REVIEWS

Edited by Glenda Acland

Publications

Information Exchange Steering Committee, *Management of Electronic Documents in the Australian Public Service.* AGPS, Canberra, 1993. 58 pp. ISBN 0 644 29189 3. $15. (Available from Information Technology and Systems Group, Financial Management Division, Department of Finance, Parkes, ACT 2600)

Much has been discussed over the years about the challenges that modern organisations face with respect to the management of electronic records. There is even a growing body of literature on the subject, though much of it is theoretical. Few examples exist of publications that provide practical tangible guidance that can be applied easily and effectively in organisations. *Management of Electronic Documents in the Australian Public Service* represents one of those rare examples. In a well organised, easy-to-read format, this publication provides records managers, systems designers and program officials with a basic guide on how to identify, describe and retain electronic documents. It also provides a useful overview of the information technologies that are employed in the office to generate, collect and use electronic documents. By focussing on the roles and responsibilities of key players in the organisation, the guide emphasizes that the challenges to be overcome are as much management as they are technical. The need to assign accountability, develop meaningful policies and procedures and to understand the nature of the modern office are reflected in the approach adopted by the publication. The categorization of documents into personal, work group and corporate provides a layman's view of the document world that is easily identifiable to those who will be applying the guidelines.

This approach is being adopted in a number of countries including Canada. In the National Archives of Canada, for instance, the concept of personal, work group and corporate, will likely form the conceptual framework for an equivalent guide, in large part, because this is how

most office workers view the storage of their electronic records (i.e. the filing of like documents by subject in related file folders, organised also by subject). Based on experience to date, however, we have learned that we need to understand how the use of office systems technologies evolves through time. For instance, we have learned that individuals proceed through an evolutionary path that begins with the use of personal computers as nothing more than support utilities to generate electronic text that generally reaches paper form. As they become more familiar with these tools, however, they begin to use them to transmit documents and, as members of work groups, to share information that may be needed by colleagues who share a common set of objectives. Eventually they begin to automate entire work processes that enable the transmission, review and approval of documents that never reach paper form. It is at this point that the organisation itself discovers (or hopefully plans for) the innovative use of the technologies to actually transform the way that work is done thus increasing efficiency and effectiveness.

We need to map our guidance against this evolutionary path. At the National Archives, for instance, we have directed our first guide to individual office workers to help them manage their individual computer directories and files. We are now developing a guide for work groups on the management of shared space. The next step will be the confirmation of functional requirements and implementation guidance for systems designed to manage electronic and hardcopy records from an organisation-wide perspective. These steps, however, are only interim. We see the real answer to recordkeeping when organisations begin to automate entire work processes such as the management of correspondence. It is within the context of an automated process such as the tracking and transmission of, for instance, ministerial correspondence, that we will be able to more clearly identify what needs to be kept, how it should be described, and how long it should be kept. This is why we must be prepared to shift our guidance from the management of groupings of items according to subject content to the management of records in the context of the functions and activities to which they are related. Based on this evolution, in a future edition of the publication, it might be useful to elaborate more fully on the relationship between the Information Management Decision Model (emphasis on information) and the models used to describe systems (i.e. emphasis on work process).

As our guidance evolves to address the growing sophistication in the way that information technologies are used, so too will there be a need to exercise care in the definition of our terms. In future editions of the guidelines, for instance, the authors might wish to focus more carefully on the definitions of information, document and record. Although we all loathe the experience of trying to define terms such as these, such an

exercise will be crucial if we hope to provide more sophisticated guidance in the future. In Canada, for instance, the term **document** comprises most of the attributes contained in the definition in the guidelines. The term **record**, however, carries a more specific meaning that is particularly relevant to the corporate memory requirements of organisations and the archival requirements of the Archives. At the risk of being definitive, a **record** is any recorded information that is created, generated or received during the initiation, conduct or completion of an activity or action. It comprises content, context and structure and provides proof of the activity or action. As a result, the guidance that we provide in the future should be directed to helping organisations identify and retain **records** within the overall document management program. The model of the Document Management Life Cycle, as outlined in the guidelines, could serve as an excellent framework for addressing these records issues more rigorously.

A final comment relates to the section on technology. While providing a useful primer on the variety of technologies that are available in the modern office, it seems a little out of place given the document management topic that is being discussed. What might have been more useful would have been a full discussion of the standards that organisations should consider as they begin to take steps to manage electronic documents. Information Technology standards such as those associated with the OSI reference model, and standards such as SGML, ODA/ODIF, EDI, and IRDS should be included in such a discussion. Perhaps a future edition might include a section on standards including the media standards upon which documents are stored, the application standards that facilitate the exchange of information and the data and other related standards that permit ongoing intellectual control over the records.

In closing, the authors should be congratulated for producing such an excellent guide and designing it in a manner that assures its applicability to a wide variety of organisations. The fact that it emerged from a collaborative effort among government organisations that included Australian Archives speaks to the close relationship that any Archives must establish if it is to address electronic records seriously. Such leadership combined with the courage to risk the production of a guide when so many of the answers have yet to be found, presents an excellent example that others should be encouraged to follow.

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State Archives of Western Australia, *Electronic Records: an investigation into retention, storage and transfer options*, LISWA Research Series No.4. Library and Information Service of Western Australia, 1993. 77pp. ISBN 0 7244 6962 1. $15.00 (Available from State Archives of Western Australia, Alexander Library Building, Perth Cultural Centre, Perth, WA 6000)

This report is a high quality and thoughtful attempt to absorb international perspectives and determine what a smallish institution can give back. It also provides a useful *entrée* for anyone new to the issues, while the annexes provide a useful compendium of information about information systems with a particular emphasis on storage media.

The report contains the requisite introduction, abbreviations, and executive summary. Section five reviews available storage media, and the next section summarizes some points in the report about the same subject. This is followed by two annexes extending the media theme. A further annex is a useful collection of references, although the report must have taken some time to compile or get through the system, as there are no post 1991 citations. Another annex provides definitions. However, one key area, with the word 'records' itself, the definition is contradicted in the text. The annex defines records in broadly Jenkinsonian terms, whereas on page seven we are told that:

> For the purposes of this study, electronic records are defined as consisting of any information in a form that can only be processed directly by an electronic device or computer ...

Such a definition explains the amount of information about information systems collated for this report and presented within it.

Something exciting, however, seems to have occurred between collecting all this information and preparing the report. The recommendations are much more challenging than simply getting to know your storage media. Section three contains a section on international reports including a brief coverage of the report by the United Nations Interagency Advisory Committee for the Co-ordination of Information Systems (ACCIS), issued in 1990, and section four contains the analyses of particular issues from which the recommendations are drawn and upon which the ACCIS report has clearly had an influence.

The ACCIS report was the first coherent expression of the non-custodial approach within a practical framework of advice. As the LISWA report recognizes (p.11) it gives a valuable framework and guidelines for considering electronic records. In the LISWA report's section on international reports, discussion on the ACCIS report follows that on two National Archives and Records Administration connected reports, providing a means by which any reader can trace

the changing trends from the emphasis on storage media and standards for transfer during the late 1980s into the much richer vision that is developing in the 1990s.

The best way of illustrating the richness of this vision is probably not by repeating the summary of the ACCIS report, or by going through the recommendations of the LISWA report. It may be more useful to imagine what the State Archives of Western Australia would look like if the recommendations were accepted. It would have a charter to establish appraisal policies (rec. 3.3) and would be appraising electronic records at the system design stage (rec. 3.4). It would be flexible (rec. 3.17) in its support for the use of standards for transfer (rec. 3.6) but it would offer particular support (rec. 3.7) for GOSIP [Government Open Systems Interconnection Policy] and OSI [Open Systems Integration]. These standards would help the Archives to accession, preserve, and provide access (rec. 3.13) across a Wide Area Network with the Archives as the hub, linking together the custodial agencies (rec. 3.15). (Here I have to pause and congratulate the author on the brilliant piece of 'Neo-Jenkinsonianism' in the phrase 'custodial agencies'.) The Archives itself would be functioning in a non custodial manner, at least until something better came along (rec. 3.8), supported by information management audits to monitor agency compliance (rec. 3.10), which in turn requires rights of access (rec. 3.1). They would, of course, be keeping an eye on changes to storage media (rec. 3.9), although I am sure they would not have time to be too obsessed by what is fundamentally a problem outside of their control. They would perform a custodial role when pressed to do so by circumstances such as the closure of an agency or function (rec. 3.11). They would be surveying electronic records in all agencies (rec. 3.2), although hopefully again this would not be an obsession since we all know that a survey today will be out-dated tomorrow. Throughout the state, archivists, records managers and information technologists would be co-operating with each other in pilot projects (rec. 3.5). The co-operation would not end at the state's border but would extend to other states and the Commonwealth Government (rec. 3.18). According to the report somebody in the Archives would be working on an indexing system to provide access to this vibrant hub (rec. 3.12), but this would presumably now be described as a project to establish a provenance-driven documentation framework, within which the role of the Archives could be more efficiently and effectively carried out. Someone in the organisation would be unlucky enough to be responsible for looking at the current and future legal status of electronic records (rec. 3.16).

In the face of such a vision it is churlish to be critical, but I doubt if the recommendations will be implemented except at the edges and the following comments are offered as suggestions for the next round of the

battle. First, the recommendations need to be presented for what they are — a vision statement. Within that statement the tasks can be prioritized and 'scoped'. Second, with one important exception, edit out the word **information** as far as possible. Information systems, and the storage of all forms of recorded information involve fascinating issues and challenges; but archivists do not need to be resolving the problems, only responding to solutions as they arise. We certainly do not need to be conducting information management audits. There is enough to do in relation to recordkeeping audits relating to issues like the quality of the record, privacy, Freedom of Information, and compliance with archival legislation. The important exception is, I suspect, *personal information management.* At the user interface, access is needed to all forms of recorded information and librarians need to be added to the collaborative framework at this point. Third, beef up the language of purpose. No archival institution can afford to be as liberal with words like **accountability** as an academic, but a vision as grand as the postcustodial one will never be implemented without finding political expression for its justification. Fourth, consider the ramifications of privatisation upon the vision, a deficiency within existing archival literature.

Finally, now that the vision is taking shape, go electronic. The collaborative framework can only be given expression through a network, not only in terms of delivery of our service, but in terms of the development of the framework itself. The LISWA report contains no post 1991 literature, and contains a number of questionable assertions relating to professional aspects of the strategy, demonstrating the problems in preparing such reports within conventional paper-based research methodologies. Since 1991 Bearman has blown holes in the 'information system' emphasis within the LISWA report, the development of research into recordkeeping requirements has started, Terry Cook and other Canadian archivists have changed a number of our basic precepts, and strategic thought has advanced considerably. The profession in Australia probably has a better natural understanding of the vision contained in the LISWA report than archivists in any other country, thanks to the work of Australian Archives in the 1950s and 1960s. One of the first co-operative strategies the State and Commonwealth archives could be involved in would be the 'master-plan' itself, maintained electronically, and open to others. There are many potential contributors in Australia. Individual institutions could draw from the plan, in accordance with their own needs and resources, and the nature of the local culture. The LISWA report would be a good starting document.

This is obviously getting beyond the permissible scope of a review. I can only plead for forgiveness on the grounds that the LISWA report not only presents an inspiring vision for our networked future but also

it solves the main dilemma of smaller institutions like the State Archives of Western Australia, which is how to play a part in that vision. By networking and allowing the technology to blow apart geographical insularity, the size of the organisation becomes less relevant. It is crucial for archival institutions to be amongst the first to adopt such a strategy, for only by getting in at this stage can they gain the experience that will allow them to play an appropriate guiding role as other government organisations start to play the same dangerous game.

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T. K. Bikson and E. J. Frinking (European-American Center for Policy Analysis (RAND)), *Preserving the present: Towards viable electronic records.* The Hague, Sdu Publishers, 1993. 169 pp. ISBN 90 399 0498 7. Dfl. 45; approx $US25. (Available from Sdu Publishers, Postbus 20014, 2500 EA Den Haag, Netherlands)

From the nation that brought Australia Dirk Hartog, Abel Tasman and van Diemen, Muller, Feith and Fruin, and the inspiration of Eric Ketelaar, the Kingdom of The Netherlands presents ...

This worthy little book (so thoughtfully translated into excellent English by the team) is the report of a multi-agency, multi-disciplinary, Government-private sector study in The Netherlands. The study was prompted by a report from the Dutch General Accounting Office in 1991 entitled, 'Machine-readable records; archives and record management in government departments' which came to the all-too-familiar conclusions that much of what in any generation is considered the evidence of a society's achievements, and its documentary heritage, is being severely eroded by new technologies. Unlike so many others, the practical Dutch have come up with a study that goes a long way to helping us as professionals solve a 'problem' that we are part of. It infuriates me, when in conversation with some of my colleagues, to be told that the technologies, the IT industry, the users, the software industry, etc. are causing the 'loss' of the archives of the present. As with the 'loss' of empire, China, Vietnam or whatever, these people refuse to accept that WE are the 'problem', not the technologies, which are only responding to a great societal need.

