to the development of information literacy programs for in-
coming university students, course-integrated sessions, and
other efforts to increase the value of research and instruc-
tional support services for students.

This book complements important anthropological stud-
ies on student learning behaviors, such as Nancy Fried Foster
and Susan Gibbons’s Studying Students: The Undergraduate
Research Project at the University of Rochester (ACRL, 2007).
Recommended for librarians who work with teenage and
college-age students, whether in high schools, colleges, un-
iversities, or public libraries.—Andrew Sallans, Librarian for
Digital Services and Computer Science and Head of Scientific Data
Consulting Group, University of Virginia, Charlottesville, Virginia

**References**

Making a Collection Count: A Holistic Approach to Library
84334-606-7).

Part of the Chandos Information Professional Series
aimed at the busy information professional, Making a Collec-
tion Count focuses on basic collection management and pro-
cedures in a holistic environment. Similar to other works in
the Chandos series, it is designed to provide easy-to-read and
practical coverage of a topic of interest to librarians. Rather
than focusing upon one narrow or deep theoretical concept of
collection management, the authors (both public librarians in
Michigan) emphasize how various areas of library service—
staff, collection, facilities, and technology—contribute to the
overall development of a high-quality collection and library.
The authors contend that effective management and evalu-
ation of the smaller components of collection management
will lead to meaningful improvement of all library services
and settings, while also reducing costs and waste.

The book is divided into eight chapters, with the first two
dedicated to each stage of a collection’s life cycle—selection,
acquisition, processing, shelving, circulation, and weeding—
and how to analyze and gather data at each step of the cycle.
Analysis tools such as audits, statistics, and physical inventories
are discussed in separate chapters, along with the connection
between collection management and programming, signage,
and displays. The authors discuss how vision and mission
statements and collection management policies provide direc-
tion for a collection and also offer practical advice on how to
maintain a viable collection despite budgetary restraints, the
increased cost of new materials, and demand for new and dif-
f erent types of media. No one function or principle is discussed
in great depth, with the text moving quickly from one topic
to another, showing how all aspects of a library are somehow
integrated with collection management. The final chapter,
“Everything is Connected,” shows how holistic library service
contributes not only to a quality collection but to the quality of
service in every area of the library. Most of the chapters include
a list of relevant sources that the reader can consult for more
information. The appendixes include an example of a public
library collection management policy and a brief strategic
guide, geared toward small libraries, on how to negotiate with
vendors. Black and white illustrations and photographs are
scattered through the book, but add little to the text.

More about collection management than development,
the book is an effective reminder that the main purpose of
libraries—“making information available for someone to use”—is inextricably tied to every other function within a li-
brary (xx). Hibner and Kelly do a good job of discussing and
recommending processes and procedures that librarians and
library staff can follow to ensure that the services they provide
to a community remain focused and vital. The book is an ac-
cessible and succinct introduction to the entire public library
collection management process from beginning to end.

Although the holistic approach to collection management
might appear new and different to novice practitioners, there
is little here for experienced or university librarians, most
of whom would be familiar with the workflow procedures
described. The book is better suited to public librarians in-
terested in examining collection management strategies in
their libraries and to professionals new to library/informa-
tion studies. It would also be particularly helpful for MLIS
students, as it provides a solid basis for understanding the
core processes and problems of collection management that
libraries face today.—Deborah Richey, Research Librarian, Cali-
ifornia State University, Fullerton, California

Managing Library Volunteers. 2nd ed. Preston Driggers

Although volunteers are often an important part of library
organizational success, there is a dearth of current profession-
al titles dealing with this topic. The second edition of Man-
aging Library Volunteers is a well written and much needed
comprehensive resource designed to provide an overview of
all topics related to library volunteerism. The book is divided
into six sections: Part I covers volunteer program specifics
such as communication, evaluation, and legal risk, while Parts
II through VI cover recruitment, training, recognition, disci-
pline, and record keeping. Throughout the book, 38 sample
documents are included. The authors recommend using them
as is or as starting points. These are an excellent collection
of resources that can help prevent the “reinvent the wheel” trap
that is so common with administrative tasks.

