other information professionals. Greater emphasis should rather be directed towards fostering more collaborative partnerships. The overall goal should be the formulation of appropriate solutions, policies and practices that serve the interest of the organisation.

Information culture is influenced by concerns regarding issues such as privacy, security, access and control. IT professionals tend to mistrust the capabilities and competencies of archivists to manage and maintain digital information resources. There is a need for the archival community to be able to provide assurances on longevity, particularly with regard to the preservation of digital information. This provides the setting for the scientific approach undertaken by the InterPARES projects, at the University of British Columbia, concerning trust and the long-term preservation of authentic digital records.

Knowledge, skills and expertise of staff regarding information literacy indicate the importance of developing context appropriate training. ICF provides a broad perspective for the development of training that can meet the objectives and comply with international best practices. An example of available training programmes to enhance employee competencies when working with information is the Pacific Regional Branch of the International Council on Archives (PARBICA) toolkit, with particular reference to Guideline 2: Identifying Recordkeeping Requirements. This is a valuable source that records managers should utilise to provide organisation-specific, contextualised recordkeeping training.

The discussion and case studies selected by Oliver and Foscarini will resonate with practitioners who have undertaken records management projects. For individuals involved with training endeavours, the case studies describe situations that can be substituted with examples from their own experiences. Thus, as contended by the researchers, information culture is not limited to particular countries or nationalities but, rather determined by the dynamics of the organisation. Scholars new to the archives field will find the information valuable in providing perspectives into the dynamics encountered when developing, implementing and maintaining effective recordkeeping solutions.

Isabel Schellnack-Kelly
University of South Africa, Pretoria, South Africa

The Accidental Indexer
By Nan Badgett
Information Today
Medford, NJ
2015
222 pp.
US$ 39.50 soft cover
ISBN 978-1-57387-514-1

This book provides an excellent introduction to the profession of the indexer, aimed at those considering moving into this intellectually (if not always financially) rewarding field. It leaves the details of indexing techniques to other guides, of which there are

several, such as Glenda Browne's *The Indexing Companion*, Linda Fetters' *Handbook of Indexing Techniques* and Nancy Mulvany's *Indexing Books*. Instead, Badgett's book discusses the broader aspects of what it takes to become an indexer.

The book begins with a chapter on the need and demand for manual, analytic indexing, even in today's publishing environment; the chapter also provides an historical overview of the profession. Chapter 2 discusses, in broad terms, why and how people become professional indexers; Badgett notes that most are freelance and work from home, a situation which has both its attractions and its challenges. The next chapter looks at the forms of indexing (i.e. the sorts of document worked on by indexers, including books, journals, databases, ebooks and websites). Those traits typical amongst successful indexers are discussed in the fourth chapter (not surprisingly, most indexers are self-reported introverts and not desperate for the limelight). Chapter 5 considers training and professional development options, while Chapter 6 looks at the equipment and tools indexers need (including indexing software). The business aspects of freelance indexing are covered in the following chapter and striking the right work-life balance in Chapter 8 (tips on alleviating stress caused by publishers' deadlines are also offered). Some examples of indexing entrepreneurship are described in Chapter 9. The final chapter provides useful advice on how to set up an indexing business and get started.

Badgett writes clearly and succinctly, and the book is well organised (and indexed). It draws very effectively on the professional literature and on an informal survey of colleagues recently carried out by the author. It is based on the American context (e.g. of business law), but most of the content is equally applicable to international audiences. The author's website includes a compilation of links from the book.

Philip Hider
School of Information Studies, Charles Sturt University, Wagga Wagga, Australia

Library Security: Better Communication, Safer Facilities

This is a book that will catch the attention of nearly all practicing librarians who work with the public. There is hardly a librarian alive who has not had to deal with a customer being aggressive, rude or improper, but there is actually very little advice available in the literature. Albrecht, a recognised expert and speaker on the subject of library safety and security, has given us the book that the profession needed. The author has a curious background. His father wrote bestsellers on providing quality service to customers.