The report in question here was commissioned by the Dutch Minister of Welfare, Health and Cultural Affairs to identify the problems the National Archives were likely to face, caused by electronic records. This book is the result of the research and thoughts

of a team reporting to a guidance committee from the National Archives (who chaired the committee), the Ministry of Home Affairs, Twent University and the Delft University of Technology. It was principally written by T. K. Bikson and E. J. Frinking of the European-American Center for Policy Analysis (a part of the RAND Corporation), in Delft.

The report has a *Preface* written by Professor Ketelaar, the National Archivist, and M. Stint, Director of the Administrative Coordination and Information Systems Department of the Ministry of Home Affairs. This is followed by acknowledgments, and then the ever-helpful *Executive Summary.* You would be doing yourself a grave disservice, however, if you considered yourself to be so busy that you could only fit in the reading of the summary; the whole work must be read and digested if you are to benefit from picking up this volume.

A short *Introduction* (Chapter One) is followed by Chapter Two, which introduces the *Conceptual framework and background.* Here we are introduced to the scope of the 'problem', and the basis of the work. The team divided their deliberations into three areas: organisational context, technology, and records and archives management. To flesh these out a little from the work itself (p. 135):

Organizational context factors, including national laws as well as agencies' organizational structures, policies and practices;

Technological factors (e.g. hardware and software standards, systems or techniques for maintaining current electronic records in useable form, issues related to different types of applications);

Existing orientation of records and archives management (e.g., 'life cycle' approach to information management, timing and interaction of stages, changed conceptions for coping with electronic records).

These themes are repeated throughout the work, and in their exposition I think are unassailable in definition and explanation.

Chapter Three is only a page, and explains the research procedure (literature review, structured interviews with Dutch agencies, and then a study in four other countries). Chapter 4 is a *Literature review* of post-1988 publications (very different from a bibliography, for which see part of their *Appendix A*). This attempts to answer the question posed at the top of the chapter: 'What lessons can be learned about the nature and effectiveness of current approaches to managing electronic records?'. The three strands of organisational, technological and 'professional' concerns are addressed in turn. This chapter, and the more detailed first half of *Appendix A* (the second half being the familiar listing of books and articles) does what so many other supposed learned attempts have failed to do: it analyses the sources, and draws conclusions and identifies areas for further work. All those

who say we must start with a literature search before tackling the 'electronic records problem' need now just be referred to this chapter and appendix with the statement: 'It's been done admirably'. The chapter acknowledges that the team was heavily influenced by the UN/ACCIS reports (1990 and 1992), but also draws attention to the Dutch PIVOT report of 1991 which looks at addressing the macro-archival issues through the evaluation of information on its role in government activities and tasks. This is an approach that coincided with developments in North America (Bearman and Cook and others), but is much underrated in the literature. The chapter ends with questions that need to be addressed in each of the three strands the team concentrated on.

Chapter Five, *Interviews*, asks the second question: 'What practices are emerging for electronic records and archives management in government agencies in The Netherlands? What kind of problems and solution strategies are evident?'. Interviews were held with twelve Dutch government ministries, four government agencies, two High Councils of State, and two private sector areas (Shell and the National Insurance Industry). Very helpfully, a sample interview protocol and more detailed analysis of the results are included at *Appendix B*. People at three levels were interviewed: senior management, information management technology and records management units, and technology-using areas. Once again the report gives some answers to those who say that senior management isn't interested in the 'problem': they show that they are, and what's more are able to provide invaluable advice on what should be retained in the new paradigm of documenting functions of government. An interesting example is given (p. 40):

> ... [they felt that] often the least important information was retained (e.g., routine correspondence, periodic budget updates) while the most important [to them] information was not captured (e.g., reasons why budget changes were made, or what alternative budgets were considered and rejected).

The team stresses that upper management have a decision-making role in new technologies, and therefore 'information technology specialists and records management specialists need to learn HOW [my emphasis] to put issues to upper management in terms that will make a dialogue possible.' (p. 40)

Chapter Six, *Working visits*, attempts to answer the question 'How do other countries cope with key issues in electronic records and archives management for government agencies where new information technologies are in use?'. The countries visited were Canada, the US, Germany and Sweden. *Appendix C* (34 pages) details some of the issues and approaches the team thought valuable in each of these countries,

but the chapter gives a more general overview, and not surprisingly identifies that whilst there may be some slight variations, the issues are common across the global village (especially when increasingly information acknowledges no borders).

Chapter Seven gives *Conclusions and recommendations*. In summary (and is this what you have been waiting for — the solutions?), it addresses each of its three strands with the following general conclusions:

Organisational Context:
- Laws should be changed to recognise electronic records;
- There is a great need for central policy guidance but also an acceptance that devolution is here to stay;
- Incorporating electronic records into government practices should be viewed as a cultural change;
- Trials must be done (and soon) in select agencies and lessons analysed before general solutions can be found.

Technology:
- There is a general acceptance of the dimensions (e.g. OSI is a good thing but will be slow in general application, and that optical storage is probably preferable to digital storage as an archival medium);
- Resolution of the 'problem' is less of a technical issue than an organisational one;
- There is a need for tools for users and the secondary life management of electronic records;
- Accessibility in the longer term is a great issue;
- Systems design must include an archival management requirement.

Records and archives management:
- Procedures must be developed for testing ways of dealing with the 'problem', with a preference for idenitification of records documenting critical business functions;
- Identifying what is a 'record' in this environment;
- The question of 'equivalence' (i.e. is an electronic copy as 'good' as a paper copy, and are subsequent electronic copies of the first also as good?);
- Do we abandon 'permanent value' as a concept, replacing it with 'continuing value';
- Methodological advice is needed about record identification and retention in different systems.

So, you see, no direct solutions are offered, so you may be disappointed. As the **Preface** says: 'The research has [now] been done.

We believe that this report provides a solid basis on which to build a policy for electronic records. It is now up to the policymakers to take the next step.' To that I can only add my heartfelt agreement. This report (only with a select few others, including some work being done here in Australia) goes a long way to drawing a border around what many continue to call the 'problem' (and note that I have put the word in inverted commas every time!). The policymakers have their task clearly identified; they include archivists, who must now take up the challenge with vigour and stop trying to redefine the 'problem'.

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William Saffady, *Managing Electronic Records*. Prairie Village, KS. Association of Records Managers and Administrators, Inc. (ARMA International), 1992. 184 pp. ISBN 0 933887 41 8. US$35.00 (Available from the Society of American Archivists or ARMA International)

What do we mean when we talk about electronic records? Ask a number of archivists and records managers and you will get a wide range of answers. The answer is important because it affects fundamentally the choice of theoretical approaches and the practical methods by which electronic records can be managed. If we think of them principally in terms of the media in which they commonly appear, our major concerns will be the characteristics of those media. If we think of them as existing, and being created in the course of business, in great numbers, then our first concern — as with paper records — will be to manage those numbers and their associated problems, with little thought for whether the records adequately document an organisation's functions in the first place. If we think of electronic records as information in electronic form, without distinguishing records from other information, we become involved with practices and issues which are as much, perhaps more, the province of other professions as our own.

The notion of electronic records on which this book is based is, for me, one of its most striking features. We will see in the following paragraphs how much it determines many of the practices advocated by the author. The author's aim is to provide 'a comprehensive discussion of records management concepts and methodologies as they apply to electronic records — that is, to records which contain machine-readable as opposed to human-readable information'. It is intended for people in a range of occupations and roles who are

'responsible for the creation, maintenance, management, and use of electronic records created by computer, audio, and video systems'. The book comprises seven chapters, supported by a glossary of technological terms and an index.

The first chapter defines electronic records in the author's terms, discusses their growth and importance in modern business, identifies the major problems raised in their management or lack of it, and outlines the elements of an electronic records program. The author defines electronic records as records that contain machine-readable information (p. 1). Thus, first of all, there is no distinction between records and information, nor any recognition of the evidential qualities of records which are commonly seen as their distinguishing characteristic in the broader world of information. Secondly, it covers sound and video recordings, as well as computer-based information, on the basis that these too are 'machine-readable'. If you accept that the major issues in the management of electronic records stem from the fact that they are created and used in computers and computer networks, then the inclusion of conventional sound and video recordings only muddies the waters. I would have been happier if the inclusion of sound and video recognised their growing role in computer-based business systems, for example, multimedia and voice mail applications. As it is, their inclusion only makes sense within the heavily media-oriented approach which characterises this book.

The second chapter provides a long — thirty-five pages — and exhaustive description of historical and current electronic information storage media: principally data storage media, but including also media mostly used for recording sound and video. This is the most densely technological chapter in the book and I would expect its value to lie mainly in use as a reference when working with specific media. As background reading to the subject of storage media, it is rather overwhelming.

In contrast, the third chapter, covering file formats and creation methods, is disappointingly limited. The author discusses and distinguishes text, data and image files and the standards in use with these file formats; describes a variety of data input methods, mainly keyboard and scanning; and briefly describes sound and video recording and standards. The problem here is that many electronic records, and much other information in electronic form, come into being through communication as part of business processes and transactions, through such means as electronic mail and electronic data interchange ('EDI'). Even the brief discussion of document scanning is purely technological, with no discussion of document imaging as a records management tool nor of the way document images are being used and modified as electronic records through business

processes and workflows based on computer networks. Thus the technological discussion in this chapter is inadequate in itself and entirely ignores the business environment in which electronic records are created today.

In the fourth and fifth chapters, concerned with inventorying electronic records and preparing retention schedules respectively, the author takes a path familiar to many records managers and archivists. Thus, to inventory electronic records, the electronic records manager moves around the organisation — physically or through a questionnaire — and collects information about the physical and application characteristics of each record series on electronic storage media. Physical and technological characteristics dominate the inventory checklist, with little attention to the business functions supported by the records. The notion of a series here is also problematic: the author defines a series as 'a group of logically related records that support one of more operations performed by a given program unit'. But how do we identify a series in today's computing environment of compound documents and dynamic links between sets of data drawn from all around, and outside, the organisation? And lurking behind all this is the question of how much of the inventoried material is actually records and how much is electronic information of other kinds.

The author takes a conventional approach to scheduling and includes a discussion of the effects of media stability and system dependence on retention decisions. The extensive discussion of the admissibility of electronic records as documentary evidence in courts in American jurisdictions is interesting but, unfortunately, of little direct use in the Australian or New Zealand context, where the situation is currently being profoundly altered by new evidence legislation. The same can be said for the discussion of legally-mandated retention periods. The author's brief handling of the archival considerations in retention scheduling (pp. 87 and 103) is particularly disappointing, the main purpose of which appears to be to distinguish the use of the term 'archive' as we know it from its use in computing. There is no recognition of the records continuum here.

The sixth and seventh chapters, concerned with managing vital electronic records and with managing files and media respectively, were, for me, the most useful. In the former, the author combines some of the risk management methodologies of vital records programs from conventional records management practice with data security methods from the realms of data management. The latter chapter contains sensible advice about labels for removable storage media and the use of file naming conventions to enable data files to be identified and retrieved; and discusses storage methods and equipment,

environmental conditions and handling techniques for removable storage media. These chapters would mainly be useful in organisations where data management procedures and practices do not exist or are inadequate — and the records manager must therefore take on the role of data manager by default. However, they apply to any and all of an organisation's computer-based data, whether it functions as records or not. Data management is a discipline of the computing sciences and a good IT department will have these matters in hand already. Of course practical electronic records management can require the use of data management methods, but it would be better recognised for what it is, especially if the reader is to pursue these methods through further reading.

For the archivist or records manager trying to develop methods of managing electronic records created and kept (or possibly not being created or kept, which may well be the problem) in today's computer-based business information and communication systems, this book contains some useful and practical advice, particularly on the management of storage media. But, for the most part, it is limited and conservative in its approach and we must look elsewhere for imaginative solutions to current and future problems. Whatever else we do, we have to understand and articulate the differences between electronic records, electronic documents, electronic information and electronic data. Unless we do that we cannot focus on the real challenges of managing electronic records.

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Janice Mohlhenrich, editor, *Preservation of Electronic Formats & Electronic Formats for Preservation*. Fort Atkinson, Wisconsin. Highsmith Press, 1993. 144 pp. ISBN 0 917846 17 6. US$25.00 (Available from Highsmith Press, PO Box 800, Fort Atkinson, Wisconsin, 53538-0800, USA)

This book is based on the papers presented at a conference held in June 1992 of the Wisconsin Preservation Program of the Council of Wisconsin Libraries. In the fast-moving world of preservation of electronic records it is therefore now out-of-date, as in fact are most other printed sources by the time they are published and reach Australia. (The only sure way to keep up with current play is to be an active reader of periodicals — just to hand, for instance, is the October-November 1993 issue of the *Bulletin of the American Society for*

Information Science which has a large section on 'Archives and Electronic Records' — and of the Internet/AARNet lists, where there are now several which are relevant to this topic, including one devoted entirely to electronic records.) The *Preface* notes that 'a number of issues recur throughout this work, including ... the lack of standards for the creation, storage, transmission, access and retrieval of digital images, and concern about the obsolescence of software and hardware' (p. xi).

