

SOURCES

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

This book complements important anthropological studies 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, universities, or public libraries.—Andrew Sallans, *Librarian for Digital Services and Computer Science and Head of Scientific Data Consulting Group, University of Virginia, Charlottesville, Virginia*

Making a Collection Count: A Holistic Approach to Library Collection Management. Holly Hibner and Mary Kelly. Oxford: Woodhead, 2010. 172 p. paper \$75. (ISBN 978-1-84334-606-7).

Part of the Chandos Information Professional Series aimed at the busy information professional, *Making a Collection Count* focuses on basic collection management and procedures 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 evaluation 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 devoted 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 direction 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 different 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 library (xv). 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 accessible 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 interested in examining collection management strategies in their libraries and to professionals new to library/information 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.—Debra Richey, *Research Librarian, California State University, Fullerton, California*

Managing Library Volunteers. 2nd ed. Preston Driggers and Eileen Dumas. Chicago: ALA, 2011. 328 p. paper \$55 (ISBN 978-0-8389-1064-1).

Although volunteers are often an important part of library organizational success, there is a dearth of current professional titles dealing with this topic. The second edition of *Managing 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, discipline, 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 organization 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 researchers. 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*

No Shelf Required: E-books in Libraries. Edited by Sue Polanka. Chicago: ALA, 2011. 182 p. paper \$65 (ISBN 978-0-8389-1054-2).

“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*

Project Management in Libraries, Archives and Museums: Working with Government and Other External Partners. Julie Carpenter. Oxford: Chandos Publishing, 2011. 207 p. paper \$75 (ISBN 978-1-8433-4566-4).

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 a 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