

standing up for one's own rights without violating the rights of others. Non-assertiveness is not standing up for one's rights; aggressiveness (including passive-aggressiveness) is infringing on others' rights.

This book, written for librarians by a librarian who is also an assertiveness trainer, is practical in its focus and professional in its scope. It is intended to serve as a textbook for assertion training workshops for librarians, but should be equally useful as a self-help book. The author seems interested in assisting her colleagues in their individual professional development, and also in helping to counteract the stereotype of the nonassertive librarian.

Topics include: personal rights and responsibilities; goal setting; self-esteem and self-confidence; verbal assertion; nonverbal assertion; irrational beliefs; coping with defense mechanisms, and—by way of summary and integration—a chapter on the assertive library supervisor.

The most basic assumption of the author is the aforementioned assumption of the assertiveness training field: "behavioral responses are learned rather than instinctual and . . . we therefore have control over the responses we wish to learn, unlearn, and select for use" (p.ix). The author does acknowledge some limits to this control, as in her discussion of defense mechanisms.

Assertiveness is defined in relation to basic human rights (standing up for one's own rights) and corresponding responsibilities (respecting others' rights). The author enumerates five such basic rights: to be respected; to have and express feelings; to make mistakes; to say "no"; and to ask questions. She also considers some specific situational rights and responsibilities of librarians, library users, and the governing bodies over libraries.

The Librarian's Discomfort Inventory is included to help the interested reader establish a baseline before setting assertiveness goals. The inventory helps one identify what nonassertive or aggressive behaviors are characteristic of oneself; with

whom and under what circumstances assertive behavior is difficult, and what topics are personally unpleasant to discuss.

The chapter on self-esteem and self-confidence includes exercises for measuring the former and enhancing the latter.

The chapters on verbal and nonverbal assertion are at the heart of the how-to features of the book. Drawing widely on the relevant literature, the author here presents substantial material for self-help.

The treatment of irrational beliefs, à la Albert Ellis, reinforces the basic premise of conscious rational choice of one's behaviors. The chapter on coping with defense mechanisms includes useful material related to general stress management.

Finally, the chapter devoted to the assertive library supervisor applies all of the foregoing principles to conduct in the managerial role.

The book is researched and written well. Although it is practical, rather than theoretical, it is nonetheless scholarly, with numerous, meticulously documented references and a good index (the latter compiled by Linda Webster). It is admirably suited to its purpose.—M. J. La Plante, *University of Illinois at Chicago*.

Intner, Sheila S. *Access to Media: A Guide to Integrating and Computerizing Catalogs*. New York: Neal Schuman, 1984. 309p. \$35. LC 84-1035. ISBN 0-918212-88-X.

An expansion and revision of the author's doctoral thesis of similar title (*Access to Media: An Investigation of Public Librarians' Practices and Attitudes Toward Access to Nonprint Materials*, Columbia Univ., 1982), the current *Access to Media* "is intended to be used as a handbook for change from manual, nonintegrated bibliographic systems to integrated and automated systems as an ultimate goal."

Leaving largely intact the basic chapters of the original thesis, reworked from the language of the graduate school to the practicality of "Can I understand this even if I'm not a librarian?" test, it is the author's intent that "Reading this book should provide an overview of the current state-of-the-art as well as the components necessary for changing a library's proce-

dures and implementing more valuable ones capable of giving better service."

In Intner's straightforward, no-nonsense approach, the reader is seldom in any doubt as to what the text is concerned with. She tells at the outset what each chapter is about, reinforces her chapter objectives by reminding the reader at frequent intervals what the basic argument and direction is, and concludes with summary statements and a list of selected readings. In its teaching approach, *Access to Media* would appear to be an ideal text for library science students and innovative librarians exploring the sometimes never-never lands of nonprint and computer technology.

For many years, the library science student and the inquiring librarian found in the literature books and articles strongly espousing either the preeminence of books, on the one hand, or the communication advantages of audiovisual or non-book materials, on the other. Dispassionate or ecumenical accounts were hard to come by. *Access to Media* is one of a growing number of publications putting all kinds of media under the library's service umbrella, and Sheila Intner's new book not only provides an excellent orientation to all kinds of media but to the field of library computer technology as well. It may be that *Access to Media* will help academic librarians to look beyond the printed word to the benefits of including nonprint in the library's collections.

In part one, "A History of Media Collections," the author provides an overview of the book in which she stresses that "This book is concerned with the contents of a library's main public catalog." Intner goes on to point out that "the purpose of access is the eventual use of collections, . . . both cost-conscious administrative and service-oriented bibliographic goals have to be considered, (and) . . . plans must be tailored to individual budgets and timetables."

In the chapters that follow are described the current situation with regard to bibliographic access and how it developed in public and other libraries; and a study of attitudes of public librarians toward me-

dia, in terms of organization of materials and bibliographic access.

In part two, "A Rationale for Change," are a summary of available computer programs and the desirable characteristics of computerized catalogs; a discussion of the skills needed for the use of automated, integrated catalogs in libraries; integrating manual, computer-assisted manual, and online catalogs; and the results of new access systems in providing improved patron benefits and serving patrons more effectively.

Following the main body of the text are appendixes providing chronological "Highlights of Professional Media Activities, 1940-1965" and publication dates of "Multimedia Cataloging Codes," and the survey questionnaire used in the author's study of public librarians.

A list of acronyms, a glossary of terms, and a subject index complete this practical and readable work.—Robert E. Schreiber, Northern Illinois University.



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