

teach critical evaluation of nontraditional sources is especially useful. Reflections (200, 204) on the value of teaching metaliteracy within the context of another class provide a useful starting point for rethinking delivery of literacy instruction.

Metaliteracy: Reinventing Information Literacy to Empower Learners will provide thought-provoking insight for any librarian who interacts with students and faculty in an educational context, and it is a must-read for information literacy librarians. While much of the book is theoretical, it provides a valuable current perspective as well as suggestions for future development of literacy instruction. The book includes concept illustrations and a detailed index.—*Jen Hoyer, Artstor; Interference Archive*

Reinventing Reference: How Libraries Deliver Value in the Age of Google. Eds. Katie Elson Anderson and Vibiana Bowman Cvetkovic. Chicago: ALA Editions, 2015. 192p. \$65.00 (ISBN 978-0-8389-1278-2).

Anderson and Cvetkovic's objective is to contribute to the literature examining how reference librarianship and the delivery of reference services are being reimagined. The editors both are reference librarians at Rutgers University and have published extensively on a variety of library and information science topics. The contributors to the volume include public, school and academic librarians and library consultants. The book's authors place reference into historic and contemporary context. They also scrutinize how reference will change in the future and propose strategies to flourish in the evolving reference landscape. This collection is a worthwhile read (although the quality of contributions is very uneven).

The book's treatment of reference is extensive. The topic is presented in nine chapters, which are organized into three parts. The chapters address a range of topics including the history of the reference desk and department, professional ethics, demographic changes, social media, emerging technology, data collection tools, assessment, and many other subjects. The volume examines reference in a spectrum of libraries including public, school, academic, and special libraries. Sources used in the list of references include academic books and articles, newspaper articles, blogs, and professional association websites. The book also contains an adequate index.

Part I of the book, which is entitled "Understanding Reference," contains three chapters that place reference into an historical and contemporary context. According to the author of chapter 1, there is very little written on the history of reference. The author seeks to correct the lack of historical knowledge about reference, and her overview succeeds in demonstrating that, although the tools that reference librarians use in their work have substantially evolved, certain aspects of the work remain constant. For example, reference librarians past and present aim to provide the best resources to information seekers. Furthermore, some of the challenges that libraries are facing today, such as insufficient funding, are not new ones. Chapter 2 examines the "Code of Ethics of the American Library Association." The chapter also discusses some fascinating ethical issues librarians have confronted related to privacy and intellectual freedom. Finally, the chapter determines if the Code is adaptable enough to deal with the ethical challenges that reference librarians will confront in the future. Chapter 3 provides a solid overview of the technological changes that have occurred in libraries over the past seventy years. The author also discusses how these changes have altered the provision of reference services and users' expectations with respect to the delivery of these services. For example, patrons no longer have to be in the library to locate information; they are able to search for information remotely through the library's website and pose questions to a librarian via a variety of tools including phone, e-mail, chat, or instant messaging. Despite these technological changes, the author maintains that librarians continue to play a vital role as "the link between the users and the information they seek" (42).

The second part of the book, entitled "Reference 2.0," includes four chapters, each exploring a specific type of library. The quality of the chapters in part II is uneven. On one hand, all four chapters provide informative outlines of the current state of reference in a particular kind of library. The authors also identify important issues and trends impacting the delivery and use of reference services. For example, in chapter 4, the author discusses the effects of the growth of handheld computer devices, self-service, and changing student demographics on reference services in academic libraries. The authors of all four chapters also discuss the evolving roles of reference librarians. For instance, in chapter 5, the contributors note that new roles for school librarians include teaching students how to research, analyze, and retrieve quality information and being actively involved in the design of school media centers. In chapter 6, the author notes that, as the number of factual reference questions decline in public libraries, reference librarians have taken on new roles such as "translators of information" and trainers (92). Chapter 7, which explores an academic arts library, is the most thoughtful, well-organized and well-written chapter of part II. In this section, the author suggests that reference librarians will have to move beyond the reference desk and focus on teaching users how to locate, evaluate, and use information sources. She also delves into a detailed discussion regarding the need for arts librarians to hone and impart their visual literacy skills to students. While part II's authors articulate a need to rethink reference services and role of librarians, they correctly suggest that there are some things that libraries should not radically change in the near future. For example, even though many of the authors envision a much reduced print collection because of the proliferation of, and greater reliance on, digital reference collections, they do not advocate for the complete eradication of physical formats. They accurately recognize that some patrons prefer to read print books and place a high value on physical reference collections. Furthermore, despite the technological changes that provide users with the ability to seek information independently, the authors note the continuing role of the librarian as the professional who can connect users to reliable and relevant material.

