

finally, the development of skills. The progression, though, is not always clear, and in general there appears to be a great deal of overlap and similarity between the material in each section.

The author has included extensive references to sources in communication and psychology in the footnotes of each chapter as well as in a section of suggested reading at the end of the book. These sources will be useful to anyone who wishes to pursue more thoroughly the topics presented. Since the concepts that have been raised in this book are ones with which people in a service profession should be familiar, the book serves as a useful focus.

The author also does not avoid addressing sensitive issues as she examines typical human relations situations that are encountered in a working environment, particularly libraries. She also places considerable stress on the need for librarians to develop self-respect and a liking for "self" in order to be able to serve others. In addition, she indicates that it is important for librarians to develop assertive (not aggressive) behavior in

order to better deal with working relationships, particularly the disturbing behavior of others.

Those reading this small book may not arrive at a sound understanding of human relations or a "conceptual framework" for behavior, but they won't escape the realization that in order to build more effective relationships a greater understanding of human behavior and a commitment to improving relationships are necessary.—*Sheila Creth, University of Connecticut, Storrs.*

Bloss, Meredith. *Conversations on Libraries*. LJ Special Report #12. New York: R. R. Bowker, 1979. 88p. \$5; cash with order, \$3.95. ISBN 0-8352-1263-7. ISSN 0362-448X.

Do you have some ideas on what you think libraries and information services ought to be like by the end of this century? You may recall recent questionnaires seeking similar ideas from college and university librarians. Stack up your ideas against what two dozen believe, individuals who provide or use the services. Bloss, as a roving

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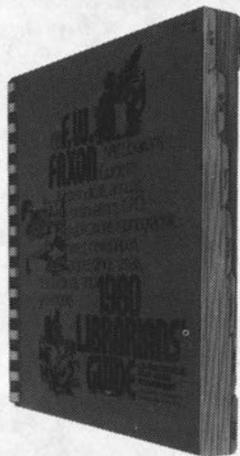
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reporter, collared busy people and sought their notions about the future of libraries, the needs of patrons, and how to satisfy them. Emphasis was placed on the point of contact between the service and the person. There emerge in the potpourri some ideals, some warnings, much interest, and some daring solutions, together with a hard look at present-day economic stress.

Reflected throughout and approached from different avenues is the conflict between the place of the book in libraries and the mechanized supplying of information through data bases. Contrasting viewpoints should be studied, such as the conversations from Daniel Melcher, publishing consultant for Bowker, John Linford, director of NELINET, and Joseph Becker, of the consulting firm of Becker & Hayes. Interesting to note are the stances taken by several regarding the place of the book versus audiovisual material, especially the videodisc. (See Rohlf, Linford, Heneghan, Jimmie Jones, and Reich.)

Although more public librarians were interviewed, there is a good mix among representatives from other libraries and services, except school media specialists, e.g., state libraries, research and university libraries, information specialists, library schools, regional systems, a publisher, and the users. As a result, practically every topic studied in library schools pertaining to library trends and current problems receive attention. (This fact might be a shock to some practitioners who are convinced that library schools are totally unaware of that real world out there.)

Permeating the entire issue is the odor of funding deficiency with some attempts at realistic solutions, especially the need for political involvement. (See Sakey, Rohlf, and Melcher.)

Although it seemed clear that technology would serve the needs of people in the future, not nearly the stress on it appeared that was feared would occur in the White House Conference on Library and Information Services. All technical advances should be strongly considered, but with cautionary optimism. They should not predominate.

Most librarians will probably rejoice in learning that a strong case is made for the public service librarian—one who learns

how to help people solve their problems, rather than one who becomes a slave to automated machinery for its own sake, instead of a help to the client. Furthermore, that aid is to be tendered to patrons to answer their questions from the resources collected and organized for this express purpose. So the librarian is not a social worker, at least not while professionally on duty.

Cooperative efforts must increase; thus some restructuring may well occur, even between types of libraries. Automation and new forms of communication can come into their own in this manner, ending provincialism and abetting interlibrary cooperation.

The role of the public library is of great concern and may have to be redefined, e.g., its relation to academic libraries and with continuing education, becoming more people-oriented, specializing on helping the users, and becoming an information and referral center.

After this investigative journey, librarians ought to be convinced that they are in a lively, challenging, if sometimes fearful, vocation. With so many advances prognosticated, with so many problems begging for solution, what greater enticements could there be?—*Rev. Jovian P. Lang, OFM, St. John's University, Jamaica, New York.*

Bahr, Alice Harrison. *Video in Libraries: A Status Report, 1979-80*. Professional Librarian Series. White Plains, N.Y.: Knowledge Industry Publications, 1980. 119p. \$24.50. LC 79-25951. ISBN 0-914236-49-0.

Bahr's assessment of library video use is a follow-up to a 1977 public library survey by the same publisher. Video technology has been in a constant state of evolution, creating problems of equipment compatibility and tape standardization. Many libraries have not been too eager to leap into video due to the copyright restrictions and budgetary limitations. Little has changed in library video services since 1977, although there appears to be more interest in video due to the availability of reasonably inexpensive home videocassette recorders. This book merely scratches the surface in terms of video programming, and it should be taken at face-value. Only twelve public libraries were surveyed in this report; at best