

other non-textual records, as well as their aesthetic value. Such records can be valuable alone, or as complements to textual records. But our main concern is that records are not lost or displaced from their appropriate context, which is what happens when a photographic record is separated from its textual complement. (A recent exception to the syndrome, showing that UTP *can* get it right when it wants, is Thomas McIlwraith's profusely illustrated *Looking for Old Ontario* [Toronto, 1997], in which the illustrations *are* appropriately positioned in relation to the text.) In this present case, at the very least, the readers of Horn's work might have been interested to discover what some of the lesser known "heroes and martyrs" looked like as they read about them.

With those caveats, it is a pleasure to report that this book has accomplished what Professor Horn intended. Written in a lively style and with the author's keen, critical, often ironic faculties on full alert, the excellent cause of academic freedom in Canada is now better understood and protected.

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Organizing a Healthcare History Program: An Outline Prepared for the Rochester Health Care Archives Network. PHILIP G. MAPLES. Rochester, New York: Baker-Cederberg Museum and Archives of the Rochester General Hospital, 1997. [22] p. No ISBN.

To Serve the Community: A Celebration of Rochester General Hospital, 1847-1997. TERESA K. LEHR and PHILIP G. MAPLES. Virginia Beach, Virginia: The Donning Company/Publishers, 1997. 208 p. ISBN 1-57864-017-2.

A common argument against the establishment or support of archives in healthcare institutions is that they are unrelated to patient care. These two complementary publications, produced by the Baker-Cederberg Museum and Archives of the Rochester General Hospital, demonstrate how healthcare archives can support the aims of a hospital. In *Organizing a Healthcare History Program*, Philip Maples argues that the value of such archives lies in meeting the information needs of various hospital departments, particularly in forging links between the institution and the community. The fruit of this emphasis is *To Serve the Community*, a handsome coffee-table book with more than 240 photographs. Prepared as part of Rochester General Hospital's Sesquicentennial Celebration, it is a public relations dream.

Organizing a Healthcare History Program is comparable to Barbara Craig's *Medical Archives: What They Are and How to Keep Them*, published by Asso-

ciated Medical Services and the Hannah Institute for the History of Medicine. The difference is the audience for whom the booklet has been designed. Craig's booklet is aimed at medical practitioners and healthcare institutions and as such, focuses on the concept of archives as records. Maples, on the other hand, states that "the goal of this booklet is to outline the rudiments of a healthcare institutional history program administered by volunteer archivists" (p. [1]). It is a practical booklet that approaches the need for healthcare archives at the grassroots level. With it is included a four-fold brochure about Rochester General Hospital's Museum and Archives, its implementation of professional standards for climate control, and its various exhibit, oral history, and outreach programs, as well as an appeal for membership in its Heritage Society, established as a "friends group" by the Museum and Archives Committee.

It is perhaps because of the intended audience that the terms "historical program" and "archives" are used interchangeably. The emphasis in both the booklet and the book is on community memory rather than preservation of corporate records. With the transformation of hospitals from small, close-knit facilities to multi-site corporations, books such as *To Serve the Community* are useful in preserving an institution's identity and recapturing the public's imaginations and sentiments. Partnerships with the public relations and fundraising arms of the sponsoring body form one way in which archives can demonstrate their usefulness.

Key points in Maples' booklet include the rationale for establishing an archives, the decisions needed when getting started, and questions to consider. As an outline, it covers the basics of policies, governance, funding, outreach, and staffing. For issues of ongoing management, arrangement and description, conservation and preservation, one needs to seek other sources. As a basic primer it is excellent, but it would have been helpful if a section providing more detail on professional resources had been included for those interested in further information on archival activities. Agencies that can provide guidance and training for volunteers are mentioned in the body of the booklet. Yet a separate resource list might have been included providing contact information for the Society of American Archivists (SAA), recommended basic texts (such as the SAA's *Archival Fundamentals Series*), names of suppliers of archival products, and information on whether local programs exist for archival advice or conservation assessments.

To its credit, this booklet stresses that establishing an archives is a serious business, whose activities are regulated by copyright and privacy legislation. The need for archives to be part of a records management program is also mentioned, although archives in healthcare institutions are usually without this benefit. The sections on funding and outreach programs are most helpful as they address the particular issues faced by archives in healthcare settings and review the options for securing external financial support.

