

Reviews

Edited by Adrian Cunningham

K Eberhard and J Fawbert, *Records Retention Schedule for Non-Government Schools*, Australian Society of Archivists Inc., Dickson, ACT, 2007. 44pp. ISBN 9780 9803 3352 0.

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Records Retention Schedule for Non-Government Schools provides a practical guide for archivists working in non-government schools in Australia. Born from a common need among the members of the various ASA Schools Special Interest Groups (SIGs) it aims to provide both the professionally trained archivist and novice archivist a comprehensive starting point for ensuring the records are retained for as long as they are needed.

The Schedule is functions-based and was developed using the initial steps of the Designing and Implementing Recordkeeping Systems (DIRKS) methodology as outlined in *AS ISO 15489 Records Management*. It has been extensively researched, reviewed by professional archivists and trialled throughout Australia. Anyone using this schedule can, therefore, be confident that it is a credible, useful and well tested tool for everyday use within a non-Government school.

The functions covered by the Schedule are: governance, compliance, administration, support groups, student services, student management, student activities, education, communications and alumni activities. Each of these functions is defined and then divided into activities or aspects of

that function (eg under governance the activities of strategic planning and senior management have been identified). Within each activity, categories of records or sub-activities are listed, described and supplemented with examples of records. The retention status is identified with a recommended disposal action.

The Schedule is as it claims - comprehensive. However, there are some notable omissions, for example records relating to the management and use of information and communications technology within schools. The disposal actions do provide some disposal triggers and periods for retaining records, but in some instances further guidance may be helpful.

Developed primarily within the New South Wales context the Schedule has been generalised and may be applied in any jurisdiction. It is generally free of jargon and presented in a simple and logical way with a good index for ready access to retention requirements for specific types of records such as bursaries, truancy records and staff rosters. There are a few New South Wales specific terms (eg HSC) in the Schedule but anyone working in the school environment would be able to readily translate such references into their own context. Usability of the Schedule may also be improved through the inclusion of a list of acronyms and their full citation.

The Schedule does not differentiate between physical and electronic records and touches on the importance of taking care in migrating any records deemed to be vital or of continuing value. The authors do not elaborate on how this may happen or provide any practical tips or resources for readers to follow. They do, however, provide a brief and pragmatic procedure for the destruction of records.

Like all recordkeeping tools and processes, the application of the Schedule needs to be sensitive to the requirements of each school and jurisdiction. It provides a standard for school archivists to adapt to their specific context and requires authorisation by the highest governing body of the school.

The Schedule is a significant practical tool for implementing the principles of good appraisal outlined in the draft *ASA Statement of Appraisal*. The research and analysis undertaken in developing the Schedule ensures that, as far as a 'generic' schedule can, it conforms to the law and records management codes of best practice and supports accountable and transparent decision making. It also supports the *ASA Code of Ethics*

principle '3.1.1 Archivists ensure that the principles which govern the selection of records for preservation are themselves recorded'.

By providing a common platform for non-Government schools to develop and implement their own context-specific appraisal and disposal program, the Schedule also promotes consistent or standardised archival practice within this sector.

Overall, the Schedule is great example of how communities of interest within the archival profession can work together to positively contribute to establishing high quality and useful resources that showcase archival knowledge and promote better recordkeeping within the broader community. No doubt a labour of love for its authors, the Schedule provides a role model for other communities of interest or ASA SIGs to undertake similar projects that benefit the working life of the individuals concerned as much as that community of interest.

Like any practical tool, to be sustainable ongoing research and development and review of the Schedule is necessary. There is no indication whether the ASA or the School SIGs are committed to doing this, but it would be a shame if this was just a one-off project. Its practical value would be enhanced through the inclusion of templates, tools and a case study to demonstrate its application in the broader archival program and school environment. Perhaps there is also an opportunity for the ASA to develop a school archives workshop program that incorporates the *Records Retention Schedule for Non-Government Schools*, the *ASA Appraisal Statement*, the forthcoming third edition of *Keeping Archives* and the *ASA Code of Ethics*.

Jackie Bettington

Integrated Business Improvement Services (IBIS)

L Iacovino, *Recordkeeping, Ethics and Law: Regulatory Models, Participant Relationships and Rights and Responsibilities in the Online World*, Springer, Dordrecht, The Netherlands, 2006. viii + 339pp. ISBN 1 4020 4691 X. \$197.50 (Hardback).

The emergence of the online world has challenged fundamental principles and ways of working. It has reshaped how we communicate,

do business and participate in new or extended communities. The distributed network environment, particularly the Internet, has ushered in a period of complex and ambiguous change. These changes have taken many by surprise and revealed a significant gap between our established legal, regulatory and social institutions and the reality of the distributed network environment in which we now work and play.

Notably, these changes have challenged the way society regulates and controls commercial, social and other interaction and forever changed the way records are made, kept, accessed, used and managed. So in the midst of all this change and confusion where does this leave the recordkeeper?

Livia Iacovino seeks to answer this question, but given the current state of flux it is certainly not a definitive answer - if there is such a thing. Iacovino presents her response primarily for 'records academics and practitioners' (p. vii) and seeks to provide readers with 'a sound theoretical and practical knowledge of the legal and ethical dimensions of records created in distributed environments' (p. vii).

The result is an exceptionally comprehensive analysis of recordkeeping, ethics and law as separate concepts and disciplines and together as necessarily intertwined and dynamic dimensions of our past and present. In doing so she explores recordkeeping from a variety of perspectives including recordkeeping regulatory models such as the warrant and juridical models, diplomatics and the records continuum model; and in this context analyses key aspects of the purpose, characteristics and processes of records. These aspects include evidence and trustworthy records, recordkeeping metadata, records retention; and the tensions between recordkeeping principles and privacy over time.

Iacovino clearly demonstrates that, primarily as a result of the emergence of the networked virtual business environment, the recordkeeping profession is in the midst of shifting paradigms and re-invention. As recordkeepers we clearly understand our past and traditions, but are grappling with applying these in the distributed network environment and are seeking new understandings and models from within the profession and beyond in order to fulfil our role in society. For example, where digital certificates and encryption are used to secure an online transaction and the authenticity of the records involved in that transaction, the traditional approach of validating only the recordkeeping

participants in the transaction (eg creator and sender) to authenticate a record, storing records in an physical repository and applying records management and archival controls on those records no longer works. There is now an additional indirect participant in the business transaction - trusted third parties such as certification authorities. It also requires 'unlocking' records and ensuring the preservation and continued accessibility of those records in a form that is also trustworthy.

The analysis of theories, principles and relationships between recordkeeping, ethics and law presented in this book are important but it primarily functions as background information that builds a logical bridge between the physical world of paper-based recordkeeping and interaction and the recordkeeping conundrum triggered by the emergence of a distributed network environment. The overarching aim of *Recordkeeping, Ethics and Law* is to present an interdisciplinary model based on the notion of trust for understanding rights, obligations and actions of recordkeeping participants in business transactions that occur within the distributed networked environment.