The book contains a foreword, preface, six papers, a brief conclusion, three appendices and an index. The six papers are worth listing in full: they are Anne R. Kenney, *The Role of Digital Technology in the Preservation of Research Library Materials*; Michael B. Pate, *The Marquette Electronic Archive*; Flynette L. Eaton, *The National Archives and Electronic Records for Preservation*; Basil Manns, *The Electronic Document Image Preservation Format*; Mark Arps, *CD-ROM: Archival Considerations*; and Don Willis, *The Resolution Factor in Preserving Page-Based Materials*.

Kenney's paper describes the joint project carried out by Cornell University and Xerox Corporation to develop and test a system which transfers the contents of brittle books to digital images and produces on-demand high quality paper replacements; it has also examined other aspects, such as providing access in a networked environment. This project (described in more detail in reports published by the Washington-based Commission on Preservation and Access[1]) has already reached significant conclusions which are of wider significance than only for library-based book preservation. Kenney notes some of them in her contribution to this book: for example, that 600 dpi (dots per inch) scanning and printing is feasible and acceptable in terms of quality; that 'very soon, digital technology will come to represent an affordable alternative to microfilm and photocopy for reformatting brittle material'; and that 'much work remains' (p. 4). While Kenney recognises the need to 'build mechanisms for control and preservation of those materials maintained only in electronic form' (p. 17) her main interest in this paper is in the reformatting of fragile paper material. The following paper, too, has this emphasis, Pate in it noting the how and why of developing a data archive for brittle paper material without considering the means by which the data's 'permanent residence' (p. 25) on a computer is to be achieved. Two other papers, those by Manns and Willis, deal with general technical requirements and note such aspects as compression and resolution standards.

The two significant papers for archivists in this collection are those by Eaton and by Arps. Eaton describes the activities of the U.S. National Archives in preserving electronic records. Its value lies in two areas. The first is that it is an intelligent and thorough overview of preserving electronic records in the archival context. The second is the

description it provides of the activities of National Archives, including its preference for storing electronic data on magnetic tapes rather than optical disks (although their future use is not excluded) or paper printouts: in relation to the latter some startling cost comparisons are presented. This paper is, incidentally, the only one noted in this collection which refers to the need for appropriate documentation of electronic records.

Arps works for 3M. His paper, 'CD-ROM: Archival Considerations', is the best consideration I have read of those technical aspects of CD-ROMs which affect their potential use as an archival medium. It carefully and clearly describes the production of these disks, then notes, in a section entitled 'What Effects the Way Disks Degrade?', details of accelerated aging tests (pp. 98–103). I recommend reading of this section so that the reader comprehends the difficulties of generalising about longevity of CD-ROMs and is fully aware of the many factors which must be taken into account: this point is made clear by Arps in his conclusion that '3M ended up with a 25 year warranty that assures 100 year life-time at room temperature. The 25 year warranty entails a wide variety of [operating and storage] temperatures ...' (p. 103).

Karen L. Hanus has contributed an *Annotated Bibliography on Electronic Preservation* (pp. 121–136). Most of the entries date from before 1990. While the author makes no claim that the bibliography is comprehensive it is surprising that the influential reports published by the Commission on Preservation and Access are omitted. The value of this bibliography is largely historical, and the user of it in 1994 will need to update it.

Despite the belief stated in the preface that this volume 'is a reflection of the importance of preservation as a holistic concept whose impact permeates every phase of the work done in the modern library [and archive] ... and every step and decision along the way' (p. ix), the overall impression this book leaves is that we still have a long way to go to fully incorporate preservation into all aspects of archival practice. This book, like almost all else that is written about the preservation of electronic records, is still primarily concerned with the **product**, rather than with the **process**. That is, it still focuses on the artefact, on the longevity of particular media such as CD-ROM or magnetic tapes, rather than on the myriad managerial processes which are of at least equal significance. (This is also the problem with a recent Australian publication from the State Archives of Western Australia, *Electronic Records: An Investigation into Retention, Storage and Transfer Options*, LISWA Research Series no. 4, 1993.[2]) The way forward in archival terms can be seen, for example, in the kind of conceptual thinking being carried out and refined at Australian Archives. Regrettably this book indicates only a passing acquaintance with the

concept that such issues must also be addressed. Despite this, I recommend *Preservation of Electronic Formats & Electronic Formats for Preservation*. While it isn't **the** book to recommend on preserving electronic records — in fact, there isn't one yet — it has some good parts of use to archivists, especially the contributions by Eaton and Arps. It adds significantly to the debate on the topic, a debate which is clearly going to continue for some years to come.

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1. Editor's note: See review of *Final Report* of the project elsewhere in this issue.
2. Editor's note: See review of this report elsewhere in this issue.

John Mulvaney and **Colin Steele**, editors, *Changes In Scholarly Communication Patterns; Australia and the Electronic Library*, Australian Academy of the Humanities, Occasional Paper No 15. Canberra, Australian Academy of the Humanities, 1993. 240 pp. ISBN 0 909 897 29 8. $16.95 plus postage ($6.00). (Available from Australian Academy of the Humanities, GPO Box 93, Canberra, ACT 2601)

In a sense this review is superfluous, in that the excellent 'Conference overview' (by John Shipp, the librarian of the University of Wollongong) which closes this immensely useful and landmark set of proceedings, surveys the issues which underlie the many and various papers (twenty-four in all) which constitute the main body of this work. However, the overview, one suspects, was written before the Conference proper, and therefore addresses broad principles rather than the diverse and often idiosyncratic approaches offered by the papers which were actually read during the proceedings. Absent is the running (and frequently polemical) commentary and series of interjections from Albert Langer who was apparently a self-invited delegate to the Conference. Those of us who chose to smart silently about our exclusion from the very select (invitation only) list of delegates, might wonder at our own timidity in not choosing to gatecrash one of the most significant academic meetings of the decade.

There is another caveat to be offered; this librarian feels uncomfortable about writing a review for an archival journal, but offers no apology if he is seen to write and think as a librarian, rather than as an archivist.

Compilations of this kind are difficult to review for another reason; the heterodox views of so divergent a range of speakers defy reduction to a single set of arguments, so that one is grappling with viewpoints which are often polar in their origins, intentions and philosophy. A

possible way out of this dilemma, short of writing a book-length commentary, might be to attempt to identify some key issues, and to draw from the contributions a range of comments which bear on those issues. This is the approach which will be taken here.

The central issues are of several different kinds, and as usual, it is the technology which is dictating the agenda, and since it is possible that there are readers of this review whose ignorance of the technological dimension exceeds even my own, it might be better to start with a simple explanation of the internet principle, and of the Australian manifestation of it, AARNET (the Australian Academic and Research Network). Note too, that there are emerging a number of these networks, some sophisticated and expensive, others very much homegrown and primitive.

AARNET is a privately-owned (by the AVCC) national common interest network which serves (or rather, potentially and unevenly serves) approximately 350 000 'customers' (to quote a recent issue of the *AARNET Newsletter* (November 1993). It was established in 1989, and has grown geometrically, doubling its usage every nine months. The benefits of AARNET (still quoting) are:

> sending and receiving electronic mail;
> moving files of information and software;
> on-line information search and retrieval; and
> participating in up-to-the-minute discussions on topical issues through ... newsgroups and mailing lists.

In practice, use made of the network ranges from deeply intellectual and complex exchanges to the functional, and sometimes the trivial. But there can be no question about the potential *power* of the system. A small example may suffice; some Australian studies students were being given a brief introduction to the network (as a potential source of materials) late last year; in just three quick steps we were connected to an American database covering current journal contents. One of the students was an Aboriginal, and at her request we searched on the topic 'Mabo'; to the astonishment of all of us, over 100 significant articles in American scholarly journals were listed for us. Access to the network is privileged, but is extending. Its principal users are researchers and scholars, and it is the implications of this use which are reviewed so extensively in these papers.

Peter Lyman, in a valuable introduction, reviews the current status of the research library, and makes the often overlooked point that the world of the library and academic publishing are symbiotes, and that therefore, global changes to publishing and communication of research as posited by the network theorists, offer major threats and opportunities. He does not contemplate the end of the print library, but argues that it and the electronic counterpart will be complementary.

Lyman sees the current fiscal crises of academic libraries as a major catalyst in thinking about the issues. He marks the shift from collection *ownership* to information *access*, implying the far-reaching notion of a 'distributed national collection' a concept already well-developed by libraries, and now being applied to galleries and museums. Lyman concludes that what is confronting libraries is a prefiguring of the dilemmas which higher education as a whole will shortly confront.

Richard West provides a university administrator's conventional view about 'sustaining excellence' in the academic library, but he raises important issues of quality and equity, issues which academics, insulated as they from direct considerations of cost and effectiveness, often overlook.

Other contributors look at broader issues, Greg Tegart of ASTEC pulling the lid right off several of Pandora's boxes and foreshadowing the need for drastic changes in the curriculum for the training of librarians and other information intermediaries. Brewster Kahle discusses the Wide Area Information Servers which are the linking, unifying and access mechanisms crossing the invisible borders effortlessly, so that it is easier for this scholar to glance at a 'virtual' contents page in Colorado than it is to walk down to the Library, locate and retrieve a copy of the journal proper. Geoff Huston's paper 'Trends in Communications Technologies; AARNET and the Internet' is brief, concise, informative and exemplary. Roger Clarke, Reader in Information Systems at the ANU reviews developments in electronic support systems for research practise and underlines the absence of any national body capable of addressing the broad policy issues involved.

At the other end of the spectrum, Dale Spender looks trenchantly but all too briefly at 'the place of books and writers in the electronic world', and is cautiously optimistic, warning of the folly of attempting to divert the electronic tide. John Cox and Joe Gani from Blackwell's and the University of California respectively, look from opposing yet curiously complementary viewpoints at the implications for the scholarly journal, whatever its future format.

Like all good conferences, this one raised more issues than it was able to dispose of, especially in the areas of equity and access. Pessimists and optimists could alike retire from the Conference with ammunition aplenty for their particular viewpoints on the world; but as we learned in the stone age, technology is hardly amenable to moral suasion, and will in the present case, roll on its way regardless, smashing some things, by-passing others, but inexorably changing the complexion of events, and posing questions of adaptation and evolution of a scale which we have not seen before. Both McLuhan's vision of a global village, and the closed, insulated world of Michael Frayn's *Uncumber* are possible.

For the archivist and librarian, however, the problems are more immediate, and require a categorical re-examination of the practical and philosophical foundations of the professions which we serve. These papers provide invaluable input to that process.

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Anne Kenney with **Michael Friedman** and **Sue Poucher**, *Preserving Archival Material through Digital Technology. Final Report.* New York State Program for the Conservation of Library Research Materials. Cornell University Library, 1993. US$10.00. (Available from Department of Preservation & Conservation, Cornell University Library, 215 Olin Library, Ithaca, NY, 14853, USA)

This is a report of an investigation conducted into the use of digital imaging technology (DIT) to preserve archival materials. Two hundred images were selected by preservation and conservation staff, archivists, curators and librarians to compare results against previously conducted tests on published material. The project focused on production of high quality, archivally sound, paper replacements. The general view is that DIT is a promising means of reformatting archival material.

The report includes a definition of DIT, 'electronic copying of scanned documents in image form or an electronic photograph. Any text contained in the image is not converted (for textual interpretation or indexing purposes) to alphanumeric form at the time of scanning, although the potential exists for such conversion from the digital files at some later time'. A six page *Glossary* with further reading is also included.

The advantages of DIT over photocopying and microfilming are discussed including the higher quality reproduction of a deteriorating original, image manipulation or editing to remove stains, segmenting illustrations to capture contrasts or half tones using grey scale. There is no difference in second or subsequent generations of an image. Like the microfilming process, there is compression of information and space saving but with DIT there is a flexibility in the choice of final format for preservation. Participants in the Cornell project are examining production of digital to microfilm conversion.

The study refers briefly to the advantages for users and to the extension of access to users in remote locations. This study covered preservation only; access and use issues will be subject to further studies. Given the technology's facility to enhance and manipulate images, legal and evidentiary issues also need to be addressed before embarking on large scale scanning. The report foreshadows other

cooperative projects including testing and evaluating network access to Cornell's digital library.

The bulk of the report and sample illustrations contain the detailed processes and steps undertaken, the challenges posed by the archival material, factors affecting the quality of the paper facsimile, Xerography versus scanning, equipment used and its condition, document types (whether text, art, continuous tone, half tone, mixed or colour and whether reproductions or originals) media and support, and physical conditions.

