

SOURCES

“turn the idea of staff development on its head” (xviii). Each chapter is designed for a supervisor to read and consider. Additionally, the book is intended, in part, to address the often discussed shortage of emerging library leaders.

This compilation's premise is a good one; however, many of the suggestions are actually “tried and true,” rather than “new.” A minor detracting element to *Staff Development Strategies that Work* is the inclusion of librarians who have worked a decade or more in the field. Their reflections upon their experiences, while well articulated, seem incongruous with the book's subtitle. That being said, however, the professional development stories are valid and provide “food for thought,” for both new librarians and their managers.

Among the many points of wisdom the book conveys are the need to trust employees, appreciate their diverse skills and talents, be able to engage in creative conflict, show employees how to take risks, and coach or mentor staff. Collectively, these things can go a long way in contributing to the successful development of the investment we make in each employee we hire. Additionally, professional development leadership programs of excellence are cited, including ALA's Spectrum Scholars and Synergy: The Illinois Library Leadership Initiative.

Staff Development Strategies that Work fills a niche for a contemporary book-length work on continuing education ideas for librarians. The book succeeds in bringing together ideas that will challenge librarians to recognize that we do not merely have jobs, but rather we have rewarding and fulfilling careers. Recommended for academic libraries, particularly on campuses with accredited library science degree programs, as well as for library consortia and library systems. This book is a worthwhile read, although \$75 for a paperback may be beyond the reach of some libraries.—Lisa Powell Williams, Adult Services Coordinator, Moline Public Library, Illinois

Training Paraprofessionals for Reference Service: A How-To-Do-It Manual for Librarians. By Pamela J. Morgan. New York: Neal-Schuman, 2009. 201p. \$65 (ISBN 978-1-55570-643-2).

As libraries across the country cut budgets, using paraprofessional workers as reference staff may become an increasingly attractive option. *Training Paraprofessionals for Reference Service* is a very comprehensive training guide that may even offer some tips for the professional librarian.

This manual discusses the reasons for employing paraprofessionals at the reference desk and covers every topic from training to performance evaluation. *Training Paraprofessionals* is unique in that it lays out exactly what paraprofessional staff (or any staff, for that matter) should be taught in order to provide effective reference service. These skills are often not obvious to new reference staff, and it is through this precise delineation of skills that the guide shines. This appears to be the only reference training manual specifically designed for paraprofessionals, with previous works focusing solely on reference training for the professional librarian.

The only weakness noticed in this manual is that it may be *too* comprehensive. It covers so much very basic information that at some points it seemed that the guide assumes that the paraprofessional and the trainer would be coming to the job with absolutely no previous job experience. Although this makes for reading that is tedious at times, in the end it is better to include more information than necessary than not enough. In addition, this drawback is small in comparison to the wealth of useful ideas covered in this manual.

This timely guide would be a good choice for all libraries that use paraprofessionals to staff their reference desks. It might be especially useful for small libraries, which often do not have the resources to maintain large professional staffs.—Katy Herrick, Children's Librarian, Dallas Public Library, Dallas, Texas

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