As expected, it is not a simple model but it is made more understandable by the application of practical examples. To demonstrate how the model works and to further tease-out underlying issues and tensions Iacovino applies it to three different contexts - medical, via online doctor-patient relationships and the online medical community of interest; consumer, via online buyer and seller relationships and the online commercial community of interest; and government, via online citizen-state relationships and the online public sector community of interest. For a reader from the Australian environment it was refreshing to be presented with many examples from the Australian legal context.

Iacovino is a notable recordkeeping academic and this book is testimony to the depth of her expertise in the recordkeeping-ethics-law nexus and the rigour of her academic research. The book includes a comprehensive bibliography spanning over twenty pages and with the editorial and support from a list of many regarded as the 'who's who' of contemporary recordkeeping thought, the credibility and quality of this book is outstanding.

Recordkeeping, Ethics and Law has a strong academic basis and approach. It is a revised version of her 2002 Monash University PhD thesis, *Ethical-Legal Frameworks for Recordkeeping: Regulatory Models, Participants and*

their Rights and Obligations. Consequently, this book is not something to tuck into your bag to read on the beach over the Christmas/New Year break. It is a serious book, covering a serious situation and it is suitably presented in a very serious way.

The situation is serious because aside from the conceptual and practical challenges presented in this book authorities are actively eroding the fragile trusted relationships which are at the heart of the rise of the Internet. Nationally and internationally there is an increasing trend towards increased regulation over Internet transactions. This includes greater surveillance of Internet activity. This situation adversely impacts on data protection and privacy. With electronic commerce and emergent industry models being based primarily on trust, the risk of not making and keeping reliable and authentic records significantly increases. In reading this book there emerges a sense of urgency and call to action for recordkeepers to do something about this situation rather than sit back and just let it happen. What exactly needs to be done is up to the profession to collectively determine. Iacovino, however, has definitely planted some seeds for professional thought and action.

This book is not intended to provide legal advice or explanations of specific laws and regulations. It is more theoretical than practical and seeks to educate readers to extend their understanding of the key areas presented. Beyond some articles in professional journals and parts of other books, I do not know of any other book currently in the market covering the same subject matter and perspectives as this one.

Recordkeeping, Ethics and Law is a valuable resource for the professional recordkeeper and is the fourth volume in the Archivist's Library series. This book is well structured but to fully understand how the theories and concepts that underpin the model a cover-to-cover reading of the book is necessary. However, a detailed table of contents and index allows readers to quickly find topics of interest. It is a challenging book and that is why I volunteered to do this review - to contribute to my continuing professional development. For me the book achieved this and will continue to do so. The book brings together a lot of theories, concepts and models that I previously understood in isolation.. It connected them into a richer understanding of recordkeeping and presented me with a deeper understanding of how recordkeeping may better operate in the virtual world. But there were also many areas covered in the book that I need to re-read and ponder further before I can honestly say 'I get it'. Nevertheless,

Recordkeeping, Ethics and Law is a thought provoking work for recordkeeping professionals seeking to better understand the complexities of the distributed network environment and the current shifts in paradigms that collectively we are witnessing, responding to, and driving.

Jackie Bettington

Integrated Business Improvement Services (IBIS)

Verne Harris, *Archives and Justice: A South African Perspective*, Society of American Archivists, Chicago, 2007. xxviii + 447pp. ISBN 1 931666 18 0. US\$56.00.

If the leading edge of our professional thinking in the 1990s was all about rethinking archival methods, à la David Bearman, then the first decade of the new century must surely be most starkly characterised by a rethinking of the archival mission. For those of us who instinctively felt that there has to be a higher purpose to our profession than Jenkinson's 'physical and moral defence of the record', Verne Harris' writings have been a Godsend.

As Harris has so forcefully and eloquently reminded us so many times in recent years, while we need our tools and techniques, they are not neutral, objective and unproblematic. The methods we choose and the way we deploy them have implications that stretch well beyond any supposed scientific certainties in which we might seek comfort. As Terry Cook says in his foreword, 'Verne personifies the archivist as humanist'. Harris' view of the archival mission is passionately humanistic. As such, it welcomes all of the contradictions and idiosyncrasies that are part and parcel of being a human being with evolving values, and diverse life histories. For Harris we are human beings first and foremost, not professional automatons.

As a young archivist appointed to the National Archives of South Africa during the heyday of apartheid, Harris was given a copy of Muller, Feith and Fruin's Dutch Manual and told to study it carefully. The message was that almost everything that a late twentieth-century archivist would ever need to know could be found in the pages of this most nineteenth-

century of scientific rule books. In comparison with what was at stake in the anti-apartheid struggle, surely only the most blinkered and pig-headed of individuals could have found purpose and meaning in such a turgid text? Over the course of the tumultuous events surrounding the collapse of apartheid and the reinvention of South African society, Harris developed a view of the archival mission that gives pre-eminence to justice. If our job requires the physical and moral defence of the record, the reason, for Harris, is so that these records can help answer the call for justice. Yes, evidence is important, but not as an end in itself, but rather as a means to an end - justice. Allied to this commitment to justice is a recognition of those softer, but irreplaceable human values - storytelling, community, heritage, continuity, memory and questioning.

Harris is probably the greatest archival questioner of our generation. He is instinctively suspicious of canons, models, positivism, metanarratives, standards and frameworks. While he acknowledges the need for - indeed unavoidability of - such things to help us make sense of the world and to conduct our business, he constantly reminds us to query and to deconstruct those things that are too easy to take for granted. It is too easy, he reminds us, for models and frameworks to become blind orthodoxies - the kind of orthodoxies that, in their most extreme form, can ultimately manifest themselves in regimes like apartheid. His critique of the Australian records continuum model is a case in point, despite the fact that - like continuum theory - he asserts that the record is always in the process of being made (and we are therefore all recordmakers, not recordkeepers). For those of us who are trying to deploy frameworks and strategies to overcome the recordkeeping challenges with which we are faced this constant questioning can be both unsettling and frustrating. All the more reason therefore why it is vital that somebody does it - for just as we cannot afford to be paralysed into inaction, neither can we afford to stop questioning our frameworks and interrogating our orthodoxies.

Such questioning cannot be done successfully just within the narrow 'hermetically sealed' confines of 'archival science'. Our discipline has to engage with and be hospitable to wider societal, political, spiritual, emotional and intellectual discourses. In Harris' case the influences range from Jacques Derrida through Michel Foucault to Bob Dylan, Leonard Cohen and John Coltrane. Each of us should have our own equivalents of these. If all we do is argue aridly amongst ourselves we are failures.

Some of the most interesting writings collected in this book are short, punchy pieces written for newspapers such as the *Natal Witness* on topics as diverse as freedom of information, the Truth and Reconciliation Commission, and South Africa's nuclear past. Archivists should not just be the faceless servants of wider societal power interests. Rather, we should be throwing ourselves into public causes using our knowledge of recordkeeping to inform public debate and using our knowledge of public debate to inform our recordkeeping strategies. Most of all we cannot deny or ignore our own essential individual humanity and values in the work that we do - on the contrary, we should celebrate and rejoice in all the glorious uncertainty of humanity.