Participants then reviewed the digital copies against photocopies with the assumption that the originals were valuable for their informational content alone. Digital versions were ranked as suitable for either replacement purposes if the original could be discarded after copying or whether they would suffice as a surrogate for researchers. Sixty-five per cent of the images scanned produced a paper facsimile favoured over photocopied versions, in fourty-six per cent of cases the quality of the scanned version was superior or could serve as a replacement for the original and for thirty-five per cent the scanned copy could serve as a surrogate. Results varied for illustrated material and using grey scale and colour scanning technologies.

Other factors such as variations in the colour of the original paper, time spent scanning (and re-scanning), and the access benefits of DIT were considered by reviewers in assessing the quality of the facsimile. The issue of the scanning technicians routinely enhancing flaws in originals and potentially destroying contextual information was also raised. Several of the archival and curatorial participants concluded that they would need to be actively involved in the process to make such decisions during the scanning process.

Worth reading for those who want practical help with the application and potential of digital imaging technology, the report offers ideas for those puzzled by the 'what is it?', 'will it work?', 'will it solve my microfilming and remote access problems?' questions.

Bronwyn Self

Ross Harvey, *Preservation in Australian and New Zealand Libraries: Principles, Strategies and Practices for Librarians.* 2nd edition. Topics in Australasian Library and Information Studies, Number 7. Wagga Wagga. Centre for Information Studies, Charles Sturt University, Riverina, 1993. 412 pp. ISBN 0 949060 20 8. $50. (Available from Centre for Information Studies, Charles Sturt University, Locked Bag 660, Wagga Wagga, NSW 2678)

I recently attended a seminar on conservation training in Australia at which maybe twenty-five people tossed around options for the future.

These were people who knew each other — in fact many had trained together — but by the end of the day we were arguing (in every sense of the word) about the kind of work we do. Archives and library people found themselves on one side, objects and paintings conservators on the other, with such a gap between us that it was hard even to explain what we meant by preservation. Much of what we were talking about can be found in this book.

This experience reflects a considerable evolution in our understanding of preservation in places like archives and libraries. As a species, preservation managers have been shaped by necessities imposed by the objectives and resources of our organisations, the demands of our clients, the nature of our holdings, and the options presented by technological change. From the point of view of defining preservation in the local context this important book warrants lengthy comment.

When the first edition was released in 1990 (basically as a text for students in the Librarianship course at Charles Sturt University) I had had ample opportunity to ponder preservation issues in Australian Archives, and I found the book disappointing. Being invited to review this second edition (which is not significantly different from the first edition) has led me to read it more closely. With the benefit of experience in the library field I recognise that some of my earlier problems were to do with differences between archives and libraries. Many weaknesses remain, demanding critical reading, but the overall approach of the book deserves much praise. Although intended for practising and prospective librarians it has a lot to offer archivists (some of it by contrast). It is not meant to be a book of conservation techniques but 'a framework for further reflection on the problems of preservation'.

The four premises which serve as Harvey's starting point apply as much to archives as to libraries: that preservation is a management responsibility; that all collections need a preservation plan; that the preservation program must be adequately and securely funded; and that preservation must be the concern of all staff and part of all procedures. The approach taken is that preservation is not a series of technical processes carried out in clinical isolation in a conservation laboratory, but an integrated program of decisions, policies, and actions aimed at keeping the collection accessible for as long as is required. Preservation requires an understanding of needs and a consideration of the options that are available. (Accepting that libraries and archives are repositories and managers of information rather than — or as well as — museums of artefacts, broadens the range of options considerably.)

The way the book is organised reflects this integrated approach. It begins with an overview of problems and strategies which are explored

in more detail in four broad sections: generalised knowledge of causes of deterioration; ways of making that knowledge more specific to a collection by using surveys to establish needs; six chapters on areas of action (controlling the environment; educating users and staff; preparing for disasters; maintaining and repairing the original artefact; maintaining the information content by reformatting; and taking cooperative action to minimise future preservation problems, gain access to technologies which are beyond the individual institution, and avoid duplication of effort). The final chapter, which could just as well have come at the beginning, is concerned with the development of a library preservation program. It looks at issues such as staffing, budgets, and models for action in small specialised libraries, high use collections, low use retrospective collections, and collections of national importance.

In all of this Harvey makes sure that the reader never gets lost, referring backwards and forwards to other relevent passages, emphasising that the parts are meant to be seen as a whole, that all parts should be understood and considered. Sometimes this intention fails, and there are passages (such as the list of ideas for maintaining and repairing artefacts) where one could easily get the message that techniques can be applied in isolation. This is a book to be read as a whole rather than one for dipping into.

The text is complemented by seven readings: reprints of recent papers by Australian and New Zealand authors on a range of preservation topics from the practical to the visionary. Finally there is a good select bibliography. In fact, it is quite reasonable to view the entire book as an extended annotated bibliography. It is apparent that most of the information comes from a scholarly review of the literature. This has its strengths and weaknesses. On the positive side it draws on the breadth of information and ideas which have been aired in the literature, and certainly provides an outstanding guide to what has been published in recent years. On the other hand, many of the things I find disturbing about the book have to do with the fact that it is written at a distance from personal experience. At the very least this makes the book conventional in style, detracting from the visionary nature of what it is talking about.

Personal experience has the power to put us in touch with realities which challenge our understandings, demanding that we look for better ways of doing things. Many issues are harder than this book suggests, and many people will be discouraged when they find that the story is only half-told. The really hard bits — the dealing with people, the juggling with resources, the conflicting priorities, even the inertia of organisations — turn out to be as important as the strategies. This book is a good starting point, a reasonable body of knowledge to bring to the realities of grappling with preservation responsibilities, so long as one

understands that they need to be grappled with, with a mind open to learning from the experience, willing to question even the good sense and good learning that a book like this can provide.

I would be happier with this book if it dealt with its sources more critically: part of the message which preservation managers need is that they have to live on their critical faculties — positive but critical. I would be happier if the book had given more consistent and thorough attention to preservation management issues and less to techniques and 'good ideas' which one can find elsewhere in the literature (in fact, one needs to find elsewhere, as they are not presented in detail here). I don't believe there is enough discussion of issues associated with cost effectiveness, looking at the costs and the effects and linked with close attention to the purposes of the collection. Missing is discussion of the manager's responsibility to understand and consider the different needs of different formats; the role of treatment (not the details, but the kinds of questions a preservation manager should ask about treatment: what it is good for? what are the constraints which apply to it? how do I manage it as an option?); and again, all the problem-solving, negotiation, management skills involved in making it all happen.

Having mentioned some of the things which make the book less than a perfect introduction to preservation, I am pleased to say that even its weaknesses can stimulate the kind of reflection Harvey sets as part of his aim. I found myself stimulated — even provoked — to clarify my thoughts on a number of issues.

One concerns cooperative preservation action. Libraries have been involved in cooperative action for many years; the kind of approach which allows institutions to work together to identify what they have, what condition it is in, what should be kept, who should be responsible for keeping it, and sharing the costs of keeping it, has tremendous promise for cost effective preservation. The generally unique nature of archives' holdings make it difficult for them to benefit to the same degree.

A major issue we will judge with hindsight will be our management of digitisation and data transfer. Harvey gives these good mention, but doesn't give enough attention to the juggling act preservation managers will have to perform when the costs of data conversion and transfer become clearer. While we are currently impressed with the promise of low unit costs, the total bill for large collections will be staggering. We will be faced with decisions about storage costs to maximise the interval between transfers, choosing the right technology, funding the transfer program, setting mechanisms in place to ensure the transfer program is kept up-to-date, and the fate of information for which we simply did not have the resources to make the transfer.

It will be issues like this which should place preservation at the heart of information organisations. Preservation will have become

information management. Preservation managers who have grappled with that role will be key people. Ross Harvey's book will have contributed many positive things if it can help prepare librarians and others for dealing with that need. While we wait for the definitive book to be written this is a reasonable starting point.

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Sue Woolfe and Kate Grenville, *Making Stories: How ten Australian novels were written.* St Leonards, NSW. Allen & Unwin, 1993. 293 pp. ISBN 1 86373 316 7. $19.95. (Available from Allen & Unwin, PO Box 8500, St Leonards, NSW 2065)

The concept that underpins this book seems such an obvious one that it is somewhat surprising that it has not been done before. Happily, the authors realise the concept so magnificently that it has been well worth the wait. The purpose of *Making Stories* is to shed light upon the creative processes involved in the writing of ten Australian novels. This is achieved by juxtaposing early drafts of sections of the novels with corresponding extracts from the published works. In all but one of the ten cases, the written extracts are introduced by transcripts of interviews with the authors concerned. These interviews provide useful background information on the authors' writing habits, sources of inspiration, novelistic intent and the individual methods of shaping and redrafting a work. According to Woolfe and Grenville, they wished to illuminate 'the entire evolution of a work from its gestation onwards' (p. xii). In particular, they are interested to capture the **intent** of the author, something that is often overlooked by students of literature who more often concentrate upon the **effect** of the finished product (p. 283). The purpose of this book is to help explain not **what** novels mean, but **how** and **why** they mean.

Represented in this study are a diverse and impressive range of contemporary Australian novelists, including Peter Carey, Elizabeth Jolley, Helen Garner, David Ireland and Thomas Keneally. All are to be applauded for cooperating so fulsomely with this project.

The overwhelming impression that the book leaves is the sheer diversity of writing practices. Every novel has its unique problems and challenges. Every writer has her/his own approach and technique. Peter Carey, for example, describes his writing technique as 'following the river of an idea' (p. 35). His drafts of *Oscar and Lucinda* consist of stream-of-consciousness-like fragments of prose, reminders, random thoughts, analysis, memory intrusions and image associations all colliding in a seemingly chaotic maelstrom. Helen Garner carries notebooks everywhere and jots down ideas, overheard snippets of

conversation, observations, etc. Because she 'cannot bear to let small things go', she is quite shameless about her notetaking. These notes are then stored away for use at some appropriate future time, providing a 'bed of detail' out of which a book can be constructed. Garner avoids plans assiduously, likening them to straightjackets. Contrastingly, David Ireland plans meticulously, enjoying the sense of power that this process bestows.

For her part, Kate Grenville used a 'pincer movement' approach in writing *Lillian's Story*, writing both the end and the beginning simultaneously while working towards an unknown and barely imagined middle. Thomas Keneally describes the writing of successive drafts as the production of 'sedimentary layers' which gradually build up into a coherent whole. Most bizarre of all, Finola Moorhead's first draft of *Remember the Tarantella*, consisted of nothing more than a collection of tarot diagrams! The prose drafts that grew out of these diagrams were then assessed and criticised by a committee of twelve women, all with different starsigns!

The other lasting impression that this book leaves is that writing is very hard graft indeed. Novels, including those by experienced writers, do not just appear magically. They have painful and messy births. Like children, they take on a life of their own as they grow and develop, experiencing all manner of unpredictable accidents, false starts and dead ends. Like children, they require constant parental guidance and decision-making and are the cause of constant parental anguish and uncertainty.

As an archivist who works with the drafts and personal papers of Australian writers, what is particularly fascinating to me about this book is the central importance of physical objects in the writing process. Most of the authors interviewed speak lovingly of typewriters, sheets of paper, spirex notebooks from K-Mart, scissors, glue, manilla folders, different coloured pens and all the other writer's apparatus. Helen Garner (p. 63) suggests that, if she were removed from these physical objects, she would simply be unable to write. Somewhat surprisingly, only one of the ten authors featured speaks approvingly of word processors. To Thomas Keneally (p. 195) they offer comforting rituals which ease him into his daily work:

> A computer, with its little rituals of entry and its little squeaks of approval and disapprobation, gives a kind of response that you don't get from a mere pen and paper, ... It has a certain authority to keep you going. It gives some feedback, however minimal, that the pen and pencil never did.

Unfortunately, the Keneally novel which is placed under the microscope here, *The Chant of Jimmie Blacksmith*, was not written on computer, so we are left to wonder at precisely what changes in

technique and process the advent of the word processor has forced upon writers such as Keneally.

What is encouraging, from an archivist's point of view, is that this book demonstrates that the collecting of writers' drafts does not simply assist biographers or the academic purveyors of post modernist literary analysis. Woolfe and Grenville intend this book to be used by aspiring writers in creative writing classes. The appendix consists of teachers' notes and exercises for group discussion. The thought that their collecting activities may help educate and inspire a future generation of Australian writers must be particularly gratifying for the archivists of the Mitchell and Fryer Libraries who made available the drafts of seven of the ten writers included. Indeed, quite apart from its very affordable price, one of this book's great strengths is its practical and down-to-earth nature. The fact that Woolfe and Grenville are themselves writers is no doubt significant. If this book had been written by academics (or 'ferrets', as Patrick White called them), its readability quotient would doubtless have been substantially lessened. The fact that Woolfe and Grenville are writers may also have opened the doors of writers that would otherwise have remained firmly shut. The writers featured clearly felt at ease discussing their work habits with members of their own clan.

