

## SOURCES

publications on the user experience. It serves as a step-by-step guide to developing a welcoming library based on a number of library “touchpoints,” or key components, that affect the user experience, such as the library website, signage, furniture, restrooms, policies, and collections. Although many of the recommendations (such as ensuring that furniture is intact and keeping restrooms clean) are common sense for any public service manager, the book stresses the importance of the local environment and the need to focus on the members of the local library community.

The title of the book refers to what the authors call the “trinity” of good user experience. The book is organized in a clear and easy-to-use format, allowing the reader to move from section to section as needed. Chapters are devoted to physical space, service points, policies and customer service, signage and wayfinding, and online presence. Additional chapters provide a general review of attitudinal and behavior research and the importance of organizational culture. The appendix offers a scoring sheet as a method for assessing library service. A rating scale may appeal to some librarians, but the list used on its own would be equally beneficial.

Schmidt and Etches are not newcomers to the user experience field. They have collaborated on projects, and both are actively engaged in work. Schmidt is the head of Influx Library User Experience, a design firm dedicated to integrating user experience design into libraries. Etches is the head of Discovery and Access at the University of Guelph Library and also a part of Influx.

This book is recommended for those new to the user experience concept and serves as a useful introduction to creating and maintaining a positive user experience. The parting words capture the objectives of the authors: “Every decision we make affects how people experience the library. Let’s make sure we’re creating improvements” (158).—*Jane A. Carlin, Director, Collins Memorial Library, University of Puget Sound, Tacoma, Washington*

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***The Whole Library Handbook: Teen Services.*** Ed. by Heather Booth and Karen Jensen. Chicago: ALA, 2014. 216 p. Paper \$60 (ISBN 978-0-8389-1224-9).

Edited by two teen librarians, this book focuses on practices of teen services for young adult librarians in today’s public libraries, covering topics such as programming, networking, “defining our teens,” teen involvement, collection development, and marketing. Both current and future librarians will find that this volume offers helpful direction in running a successful teen services department as well as motivation to involve teens in libraries. The information presented here can be molded and incorporated within a teen services department in a public library or a school media center for middle school or high school students. In addition, the appendixes provide sample materials, such as a teen services plan, teen volunteer plan, a programming and marketing plan, and further resources. Librarians can easily incorporate these sample materials into their own plans, taking into account their own teen users and their department needs. The book is especially strong in its many wonderful examples of program ideas, marketing tips, and ways to lure teens into the library. Although many of the ideas already may be used in other libraries, this gives guidance to those just starting out in a teen’s department.

Moreover, this book serves current librarians and librarians-to-be equally well. Students working toward the MLS degree will be able to use this information throughout their education and apply it in their first jobs. In addition, the information provided in this book is highly relevant for those who already work with teens and would like to revamp or reevaluate what they are already doing.—*Dana M. Amarosa, Tween Librarian, Westhampton Free Library, Westhampton Beach, New York*