This volume collects in one convenient place twenty-one previously published articles by Harris dating from the mid 1990s. The Society of American Archivists is to be congratulated for assembling this collection of pieces from such a prolific writer and influential thinker. It is a must read for any archivist searching for a higher professional purpose, and that should be all archivists. My only discontent is the sense that Harris' growing influence has given him a power in the archival terrain that may itself be deeply problematic. I await with interest another generation of thinkers who can deconstruct Harris' narratives and storylines. As Terry Cook says in his elegant foreword, 'this is no time for resting on any archival laurels'.

Adrian Cunningham
National Archives of Australia

Alistair Tough and Michael Moss (eds.), *Record Keeping in a Hybrid Environment: Managing the creation, use, preservation and disposal of unpublished information objects in context*, Chandos Publishing, Oxford, 2006. xxiv, 275pp. Paperback. ISBN 1 84334 142 5. £39.95.

The audience for this book are mid-career professionals: practitioners who have had difficulty keeping pace with developments in the last ten to fifteen years as well as corporate personnel reassigned, without formal training, to recordkeeping roles. This role, a hybrid of archives and records management, is seen as relatively new. Thus the book is directed to an

audience where the understanding of professional debate and the depth of experience in particular areas of practice must be difficult to quantify.

The authors are all either connected to the Humanities Advanced Technology and Information Institute at the University of Glasgow or the Glasgow University Archives Services or both. The introduction comments on the value of collaboration between academics and practicing professionals. This suggests that the authors have a shared view of the recordkeeping universe. Nevertheless, the editors admit that 'It did not prove feasible to circulate drafts of all the chapters to all of the contributors'.

It is difficult to determine which of these factors, the disparate nature of the target audience, the perceived novelty of the study of recordkeeping or the lack of discussion of draft chapters with all authors has led to a volume which is a collection of essays which does not have a unified view of modern recordkeeping.

Eight of the ten essays cover areas of professional practice. They often include extended case studies with examples of tools and techniques. Frank Rankin's discussion of electronic record systems provides useful context for those approaching system implementation. James Currall's essay on information security is a neatly structured guide including a summary of international security standards. Azman Mat-Isa's approach to risk encapsulates the cyclical nature of the process, although his approach to the disposal of records on the grounds of risk takes a corporate management approach rather than an archival perspective.

Claire Johnson and Moira Rankin explore the changing role of British recordkeeping professionals. Their conclusion that communication is the solution to the recordkeepers' identity crisis is unsatisfying. Seamus Ross presents a structured management approach to digital preservation with an extensive list of primarily European references for further investigation. Rachel Hosker and Lesley Richmond's appraisal toolkit acknowledges DIRKS (Designing and Implementing Recordkeeping Systems) among other sources. The weighting scale approach in their appraisal toolkit could generate some lively discussion. Peters and Richmond's functional approach to description includes sample activity descriptions for the function of student administration and associated authority records. Ian Anderson's essay on digitisation mixes a discussion of strategic planning with hints on practical detail, such as

workflow issues when digitising collections with varied formats. It is thought provoking without providing a comprehensive solution.

The editors' opening and closing essays are intended as bookends which hold the shelf of essays together. Tough's essay 'Records and the transition to the digital' criticises Upward's representation of the recordkeeping continuum as linear. Tough proposes Einstein-Minkowski's double light cone as a three dimensional representation which can encompass system design. This needs considerable further development to test whether it is really a more useful tool. Tough also briefly explores the value of models from organisational theory. The remainder of the chapter summarises debates over recent tools and developments including DIRKS and metadata.

Moss' essay 'The function of the archive' ranges over postmodernism, the negative effects of an 'audit culture' and the pluralising effect of web technology on the archive with its consequent loss of professional mediation. He concludes that it is important for the archival community to engage with the wider information landscape in order to defend the archive's status as a trusted repository.

Essays are extensively footnoted facilitating access to additional discussion and particularly European models and standards. This could be a useful feature of the book for an Australian practitioner. The British context of the book is of course clear where legal contexts, for example Freedom of Information laws, are discussed. It is sometimes harder to identify the extent to which British theory, and more especially British practice, has significantly affected the kinds of solutions to problems which are put forward.

Australian theory and practice is frequently discussed and the outsiders' perspective this provides is an interesting aspect of the book. I was, for example, a little taken aback by Peters and Richmond's 'eureka moment' which led to the realisation that continuum theory could transform practice (p. 194).

The book contains a good deal of practical information which would be worth studying in preparation for projects, notably the appraisal and description case studies. It provides a perspective on current British theory and practice which would be illuminating for any Australian working

in international contexts such as standards development. While I would not regard it as essential reading for a busy mid-career Australian practitioner, it will certainly be of interest to those who like to take a broad perspective in thinking about their work.

Jill Caldwell

Karen F Gracy, *Film Preservation: Competing definitions of value, use and practice*, Society of American Archivists, Chicago, 2007. 296pp. ISBN 1 931666 24 5. US\$56.00.

How often does a screening of a vintage film commence with the credit title 'This film has been preserved by XYZ Archive' or similar - the obvious, though misleading, implication being that preservation is a one-off action and that the film's survival is now perpetually assured. How often, too, have I heard film archivists in many countries say that their institution has 'preserved' this or that film - when what they really mean is that the film has merely been duplicated (and, moreover, to standards that are not specified in the conversation).

Exposing this lack of intellectual rigour is a fundamental thrust of Karen Gracy's book. It delves not only into the developing definitions and nuances of the term 'preservation' by various authorities over the past thirty years, but also into the culture and dynamics of film archives and the film industry, as well as the technical processes and economics of film duplication and the practicalities of good collection management. This is an ethnographic book, based on extensive fieldwork within the United States involving conversations with individuals whose identities, and institutions, are kept studiously anonymous - something that would hardly be possible in the much smaller audiovisual archiving pond of a country like Australia.

The book begins with a general introduction to the field of film preservation in the United States, followed by a backgrounding chapter on the birth and development of film archives and the film preservation movement. More, perhaps, than any other country, archivists in the US must manage the dichotomy of two types of film archive: the not-for-profit institution on the one hand, and the commercial archive on the

other. The former category, which includes government-funded institutions, is culturally motivated, while the latter, which includes the in-house archives of major film studios, is motivated to protect corporate assets which may yield future revenue. The resulting dynamics and economics are complex - but in the end they determine what films survive, and the shape they survive in, as Gracy explores in the second last chapter 'Power and Authority in Film Preservation'.

The appendices include a concise genealogy of Hollywood studios and the selling and re-selling of their film libraries - a study in labyrinthine complexity - and the evolving definitions of the key terms *preservation*, *restoration* and *conservation*. There is also an extensive bibliography.

In a field whose literature is still weighted towards 'how to' manuals, and historical and critical analysis, it is refreshing to read such an intellectually incisive examination of fundamental assumptions and dynamics in the field of moving image archiving. It is to be hoped others will follow the example Karen Gracy has set.

Ray Edmondson
Archive Associates

Klaus Neumann, *In the Interest of National Security: Civilian Internment in Australia during World War II*, National Archives of Australia, Canberra, 2006. 124pp. ISBN 1 920807 38 1. \$24.95.