Unfortunately, the last two chapters are a disappointment compared to the preceding eight. The *Patrick White* section, based on *Memoirs of Many in One*, consists solely of a (presumably) late draft printed on the left-hand pages with the corresponding published text printed on the facing right-hand pages. The differences are, frankly, neither very interesting nor illuminating. The unavoidable absence of an interview highlights the crucial role played by the interviews in explaining the role and significance of the drafts in question. Perhaps Woolfe and Grenville could have borrowed the services of David Marr and/or Paul Brunton to fill this gap? Patrick White may have been one of Australia's greatest writers, but given the lack of manuscript raw material with which there is to work, the authors may have been better advised to cut their losses and find another author to feature. David Malouf, Dorothy Hewett, Peter Corris, Tim Winton and Roger McDonald spring immediately to mind.

The publishers may also have devoted more space and money to the illustrations. The black and white reproductions of single pages of one of each writer's drafts add a vital dimension to the understanding of the drafting process. There is, after all, only so much that can be learnt from transcripts. The book would therefore have benefited from more of these illustrations in addition to a higher quality of reproduction.

These, however, are minor quibbles. The success of this volume makes one hope that, in due course, similar works may be produced

which shed light on the creative processes used by other categories of Australian writers such as poets, playwrights and children's authors.

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Celestina Sagazio, editor, *The National Trust Research Manual: Investigating Buildings, Gardens and Cultural Landscapes.* St. Leonards, NSW. Allen & Unwin, 1992. 177 pp. ISBN 1 86373 238 1. $15.95 (Available from Allen & Unwin, PO Box 8500, St. Leonards, NSW 2065)

There is a tremendous interest today for people to reconsider the past, and to preserve the little that is left, either physically, or through written interpretation. This trend is shared by people from various backgrounds and is no longer the sole interest of the social historian. The general public has become an interested party in the preservation of historical areas within their community: the inner areas of cities are being resumed by individuals keen to retain the character of the city; local councils are taking responsibility by setting tighter controls on development, and also, by recognising the heritage of their areas and encouraging the preservation of older buildings; local historians are employed to promote the preservation of the past and the future; and the family historian seeks to locate and research those houses where ancestors lived.

I am a family historian and as such, my research has initially been concerned with gathering information on people. It is only recently that I have delved beyond the bare statistics to access the wealth of information available to build onto those facts, and it is to manuals such as this that one is drawn for guidance and direction. I am not sure whether there has been a manual of this style published previously. There are a number of genealogical directories or handbooks which touch on aspects such as searching land titles but this manual goes much further.

The arrangement of the work moves from the general overview of researching buildings through to articles of more specialised research. This means that the researcher can easily locate the level of information required. The family historian may need only to refer to the first two chapters to find ample information to enable them to follow through their investigation. The more specialised sections would be useful for the person undertaking restoration, or the student of architecture, industrial archaeology or social history.

The layout of the manual can be clearly recognised from the contents list which works as a useful location guide. The sections within each chapter are clearly identified which means that the user can refer to

specific sections quickly through use of the contents list. There is an index which appears to be quite substantial for a work of this size and does direct the user to individual references but I believe it could have been constructed more effectively. Some subjects could have been more useful if indexing had been less specific: some of the photographs which gave addresses e.g. *5 Willsmere Road, Kew* have been specifically indexed under the address or name. A researcher may recall that there were a number of photographs of houses in Kew but will not necessarily locate them immediately under Kew. Cross referencing could have been useful although given that it is a small book it is probably not a significant· problem. There are also superfluous entries which do not really refer one to useful or relevant information e.g. *inter-library loan*. There is also a problem with index references to the topics contained in the section, *References*. The page references given for a subject are not correct which is unfortunate as it was sensible to have them indexed — I suspect the index was constructed prior to final publication.

The manual includes numerous black-and-white photographs and· diagrams to support and reinforce the text. The illustrations are captioned, providing location information, as well as extra textual detail to clarify the visual representation and relate it to the topic being discussed. All photographs appear to be indexed.

Two most useful features of the manual are the appendices and the bibliography. The list, *Main Repostitories of Historical Records in Victoria*, is invaluable to the researcher. For the non-Victorian researcher it may have been useful to provide some indication as to whether written enquiries would be welcome by institutions, however I suspect that most researchers would prefer to undertake their own personal investigation of source material. While there are bibliographical references referred to in the body of the manual, the bibliography provided is excellent and quite expansive (pp. 147–168) for this size of book. The arrangement of the section is also extremely useful. The material is listed under subdivisions showing the various formats of sources, then further subdivided to provide more specialised access. This means that the user can access information under specific subjects.

The manual has been compiled drawing on Victorian sources and examples, however this should not prevent non-Victorians from gaining useful advice and information from it. The researcher of buildings, industrial sites and landscapes will still find information which is relevant, and the processes would be similar regardless of the area of research. There would be institutions corresponding to those mentioned in the text, in other Australian states. The user would find the sections on the architectural styles would provide the necessary information for their area of study.

While the book has been produced as a research manual, it would be also quite informative reading for the layperson with an interest in heritage issues. The family historian may only need to refer to the early sections, dealing with research sources, and the appendices, however I would hope that they would be encouraged to delve further. Likewise, the person restoring an old house may only be interested in the chapters relating to the interiors. I was intrigued by, and rather cynical about, the chapters *Researching Gardens*, and more especially, *Researching Significant Trees*, however after reading them, I had to reassess my scepticism. I would recommend to those who use this book, for whatever purpose, to consider the areas outside their own research as they will provide some relevance for their own landscape.

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Cataloguer, Printed and Written Records
Australian War Memorial

Kate Harrison and Anne Cossins, *Documents, Dossiers and the Inside Dope: A practical guide to Freedom of Information law.* Communications Law Centre Sydney. Allen & Unwin, 1993. 232 pp. ISBN 1 86373 185 7. $17.95. (Available from Allen & Unwin Pty Ltd, PO Box 8500, St Leonards, NSW, 2065)

This publication is a well-balanced and comprehensive account of the application of Freedom of Information law within the Commonwealth, New South Wales and Victoria. As its title suggests, it is a practical, self-help guide to the intricacies of this aspect of the law.

Documents, Dossiers and the Inside Dope is divided into eight sections, each covering a specific area of the Freedom of Information law. The sections provide answers to, what I believe would be, the most commonly asked questions about access to documents under Freedom of Information. The sections include such issues as 'personal records', 'business documents', 'appeals' and 'costs'. Within each section the relevant aspects of the law within each jurisdiction are clearly presented. This should enable anyone seeking access to documents within, for example, New South Wales, to gain an insight into the access mechanisms pertaining to that State without the need to wade through information about Victoria or the Commonwealth. Within a book aiming to be a practical guide, I think this approach has great benefit.

The authors have also gone to some effort to explain how and why access requests were successful or unsuccessful. Case law is used to indicate the reasons behind decisions to grant access. This allows some further insight into the ways in which Freedom of Information requests may be made in order to improve the chances of success.

The only minor criticism I have of *Documents, Dossiers and the Inside Dope* is one which could be made of most publications designed to be of a practical nature — they will often present a picture that is slightly out-of-date. This publication makes the statement, 'This book is based on case law available at the end of January 1992'. This cut-off date also appears to apply to changes in the statutory law. Although it does not undermine the quality of the publication, it should be noted that changes in the statutory law, particularly in Victoria during 1993, may have some significant impacts on people seeking access to documents. The main areas of change in Victoria under the *Freedom of Information (Amendment) Act 1993* are the imposition of an application fee of $20.00 together with amendments to other fee structures; the extension of Freedom of Information law to local government (which took effect on 1 January 1994); extended powers of the Minister to refuse access where the effects on the Minister or agency are deemed to be substantial or unreasonable; and a broader definition of cabinet documents. Persons wishing to make Freedom of Information requests in Victoria will still find this publication of benefit but should also acquaint themselves with the relevant provisions of the amending Act.

Finally, I can make no better recommendation for this book than to repeat the words of James McClelland in the *Foreword*, 'the book is . . . written in straightforward, accessible language and is arranged in a way that makes it easy for readers to find the information they are seeking'.

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Mick Masson, *Surviving the Dole Years: The 1930s — A personal story*. Kensington, New South Wales. University Press, 1993. 189 pp. ISBN 0 86840 285 0. $24.95. (Available from New South Wales University Press, PO Box 1, Kensington, NSW 2033)

Supplementing the exiguous collection of oral testimonies recording the hardships of survival during the Depression years, and extending the tradition of working class autobiography that burst forth with the rise of mass literacy in the mid to late nineteenth century, *Surviving the Dole Years* is a publication that will prove useful to the researcher of Australian social history. Mick Masson's personal reminiscences will stand alongside the more colloquial remembrances of this dramatic period, like Frank Huelin's *Keep Moving*,[1] by providing a memorable account of the deprivation suffered by Australia's unemployed and their families.

The main strength of Masson's book lies in its bold frankness and

stark realism. He began composing the manuscript in the late 'eighties and yet, having consumed the text, the reader cannot help but feel they have just been transported back to the 'forties to witness a lengthy and entertaining session at Mick's local with the mildly intoxicated story-teller captivating an equally beery audience with sensational and sometimes bawdy accounts of his past. In his *The Voice of the Past*, Paul Thompson concluded that 'oral history gives history back to the people in their own words. And in giving a past, it also helps them towards a future of their own making'.[2] One could not find a better vindication of Thompson's assertion than Mick's yarn. As well as recording the past experiences of Mick Masson and in so doing providing some definition for this man's life, *Surviving the Dole Years* contributes towards a definition for many of those lives who passed through the Depression discarded by the majority of society and then largely forgotten by later generations. Structurally too, the book possesses some noteworthy strengths in R.A. Murray's indispensable introduction and a fascinating *Glossary* recording the mostly incomprehensible jargon of the period. This latter appendage testifies to the rich lexical diversity of Australian working class speech. So much so that one wonders how successfully Mick and Frank Huelin would have communicated if their paths had crossed while 'jumping the rattler' somewhere in western New South Wales — there are few expressions common to each author's glossary.

Surviving the Dole Years is not immune to criticism, however. In the *Textual Note* it has been emphasised that Masson's story has been published essentially unaltered, remaining faithful to its author's voice. This is never more evident than in the occasionally tedious repetition of the narrative and often compulsive desire to foreshadow impending events. However, while this can be frustrating for the first twenty or thirty pages the reader eventually grows used to Mick's discourse and accepts his style as representative of an elderly man at pains to emphasise the significance in the recitation of his experiences.

Furthermore, Masson's sexism recurs with monotonous regularity throughout his memoir. There are at least fifteen occurrences and some are surprisingly vivid. At the same time, however, Mick emphasised with remarkable nationalist vigour that in the 'Happy Valleys' (or shanty-camps) of Australia 'while the men were bumming, the women tried to keep things humming. They retained our pioneering spirit.'[3] It is this incongruity, and it is well in evidence in Mick's work, that captures the circumspect historian's attention. Finally, Masson's political analysis is not quite as sharp as his knowledge of the artful con. But while he may not have Jack Lang's career in complete perspective, his disdain for the majority of Australia's politicians and resentment at the role they and that bastion of international capitalism, the Bank of England, played in compounding the misery of

those years must surely be an accurate reflection of that felt by thousands of disaffected Australians at the time.

Riddled throughout the book is evidence of Mick's preoccupation with learning life's lessons. His father Arch, a disabled WWI veteran, furnished him with some perspicacious advice as the Depression loomed: 'I can't tell you what path to take, but if you kick a stone today, make sure you miss it tomorrow'[4]. We, living in the 'nineties and having experienced the difficulties of economic recession in recent years, should emulate Mick by noting his father's advice otherwise we will soon find ourselves kicking that same stone again and again. Perhaps his book will go some way towards creating an awareness of the past follies of humankind.

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ENDNOTES

1. Frank Huelin, *Keep Moving*, Ringwood, Penguin Books Australia, 1983.
2. Paul Thompson, *The Voice of the Past: Oral History*, Oxford, OUP, 1978, p. 226.
3. Frank Huelin, op. cit., p. 68.
4. ibid.

Robert Murray and Kate White, *A Bank for the People: A History of the State Bank of Victoria*. North Melbourne. Hargreen Publishing Company, 1992. 507 pp. ISBN 0 949905 53 4. (Available from The Commonwealth Bank, GPO Box 2719, Sydney, NSW 2001)

Why have State Banks found it so difficult to cope with the deregulation of the banking system brought about by the Hawke-Keating Government ten years ago? In fact, the performance of these once-treasured institutions — in Victoria and South Australia — was so poor during the 1980s that it contributed greatly to the routing of Labor governments in those two States. Before their political execution, both governments set up Royal Commissions to investigate the demise of these great State assets which had such humble beginnings.

