
Griffiths, Jillian R. & Craven, Jenny (eds.). *Access, Delivery, Performance: the Future of Libraries without Walls*. London: Facet, 238 pages. ISBN: 978-1-85604-647-3. £44.95.

This book is different from others in the Libraries Without Walls series in that it is a Festschrift. Just to pause for a moment, I always believe in being honest with readers of my reviews and I must confess that I had never heard of a festschrift. (What! He has never heard of a Festschrift?!) So just in case there is a rare reader of this review who, like me, has also never heard of a Festschrift, the Merriam-Webster's online dictionary states that it is from the German (I guessed that!) and it refers to a volume of writings by different authors presented as a tribute or memorial especially to a scholar. So, it is important to bear in mind that in a book of this nature the objective is to praise Caesar and not to bury him!

This Festschrift celebrates and commemorates the work and career of Professor Peter Brophy who retired in 2008 as the Director, Centre for Research in Library and Information Management (CRLIM), Department of Information and Communications at Manchester Metropolitan University. The book identifies and honours his contribution and acknowledges his distinguished career over more than 30 years in the field of libraries, information management and information science.

Allen F. MacDougall has written the introduction of the book and observes that, in the requirements to reflect on Peter Brophy's career and achievements there is the risk that it may unwittingly appear to be more like an obituary, or Gedenkschrift, rather than a Festschrift. Happily, he states, Peter retires from his post at the zenith of his career.

In chapter 2, Professor Emeritus, Michael Buckland of the University of California, Berkeley, writes what he describes as a memoir covering Peter's early career at the Library Research Unit at the University of Lancaster from 1967 to 1972.

Beyond the second chapter, the book is divided into the four key themes that have preoccupied Peter during his career and still remain of enormous importance for the future of the library profession and, indeed, libraries themselves. The themes are Libraries, Learning and Distance Learning; Widening Access to Information; Changing Directions of Information Delivery; and Performance, Quality and Leadership.

Under Theme one, Gill Needham and Nicky Whitsed reflect on 10 years since 1998 on change and challenge in the provision of library services to distance education students as seen from the experience of the Open University library. David Baker puts the 'e' into libraries and learning and reflects on study, pedagogy, content and services in the digital age.

Theme Two - Widening Access - begins with the view of library services for visually impaired people with a UK perspective from Jenny Craven. John Dolan explains how the career of Peter Brophy spans some of the most interesting decades in the history of public libraries, and, that, in Peter's early career, the emergence of new librarians wanting a library to be an active participant in community life met with a mixture of both enthusiasm and apprehension. The chapter goes on to examine how the library has evolved to meet the challenge as

well as planning its sustainable future. Juliet Eve continues the public library debate in dealing with social networking technologies in public libraries, but the chapter title is preceded with 'Sceptic 2.0?' She points out that one of the things public libraries do best is Baby Rhyme Time, Story Time to Under Fives, Book Groups, Bibliotherapy, etc., and she goes on to say that she attended an author reading event in a small library in West Sussex where a local author talked about her book, answer questions, sign copies and chatted amicably with the locals. Juliet Eve makes a point that this was a thoroughly and typically "library 1.0 experience". However, she says that it struck her that it was still a library doing what it does best and that is serving a local community; making best of the physical space; using all of the library resources (it being a multimedia event where the audience were helped to vote online for the author in a national competition after the reading event). Eve uses this to look at Web 2.0 from a library perspective and then contrast it with Library 2.0 and asking 'is it really something new?' and considering how libraries are currently using Web 2.0 technologies.

In Theme Three - Changing Directions of Information Delivery - begins with a lengthy chapter by Rowena Cullen and Brenda Chawner on Assess, Delivery and Performance in Institutional Repositories in Tertiary Institutions which considers the experience of some other countries including Australia, New Zealand and Japan. Richard J. Hartley looks at how Peter Brophy has, in his distinguished career as both practitioner and researcher, been concerned with the effective delivery of information resources to users and potential users and amusingly entitles the chapter Folksonomies to Ontologies: The changing nature of controlled vocabularies. He reminds the reader that Peter Brophy was the creator of the conference series 'Libraries Without Walls'. The chapter looks at both the declining role of controlled vocabularies and then their resurgence as a result of developments in technology, and most particularly in search engines.

Under Theme Four - Performance, Quality and Leadership - Charles R. McClure and John T. Snead discuss an evaluation decision-making system, being the development and implementation of a web-based evaluation learning and instructional tool. The authors observe that existing public library evaluation strategies may continue to be of use for many public libraries, but evaluation approaches that incorporate social networked and participatory techniques may be rapidly changing and evolving, dependent on a range of library factors such as staff skills and available information technology infrastructure, and situational factors and skills of individual users. Thus, they say, the public library community may find it useful to move from a static to a dynamic evaluation mentality and incorporate a range of Web 2.0 techniques into library evaluation.

Jillian R. Griffiths examines measuring the quality of academic library electronic services, but concludes that further work is needed to explore the meaning of perceived quality and the interpretation of user responses to this area of inquiry. She observes that fundamentally different understandings of information quality could otherwise lead to questionable conclusions being drawn by researchers and service providers and that it is important to take into account measurements of impact.

Jennifer Rowley and Sue Roberts, in the final chapter of the book, consider influential leadership for academic libraries particularly within their changing context. They ask the question ‘what is leadership?’ and attempts to answer this most difficult of questions by examining the leadership diamond as well as new theories and politics and power. They conclude that the information landscape is changing beyond all recognition as a result of broader trends that require a change in thinking in terms of the role of libraries, and they draw attention to the additional challenge which is the sense of an unknown and fragmented future. They make the important point that academic library and information professionals must work and thrive within the context of a disruptive and uncertain future, but, that if sufficient attention is paid and energy given to leadership development for ourselves and for others, we have the potential to influence across boundaries and to ‘create a more assertive vision of the way in which academic libraries will shape future learning environments’.

Each chapter ends with useful references and the book concludes with a selected bibliography of Peter Brophy's work. There is also a useful and comprehensive index. Whilst I have not commented on this earlier, I am sure that many of the names of authors and chapters in this book will require no introduction to members of the library community as they are, themselves, acknowledged leaders in their fields.

The book is sparse on illustrations - there are a few tables and one photograph of Alexis Dimyan at work with young families. I do think that if there was provision to include a single photograph, then that photograph really ought to have been of Peter Brophy - after all it is his Festschrift! The book is nicely laid out with plenty of white space and headings are clear and black, which is more than can be said for the general text. However, what I perceive as a greyish font may simply be a reflection of my aging eyesight and something that, in my younger days, I would not have even noticed. Or possibly it is a modern styling that has passed me by. However, Peter Brophy admirers will not be put off! The book has covered four themes of vital importance in today's library world within the context of a Festschrift to Peter Brophy and will be of interest to the wider library community not just Peter's friends, colleagues, and admirers.

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