There is a surprising lack of awareness about Australia's World War II internment practice, given the abundance of primary sources available. This is one of Klaus Neumann's main concerns in his study of the cases of ten civilian internees. Through his examination of these cases, Neumann sets out to probe some of the reasons for this lack of awareness and to provide an example of the kind of history that can be written about internment based on archival material, in particular documents held by the National Archives of Australia, the book's publisher.

Quoting from an obituary for former internee Helmut Newton who died in January 2004, Neumann notes the complete lack of reference to Newton's detention. The focus of the obituary is squarely on Newton's achievements as an immigrant in his new country of citizenship. Why

was his internment not mentioned, Neumann asks, and why is the internment of over 15 000 civilians in Australia during World War II largely unknown in this country? Is this an active or a passive form of historical oversight?

The internees studied by Neumann come from a range of European and Asian backgrounds, although he clearly acknowledges that they were not selected because they were typical. Indeed many of them, Neumann remarks, were atypical in that through their own writings, and interviews given to historians, they have enabled additional insight into their internment.

In the first chapter, Neumann explains how Australia's policy on the internment of enemy nationals developed, particularly from 1939 when it declared war on Nazi Germany. The policy is compared with contemporaneous policies and actions of Britain and other European countries relating to refugees, enemy aliens and internees. Neumann observes the extent to which irrational and prejudiced public pressure may have motivated the government to abandon its initial caution on internment. His selection of documents reproduced in the book frequently illustrate a range of racial prejudices that are still familiar in Australia today.

Neumann provides a brief biographical study of each of the ten internees in the second chapter, particularly the circumstances leading to their internment in Australia. Chapter 3 explores the life of internees during their captivity, what happened to them, how they coped, the way in which the camps were administered. Chapter 4 examines the release of the nine surviving internees (one internee was murdered by Fascist sympathisers while in detention). Chapter 5 discusses the legacies of the internment policy, for the individuals featuring in the book, internees generally, and for the Australian nation.

One of the surprising features of the internment camps that Neumann discusses is the fact that they were largely self-administered by internees. This had the ironic consequence of promoting Nazi and Fascist sympathisers into leadership positions within the camps as their factions usually tended to be better organised and more numerous. Had the significance of these opposing factions been properly assessed by the authorities guarding the camps, serious questions may have been raised as to whether a great many had been interned because the policy was too

indiscriminate. Expressions of anti-Fascist or anti-Nazi sentiment seemingly went unnoticed or were not accorded any significance, as it was assumed all internees 'were openly or potentially disloyal to Australia' and that 'internees' nationalities determined their politics' (p. 51). The injustice of this position was most palpable in the case of individuals who were Australian-born and bred, but whose ethnic or cultural ancestry made them suspect in the eyes of their countrymen and government. Likewise, refugees fleeing Hitler's concentration camps felt betrayed by the Australian government's failure to recognise their plight by detaining them in camps in the midst of *their* enemies.

Among the many striking revelations of internee interactions recounted by Neumann is the extent to which Australian government officials seemed to have little understanding of the political realities that were being played out in Europe. This tendency was illustrated most vividly in a diary entry recorded by Ernest Frohlich, recalling the events of his transfer to Mount Stromlo for work purposes. He described how police questioned him upon his arrival in Canberra, asking whether he was a member of the Hitler youth. Little did they realise that the main reason he was sitting before them was because he was Jewish, had been persecuted by the Nazis, and was forced to seek refuge in Britain, where he was eventually interned and brought to Australia.

In Chapter 5, Neumann discusses the legacies of the internment policy. He challenges historians to assess the enduring effects of the injustice inflicted on some of the internees. The concern raised by Neumann, reasonably it seems to me, is that accounts of former internees who were allowed to stay in Australia will tend to avoid this topic because there is a preference to write celebratory histories of immigrant achievements and the opportunities given to them by their host country. The harsh reality of unjust internment generally does not fit comfortably within this more uplifting kind of narrative.

Considering the centrality of hysteria and xenophobia to the justification of government policy on internment as sketched by Neumann, more could have been said about the patterns of misinforming that was taking place against individuals. Indeed, there is room for a chapter devoted not only to the shape of public opinion, but also an exploration of the factors that were shaping and manipulating popular perceptions about 'enemy aliens' at the time. Neumann's book is nevertheless a useful attempt to

raise the profile of this significant episode in Australia's wartime history, an episode that despite some recent books and interest, particularly regarding the *Dunera* boys, remains unknown to many Australians.

In the Interests of National Security is a timely reminder of an historical episode in which Australian democracy took the step of placing people in detention without charge and clear justification, and without recourse to normal legal remedies for contesting the reasons for their detention. It is difficult not to make comparisons with more recent policy and practice by the Australian Government. Reflection on Australia's World War II internees may give Australians a glimpse of how the present will be remembered by future generations looking back at injustices actively promoted or simply allowed to flourish in the name of national security.

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Marisol Ramos and Alma C Ortega, *Building a Successful Archival Programme: A Practical Approach*, Chandos, Oxford, 2006. 204pp. ISBN 1 84334 162 X (softcover). £39.95.

A book review normally includes an overview of the contents of the book, highlighting its strengths and pointing out any weaknesses. Unfortunately, *Building a Successful Archival Programme: A Practical Approach* has very few strengths and too many weaknesses.

The authors, a professional librarian and a graduate from a library school with an archives speciality, set out to share their experience of setting up a successful program. In 102 pages of main text and 55 pages of appendices, the authors provide the basic information needed to set up an archives without resorting to technical or theoretical jargon. As Ortega, the professional librarian explains, when she had to set up an archives: 'the books and materials I came across were too dense and I simply did not have enough time to become an archivist'. So she hired a fellow graduate of the UCLA library school and they 'toiled together and created [their] own method of organizing the archives on a minimal budget and resources' (p. 2). The book shares this method with 'people who do not know much about archives' to get them 'to understand what

they entail so that they learn not only how to set up a programme, but also how to organize it and market it to their parent institution in order to survive and gain it a more respectable place within the parent organization' (p. 6).

In pursuit of this goal, the book contains nine chapters that briefly touch on how to conduct a needs assessment, develop a strategic plan, a budget, and a variety of policies (collection, acquisition/donation, access and deaccessioning), as well as providing advice on how to appraise collections, build relationships with donors, establish a preservation workspace with limited or no budget, arrange and describe material and provide reference and outreach programs. Needless to say, nothing is covered in depth. Furthermore, the book provides little evidence of a deep theoretical understanding of what archives are or why they are important. For further readings, the book contains a bibliography which provides references to SAA Archival Fundamental Series, as well as a number of basic manuals including *Keeping Archives* and Gregory Hunter's manual (which they cite as having a 2030 publication date!) As previously noted, the book also includes 55 pages of appendices which include eleven templates, model policies, vision and mission statements, sample strategic plans, deed of gift forms, and examples of processing manual and finding aids. A glossary is also provided.