The findings of the Royal Commissions probably can be summed as there was 'too much, too quickly'. That summation is rather ironic because State banks were established originally to encourage thrift among the labouring classes. The need for Savings banks was driven by the need for working people to save and it's from there the synonym 'People's Bank' comes from. And the State Bank of Victoria was certainly that — from day one, a bank for the ordinary people.

The history of the bank is a good corollary to any general history of Victoria and this book does very well. It mirrors the booms and busts of the economic health of Victoria, throughout which the bank had a very close relationship with the people of Victoria.

The Bank's official history begins as the Savings Bank of Port Phillip, Collins and Queen Streets, Melbourne, on New Year's Day, 1842. The very first depositor was an illiterate servant. The other three depositors on that day were a shoemaker, a milkman and a shepherd, bolstering its reputation as a bank for the people. At the end of the year a total of 226 people had deposited more than 4 100 pounds. Within ten years, Victoria would experience a rural depression and the discovery of gold, the latter leading to a huge expansion of the colony, and of the bank. By December, 1852, it held 150 000 pounds in deposits, an enormous increase to the balance sheet at the end of that first day.

The bank — and Victoria — continued to prosper, especially during the 'land boom' years of the 1880s. High interest rates attracted a lot of foreign (mainly British) money which fed the land speculation. A common sentiment — and remember this was the 1880s, not the 1980s — was that Melbourne's prosperity 'would continue indefinitely'. There was some reckless lending by all types of banks and building societies based on the speculator's value of their holdings. Everyone, it seems, was 'caught up in the feverish land speculation, discarding their previous notions of financial caution and thrift'. The inevitable crash began in early 1890, the crisis hitting the banks hard in 1893. In November 1894, the Government set up a Royal Commission which was critical among other things of over-lending to a small number of favoured clients. Its major recommendation was that the 421 separate Post Office and Commissioners' Savings Banks be amalgamated into one entity — a new State Bank for Victoria.

That was in 1896. The bank maintained its humbler aims for nearly a century, until the 1980s, when it was tempted into new forms of banking before understanding what impact that would have on its role of being a bank for the people. It certainly maintained its roots during the Great Depression, enhancing its reputation for the sensitive way it treated unemployed housing borrowers.

This is a commissioned book. There is no problem with that. It means the authors had good access to archival material. But for a fuller account of the indulgences and demise of the bank in the 1980s, it may be best to go straight to the Reports of the Royal Commissions.

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Conferences/Seminars

Advances in Archives: Advances in Preservation of Film & Electronic Imaging Materials. Australian Archives. Australian National Maritime Museum, Sydney. 1 November 1993.

This half-day seminar sponsored by Australian Archives brought together 200 people from a wide range of professions who have responsibilties for the creation, use and preservation of the moving image. One of the most encouraging signs was the interest shown by film and video production companies in the issues surrounding the preservation requirements of film bases and electronic imaging media.

The seminar was opened by Patricia Campbell, Regional Director of the NSW Regional Office of Australian Archives, who gave a brief outline of the history of the Archives and also spoke about that organisation's current role within the federal government and the community at large. She made a good case for why the Archives is the 'quiet achiever' of cultural heritage agencies in this country. Patricia then handed over to Professor Guy Petherbridge, Senior Preservation Policy Adviser at Australian Archives, who, apart from presenting a paper at the seminar, also chaired proceedings. Professor Petherbridge took a few minutes to talk about some of the underlying themes of the seminar. The first was that film has current value as well as heritage value. This was realised initially in Hollywood where the preservation of film is seen as asset protection and major studios such as Paramount have established sophisticated programs to protect their vital holdings. This approach has had a significant impact upon the outlook of film production companies and film archives in other parts of the world. The second theme concerned the inherent problems associated with film, with the focus of this seminar being on the deterioration of cellulose acetate film bases, often referred to as the 'vinegar syndrome'. However as Petherbridge pointed out, companies and institutions such as Eastman Kodak and the Image Permanence Institute (IPI) at the Rochester Institute of Technology in Rochester, New York, have established research programs to address these problems in a pragmatic way.

Guy Petherbridge then introduced the key note speaker, Dr Peter Adelstein, Senior Research Associate at the Image Permanence Institute. Peter Adelstein had a long career as a research scientist at Eastman Kodak before joining IPI upon his retirement from Kodak in 1986. Since then he has worked on a number of research projects at the Institute which, as the publicity material for the seminar stated, has made him 'the foremost international authority on the permanence, properties and testing of photographic film support materials'.

Dr Adelstein presented two papers at the seminar. The first, *Recent Researches into the Stability of Photographic Film*, concentrated upon

the scientific research Kodak and later the Image Permanence Institute had undertaken into the problems associated with the instability and degradation of cellulose triacetate based films which were first produced in 1949 and which are still widely-used today. At first scientists thought that problems with this plastic film base would be confined to warm and humid environmental conditions as all reported incidents of degradation between 1955 and 1980 originated in tropical areas such as India, Hawaii and Florida. However, since 1980 other cases of vinegar syndrome — the first stage of degradation of the film base — have been reported from places in cooler and drier climates.

In 1988 the Image Permanence Institute commenced a large-scale project which looked at three main areas: how cellulose triacetate degraded in comparison to other safety films such as cellulose diacetate; the effects of temperature and relative humidity upon the rate of degradation; and a prediction of the useful life of this material. A range of plastics used as photographic film bases including cellulose triacetate were subjected to various experiments to test their physical strength and chemical stability, and also to see how easily the emulsion layer would scratch after the plastic base had degraded. The results from these experiments should concern all archivists who are storing film in environmental conditions more suited to paper records — 21 C and 50% RH. The scientists at IPI are predicting a tidal wave of film degradation due to people storing film in these conditions or at even higher levels. The recommendation is that low temperature storage is the most appropriate means of ensuring that film lasts for centuries. Copying and duplicating film is considered both expensive and time-consuming and in any case the agency will not be able to keep up with demand. Peter Adelstein also talked about *The IPI Storage Guide for Acetate Film* which was a product of the research project. The Guide allows custodians of film collections to see how changes in temperature and relative humidity might affect the rate of degradation of actetate film.

The next speaker was Mark Nizette, Senior Manager in the Preservation Branch at the National Film and Sound Archive. Mark is considered Australia's foremost photographic and film conservator and his talk focused upon treatments undertaken at the NFSA to conserve twenty-six million feet of wet and mushy film. Previous research conducted overseas had indicated that film with mould should not be washed because the process made the emulsion layer unstable. The NFSA conservation staff carried out extensive accelerated ageing tests using various solutions to test this hypothesis but to their relief they found that film with mould could be washed safely.

This was the most technical presentation at the seminar and Mark Nizette used high resolution video images to show examples of film degradation and also to emphasise the effectiveness of treatments

undertaken. While this presentation clearly held interest for all participants at the seminar, I sensed that those in the audience with a background in science, such as the conservators and the film production specialists, gained the most from it.

Guy Petherbridge's presentation entitled *International Approaches to Motion Picture Film Storage and Handling* looked at four areas of film storage: the building; environmental controls; shelving; and individual containers. He stressed the importance of adopting an integrated approach in the storage and handling of film. This was an extremely visual presentation with slides used from start to finish. It also incorporated new developments at film archives in North America and Europe which Guy visited during a recent overseas mission.

In terms of establishing a building for film storage, various approaches have been undertaken including underground storage, establishing a building totally dedicated to film storage, having a purpose-built film storage area within a larger structure, or constructing a pre-fabricated facility within an existing facility. The approach that Australian Archives is taking, especially with the establishment of the Film Preservation Laboratory at the Villawood repository in western Sydney and the construction of the new facility at East Burwood in Victoria, is to have specialist areas for film within an overall structure for record materials. Sophisticated environmental controls are in place so that the film is 'conditioned' during its journey from the film vault to the search room.

Some of the other main points made by Guy Petherbridge during his presentation were: many archives have forgotten that chemical systems can be just as effective as refrigerant systems to control relative humidity; the phasing out of Halon because of the damage it does to the environment has meant that people are putting greater emphasis on controlling the direction of sprinkler heads and using mister systems; a number of overseas film archives are maximizing their storage areas by installing shelving virtually to the ceiling of the building with retrieval being accomplished using cherrypickers; some manufacturers are developing molecular sieves which can be placed in film containers so that harmful molecules can be taken up by the sieve rather than by the film; and the jury is still out on the type of plastic that should be used for film containers and whether the container should remain open or closed.

Peter Adelstein's second paper, *International Standards on the Permanence of Imaging Materials*, reviewed the work on the physical properties and permanence of imaging materials by technical committees associated with the International Standards Organization (ISO) and the American National Standards Organization (ANSI). Dr Adelstein, who has been a key member of both committees for many

years, gave an insight into how standards are developed, the documentation involved, and the terminology employed. Recently the classification of 'archival' has been removed from all ISO and ANSI documents and replaced with a rating of life expectancy. For instance, LE-100 indicates a life expectancy of 100 years whereas LE-500 means a life expectancy of 500 years.

Peter Adelstein concluded his presentation with a brief overview of electronic imaging including the permanence of this media. For him this depends upon the stability of the material, the conditions it is stored under, and the availability of hardware and software. He surprised the audience by stating that ANSI has never developed standards for magnetic media and optical disc technology.

During both presentations Dr Adelstein used a series of high quality color slides which detailed the main points of his talks. The text from the slides was reproduced in a series of handouts. Each page had four images arranged down the left hand side of the sheet and ample room was provided on the right hand side for note taking. This was the first time I had seen this specific method of presentation and I thought it worked very well.

After questions and a summation by Dr Stephen Ellis, National Director of Custody and Preservation at Australian Archives, this participant left the Australian National Maritime Museum feeling tired but with a greater understanding of many of the complex issues surrounding the preservation of film base materials and electronic imaging media. Australian Archives is to be congratulated for sponsoring such a stimulating seminar and for bringing Dr Peter Adelstein to Australia to share his expertise with us. It is also confirmed in my mind how fortunate we are in having our own international experts in preservation and conservation including Guy Petherbridge and Mark Nizette located in some of our key cultural institutions.

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Records — The Heart of Management. 10th National Convention. Records Management Association of Australia. Hobart, Tasmania, 5–8 September 1993.

When a conference is advertised, prospective attendees are promised speakers and topics of high calibre and reputation. This promise is what convinces most people to attend. After it is finished, however, what actually made the conference worth attending was the debate and

discussion that took place **as a result** of the formal presentations. It is important to make the distinction in light of the quality and format of some presentations at the 10th Annual RMAA Convention in Tasmania.

Professor Kee's motivational address has been reported by many attendees in flattering terms. Strangely enough he talked about people, about getting their co-operation by offering them ownership and a sense of achievement, by treating them as individuals, about customer focus. His address was certainly risqué in some parts, but if any aspect of his message got through it was that people are the most important part of any organisation, and that we as holders of information (and as such influencers of people) have an obligation to supply information in line with our customers needs.

George Nichols, the Director-General of Australian Archives presented a paper entitled *Evidence in the Machine.* For all those present it sparked a lively debate.

Tony Poynton, National Sales and Marketing Manager, Information and Management Division of Canon Australia, presented a paper on imaging and its impact on the future of the records management industry. 'The greatest advantage of electronic filing is that there is no need to file. Every document can exist in its own right, independent of a file, as physically it may be joined with any other documents as and when required. This allows the Records Manager to classify and describe the document fully as to its inherent nature, rather than determine which of a bad bunch of file titles it best belongs to. This process is entity filing; each entity is a file in its own right.'[1] This quote may be of some concern to ASA members; it certainly sparked some discussion amongst records managers.

Elaine Eccelston gave an excellent paper which brought together quotations from past conferences and seminars that deal with professionalism and the role of education in records management. The recurring theme of the past seems to be that we should do something to improve the profession; the recurring theme of the present seems to be the same. Elaine raised the idea, albeit quietly, of the RMAA and the ASA moving closer together, calling on us, (together with librarianship and computing professionals) '... to be courageous and actively work towards a powerful, unified group of "like people" — information specialists'.[2]

Lyndall Scott put forward the idea of a 'pro-active records manager', someone who should market her/himself within an organisation, be aware of their particular organisations' requirements and not be afraid to borrow innovative techniques from other professionals or groups.[3] Records managers and archivists need to be aware of this approach and educate themselves not just in their chosen fields, but in marketing

techniques, negotiation skills and business planning. This is something that records management courses do not offer.

Peter McDonald, newly appointed Records Manager for the City of Brisbane presented a paper entitled *New Horizons*, a detailed examination of his success in introducing retention and disposal planning and schedules to the ANZ Bank. The title, whilst somewhat misleading in the broader sense, hid a case study that spoke of high success and minimal pain. It clearly demonstrated what could be achieved with adequate prior planning and a sound working knowledge of the corporate need.