For the most part, the information in part II is thoughtfully presented, although there are some problematic features in this section. For example, some of the ideas discussed are not innovative. Many of the ideas regarding the evolving roles of librarians will not be new to librarians who have already adapted to the changing reference landscape or who are familiar with the literature on this topic. In the experience of this reviewer, the concept of evolving roles for librarians, such as trainers and interpreters of information, has been written about for at least twenty years. Furthermore, the discussion on the elimination of the reference desk in academic and public libraries has also been discussed at length in other works. Additionally, some of the chapters include some sweeping generalizations yet present no evidence to support them. For instance, in chapter 5, the authors claim that "many librarians of long standing" are not adequately prepared to assume the diverse roles required in contemporary school libraries; however, the authors do not present any data to verify this assertion (88). Unfortunately, some of the writing perpetuates the negative stereotypes of librarians. In chapter 5, the authors argue the ways students learn is changing and school libraries must change as well; however, they continue by typecasting older librarians: "Long gone are...the elderly woman wearing a cameo, half-glasses suspended from her neck by a small chain, with a tight bun of graying hair and a perpetual scowl on her face" (79). This statement is particularly ironic given that the book's introduction provides a very good critique of the negative image of librarians and libraries in popular culture. Finally, there are a number of inconsistencies in this section of the book. For example, in chapter 6, the author dismisses the importance of the reference desk initially by

stating that it is no longer the heart of the public library. However, a few pages later, he asserts it as an important place by stating that recent graduates from library school ought to spend time on the public reference desk, as this type of work provides valuable experience.

Part III of the book, “‘Dude, Where’s My Jetpack?’ Near Future of Reference,” includes two coherent and comprehensible chapters. In these chapters, the authors endeavor to foretell the future of reference services while acknowledging the limitations of prognostication. In chapter 8, one of the projections includes the growing need for librarians to familiarize themselves with regulations, such as fair use and copyright, to help users navigate the realm of digital rights management. The author also foresees the necessity for librarians to learn how to use artificial intelligence tools, such as ones that use audio commands to complete tasks, to teach users how to use these systems successfully. In chapter 9, it is suggested that the real challenge for reference is to establish reference librarians as “consultative experts and the go-to folks in the minds of the end users” (134). The chapter recommends a variety of strategies to accomplish this goal including strategic planning to demonstrate the value of the library and the use of data-gathering tools to accumulate evidence to make data-driven decisions. Part III provides useful information; however, this information may be familiar to librarians who stay current with the literature or who have already adopted similar practices in their libraries.

Generally, this volume does succeed in outlining the evolution and potential future for the delivery of reference services and librarianship. Unfortunately, the problems identified in part II diminish the book’s overall effectiveness. Nevertheless, there is enough worthy information to provide a good beginning point for librarians in institutions that have not yet adapted to the changing reference environment.—*Michelle Hendley, SUNY Oneonta*

Getting the Word Out: Academic Libraries as Scholarly Publishers. Eds. Maria Bonn

and Mike Furlough for the Association of College and Research Libraries. Chicago: American Library Association, 2014. 288p. Paper, \$50.00 (ISBN 978-0-8389-8697-4).

For readers seeking an overview of library publishing efforts, *Getting the Word Out* is an indispensable primer that also offers opportunity for reflection for those in the trenches. Ultimately, the work demonstrates how the convergence of publishing with the library offers new groups and generations of stakeholders greater opportunities for engagement. These benefits transcend the democratization of access to knowledge via open access, and their breadth is captured well by Maria Bonn and Mike Furlough’s edited volume.

The editors bring to the work professional backgrounds offering a favorable mix of theory and praxis. Dr. Bonn currently teaches scholarly communication and publishing at the iSchool at Illinois following an appointment as Associate University Librarian for Publishing at the University of Michigan Library. Mike Furlough also brings a wealth of expertise to the project, currently serving as Executive Director of HathiTrust Digital Library with prior appointments as Associate Dean for Research and Scholarly Communications at Penn State University Libraries and faculty for the ARL/DLF/Duraspace E-Science Institute.

Kathleen Fitzpatrick and Dan Cohen lend more than their names to the volume; they set the landscape and provide a helpful jumping-off point with their Foreword. An introduction by the editors follows, providing a practical condensed history of library publishing as a lead-in to highlighting key findings and exploring overarching themes. From there the book spans eleven chapters and is divided into three sections discussing the why, how, and what of library publishing.