I would have liked, however, to have seen greater detail on the issue of space allocation, which is listed as a consideration for getting started, but is not discussed in any detail. Acquisition of adequate space for archival storage in a hospital is a challenging endeavor. Space is at a premium, and climate controlled facilities which meet professional archival standards must generally be designed after the fact. If the choice is made to keep records on-site, in many cases archives must make do with space designed for offices or for regular non-archival storage and find innovative ways to work with and improve these existing conditions. Bearing in mind that this brochure is an outline only, a short section on space and storage needs would still have been a helpful addition.

Overall, this is a useful and straightforward booklet that is a valuable first guide for anyone concerned with preserving the records of healthcare institutions, or anyone in the throes of establishing such a program. It is not, however, a replacement for texts such as *A Manual for Small Archives* published by the Archives Association of British Columbia, or Judith Ellis' *Keeping Archives* from the Australian Society of Archivists.

Along with this booklet, *To Serve the Community* is a valuable example of how one can use archival sources to benefit a parent body. It demonstrates a thorough knowledge of the hospital's institutional context, both in terms of healthcare history and the history of the Rochester community. By linking the hospital's history with the broader social context, the story is made more relevant and interesting. Sidebars highlight individuals who have made valuable contributions to Rochester General Hospital throughout the years. The authors build connections with the reader by injecting personality into historical figures and highlighting the valuable contributions of women and volunteers throughout Rochester General's 150 year history.

The main highlights of *To Serve the Community* are the many photographs. These come alive through their detailed accompanying descriptions. From an archivist's point of view, however, I found the photographs' sources to be insufficiently labeled. A separate photograph index would have been useful. In addition, indexing for the text is inconsistent. It does list most proper names, but lacks mention of such general subject categories as "ambulance services," of which there is more than one reference and several photographs. Moreover, there is no reference in the index to certain important figures such as the institution's first volunteer, Henry Smith, even as a page reference under "Volunteer Aides/Volunteerism."

To Serve the Community highlights the positive contributions of people who shaped the history of Rochester General Hospital and outlines changes in the concept of hospitals and healthcare throughout the last one and a half centuries. The number of engaging details and anecdotes that have survived is remarkable. Particularly fascinating are the recollections of nurses excerpted from alumnae letters. The image of Rochester General Hospital conveyed is

that of a hospital that has continually persevered and changed in the face of challenges, whether a healthcare crisis such as the Spanish Influenza epidemic, or the healthcare restructuring and mergers of the past few decades. Over the years Rochester General Hospital has been transformed through various mergers from a single-site hospital into one part of a larger "Health System" with various affiliates, and most currently into part of ViaHealth, an eight-member healthcare network. The constant themes throughout this story are the commitment of volunteers, the dedication of staff, and the community-mindedness of the hospital.

While the story is ongoing, the final chapter of this book is a message from Roger S. Hunt, the President and CEO of ViaHealth, formerly the Greater Rochester Health System. He espouses the benefits of integrated healthcare delivery systems, the power of partnerships, and the continued commitment of the new healthcare entity to the 150-year-old values demonstrated through this volume. He best sums up the message of this book when he states that "Rochester General Hospital has been at the leading edge of the evolution of healthcare delivery ... [T]he drive, imagination and discipline of this institution's leaders have kept its mission squarely focused on the community's well-being" (p. 181).

To Serve the Community is testimony of the value of an archives outreach program to healthcare institutions. It is an entertaining and informative work for those interested in the history of hospitals, but more importantly, it is a useful tool for those establishing archives and seeking to demonstrate the potential benefits of an archival program to one's sponsoring body.

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The Archival Image: Collected Essays by Eric Ketelaar. YVONNE BOS-ROPS, ed. Hilversum: Verloren, 1997. 125 p. ISBN 90-6550-565-2.

Archivalisering en Archivering. F.C.J. KETELAAR. Alphen aan de Rijn: Samsom, 1998. 29 p. ISBN 90-422-0274-2.

On 1 July 1997, Eric Ketelaar, resigned as General State Archivist of the Netherlands to devote himself to archival science and the academic training of young archivists at the University of Amsterdam. Although no longer General State Archivist, he remains with the General State Archives Department as head of the State Archives Inspectorate and coordinator of Dutch activities in the international archival community. Canadian archivists may be acquainted with him from his various past activities and from his current position as a Vice-President of the International Council on Archives and chair of its Pro-