

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.

Ani Orchanian

University Health Network

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-

gramme Management Commission. *The Archival Image: Collected Essays*, containing a selection of his writings in foreign journals, was compiled as a farewell present and simultaneous welcome-back gift from the State Archives. *Archivalisering en Archivering* is Eric Ketelaar's inaugural address presented on occasion of his appointment to the Chair of Archivistics at the University of Amsterdam.

The Archival Image: Collected Essays contains twelve articles in four languages: English, German, French, and Dutch. Most were previously published in professional archives journals and monograph series; some were presented as papers and/or keynote addresses at conferences. The essays give a good overview of Eric Ketelaar's interests and knowledge of archival issues. They are expository and explanatory in nature, comparing contemporary archival issues across a wide spectrum of archival traditions and broad geography.

"Archives of the People, by the People, for the People" begins with a quote by Abraham Lincoln ("That this nation, under God, shall have a new birth of freedom; and that government of the people, by the people, and for the people, shall not perish from the earth"). The essay explores the need in a democratic society for records to be well preserved and accessible not only for "historical research" but as evidence to support accountability. He argues, in fact, that these conditions are prerequisites for a democratic society – for government to be accountable to those it governs. In other words, records serve as evidence of its conduct towards the people it governs and in whose name it serves. In the course of the discussion, the article also examines the current state and regulation of public access to records in the Netherlands.

In "The Right to Know, the Right to Forget?" Ketelaar explores the right to access versus right to privacy issue. He makes extensive use of work done in Canada, citing Terry Cook's RAMP study, *The Archival Appraisal of Records Containing Personal Information: A RAMP Study With Guidelines* (Paris, 1991) and Heather MacNeil's *Defining the Limits of Freedom of Inquiry: The Ethics of Disclosing Personal Information Held in Government Archives* (1987), as well as her subsequent book, *Without Consent: The Ethics of Disclosing Personal Information in Public Archives* (Methuen, N.J., 1992).

In "Der Archivar als Vermittler zwischen der toten Vergangenheit und dem lebenden Volk," ("The Archivist as Intermediary Between the Dead Past and the Living People"), he further explores the themes of access and privacy, now also examining the archivist's responsibility to keep the integrity of records intact. He is quite daring, given the audience, to use examples from the Second World War such as records of collaboration with Germans, of black market racketeering, and of war crimes. He notes that of the 250,000 persons charged with war crimes, 64,000 were summarily convicted as a result of access to these records. An interesting example for Canadians is the records of children born of Dutch women and Canadian soldiers who liberated the Netherlands. These sons and daughters later used the records to gain information

on their Canadian fathers. This information was of the type that would normally be closed under privacy legislation. In both this article and “The Right to Know, the Right to Forget?” Ketelaar presents a model for deciding where the line should be drawn between the seemingly opposing rights of access and privacy.

As their titles indicate, the next two articles, “Muller, Feith and Fruin” and “Archival Theory and the Dutch Manual,” explore the history of the Manual, including what lead to its writing. Its original title, *Handleiding voor het ordenen en beschrijven van archieven*, was translated in 1940 into English by the American A. Leavitt as *Manual for the Arrangement and Description of Archives*. Ketelaar points out that although many archivists know about the *Manual*, few know much about its authors. The two articles give an interesting perspective on what already existed in the way of archival theory, noting among other things, that the Dutch *Manual* did not present something completely new or depart in any drastic way from existing practices in Dutch archives. It is also interesting to read that the three authors had many arguments and were forced to resolve some serious disagreements before the *Manual* finally saw the light of day.

In “Exploitation of New Archival Materials” and “La mise en oeuvre des nouvelle archives,” Ketelaar explores what we would call reference services. He distinguishes between the reference services provided at various levels, termed “levels of exploitation” – for example, holdings kept in one or several repositories potentially forming one level and the record group, sub-group, series, and the file and documents levels forming others. He notes that the information provided increases in detail when descending this hierarchy, and that its associated provenance similarly becomes more complex. He calls this approach the “inference method” – that is, the linear, or according to Richard Lytle, provenance-based approach – as distinct from subject-based approach to access. He also discusses the changes that result from the appearance of machine-readable records, whereby different approaches to reference are made possible.

The remaining set of articles deal with a range of subjects and concerns, from archives administration (“Centralization/Decentralization and the Archives in the Netherlands”), to issues surrounding private versus public archives and their users (“Privatarchive, Sonderarchive und die Benützer”), to the state of the archivist’s profession in the Netherlands (“Das Berufsbild des Archivars in den Niederlanden heute und in der Zukunft”), and “The Archival Image.” In “Can We Trust Information?” he offers further observations on the authenticity of archival records. The twelve articles and writings offer a great range of subject matter and are highly recommended reading. This is especially so because they give a different, more European perspective on many of the same concerns that we in North America have been discussing within the archives profession and literature.

Archivalisering en archivering, being his inaugural address on appointment to the Chair of Archivistics at the University of Amsterdam, has a different flavour, likely owing to the audience he was targeting. His basic message is that in any organization, archives are created to support and manage work, to record why, when, where, by whom, and in what capacity actions were carried out. Archivistics, he points out, is concerned with questions such as what makes a society or organization create and use archives in the manner in which it does and whether a better understanding of the ways in which people in organizations create and maintain archives would enable us to make better, more accurate statements about efficient and effective ways of creating records. Ketelaar asserts that in order to obtain answers we must look at the societies, organizations, and people that create archives. We must do so through a process of social and cultural archivistics. Its object is to understand the continuum of records creation, processing, and use and includes the capture (bringing documents into a system) of records and archives, and their storage, arrangement, description, appraisal, disposal, preservation, and use. In the information society, he observes, the future of archives, and with them an important part of that society's memory, depends on digital preservation of records.

Hugo L.P. Stibbe

National Archives of Canada

Typologie des documents des organisations : de la création à la conservation. LOUISE GAGNON-ARGUIN avec la collaboration d'HÉLÈNE VIEN. Sainte-Foy, Québec : Presses de l'Université du Québec, 1998. 448 p. (Collection « Gestion de l'information ») ISBN 2-7605-0943-5.

Typologie des documents des organisations : de la création à la conservation, quelle peut bien être l'utilité et la pertinence d'un tel ouvrage ? Ayant une conception très pratique des choses, c'est la question que je me suis posée quand j'ai été approché pour faire un compte rendu et une appréciation de ce livre. Cependant étant curieux de nature, connaissant le professionnalisme de Louise Gagnon-Arguin et sachant pertinemment bien qu'elle n'aurait jamais écrit un livre de ce genre uniquement pour le plaisir d'écrire, je me suis dit que je devais lire cette publication et j'ai donc accepté. Quelle ne fut pas ma surprise de constater lors de sa lecture, la richesse, la justesse et surtout la pertinence de son contenu. Cette œuvre remarquable, qui a sûrement nécessité d'innombrables heures de recherches, est devenue pour moi un outil indispensable. Comme le dit si bien Bruno Delmas dans la préface du livre, ce qui rejoint par le fait même mon esprit pratique : « *La Typologie des documents des organisations : de la création à la conservation* a une utilité pratique immédiate pour une large gamme de professionnels, mais c'est aussi un