There were a number of program matters that disappointed, rather than enthused delegates. Some presentations were run concurrently, which limited the option of delegates as decisions regarding attendance needed to be made during initial booking of the conference. The holding of the RMAA Annual General Meeting at 8.30 in the morning was a decision that also disappointed some delegates. It is interesting that the ASA, a smaller organisation with fewer members and a smaller financial commitment allocates an entire day to its AGM, which I believe is widely attended.

The Trade Display in 1993 saw the manufacturers of software and other products and services shift into high gear. A number of new products were demonstrated along with some that showed significant modifications from previous versions. The inclusion at the Trade Display of a Tasmanian Wildlife Officer with a Tasmanian Devil cub has set an interesting precedent for future conferences.

Records — The Heart of Management was an opportunity for records managers and archivists to talk about the future, to highlight their innovations and to put forward new ideas about how our joint professions are going to deal with 'managing' and 'management'. Many of our members (RMAA and ASA) lack education in basic management theory and skills so that they cannot hope to compete or succeed in a corporate environment. Many know nothing of budgets, interpersonal relations, negotiation skills, meeting procedures, time management, project planning or the myriad of other skills that managers now require. Most members of the RMAA lack any type of formal tertiary education, and for better or worse rely on conferences like this to educate themselves. 1993 was another conference that had the opportunity to motivate, empower, challenge and move people. It failed to deliver. Perhaps we can learn from the ASA for future conferences and use more people from outside our industry to instruct and educate.

With some notable exceptions, some of whom are listed above, the speakers tended to recycle old presentations, old ideas, concentrated on software not solutions, events not people and I believe, were

generally responsible for renaming the conference **Records — A Retrospective**.

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ENDNOTES

1. Anthony Poynton. 'What Next'. Paper presented to the 10th Annual RMAA Convention. 1993. *Informaa Quarterly*, vol. 9 no. 3, November 1993.
2. Elaine Eccleston. 'Future Directions of the Records Management Profession'. 10th Annual RMAA Convention 1993.
3. Comments obtained with the assistance of Cameron Phillips.

Who, What and Why of Collecting. The Ephemera Society of Australia, Inc. Meat Market Craft Centre, Melbourne. 13 November 1993.

Ephemera is usually produced with the intention of conveying a finite, transient message before being discarded. It becomes particularly interesting when it is kept beyond its intended life span. What is collected, why and by whom is of great interest and infinite wonder. The Ephemera Society of Australia reflected this fascination in its second conference held in Melbourne on Saturday 13 November 1993. The conference, attracting delegates from Britain as well as from throughout Australia, represented the broadest range of private and public collectors meeting in a spirit of enthusiastic cooperation and frank astonishment at what inspires the acquisitive urges of others.

To titillate this sense of awe, Professor Peter Spearritt of Monash University chaired a session on *Who, What and Why*. Honor Godfrey, founder of the Ephemera Society, returned from Britain for the conference and described her collection of paper bags while contributing the memorable definition, 'One is chance, two is coincidence, three is a collection.' Outstanding here was junior member Daniel Rossiter, a collector since age two of *Smurfs*, cartoon characters produced for BP service station publicity. His autobiography was vividly illustrated by fluffy toy Smurfs, Smurf handkerchiefs, pencil case, pencils, library bag, records and so on.

Slightly more seriously, Elizabeth Ho from the State Library of South Australia described, with relish, outstanding gastronomic events from an extensive collection of menus. What was eaten where and when provides an intimate and revealing foray into social history.

Des Cowley, from the State Library of Victoria, chaired a session focussing on the *Who* of collecting. He spoke tellingly of the contribution collectors have made to the national estate. Terry Laidler, psychologist and broadcaster, illuminated the psychology of collecting.

Many extreme theories were raised and then discounted because collecting in some form is so common, and therefore unremarkable, that in most cases the verdict of normal was passed. David McCabe, museum designer and partner to an avid collector, described, with slides and forbearing good humour, his life in competition with a collection.

In a fascinating sequel, *What: Employing Ephemera*, collectors recounted different ways in which they employ ephemera (and how it helps to employ them). Chairperson Tony Marshall outlined the strengths of the collections within the State Library of Tasmania. Richard Aitken, Conservation Architect, discussed the paint colour charts he collects for his restoration work. From them he illuminated an hilarious social history whereby colours reflect contemporary concerns and mores: atomic blue and nigger brown were not from recent charts! Elery Hamilton-Smith, representing the Museum of Victoria, provided a history of caving using postcards, menus, advertisements, leaflets, playing cards and match-box holders.

Lunch was followed by the most imaginative section of the day: *Why: Rubbish or Riches?* Over a six week period late in 1992, a Melbourne family collected the ephemera brought into their home. They produced a mind boggling collection of 450 items including Christmas cards, food packaging, carry bags, personal hygiene goods, tickets, leisure items, political leaflets, accounts and sales catalogues. These covered the recreational, political and cultural pursuits as well as the work, school life, diet and health of the collectors. Materially, the collection comprised printed paper and cardboard, objects such as metal bottle tops, aluminium foil, plastic packaging of varying grades and combinations of the above. Physical condition of the items ranged from excellent to very poor. The collection was analysed by historian Professor Graeme Davison, artist Murray Walker, graphic designer Corrie Allegro, collector, valuer and radio personality Rick Milne, and Wendy Pryor from the State Library of Victoria. Their opinions have been recorded in *Ephemera News*, Number 25 (November 1993).[1]

The valuer reminded delegates that packaging is potentially more valuable, long term, than the original product. The artist noted the overpowering materialism represented by the collection and the manipulativeness of the packaging. The designer bemoaned the poor standard of design of much packaging. Those representing the collecting institution and historical viewpoints juggled theory, institutional selection policies, costs of conservation and storage, and potential research value. They were impressed by the unique *slice of life* encapsulated by the material. Thus when chairperson Elizabeth Ho encouraged debate over individual objects, it was the historian and the librarian who most keenly sought the empty macadamia nut box!

Unfortunately, by the time of the conference, the collection was in tatters, having been picked over by the panel and the press who featured it in *The Age Good Weekend* of 6 November 1993. Not having the collection displayed for the delegates detracted from the effectiveness of the session.

The final address by Honor Godfrey confirmed the rising esteem in which ephemera is held. She described the world's first Centre for Ephemera Studies established at Reading University in England. This will benefit both collectors and researchers.

This conference inspired amazement that so much has survived and relief that more is likely to survive, although it's difficult to identify what it will be. The most obvious point of the conference was that people collect or use ephemera for many reasons. Thus a *slice of life* collection like that accumulated by the suburban family can provide a unique window into late 1992 from many points of view. However, an extensive collection of similar objects over a longer period, such as the menus or paint colour charts, stimulates different observations. (How else could a researcher assert that for decades women have been responsible for choosing colours and then for painting trims if not through reference to multiple paint colour charts?) Both approaches are valuable.

Further, bearing in mind the limited funds by which public institutions are constrained, such occasions can be a valuable opportunity for contact with donors, who if we cannot rival as collectors, we can, pragmatically, court.

The conference was sandwiched between a Friday evening reception and launch of the *Ephemera Shopping Guide*, a spirited Saturday evening dinner and the Grand Ephemera Fair the following day. Another outstanding feature was the tasteful design of all ephemera produced for the conference — from the real gum leaf name tag for each delegate to the stylish Honor Award, named for Honor Godfrey, presented to each participant. The day itself was provoking, amusing, intriguing, but never dull due to its splendid organisation, selection of speakers (many of whom could not be described here) and of course the ephemera itself. Long live ephemera!

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ENDNOTES

1. Copies of papers relating to the collection of ephemera by one suburban family in 1992 are available for $7.50 (cheque made out to the Ephemera Society of Australia Inc.) from Mandy Bede, 9/98 Vale Street, East Melbourne, 3002.

Exhibition

Between Two Worlds: The Commonwealth Government and the Removal of Aboriginal Children of Part-Descent in the Northern Territory. Australian Archives. Sydney. 19 October–28 November 1993 (and subsequently to Canberra, Alice Springs, Darwin and Adelaide).

The *Between Two Worlds* exhibition, as an accompanying brochure explains, was prepared by Australian Archives as part of the Commonwealth government's contribution to the **International Year for the World's Indigenous People**. The exhibition:

> . . . looks at two Northern Territory 'Half-caste' institutions run by the Commonwealth government: the Bungalow in Alice Springs and the Kahlin Home in Darwin. Through oral histories, documents and photographs drawn mainly from the Australian Archives' collection, the exhibition shows what happened to the children who were placed in the institutions. It traces their journey from one place to another and from one culture to another, and follows the development of the government policy which shaped their lives.

Unlike *Within Living Memory*, Australian Archives' last major exhibition, *Between Two Worlds* unashamedly tells a story and it does this with great sensitivity and sound curatorial judgement and design. *Between Two Worlds* is also notable because it has been designed to travel and is Australian Archives' first exhibition intended from the start to be shown around Australia. It was prepared under the direction of Helen Nosworthy and with the assistance of a group of Aboriginal advisers, who provided advice on all aspects of the exhibition including design, content and the terminology used in the text. The curator was Rowena MacDonald and it was designed by Hewitt Design Associates.

The exhibition comprises about fifteen numbered and demountable panels, prefaced by a further panel outlining the role of Australian Archives and recording acknowledgments to the various contributors. The story it tells begins in 1911, when the Commonwealth took control of the Northern Territory. The panels each look at different aspects of the story and carry appropriate titles, for example 'Live White, think White'; 'Life in the Homes'; 'Black, White and Shades of Grey'; and 'Changing Times'. Beneath each title is a short summary of the topic and this is flanked and supported, by documents, newspaper cuttings, photographs, racist book titles and cartoons, etc. Terence Measham of the Powerhouse Museum recently remarked to one of the reviewers that 'documents make very boring exhibits'. That is probably going too far. However, documents do have limited visual appeal, which is probably why Australian Archives supplemented their official

documents with a range of material from other sources. For example, there are tape recordings of people who lived in the homes: George Bray, Alec Kruger, Herbie Laughton, Emily Liddle, Hilda Muir, Daisy Ruddick. Each story can be heard at the press of a button. There are also videos showing life in the homes. The overall effect is very successful.

It is also sometimes a little chilling. For example, there is the letter from C.E. Cook, Chief Protector of Aboriginals, writing on 7 February 1933 to the Administrator of the Northern Territory. Cook laments the indiscriminate mating between Aboriginals, Japanese, Chinese and South-sea Islanders, the result being 'the accumulation of a hybrid coloured population of very low order'. In the Territory, Cook notes with satisfaction, the mating of coloured aliens with any female of Aboriginal blood is prohibited and 'every effort is being made to breed out the colour by elevating female half-castes to white standards' with a view to absorption within the white population. Cook believed that this policy should be applied throughout the Commonwealth, but apparently Queensland, NSW and the other States were not seized with its 'vital importance', and Cook wanted something done.

Chills apart, the reviewers found much to interest them. The lack of citation on some original documents was worrying, but is unlikely to trouble most viewers.

The exhibition is accompanied and complemented by a new published guide: *Aboriginal and Torres Strait Islander People in Commonwealth Records: A Guide to Records in the Australian Archives, ACT Regional Office* compiled by Ros Fraser, a review of which follows this review.

As noted, *Between Two Worlds* is a travelling exhibition and is admirably designed for this purpose. Launched in Sydney on 20 October 1993, it moved to Parliament House, Canberra (10 December 1993–30 January 1994); thence to the Araluen Centre, Alice Springs (14 April–13 May 1994); the Northern Territory Museum of Applied Arts and Sciences, Darwin (1 July–4 August 1994), and finally to the Tandanya Centre, Adelaide (19 August–3 October 1994).

Archives in Australia are not particularly noted for the number or quality of their exhibitions and Australian Archives is to be commended and congratulated on this effort. We wish it every success.

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The Archives Office of New South Wales

David Roberts
Manager
Records Management Office of New South Wales

Guides

Ros Fraser, compiler, *Aboriginal and Torres Strait Islander People in Commonwealth Records: A guide to Records in the Australian Archives ACT Regional Office.* Canberra. Australian Government Publishing Service, 1993. 478 pp. ISBN 0 642 19651 6. $20.00. (Available from Australian Archives, PO Box 7047, Canberra Mail Centre, ACT 2601 or from regional offices of Australian Archives)

In the **International Year for the World's Indigenous People** it is encouraging to see another archival institution supporting the publication of a guide which makes accessible records which have for so long made Aboriginal and Torres Strait Islander peoples 'captives of the archives'.[1]

Unlike museums, archives and libraries have not come under the same pressure to be accountable and responsible for disseminating information about their holdings in relation to Aboriginal and Torres Strait Islander people. This situation is rapidly changing particularly since the Royal Commission into Aboriginal Deaths in Custody. In the foreword to this guide the Commission's recommendation 53 is cited as being one of the reasons why Australian Archives made the decision in 1991 to work with Ros Fraser to prepare her guide for publication. This recommendation stated:

> that Commonwealth, State and Territory governments provide access to all government archival records pertaining to the family and community histories of Aboriginal people so as to assist the process of enabling Aboriginal people to re-establish community and family links with those people from whom they were separated as a result of past policies of government.[2]

Like the repatriation of Aboriginal and Torres Strait Islander cultural property, the dissemination of information held in archives about the indigenous people of this country is of paramount importance to both black and white Australians. If reconciliation is what this country is trying to achieve then the role of archives in this process cannot be underestimated. Archives around Australia hold information which can assist Aboriginal and Torres Strait Islander people attain the level of self-determination they seek and this information can also help enlighten the wider community who remain largely ignorant of how Aboriginal people have been treated.