Both authors come from a public library background, and
this book has been written with public libraries in mind, but
it includes an impressive amount of useful material for any
library that recruits and uses volunteers. For those who own
the first edition, it is worth updating one’s professional library
with this new version. The new edition uses the same orga-
nization as the first, but the content has been updated and
expanded. One of the most useful updates is the inclusion
of information related to “virtual volunteers” who complete
tasks remotely, such as link testers and genealogy research-
ers. Other updates include sections on recruitment via library
websites and the use of social media.
Managing Library Volunteers is a great resource, but there are additional titles that may be useful as well. Librarians working with teen programs might wish to check out Diane Tuccillo’s well received Teen-Centered Library Services: Putting Youth Participation into Practice (Libraries Unlimited, 2009). Although this is primarily targeted at libraries with YA services, it is similar to Driggers and Dumas’s book in that it contains numerous examples and forms. Sunny Fader’s 365 Ideas for Recruiting, Retaining, Motivating and Rewarding your Volunteers: A Complete Guide for Non-Profit Organizations is another good option (Atlantic Publishing Company, 2010). Although not library-specific, 365 Ideas contains great suggestions for recruiting and retaining volunteer workforces. Those who are intensely curious about the world of volunteers and volunteering might also enjoy Volunteers: A Social Profile (Musick & Wilson, 2007). Written by two sociologists, this book offers survey data, references, and explanations about who volunteers, why they volunteer, and what they gain from volunteering.—Serin Anderson, Collection Development & Administrative Services Librarian, University of Washington at Tacoma, Tacoma, Washington


“The pomegranate is a complicated fruit. Because it is not as commonplace as an apple or an orange . . . . The e-book is complicated much like the pomegranate.” In this compact book, No Shelf Required, the authors address some of the complications with e-books ever so lightly, yet succinctly.

The first five chapters deal with the history of e-books, their users, and the three major kinds of libraries—school, public and academic. The authors provide a history of e-books from their early existence on the Internet with the Gutenberg Project to the present day situation, encompassing publishers such as Google Books, NetLibrary, and others. Case studies are given on two types of libraries and how they use e-books and related technology: the River Forest Public Library experience with the Kindle, and The Pennsylvania State University’s Sony E-book Reader project. Another chapter explores the University of Texas’s experience, from the institution’s initial contract with NetLibrary to its later Google Books project, which includes other libraries as well. From these case studies, several common challenges emerge, including statistics gathering problems, format concerns, and purchasing issues, as well as ubiquitous technology issues, such as operation and maintenance of hardware and software.

The last four chapters discuss the “pomegranate” characteristics of e-books with some comparing and contrasting of the e-book with the familiar print book. The chapters cover acquisition of e-books, use and preservation of e-books, standards, and e-books’ future in academic publishing. The reader is presented with the e-book’s possibilities, yet, as the authors of one chapter point out, “the lines between the types of e-books are more blurred than with print books, which can be either attractive or troublesome” (96). Some of the troublesome areas where lines are blurred are found in discussions on subscription, dealing with backlists, printing and downloading, and delays in accessing of an e-book. The authors make known to the reader that “e-books are an ever-increasing staple” (75) in libraries, but also that “e-book purchases would increase if titles were available at the same time as the print version” (147).

This is a great source for anyone who is getting started with e-books for their library, who needs information on e-book publishers, or who simply needs to know how other libraries have worked through the e-book maze with users, vendors, publishers, and consortiums. The index enables easy access to information, making the book a great reference tool.—Ola Carter Riley, Biomedical Librarian, Prairie View A&M University, Prairie View, Texas


Effective project management techniques are not optional when managing complex projects in cooperation with other organizations; they are a necessity in maximizing projects’ efficiency and results. Project Management in Libraries, Archives and Museums serves as a thorough, if somewhat theoretical, overview of techniques in use today.

This book, one of the “Chandos Information Professional Series,” is directed at library managers and practitioners involved in upper-level administration of major projects. Focused on the research and theory behind modern project management models, especially those involving partnerships with other corporate entities, the book focuses on the management areas that need to be considered before and during projects. These include project planning, risk analysis, human resources, quality control, contracts, and sustainability. Many concepts will be familiar to anyone who has had at least a rudimentary exposure to project management—for example, a project’s lifecycle, risk diagrams, precedence diagrams, and evaluation frameworks.

Author Julie Carpenter, a librarian and project management consultant with years of experience in projects worldwide, emphasizes that commonly used project management techniques based on the project cycle approach do not adequately address the needs of organizations in which discrete projects with a beginning and end are only a small part of their overall operations. For that reason, she emphasizes the conceptual framework of the PRINCE2 (Projects in Controlled Environments) project management standard, in use since 1996 primarily in the United Kingdom, Western Europe, and Australia. Librarians in the United States may perhaps be more familiar with the Project Management Institute (PMI), although there are many similarities between the two systems.

Particularly helpful are the inclusion of numerous charts and graphs, as well as Carpenter’s illustrations of key project