
Sources

Professional Materials

Karen Antell, Editor

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Archives Alive: Expanding Engagement with Public Library Archives and Special Collections. By Diantha Dow Schull. Chicago: ALA Editions, 2015. 324 p. Paper \$79.00 (ISBN 978-0-8389-1335-2).

In *Archives Alive*, Diantha Dow Schull expertly demonstrates the strength, vitality, and importance of rare books, special collections, and archives departments located in public libraries rather than academic or research libraries. Schull's purpose is two-fold. First, she demonstrates the breadth and depth of special collections in public libraries; second, she demonstrates how twenty-first-century special collections departments work, frequently with technology, to increase engagement with the publics they serve. The scope is limited to special collections departments in American public libraries, but within these parameters, coverage is exhaustive and strikes an appropriate balance between activities at large, well-funded institutions and smaller departments with more modest resources.

The book is divided into ten thematically arranged chapters. Some chapters consider specific types of special collections and archives, such as art and oral history collections, whereas others consider innovative types of programming, including educational initiatives, exhibitions, and interactive archives. Each chapter follows the same format: an introduction that explores the chapter's topic in general, followed by 10–15 case studies exploring relevant exemplary programs at public libraries around the country. Each case study, although brief, provides an overview of the special collection or archive and its relationship to the parent public library and a thorough description of the program or initiative under consideration, with a focus on planning and implementation. Case studies conclude with a discussion of the challenges associated with the project and future plans. Almost all case studies note that ubiquitous budget and staffing cuts present a challenge; more helpful are the discussions of specific, less obvious challenges associated with particular programs, such as the logistics associated with mounting a public program that includes a dance component or the need to reallocate existing financial resources to pay for server space in support of digital projects.

The result of these carefully curated case studies is an impressive overview of the vital communities built between public library special collections departments and the constituents they serve. Further, the projects, partnerships, and initiatives described provide inspiration for the special collections librarian or archivist at any type of library; my copy now has many flags marking ideas for innovative programming that I would like to implement at my own (academic) library.—Melanie Griffin, *Special Collections Librarian, University of South Florida, Tampa, Florida*

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Assessing Service Quality: Satisfying the Expectations of Library Customers. 3rd edition. By Peter Hernon, Ellen Altman, and Robert E. Dugan. Chicago: ALA, 2015. 232 p. Paper \$75.00 (ISBN 978-0-8389-1308-6).

We all know that libraries are under pressure to reinvent services and programs to meet the changing demographics and demands of our current and future users as well as to maintain relevancy in the digital age. Shrinking budgets and competition for funding weigh heavily on the minds of all library administrators. Providing outstanding service is at the heart of the library, and, as stated in the introduction to this third edition of a classic favorite on service, “customers are more than a source for data collection; they are the reason for the existence of libraries” (xii). The authors have updated this book to reflect new ways to measure library service, which does not always include rating the library by the size of the collection, but rather by ensuring that service is tied directly to a strong mission and vision. The book is divided into chapters that address components of a strong service program, including writing a strong mission statement, measuring and evaluating services, developing benchmarks, administering surveys, and implementing action steps to improve customer service. The final chapter is titled “Embracing Change—Continuous Improvement,” and it emphasizes the importance of staff flexibility and training. One of the most useful chapters, focused on listening, provides an overview of various methods to capture customer perceptions through interviews, focus groups, social networks, blogs, suggestion boxes, usability testing, and surveys. Interspersed throughout the book are charts, graphs, questionnaires, procedures, and evaluation metrics that can easily be adapted to meet the needs of individual libraries. These useful tools are beneficial for not only evaluating service, but as a jumping off point for staff engagement and training. Also included is a section of sample case studies for staff training and development. The authors—all library professionals with a strong history of publishing on the topic of library service—have provided an outstanding list of reference notes in each chapter, as well as a detailed index. This book is an excellent working tool that will help libraries enhance their commitment to quality service and demonstrate their value to their communities. The final sections of the book reflect upon today’s competitive environment and the library as a learning enterprise. The authors conclude with a challenge: this is a “time for action, not excuses” (204).—*Jane Carlin, Library Director, Collins Memorial Library, University of Puget Sound, Tacoma, Washington*

Club Programs for Teens: 101 Activities for the Entire Year. By Amy J. Alessio and Heather Booth. Chicago: ALA Editions, 2015. 192 p. Paper \$49.00 (ISBN: 978-0-8389-1334-5).

