

records to support business needs, there isn't evidence to suggest that they stored records for longer term use (p. 8 and p. 21). Delsalle is most comfortable in the abbeys and castles of continental Europe; this is where, for him, real archival practices developed (p. 67). The United Kingdom he is less sure of: 'State concerns about the maintenance of the archives were otherwise limited; records continued to be kept in their place of creation until space forced their storage in dozens of dispersed locations across London' (p. 122). Outside of Europe he is doubtful that many recordkeeping techniques qualify as archival practices: '[t]he nature of archives and archival practice in China, as elsewhere in Africa and Asia, can often pose conceptual difficulties for those familiar with the Western tradition' (p. 33). In his chapter on the Americas, for example, after a lengthy description of the way that the Incan *quipucamayoc* kept detailed records using knotted ropes (or *quipus*), Delsalle concludes that 'it would not be appropriate to call him an archivist' (p. 59).

If Delsalle has doubts about the archival qualities of non-European practices, at least he includes them in his history and then invites others to extend his analysis. Furthermore, his detailed examination of archival practices in European abbeys and castles has, in its own right, much to tell us. He uncovers an uncomfortable truth about archival history: the 'close relationship between archives and authority' (p. 102). Archives were kept in Europe as treasures in the centre of power and were used to uphold that power by tracking feudal dues and by documenting the hereditary claims of monarchs. Until the nineteenth century, throughout Europe access to archives had overwhelmingly been for these administrative, rather than historical research, purposes (p. 144). In France, a whole profession arose – the *feudistes* – who used archives to track feudal dues (p. 139). Procter picks up on this thread in her conclusion, contending that a central motivation for archival management has been to maintain rights and keep them accessible; and, while historically those rights were feudal, now archives are being used for restitution and reconciliation and to restore rights to the powerless (p. 234).

As an English translation, *A History of Archival Practice* cannot be faulted. Not only has Procter cleanly and seamlessly rendered Delsalle's prose into English, but she has brought the work up-to-date (since its 1998 publication) with new material, and has replaced French-language works in the bibliography with English language equivalents where available. If Delsalle invited other scholars to follow him and to extend our knowledge of our profession's historical roots, then Procter has renewed that invitation for an English-speaking audience ... and it would be wonderful if they did.

Richard Lehane
International Atomic Energy Agency, Vienna, Austria
 richard.lehane@gmail.com

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Records and Information Management, by Patricia C. Franks, ALA Neal-Schuman, Chicago, 2018, xxiv + 497 pp., 1 online resource, US\$82.00 (paperback), ISBN 978 0 838917 16 9

The 2018 edition of *Records and Information Management* by Patricia Franks is an update of the first edition published in 2013. It is a hefty book of over 460 pages and 14 chapters. The 14 chapters are a useful design tool for a textbook as they could provide weekly readings for

a records management course and syllabus built around them. The PowerPoint slides and supplementary course materials that supported the first edition are also available for the second edition. However, these supplementary materials did not form part of this review.

Each chapter of the text delivers key foundational concepts and practices of records and information management (RIM) such as identifying the regulatory environment, risk assessments, classification, appraisal and disposal, access and storage including electronic records management systems, vital records, monitoring and evaluation, privacy and security, archives management and digital repositories. The chapters also address emerging technology trends such as blockchain and social media, the role of records management in information governance, and the need for RIM professionals to ensure they are developing and continually improving their professional skills.

Franks enriches her words with the expertise of others; 17 individuals contribute case studies and/or reflections at the end of the chapters. These contributing experts are professionals from North America and the United Kingdom. The inclusion of these experts' contributions adds value to the text although sometimes the stories being told contradict the lessons of the chapter. Nevertheless, the attempt at exploring multiple perspectives highlights a key issue of the text: the general absence of theory. The focus on formats, tools, laws, trends and control ultimately reveals a significant gap in the explanation of the principles and assumptions that underpin a North American RIM perspective.

Records management as a field is (inevitably) heavily based on jurisdiction. The Franks text is very clearly based on a North American, and especially a US, jurisdictional context. It also clearly incorporates a Schellenbergian perspective on appraisal. If I were still teaching in the US, I would snap this book up to use for a records management course. However, despite attempting to include other perspectives such as using experts, coverage of records-related legislation outside of the US, and a short and generally incomplete explanation of the Records Continuum Model, the book fails to deliver a synthesis of what records and archives management looks like as a global practice. It is questionable whether or not this text really needs to address global perspectives of RIM or to identify the core principles of the field. However, if it did, it would be much more valuable to a global discussion of the critical accountability and systemic social issues facing various countries and societies.

Leisa Gibbons
Curtin University

 leisa.gibbons@curtin.edu.au  <http://orcid.org/0000-0001-6628-6732>

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