I find little of value in this book. I think that people with no archival education or training should not take on the responsibility of caring for archival material. People without archival knowledge who are given this responsibility should hire an archivist. If this is not possible they should hire a consultant or gain the needed knowledge, either through formal educational offering and reading archival texts such as *Keeping Archives*. The book, however, does have some suggestions with which I agree. The authors suggest that one should conduct a needs assessment, document archival processes and policies, describe archival material and reach out to users. All good advice. They recommend archivists preserve the original order of government documents, ensure donors sign gift of deed forms, and that context is important. Though these statements are true, I question if people with little or no knowledge could set up an adequate archives, write adequate policies, develop a preservation plan, create good finding aids or provide adequate reference and outreach service by reading this book.

The problems with this book are numerous. However, identifying them all in a brief book review is impossible. Therefore I will focus my critique on the chapter on arrangement, processing, description, and finding aids. In just eleven pages, the authors attempt to provide an overview of arrangement and description. One and a half pages of this chapter discuss the principles of provenance, original order and *respect des fonds*. Unfortunately the discussion of the principles is superficial and in places inaccurate. For example on page 72, the authors state 'the principle of original order refers to the need to keep the records of a collection in the same way they were created and accumulated by its creator. This is done to ensure the integrity, authenticity and reliability of the records found in the archives'. This statement is misleading. Original order helps establish the authenticity and reliability of records, but it does not ensure records have these qualities. Many archives have records that are not necessarily reliable or authentic and keeping them in their original order will not make them such. Furthermore, original order establishes the integrity of records as evidence of business activities and business processes; however, it does not ensure the integrity of the records. Though these comments may seem to be overly critical and nitpicking, they highlight problems that arise when individuals without knowledge of archival theory try to write a book on developing an archival program.

This lack of understanding of archival description is also evident on page 78, when the authors state 'the second part of a finding aid - and the most intellectual and time consuming - is the container list'. It is sad that the authors have so little understanding of the depth, breadth, importance or richness of archival description. I also note that the book contains approximately two and a half pages of advice on arrangement and description, a further two and a half pages on creating finding aids, and three pages on online finding aids and encoded archival description. However the authors provide six pages of instructions on how to cite archival material correctly. I am not sure why the authors thought advice on citing archival material required so much prominence (six percent of the main text) and archival description requires so little. Perhaps this reflects their limited view of the scope of archival description.

Finally, I would point the reader to the publisher's comments. They gave the following disclaimer to this book: 'the material contained in this publication constitutes general guidelines only and does not represent

to be advice on any particular matter. No reader or purchaser should act on the basis of material contained in this publication without first taking professional advice appropriate to their particular circumstance' (p. iv). The statement in the last sentence, I would heartily support.

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Christopher Kitching, *Archive Buildings in the United Kingdom 1993-2005*, Chichester, 2007, 148pp.

Thomas P Wilsted, *Planning New and Remodelled Archival Facilities*, Society of American Archivists, Chicago, 2007, 204pp.

The subject of archive buildings is not one that is usually rich in literature, therefore it is somewhat surprising, and indeed very pleasing, to see two very worthwhile publications on this subject appear within a few months of each other.

Planning New and Remodelled Archival Facilities

This book consists of eleven chapters, followed by a series of appendices. Chapter 1 provides a brief historical overview of buildings completed to date, and some of those individuals prominently involved in building literature. The following chapters provide detailed information on site selection, building fabric, and working with professionals such as architects and builders during the design and construction phases. There is an entire chapter on environmental conditions and their significance to the preservation of records, regardless of their format. There is a chapter of protecting the building from fire and the need for adequate security. Once the building is nearing completion there are chapters on the purchase of new equipment, such as shelving and furnishings, and not just for the storage areas, but for the public and staffing areas as well. There is a chapter on the issues involved in moving into the new building (something that I had omitted to include when I wrote *Solid, Safe, Secure* in 1998), and, once construction has been completed, the care and maintenance of the new building. Issues such as maintenance, pest management and disaster preparedness are all included. There is also a

chapter on the complexities to be dealt with when refurbishing an existing building, rather than building a new one.

The book follows a clearly defined and logical sequence from planning, design, construction, and occupation. In a sense it is written in the form of a 'How-to Manual'. Issues are presented in a straight-forward, and easy to understand manner. Practical advice is given when liaising with architects and building companies. Detailed charts are provided to assist in the development of maintenance schedules. There are numerous examples to help illustrate the points that are being made, as well as photographs, charts and tables.

There are four appendices that summarise buildings recently completed, contractors that specialise in moving archive collections, and companies that supply furniture and fittings for archive buildings. These are all completely American, and will probably have little value to readers outside the USA. Appendix 2, however, is a very useful glossary of building and construction terms and acronyms. While some of the terms are American, many are universal. The book concludes with a very detailed bibliography.

Archive Buildings in the United Kingdom 1993-2005

This book is divided into two distinct parts. The first part deals with planning and building new facilities, or refurbishing existing ones. It covers issues involving site selection, environmental control, fire and security. Using the adage that *form follows function*, Kitching devotes a chapter to the building's design and layout, reminding readers of the importance of establishing a list of functions that the building is intended to perform, and preparing a flow chart illustrating how these functions will interconnect.

Kitching makes extensive references to British Standard 5454-2000 - *Recommendations for the storage and exhibition of archival documents*, one of the few standards that deals comprehensively with archive buildings. When discussing issues such as climate control, fire and security, he very usefully links his comments back to the Standard.

One of the most useful features of this part of the book is that virtually every chapter has a series of key points that summarise the issues. These effectively form a most useful checklist.

Part 2 consists of over thirty case studies of various archives and libraries in the United Kingdom that have built, refurbished or expanded their buildings over the past ten years. This is most useful as for each case study there is a brief description, photograph and, in many cases, architectural drawings. The best part, however, is that the institutions share their experiences and comment on what features worked and what did not, effectively asserting what might be done in the future if they had their time over again.

The book is liberally illustrated with supporting photographs and charts.

Conclusion

In recent years a number of new archive buildings have been constructed, eg the National Archives of Singapore's new facility at Bukit Timah, known as the Old Ford Motor Factory, while the National Archives of France currently has plans for a new facility at Pierrefitte-sur-Seine. There has been much activity and the addition of these two new books to the literature on archive buildings is most welcome. Both books are excellently written and are a most worthwhile addition to the literature on archive buildings.

In his book Christopher Kitching makes the telling comment that, all things being equal, if the construction of a building is done properly, the records held within it will outlast the owners, staff, readers, and probably the building itself. The aim is nothing less, he says, and this clearly shows how important buildings are for records preservation.

In the Acknowledgements to his book, Tom Wilsted encourages anyone who has recently been involved in a building project to share their experiences, via journals, newsletters, etc, and thus add to the overall level of information available to everyone. I can only add my full support to this view.

Ted Ling

Susan Childs, Susan Heaford, Julie McLeod (ed.), *First Northumbria International Witness Seminar Conference: Exploring the Essence of Records Management - Engaging with Experts: Proceedings, 4-5th May, 2006*, School of Computing, Engineering and Information Sciences, Northumbria University, Newcastle upon Tyne, United Kingdom, 2006. vi + 224pp. £35.00.

