of the more interesting questions and answers sent in over the thirty-five years that **Anderson** edited the column. The book's

seventeen chapters are divided into general subject areas such as "Strange and Common Customs," "Popular Sayings," "People and Places," "Quotations: Spurious and Real," and "Words and Phrases." Other interspersed chapters give helpful insights and advice on answering reference questions, reference desk anxiety, question negotiation, and even technological change and libraries. The final chapter lists questions that "The Exchange" has yet to find answers for. Each chapter ends with a cumulative list of references.

This is the one small complaint I have about the book: most of the answers do not necessarily give direct answers inasmuch as they give

sources to consult. For example, the matter of "how is black humor defined" is answered thusly: "The concept of black humor is discussed in an article entitled 'Those Clowns of Conscience.' (Friedman 1965)."

Anderson goes on to offer three additional sources. Many of the "answers" to questions are not actually answers, but rather "see" references. Another case in point is "why yawns are contagious" (something that has fascinated me for years). **Anderson** states merely that the question was "part of a large study on the ethological basis of yawning by a University of Maryland psychologist, Robert Provine." Again, sources are given, but the actual answer is not divulged. As a librarian, I can greatly appreciate being directed to the source of an answer. However, being an average "want it now" human, I would have been much more satisfied with a basic, direct albeit simplistic answer. On the rare occasion that **Anderson** provides direct answers, some of them are given without sources at all. A question about the origin of the term "on the Brooklyn side" is answered directly with no sources cited. My librarian self was horrified (and unsatisfied).

Anderson notes at the end of his book that a little more than half of the questions submitted to "The Exchange" over the last thirty-five years have yet to be satisfactorily answered. He includes these questions "that stumped reference librarians on four continents" in the last chapter of his book. Just reading over these made the librarian sleuth in me want to dive into the stacks. For a few of these questions I'm just "certain" that I know where to find the answer—I think.

Puzzles and Essays is a great collection of resources on hard-to-find answers and would be a fun addition to a ready reference shelf. It is well organized, comprehensively indexed, and fascinating to read. As **Anderson** says, we should not consider that a question has no answer just because it has not been answered after many years of research. The answer may just not be found—yet.

García Osuna, Alfonso J. *The Cuban Filmography, 1897 Through 2001*. Jefferson, NC: McFarland, 2003. 0786412755. 216 pages. \$55.00.

Reviewed by **Michael Litchfield**
<dcblue_room@hotmail.com>

The Cuban Filmography, 1897 Through 2001, by **Alfonso J. García Osuna**, is more than just a filmography. It includes a forty-page essay on the history of film in Cuba. Although

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While *South Asian Folklore* is an impressive effort, there is no way a single volume could be comprehensive. The editors are correct in saying that this book "presents a suggestive sample of the huge range of South Asian cultural practices and productions." However, *South Asian Folklore* offers a very useful starting point, and is one of those encyclopedias that help define an area of study by initiating the collection of related and relevant information. Hopefully, there will be a second edition in a few years that will trace the continued growth of this field. Academic libraries supporting South Asian studies should put it on their list of future purchases.

Greenwood has added another title to its reference catalog that should attract some attention. The *Greenwood Guide to American Popular Culture* (2002, 0313308780, \$400) is a four-volume set that plays to our fascination with what **Gilbert Seldes** called the "lively arts." This set is an update of an earlier **Greenwood** title, the *Handbook of American Popular Culture* (1989, out of print but available used, via Amazon.) A few entries from the 1989 edition have been dropped because they have received substantial coverage elsewhere, but a few new

topics are including like, "amusement parks, home improvements, housing, living history, reenactments, museums and collecting, and the New Age movements." Overall, this new version consists of close to sixty chapters covering cornerstones of America popular culture ranging from automobiles and animation to Westerns and young adult fiction. Each entry offers historical outlines of the topic, as well as a series of bibliographic essays discussing reference works, research collections and history and criticism. In addition, each chapter ends with a listing of full citations for the books and articles referred to in the bibliographic essays. Editors **M. Thomas Inge** and **Dennis Hall** also include two helpful introductory chapters. The first attempts a definition of popular culture and is reprinted from the 1989 edition. The second chapter discusses the study of popular culture as an evolving discipline.

Greenwood Guide to American Popular Culture does not replace the five-volume *St. James Encyclopedia of Popular Culture* (2000, 1558624015, \$820.50) and it 2,700 alphabetically arranged entries, but it serves as a highly useful companion. It is intended for the student and the serious researcher in need of guidance to quality sources for numerous topics related to popular culture. Reference librarians in academic as well as larger public libraries will turn to this set when guiding patrons to further sources and basic background information.