

Records and Information Management. 2nd edition. By Patricia C. Franks. Chicago: ALA Neal-Schuman, 2018. 528 pp. Appendix, Index. Softcover. \$84.99.

Patricia C. Franks is the coordinator of the master of archives and records administration (MARA) degree program at San José State University's School of Information, where she teaches courses on archives, records management, digital preservation, and information governance. She also holds leadership positions in several professional organizations including the Society of American Archivists and ARMA International. With Franks's background in teaching and research, it is no surprise that the second edition of *Records and Information Management* is ideally suited both as a textbook for students learning about records management and as a reference book for records and information management (RIM) professionals.

The content of the book is geared toward helping RIM professionals master the various knowledge domains necessary to effectively perform their jobs. As Franks explains in a statement that sums up well the current state of the profession:

Today's records and information management professional must master more than one knowledge domain. He or she must understand the mission and goals of the organization and the work of business units. At the same time, he or she must understand information technology well enough to provide value to discussions related to information systems and must understand archives well enough to ensure that records are captured, managed, and preserved as long as they have value. (p. 148)

To this end, topics covered in the book include the history of recordkeeping, records classification, record retention and disposition, electronic records, disaster planning, risk management, archives, and professional development. While it offers an extremely comprehensive take on all aspects of the RIM field, the text is especially strong in its incorporation of current technologies into each chapter and its explanation of how technological advances are changing the field. Real-life examples such as how Uber's business model necessitates more involvement with information assets than tangible assets and cautionary tales such as the Equifax hack of 2017, help the reader to relate RIM issues to concrete situations.

The end of each chapter contains a "Paradigm" section featuring case studies from a wide variety of authors including archivists, records managers, and information governance professionals. These case studies help to illustrate the concepts explained in the chapters and offer real-world perspectives that help readers to connect with the material. The case studies also underscore the diversity of roles in which records and information management factors and serve as good transitions between topics.

Released in 2013, the first edition of *Records and Information Management* was widely praised for its thorough and accessible approach to teaching about records and information management. The second edition retains those advantages and contains two additional chapters that were not included in the earlier edition. Chapter 10, "Information

Economics, Privacy, and Security,” explores the field of infonomics and considerations that may arise for records and information managers due to the monetization of information and the attendant privacy and security concerns. Chapter 12, “Long-Term Digital Preservation and Trusted Digital Repositories,” introduces digital preservation concerns and discusses several tools and solutions for digital preservation and access, including Fedora, Preservica, and ArchivesDirect. In this chapter, Franks focuses on long-term preservation, but stresses that “the key to digital preservation may be the integration of preservation requirements built into systems at every stage of the digital life cycle” (p. 350). This approach shows the relevance of digital preservation for records managers even before materials are transferred to archives for long-term preservation. While one of the strengths of this book is its emphasis on the role of technology and inclusion of examples of current RIM technologies, that fact also introduces a concern that the book could quickly become outdated as technology progresses over the next few years. Franks addresses this concern head-on at several points and in chapter 12 writes:

First, the bad news—the information provided in this chapter will surely change even by the time you read this book. Second, the good news—the information provided in this chapter will surely change even by the time you read this book. Change will bring about improvements to systems that will allow us to ensure the integrity and authenticity of archived content. (p. 349)

This realistic approach underscores the changing nature of technology while still fulfilling the need to provide an analysis of current digital preservation tools, even if they will inevitably become obsolete. While it does devote considerable attention to specific tools, the chapter also provides a general framework that is useful for understanding digital repositories and evaluating the advantages and disadvantages of different systems.

The second edition also places more emphasis on information governance, particularly the evolution from records management to information governance, reflecting the increased movement toward information governance that has taken place in the field. For example, the text is bookended by sections on information governance theory, which is introduced early in chapter 2, “Building an Information Governance Program on a Solid RIM Foundation.” Throughout the book, many of the chapters contain references to the role that other issues and concepts play in information governance. The final chapter, “From Records Management to Information Governance: An Evolution,” emphasizes information governance as the future of the field. It introduces frameworks for developing an information governance strategy, such as the Generally Accepted Recordkeeping Principles established by ARMA International, which identify characteristics of an effective information governance program, and the Information Governance Maturity Model, which is a tool for assessing an organization’s information governance program by assigning competency levels to the organization’s implementation of each Generally Accepted Recordkeeping Principle. The Maturity Model allows organizations to assess their current level for each of the principles and plan for attaining their desired level. These frameworks are widely used in the field and provide a useful resource for organizations setting up an information governance program.

Overall, *Records and Information Management* is an extremely comprehensive and accessible text written by one of the leading thinkers and educators in the field. While Franks makes many technical concepts clear and understandable for a wide audience, the book will be of most use as a reference text for RIM students and professionals. Many of the chapters are very detailed and may contain more information than would be necessary for archivists or other allied professionals seeking to better understand RIM generally. Similarly, some chapters, such as chapter 10, “Information Economics, Privacy, and Security,” may be too focused on monetary value and the considerations of for-profit businesses to be relevant for many professionals in nonprofit, educational, or government institutions.

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