

## SOURCES

unlikely to have changed. In most areas, currency should not prove to be an issue, but it is something to keep in mind for areas like sports or medicine.

One concern that some public libraries might have is the lack of public librarians represented among the contributors to this book. Fewer than ten percent of the two hundred contributors are employed at public libraries, so it might be with some skepticism that public librarians regard the opinion of an academic librarian that a certain title is necessary for all libraries. More input from their peers would probably make this more relevant to, and more easily accepted by, those in public libraries.

It is often difficult to keep up with all reference reviews during any given period, due to both time and budget constraints, so a title like this can certainly be appreciated. Most small and medium-sized libraries have limited reference budgets, which makes this title an excellent purchase when compared with the all-encompassing ARBA publication.—*Craig Shufelt, Director, Fort McMurray Public Library, Alberta*

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**Reference Librarianship: Notes from the Trenches.** Charles R. Anderson and Peter Sprenkle. Binghamton, N.Y.: Haworth Information Pr., 2006. 258p. \$24.95 (ISBN 0-7890-2948-0).

It is difficult to capture and convey accurately the sheer diversity of queries, requests, suggestions, and complaints a librarian may field on any given day at the reference desk, but Anderson and Sprenkle do an admirable job in *Reference Librarianship: Notes from the Trenches*. The themes presented in this book should resonate with librarians currently engaged in reference work as well as reacquaint administrators with the realities of public service. Best of all, the book is funny.

It is not necessary for the authors to go out of their way to amuse; public service in any environment is fertile ground for comedy, and the sections titled “A Grunt’s Diary,” double-spaced entries representing a substantial portion of this work, are no exception. The concept of “A Grunt’s Diary” is simple: it provides a very brief account of each and every reference desk interaction. These include basic requests (e.g., *ASVAB books. Antique prices. Che Guevara*), nebulous queries (e.g., *She saw it on TV: a police chief murders his wife. She has forgotten the name of the police chief, the show, and what channel it was on*), and personal reflections (e.g., *A customer who is so damn nice you want to throttle her, or at least find her book quickly so she’ll go smile at someone else*). Interspersed among these entries are twelve brief chapters exploring critical issues in reference service, including patron expectations, impacts of emerging technologies on service, responsible advocacy, and perspectives on tomorrow’s library.

At slightly more than 250 pages (including index), *Reference Librarianship: Notes from the Trenches* is a short, engaging read. And while Anderson and Sprenkle do not presume to have all of the answers to the critical library service issues raised, they present them in a thought-provoking manner conducive to further discussion. This work is recommended

for librarians in public services, particularly those not averse to a bit of levity in their professional readings.—*James Bierman, Engineering Librarian, University of Oklahoma, Norman*

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**Teams in Library Technical Services.** Rosann Bazirjian and Rebecca Mugridge, eds. Lanham, Md.: Scarecrow, 2006. 230p. \$40 (ISBN 0-8108-5294-2).

This edited collection brings together case studies, historical and theoretical perspectives, and descriptions of the implementation and analysis process behind team management in academic libraries. The editors’ established purposes for the book are exploring the history and theory behind team-style management, discussing the application of teams in a library technical services setting, and evaluating their effectiveness. The organization of the book supports these purposes and examines the role of special teams in libraries. The contributors selected for the book provide well-written and varying perspectives with minimal duplication. The theoretical perspectives provided in section one are well presented, offering an effective framework for understanding how teams may or may not fit into a library’s organizational culture. In addition, these first chapters help readers reflect on the potential flexibility of their own library environments in adapting to team structures.

The case studies presented throughout the book range from personal reflections on team management to descriptions of team implementations with analysis of team effectiveness using survey instruments. Intensive quantitative research assessing team-based management is not provided. The case study selections focus on a variety of issues, including strategic planning, comprehensive program review, and team training. Additional focus on training strategies or information on training resources for implementing teams would be useful. Even though the focus of the book is team-based management in technical services, the resulting discussions effectively highlight the workflow analysis required to create a flexible library environment that can evolve with technological innovations. The strategies provided for improving workflow processes are beneficial for any librarian dealing with changes in a digital library, not just librarians faced with implementing team concepts.

In addition, the final section on special teams effectively reveals flexible options for utilizing teams on a smaller scale. For libraries with organizational cultures or political structures that may not support systematic implementation of teams, these last two chapters are useful examples of possible applications of team concepts. Overall, this collection of writings provides useful correlations between theory and practice, a balanced perspective between successful and unsuccessful team implementations, and practical advice for workflow analysis.—*Maria Collins, Serials Librarian and Interim Assistant Head of Acquisitions, North Carolina State University Libraries, Cary*