Most of us have been to conferences where we have been exposed to a multitude of interesting topics which, though supposedly connected to a conference theme, often seem to stand alone in isolation from one another. In an individual conference session featuring one or multiple speakers the time for discussion is often limited. Before we know it, we're on to the next topic and the next set of speakers. If we wanted to pursue the topic after the session we often found ourselves chasing down the speaker at a reception or coffee break or on his or her way to the airport! By that time the opportunity to explore questions and ideas raised during the session was often lost. Enter the witness seminar concept.

As Julie McLeod explained in her forward to the Proceedings, 'the witness seminar concept comes from oral history research where key participants in an event or activity come together in a seminar to discuss the topics as they remember it'. In an informal setting, over fifty people represented a range of national perspectives (the Netherlands, Germany, Australia, the USA, the UK) and, most importantly, multiple disciplines (ie records managers, knowledge managers, information technology professionals, business and risk managers, lawyers, academics, etc) and met for over a day and a half not to recollect and document but rather to explore and analyze specific issues of current and future significance to the records profession.

Speakers, referred to as 'witnesses' were invited to share their views and opinions on three seminar topics and to take as their starting point a published article pertinent to each topic. Prior to the event they submitted their written views (witness statements) to pre-assigned chairs of the seminars whose role was to facilitate and stimulate discussion based on brief presentations from the 'witnesses'.

Three people served as 'intelligence agents' responsible for gathering views on the essence of records management and exploring specific topics. They shared the intelligence in a session ('A view from the bridge: issues and impressions') situated between the second and third seminars.

The entire one and a half day event was audio recorded and the tapes transcribed into the verbatim Proceedings.

The goal of the event was to use the witness seminar concept to 'make us examine aspects of record keeping, to encourage reflection on the essence of records management and to think about the future'. From the Proceedings it is clear that this goal was achieved.

For instance, the first seminar, 'Embedding records management into business processes', generated considerable discussion among the five panelists and the other participants in the seminar. Illustrating the strength of the witness seminar approach, the seminar featured comments that built upon one another. Early suggestions that records management needed to focus on the business migrated to key suggestions that records management needs to be more than this - it needs to be instrumental in advancing the strategic direction of organisations and should do so within a context that embraces broader societal considerations.

The second seminar, 'Is records management the management of risk?', was especially interesting because of the way in which the individual panelists, representing different professional backgrounds (including computer forensics and human resources employment), addressed the issue. Again the tone of informality and collegiality that marked the entire proceedings served as a catalyst to lively and highly productive discussions that offered insights that were far deeper than what might otherwise have been the case. For instance, while much discussion centered around the traditional perspective of risk and its connection with legislative compliance and potential litigation, it evolved to touch on the interesting perspective of seeing risk as an enabler of organisational change. Those organisations undertaking considerable change for instance place themselves at risk (taking a chance) but manage it in order to maximise the potential for a successful outcome.

The third seminar, 'Who are the Records Managers?' featured a very telling story about a small financial company in Australia that had successfully launched an electronic document and records management system. When asked about the role of the records manager they replied that the records manager had been a hindrance so they had dismissed him. This set the tone for a discussion that highlighted the need to go back to basics and to be clear about what a records manager brings to the table. The point was made that records managers are more than

facilitators. They enhance change and the ability of organisations to carry out change. In shifting from a rowing to a steering role, however, several participants built on each others' comments to highlight the need for education and delivery systems, job descriptions, etc to be tailored accordingly.

David Ryan (Director of Records, Royal Household) presented an excellent summary of the proceedings. Rather than simply repeat the points that others had made, he used the spirit of the witness seminar approach to build on what he had heard and offered new insights.

In reading through the verbatim transcription of the entire proceedings I have to admit that I felt somewhat like a voyeur. There I was sitting among the participants appreciating not only what they had to say but also the atmosphere and tone within which they were saying it. I became a part of the event and a part of the learning experience. Multiple disciplines, representing multiple perspectives were able to find common ground and, together, raise the level of insight and understanding to levels that would not have been possible in more formal settings. The organisers of this witness seminar series should be applauded for their innovation and boldness and encouraged to repeat the concept for other significant issues associated with the management of modern records.

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Information Management Consulting and Education

Catherine Hare and Julie McLeod, *How to Manage Records in the e-Environment*, (ASLIB Know How Guides), 2nd edition, Europa Publications, London, x + 174pp. ISBN-13: 978 0 85142 463 7, ISBN-10: 0 85142 463 5. £17.99.

This guide is one of a series of practical guides designed to address issues in the field of library and information services. It is an updated version of an earlier guide entitled 'Developing a Records Management Programme' (published 1997). As is stated in the Preface, the objective of the guide is to provide a framework and to discuss some of the issues 'for people who are new to electronic records management' (p. ix). It consists of nine chapters and three appendices. The first three chapters discuss

general principles and the organisational context, the challenges of the dynamic e-environment and how to manage records in the organisation. The other chapters are practical guidelines of which each can be read on its own. The topics discussed in these chapters are: legal and regulatory compliance, risk management and business continuity, scheduling records for retention, approaches to managing e-records, managing email, and, making a business case for records management. Finally, the appendices contain checklists, a glossary and a list of resources that can be used for further study.

Although the structure of the book is comprehensive and gives the impression of providing both conceptual and, very importantly, practical guidance, the content itself falls short of expectations. Given the complex and rapidly evolving environment within which electronic records are being generated and managed one would have expected to have seen guidance that, while acknowledging traditional approaches, would have been based on more advanced and sophisticated thinking and approaches. Those struggling with electronic records - the target audience for this book - are presumably looking for guidance on: why managing records in the electronic environment is different from the paper environment; the implications for managing electronic records from both the technological and management perspectives; the strategies that should be employed and how, systematically and practically, these strategies can be implemented successfully. The guidance contained in this book provides only partial direction. For instance, one has to wonder why emphasis was given to the management of email when records issues are just as prevalent in the database world and the Web environment. As such the book is rather document-oriented. Another example of what is missing is an introduction to how the business environment itself is changing. Information technology has a major impact on doing business and business processes, as well as on organisations and the way they are organised. This has and will have a major impact on the associated recordkeeping processes and practices too.

In short, the guide fails to present a comprehensive and clear understanding of the characteristics of the electronic environment within which records in all of their different forms (but with an emphasis on the electronic) are generated and managed. The absence of such an important foundation leaves whatever guidance is provided without a context, thus undermining the overall objectives of the book.

Finally, it would have been useful if the introduction had explained the differences between this current version and the previous version. What were the triggers that caused this new edition to be published? What is the focus of attention of this edition as compared to the previous edition? What should the reader walk away with in terms of new learnings that were not provided in the earlier edition? At a more specific level it was unfortunate that more up-to-date resources were not included, that the checklists were not more detailed and comprehensive, and that a fundamental requirement for a date of publication was not addressed.

At a time when records professionals in the field are expecting sophisticated and highly relevant guidance on how to proceed in the management of records in complex electronic environments this Guide falls short of what is required.