Ros Fraser's guide will appeal to a variety of researchers including those undertaking family and community histories. The *Guide* is divided into two sections: the first lists Commonwealth government agencies which were involved in the administration of Aboriginal affairs: the second provides details of record series from those agencies. Relevant items within a series are also listed where they have

been identified. A number of the series contain detailed lists of photographs. The first section includes information about Commonwealth persons who were directly involved with Aboriginal affairs such as Sir Paul Hasluck. While the bulk of the records relate to Aboriginal people from the Northern Territory and cover the time period 1901–1962, there are also a significant number of series relating to state administration of Aboriginal affairs.

The guide contains some useful information in the appendices. The first gives a small selection of records relating to Aborigines and Torres Strait Islanders held in the Australian War Memorial. Appendix three provides a list of institutions holding relevant information and appendix four contains a bibliography of other useful sources including guides to records from other institutions relating to Aboriginal and Torres Strait Islander people.

It is hoped that in the future this guide and others like it will be produced and continually updated. Ros Fraser and Maggie Shapley are to be commended for their efforts in preparing this invaluable guide which will undoubtedly assist both Aboriginal and non-Aboriginal people to uncover more about this country's black history.

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John Oxley Library
State Library of Queensland

ENDNOTES

1. Henrietta Fourmile, 'Who owns the Past? Aborigines as captives of the archives', *Aboriginal History*, vol. 13, no. 1, 1989, pp. 1–8.
2. Elliott Johnston, *Royal Commission into Aboriginal Deaths in Custody: overview and recommendations.* Canberra, Australian Government Publishing Service, 1991, p. 43.

Tim Sherratt and **Gavan McCarthy**, *A Guide to the Records of Edwin Sherbon Hills.* Australian Science Archives Project, 1992. 150 pp. ISSN 1039 1096. $20. (available from ASAP, Department of History and Philosophy of Science, University of Melbourne, Parkville Vic. 3052)

Guides produced by the Australian Science Archives Project (ASAP), varying in length from eight pages to the 300 page *Guide to the Archives of Science in Australia — Records of Individuals*, have been a regular and welcome feature of the project since 1987. Welcome not only because of the role of published guides in assisting researchers to find material at a distance, but also because of the added benefit of alerting the archivally-uninitiated to the existence of records through bibliographic details appearing in mainstream search tools, such as library catalogues.

If you, like me, need to ask, 'Just who is Edwin Sherbon Hills?' refer to pages 10–11 for the *Career Summary* where in point form you will find that he was an eminent geologist: Professor of Geology and later Deputy Vice-Chancellor at the University of Melbourne, author of several textbooks, and a Foundation Fellow of the Australian Academy of Science. He was also the creator of ten metres of personal records which, as with all ASAP collections, have been deposited with an established archival institution.

In this case the records have been deposited with the National Library, presumably the Manuscripts Section, although the control number allocated there is not indicated in the guide. *Appendix 2* of the *Guide* lists related archival holdings at the Basser Library (Australian Academy of Science) and Australian Archives, and given Hills' long association with the University of Melbourne (1925–1986), the question must be asked, because the guide gives no answer, why was the National Library chosen as 'the designated repository' and by whom?

The *Guide* reveals ASAP's strategy for dealing with large collections of unorganised personal papers — the imposition of order through rough groupings which, although they would not meet a strict 'series' definition, break down the collection into manageable 'series' based on format or subject (e.g. all material to do with the publication of each book is considered a series). *Series 3, Appointment and Travel diaries 1958–1980*, for example, consists of Hills' wife's appointment diaries 1958–1978, Hills' own pocket diaries 1964–1970 and his travel diaries for 1960–1980 (with gaps). A related 'series', *Year planners 1977–1984*, are sorted by format into *Series 23, Oversize material*, where they appear against one item number.

Each file has an imposed number and its contents are described in up to fifteen lines of text. These descriptions often incorporate individual document descriptions as well, and descriptions of correspondence files on particular subjects commonly include the names of correspondents (which then generate entries in the *Index* to the *Guide*). A measurement is given for each item — on the same page different files measure in as 11mm, 12mm, 13mm and 14mm. This degree of precision seems inappropriate for researchers' needs (perhaps a theft-control measure?) and is a level of detail few archival institutions can match.

The ASAP standard of archival description is exemplary, but how does it suit the receiving archival institution which has its own system (perhaps with a more strict definition of series) and its own standards of descriptive practice? For instance, ASAP item date ranges are of file contents and can be skewed by the inclusion of the publication dates of articles and books. Hills' alphabetical correspondence series is dated 1844–1986 (although he was born in 1906) because one file includes a

book published in 1844. For the researcher, the problem is that the 'real' date range of the series, probably 1928–1986, is hidden. For the receiving institution, the problem is that its normal practice may be to disregard publication dates and therefore date the file 1931, the date the book was received. Another argument for the development of common standards of archival description, if another were needed.

One innovation ASAP has utilised on this occasion is the concurrent listing and indexing of the records using wordprocessing software. This demonstrates that where once it could be argued that indexing of material even at a basic level was too resource-intensive there is now no excuse not to. Hopefully ASAP can continue to attract funding to continue its work and to produce this kind of inexpensive and serviceable reference tool to more of the archives of science in Australia.

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Public Programs
Australian Archives

Ian Maclean, *A Guide to the Records of Gavin Long, being AWM 67, Official History, 1939–45 War: records of Gavin Long, General Editor.* Canberra, Australian War Memorial, 1993. 126 pp. ISBN 0 642 19681 8. $13.95 plus $1.50 postage. (Available from the Australian War Memorial, GPO Box 345, Canberra, ACT 2601).

This is third in the series of guides which the Australian War Memorial has produced. The first covers C.E.W. Bean's records, and the second is a chronological guide. This volume basically covers AWM 67, the records of Gavin Long as general editor — and author of three volumes — of the official history of Australia in World War II. (A fourth volume, on General T.Blamey, is currently in production).

This Guide is in the standardised AWM format, similar to that on the Bean Papers. It gives a brief biography of Long; discusses the problems of writing the official history; and describes the general nature of AWM 67, which is currently divided into thirteen subseries.

Being the work of three people, this volume's usefulness appears to vary. Some parts provide much useful detail for the researcher. For example, in Part IV the first subseries covers the Long *Diaries 1943–62,* each with a list of the major people interviewed and the subjects discussed. The second is a series of 120 journalists' notebooks used to record Long's interviews with officers and men, and gives their names. Subseries 6, *Despatches of British Commanders,* has been renumbered for clarity, and twenty-two despatches located as late as 1993 have

been included. This subseries is divided according to area and type of operations, and the subject of each despatch is clearly set out, which is a great help.

Subseries 3, however, comprises 441 *Personal Records Files* (correspondence, accounts, comments on drafts and speeches) simply arranged in alphabetical order by donor. Some comment on their contents would be most useful. Likewise in subseries 4, Long's *Circulars to Writers* (plus additional matters) are usually simply numbered — though sometimes interesting content is implied. More detail would be a help, as it would with subseries 5, which holds Long's *Extract Books.*

Some of the subseries deal with the more mechanical aspects of the project. For example, subseries 7 holds 213 manuscript or typescript drafts, many with annotations, of Long's volumes of the official history. It seems likely that the computer will prevent such records being kept in the future. Subseries 8 holds press cuttings and reviews; 9 is a short, artificial series of miscellaneous correspondence, some of it predating the official history project. Subseries 10 is the administrative records of the official history, each with a brief indication of contents. Subseries 11 consists of seventy-seven files of miscellaneous copies of original source material and notes. Subseries 12 covers other war histories, and Long's communications with their authors, while subseries 13 is another artificial series, being personal records of Long given to the War Memorial in 1988, and not related to the official war history. Most have an indication of the type of material, though 13/68 does not make sense and appears to be a misprint. *Appendix 1* gives the volumes of the official war history, and *Appendix 2* lists series related to AWM 67.

This then is an important *Guide*, which will no doubt be pored over by researchers. One hopes that they will be given further information in future volumes, however. For historians need not only lists of file series and files held, but also as full an indication as possible of their contents, to judge how useful they might be for any piece of research. In this respect, the *Guide* varies considerably. It is perhaps symptomatic that it has an index of names, but not of subjects. Researchers can therefore follow people easily, but not topics. This is a pity, for they need all the help they can get. Otherwise, vital documents can all too easily be overlooked — or lost — in the archives.

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A Chronological Guide to Official Records in the Australian War Memorial's Collections. Canberra. Australian War Memorial, 1993. 43 pp. ISBN 0 642 18254 5. $7.95. (Available from the Australian War Memorial, GPO Box 345, Canberra, ACT 2601)

The official records collection is one of the most important held by the Australian War Memorial. A guide to the official records has now been published which lists the records according to the period to which they primarily relate:

- pre 1914–1918 War
- 1914–1918 War
- inter-war years
- 1939–1945 War
- British Commonwealth Occupation Force (BCOF)
- Korean War
- South East Asian Conflicts

Each series has been listed under at least one chronological period. Some series, because they span several periods, have multiple listings. The chronological periods have been further sub-divided as a search aid. For example, series listed under 1939–1945 war have been classified under the sub-headings **Unit and Operational records, Administrative records, Biographical Records, Naval records, Official historian's records, Copied or captured records, Intelligence records, RAAF/RAF records, War Crimes records** and **private records**. The quantity of records ranges from 0.1 metre for AWM 134, Trophy files, 1914–1918 War to 454 metres for AWM 52, 2nd AIF and CMF unit war diaries, 1939–1945 War.

The guide lists most series held in the Official Records collection, some of the collections held in Private Records which contain material of an official nature, but does not list other collections such as the map collection, the photograph collection or the film collection which may contain official records.

The records are generally available for reference use in the Memorial's Research Centre which is open from Tuesday to Friday and since November 1993 on Saturday afternoons. Copies of the leaflets, *Introducing the Research Centre* and *Using the Research Centre* should be obtained by all researchers interested in using the collection material referred to in this guide.

The Official Records series are included in Australian Archives RINSE and ANGAM II databases. These databases are accessible through computer terminals located at all Australian Archives offices and the Memorial's Research Centre. RINSE contains summary information about individual record series. ANGAM II includes more detailed information about items in the series. *Appendix II* identifies those series in this guide which are completely accessible through the

ANGAM II database. Most of the records listed in this guide are Commonwealth Records with public access governed by *The Archives Act, 1983.*

The *Guide* is extremely useful for anyone thinking of using the Research Centre and is an excellent addition to any library. It is an easy to use reference to an important group of Australian archives. Although not indicated in the guide it is at least the fifth such publication in similar format to be produced by the Memorial in the last ten years. I look forward to future guides to the extensive and rich collections at the Australian War Memorial.

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Military Historical Society of Australia

Principal Manuscript Collections in the National Library of Australia, 3rd. edition, Canberra. National Library of Australia, 1992. 99 pp. ISBN 0 642 10547 2. $4.50. (Available from National Library of Australia, Canberra, ACT 2600)

This is the third edition of a work originally published in 1973 with a second edition in 1978. This edition includes all the major Australian collections held in the National Library to December 1991.

It does not include smaller collections, i.e. less than one manuscript box, unless the collection is of proven research value. Single items are not listed. It includes references to material held on microfilm, photocopy and original manuscripts. Collections filmed under the Australian Joint Copying Project are not included.

The publication is divided into two sections:
1. Individuals and Families;
2. Stations, Societies, Organisations, Companies and Conferences.

The first section lists the name of the person or family, type of material (e.g. papers or diaries), date range, any restrictions, occupation and collection number. Entries are arranged alphabetically with 'see' references where necessary. The inclusion of occupation is of assistance to researchers, working in a particular discipline. I couldn't find reference to archivists depositing their papers with the National Library. There are plenty of politicians, writers, historians, librarians and even a genealogist; but no archivists. Is this a situation that needs to be addressed or are archivists supporting state collections?

The lack of a *Contents Page* clearly showing the book's division into two sections is a problem that could be corrected in the next edition. I would also have liked an index and perhaps a grouping of the occupations. As this publication gets larger with new editions, these features will become essential.

As long as the *Preface* is read and all the exceptions understood, this guide will be of interest and value to both researchers and collecting archivists.

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