

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.