Hans Hofman
National Archives of The Netherlands

Thomas A Leonhardt (ed.), *Handbook of Electronic and Digital Acquisitions*, New York, Haworth Press, 2006. xvi + 160pp. ISBN 0 7890 2292 3. US\$24.95.

The theme of the *Handbook of Electronic and Digital Acquisitions* is that each library has their own way of meeting local needs, while at the same time needing to look at how other libraries are tackling the same issues. For example, when applying cataloguing rules and standards each library has institution-specific practices, but still looks at how other libraries are handling the same material. This Handbook applies this premise to the electronic and digital environment.

The Editor is the Director of the Scarborough-Phillips Library at St. Edward's University in Austin Texas, and has been an academic librarian for more than thirty years, having worked in acquisitions, technical services, and library administration. The twelve contributors are experts in their field and use their knowledge and expertise to address some of the complexities of electronic and digital acquisitions. A scholarly approach is combined with practical tools such as case studies, evaluation checklists, worksheets, and templates.

Overviews of copyright law, fair use guidelines and policies, off-site and in-house database use issues are examined with practical suggestions about how to apply these in your library. How to evaluate online databases and aggregated sources of material from various publishers is discussed. Questions are offered which could be asked when looking at databases for purchase or retention, covering content, unique content, ease of use, instruction, overall quality and need.

Electronic resources continue to consume larger and larger portions of library budgets. More restrictions are placed on these resources by vendors and legislation. In academic libraries the digitisation of print resources has made the situation more complex. Other areas evaluated include the electronic transfer of acquisitions and bibliographic data between libraries and vendors for financial data, ordering material, and batch loading of MARC cataloguing records. Collection development policies need to be expanded to include electronic databases and digital material, and existing policies require regular updating and must incorporate guidelines covering the format, content, selection, and funding of electronic materials. The chapter on choosing virtual reference software includes a glossary providing definitions of the key terms.

This Handbook provides very useful information on the practical aspects of implementing electronic resources in the library environment. The examination of the evaluation of databases for acquisition, retention, budgeting for electronic resources, measuring user satisfaction, online aggregated databases, licensing agreements, copyright and fair use, is valuable for librarians working at all levels. There is something for all librarians across collection development, reference, and technical services areas.

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Richard J Cox, *Ethics, Accountability, and Recordkeeping in a Dangerous World*. (Principles and Practice in Records Management and Archives series, series editor: Geoffrey Yeo). Facet Publishing, 2006. 298pp. ISBN-13: 978 1 85604 596 4 ISBN-10: 1 85604 596 X (paper) US\$44.95.

You may find, as I did, the array of issues tackled by Richard Cox challenging in its scope and breadth. I was unprepared for the wide range of discussion and social commentary tackled in this volume, ranging from the expected to the unexpected. I fully expected discussions about a code of ethics, recent corporate misconduct and Nixon/Watergate but did not expect him to expand on the nature of technology and its impact on society, the ownership of Indigenous artefacts, the role of presidential libraries, records as revenue and the trend towards self documentation in society (think YouTube, blogs and the proliferation of digital photographs).

The common questions that tie these essays together include the need to develop an understanding of information - what it is, its purposes and uses - and the role of technology in our society. Throughout the volume Cox also gives a rallying 'call to arms' to archives and records management professionals, demanding that we better understand the organisations, environment and power bases in which we live and work, the practicalities of our values and ethics and the need to assert the importance of *the record*.

Much has already been written in archives and records management literature about the issues which Cox covers. These are not new concerns - power, memory, truth, the notion of a societal contract, intellectual property, secrecy and government deception.¹ What makes this volume different is that it tackles these matters in a post 9/11 world. Cox also shifts our perspective from being inward looking and slightly parochial to being outward focused, away from the archives and records management discipline. Cox believes that this view is necessary to ensure engagement and to obtain an understanding of what we are doing and what archives represent. He recognises the importance of incorporating into our work other professions and vested interests, particularly in relation to information technology. As he writes, 'Archivists do not possess a monopoly on the opinions of archives' (p. 254).

The volume has an unashamed North American bias, understandable given this is the environment the author is most familiar with. Nevertheless the author reminds us that the observations and lessons can be applied to any jurisdiction. The basis of his conclusions is a free and democratic state, albeit one that has become more secretive and restrictive since the commencement of the 'war on terror', not just in relation to security related activities but all aspects of its operation.

At times I found the style of the writing somewhat heavy however the subject matter certainly kept me engaged. One of the aspects I found most interesting was the nature of power, especially that records and archival and records management programs are infrequently given the power and influence which professionals believe they warrant, a subject close to many of our hearts.

Cox questions the role of archivists and records managers in this state of affairs. He wonders whether or not we should give up notions of accountability and our role in current business and return to a purely cultural function, and why the power of records in society is so little understood. Have we been too focused on archival and records management practice instead? Have records somehow become too far removed from current lives and events for people to make this connection? Are we, in fact, able to explain ourselves and the importance of what we do in today's world? Are we missing opportunities to do so? Can we provide the right sort of leadership from within the profession - leadership that is able to negotiate and advocate in a highly politicised environment?

Another theme that struck a chord was the focus on information in our society. We seem to automatically assume that more information is good and that information will ensure personal happiness. Information has become a commodity in its own right. Cox examines our fascination with information technology as an end in itself. He concludes that we have implemented and continue to implement information technology solutions without considering the implications of its rapid development, its limitations and its real ability to address human aspects such as organisation and societal culture. He argues that we have not looked at how it has centralised intellectual control and how it will affect community and society into the future.

Most worrying are the author's conclusions about the new environment in which we operate with the open ended and vaguely focused 'war on

terror', the policies, practices and procedures that flow from this and the fact that many of these changes are happening without reference to historical perspective. He believes this is leading to restrictions on rights and civil liberties that may have long-term effects on our profession, for example in the areas of ownership and access, not to mention society. What might society be prepared to give up in relation to the management of its records? How far might this go? Will it end?

Throughout the book there is considerable discussion of the records themselves. Cox even notes, 'Integral to [records professionals'] understanding of records ought to be a basic knowledge of the history of records and recordkeeping systems, enabling them to see how the technologies of records generation and maintenance have evolved. What always seem to remain are the records' (p. 144).

He provides strong evidence that records are becoming less personal, less informative, more bureaucratic and in some cases entirely falsified. He also sees a decreasing focus on the physical record, an increasing focus on who owns the record, its content and other rights, and the trend in corporate and other arenas towards retention of only those records that show their creators in the most favourable of lights.

Cox also discusses a subject which has long troubled archivists - the serendipity and inevitable partiality with which collections are formed and accumulated and the incompleteness of such collections. How does this affect society's ability to discern 'the truth'?

Can archivists and records managers add value in our increasingly complex environments current and future? Cox suggests a variety of roles for records professionals including:

- managers of routine and detailed work that traditionally has been the purvey of records professionals and of which we seem to have been trying to divest ourselves;
- that of provocateurs in debates on the role of information and evidence, government, civil liberties and protection of societal and individual rights;
- facilitators in the free expression and exchange of information in our society and perhaps most crucially that of;

- skilled professionals in the area of the interpretation and divining of meaning (albeit from a limited perspective) of the records we create, use, manage and dispose.

Will we meet the challenges and follow the guiding lights shone by Cox amidst growing political and work pressures and shortening attention spans, treating their consideration no longer as a luxury but a necessity?

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¹ For example: Mason, Florence & Culnan, *Ethics of Information Management*. Sage Publications, 1995. Archives at Risk: accountability, vulnerability and credibility: proceedings of the Australian Society of Archivists Inc Conference, 29-31 July 1999, Brisbane, Qld. Genie Publishing, 2002. McKemmish, Piggott, Reed and Upward (editors), *Archives: Recordkeeping in society* (Topics in Australasian Library and Information Studies series, Number 24), Centre for Information Studies, Charles Sturt University, 2005.

David W Cameron, *25 April 1915: the Day the Anzac Legend Was Born*, Allen & Unwin, Crows Nest, NSW, 2007. 324pp. ISBN 9 78174114 980 7. \$29.95.

Peter Williams, *The Battle of Anzac Ridge: an Anzac Victory 25 April 1915*, Loftus, NSW, Australian Military History Publications, 2007. 222pp. ISBN 1 87643 995 5. \$45.00.

There are no prizes for guessing that both these books were published earlier this year in the lead-up to Anzac Day. One can hardly walk in to a bookshop in April without being assailed by new or re-packaged books on Australian military history. Yet it is still a surprise to find two substantial books wholly devoted to the events of 25 April 1915, already the most contentious day in Australian history.

David Cameron's book is a straightforward narrative of events. Peter Williams' book, originally an MA thesis, argues that the Australians'

objectives on that day, if properly understood, can be shown to have been successfully achieved, and that the chaos of the landing is less important than we think. My concern here is not with the quality of Cameron's and Williams' narratives and analysis, but with the referencing of their sources.

The Australian records supporting these studies are mostly held by the Australian War Memorial (AWM) and were arranged and described years ago. The records are complex, but there are no mysteries about getting access to them. It is a pity, then, that the footnotes in both these books contain so many errors. I am not talking about fabrication or falsification, just misunderstandings about the arrangement of the records and how to cite them correctly.

Admittedly, there are many traps for the unwary. The basic distinction in records held by the Memorial is between 'official' and 'private' records but the differences are often blurred. The papers of Charles Bean contain both, hence the complexity of the series and item numbers. For example his diary from April to May 1915 must be rendered 'AWM38 3DRL 606/5/2' (or/1 if referring to the original set) if you want to find a record of it on AWM's online catalogue 'RecordSearch'. One misplaced space or oblique and the researcher is told it doesn't exist. Both Cameron and Williams offer three inconsistent ways of referencing records from the Bean papers; none will obtain a result on RecordSearch. While a confident researcher will find them using keyword searches, Cameron and Williams don't seem to mind - or be aware - that they are putting their readers to this amount of trouble. Cameron was perhaps under pressure from his publisher to keep his endnotes simple. He does not always observe the scholarly convention of citing a source in full at the beginning of each chapter, resulting in the repetition of enfeebled references such as 'Bean, Diary 5, AWM'. The reader must work back through pages of notes to get the full detail.

Zeroes are tricky things to get right in item numbers, apparently. In order to find out more about Aubery Darnell's personal records you could follow Cameron's reference, and type in 1DRL233. But - unlike Google - the Memorial's collections search engine is not forgiving. It will not politely ask: 'did you mean *1DRL/0233?*'. It will just give you a nil result. Worse is Cameron's reference to George Mitchell's records: 20RL928, instead of 2DRL/0928. Perhaps the result of inaccurate typing of handwritten notes, this is meaningless. Both authors slip a few extra

numbers into some of their references, as if for good measure: the odd 6673 and 8042 appear against a couple of small personal records collections where they are not wanted. These figures are actually fragments of separate deposits in the Bean papers. Williams and Cameron have written them down so many times on call-slips that it has become automatic. Do such errors matter? Yes, for they suggest that these authors have not mastered the basic tools of the trade.

Cameron rarely uses official war diaries, those records acquired with such painstaking care by the Australian War Records Section (AWRS) in 1917 to 1919. But Williams, whose research is more wide-ranging, does. He is one of the last of a generation who will use them on microfilm, as these records are now being digitised (from the originals). Sometimes he references the microfilm reel ('AWM 4 roll 803' or 'AWM ormf 00800 roll 803'); sometimes he gives the series and item number ('AWM4 19/99/2', although there is no such item in AWM4); sometimes just the series with no item number ('AWM 4, Anzac Intelligence Diary, attached papers').

This last record is actually: Intelligence, Headquarters Australian and New Zealand Army Corps, April 1915, AWM4, 1/27/2. These days you can see the whole diary online at <<http://www.awm.gov.au/diaries/ww1/folder.asp?folder=1236>>. I suppose a new generation of researchers will want to use the URL as the sole reference, thus breaking the link between the digital record and the context of the original. The war diaries were arranged by the AWRS by Order of Battle, and '1/27/2' signifies the place of *this* record in *this* arrangement. To cite another example, if Williams has understood the material he was using, he would surely not reference a 2nd Brigade war diary to AWM41, which is actually the papers of the official medical historian, AG Butler. It is possible that a copy of this record could end up in Butler's papers, but a moment's reflection should suggest that it is unlikely and should be checked. That it has not been is a reminder of those researchers who, perpetually stumbling around in the dark, lose sight of their indebtedness to the keepers of the records, and of the courtesy owed to other researchers.

There is ample contextual information available to users of records held by the Memorial but the above discussion shows that more can always be done. The Memorial does not offer a readily available guide to citing its records, and a glossary could also be produced explaining all these ORMFs and DRLs and others. But would researchers use it? Who reads

instructions? Few people read the instructions that go with their new toaster. They just plug it in and turn it on, and only later go back to check why their crumpets are not toasting properly. Helen Nosworthy pointed out over a decade ago that researchers will be interested in information about arrangement and provenance only when they feel they need it.¹ The problem now is that the availability of digitised records makes it easy to get to the records without bothering with series and item numbers, and the information encoded therein.

The books under review here have made it to publication without anyone apparently caring about faulty referencing. Supervisors, editors and proofreaders must think that any old alpha-numeric gobbledegook will do. Publishers just want the books out for Anzac Day, or Christmas, or whatever. A ready market for popular military history now allows writers to rely heavily on the work of previous generations of historians and to bypass most of the slog through the records that their predecessors were forced into.

Maybe it doesn't matter. Go to ancestry.com and you won't need to worry about understanding the archives; you just need your credit card handy. For a fee they can probably help you out with your crumpet problem too.

Anne-Marie Condé
Australian War Memorial

¹ Helen Nosworthy, 'Reaching Out: a Core Program for Australian Archives', in Sue McKemmish and Michael Piggott (eds), *The Records Continuum: Ian Maclean and Australian Archives First Fifty Years*, Ancora Press, Clayton, Vic, 1994, p. 69.