Club Programs for Teens is a fun, informative book that provides a variety of options for librarians who are

interested in creating “club” programs for their teens—programs that occur regularly and appeal to teens with common interests. The authors base the idea of clubs around the fact that some teen librarians are experiencing increasing program numbers and a lack of resources to manage those growing numbers. One valid reason for focusing on club programs is that many teens today are busy with overbooked schedules, so offering library programs that occur regularly at the same time each week or month will help them remember to attend. But the authors miss the mark when they imply that the “problem” of large program numbers can be fixed by offering more focused club programs. This is not a solution for libraries whose teens who will come to anything.

The introduction gives tips on how to build clubs and develop them over time, as well as how to proceed when they stop working. The authors rightly criticize the attitude often expressed by teen librarians: “I tried a teen group for a while, but no one came, so I canceled it”; they point out that teen programming requires “constant feedback and adjustment” (xvii). The book itself is organized around thirteen types of clubs, including those focusing on reading, crafting, fitness, entertainment, food, fashion, science, and more. Within the individual chapters are ideas for various activities, along with shopping lists of materials, instructions getting started, and ideas for expanding the club’s activities online. Some favorite program suggestions include self-defense basics, a decades-of-dance moves party, “Color a Smile” (coloring pictures to be sent to people who need a pick-me-up), a mashup of board games (using old parts of classic games to create a new game), and a squishy circuits programs. The book offers several activities to choose from, in both the “very affordable” category and the “will cost a little bit” category. Overall, many of these programs will appeal to teens with a variety of interests. I recommend this book for librarians who are interested in spicing up their teen programs.—*Lindsey Tomsu, Teen Coordinator, La Vista Public Library, La Vista, Nebraska*

Digital Humanities in the Library: Challenges and Opportunities for Subject Specialists. Edited by Arianne Hartsell-Gundy, Laura Braunstein, and Liorah Golomb. Chicago: ACRL, 2015. 312 p. Paper \$68.00 (ISBN: 978-0-8389-8767-4).

Abundant literature explores the nexus between academic libraries and digital humanities research and teaching, including major reports by CLIR, Ithaka S+R and OCLC, yet many aspects of the library’s role have not yet been investigated critically. Editors Arianne Hartsell-Gundy, Laura Braunstein, and Liorah Golomb have addressed this gap with this practical volume, written for the subject librarian, that covers a large spectrum of library activity in digital scholarship. *Digital Humanities in the Library* includes case studies, recommended readings and tools, sample course assignments, and strategies for focusing library contributions and keeping them aligned with the local mission and goals.

One of the strengths of this book is the diversity of the types of academic library represented. It is often the case that publications on digital humanities in the library focus on major public and private research universities with enviable staffing levels. Although the reason for the flourishing of digital humanities in these environments is perhaps self-evident, the participation of smaller institutions and liberal arts colleges is by no means precluded. Chapters by Caro Pinto and Christina Bell effectively demonstrate the particular strengths that small liberal arts colleges bring to digital humanities practices.

Several chapter authors stress the subject librarian's advantage as a sort of threshold person, an intermediary who connects technologists, metadata librarians, scholars, and students. One common theme is the value of starting small and building on what already exists within the library. Borovsky, McAuley, Vedantham, and Porter provide fascinating observations about the influence of library spaces on learning, intellectual curiosity, communication, and understanding (chapters 5 and 10). And Golomb offers a warm account of her own experimental R&D work in text mining with the transcripts of the television series *Supernatural* (chapter 13).

In trying to capture some of the sparkle of celebrated research centers and award-winning digital archives, this volume occasionally loses track of the very real difficulties of working in an emerging area. Perhaps out of a desire to avoid a discouraging tone, several chapter authors deemphasize the “challenges” of the book's title. These challenges can exist both inside and outside of the library. The enthusiasm of trying anything new comes with a risk, and the subject librarian who gets involved in digital humanities projects might ascribe the roadblocks she encounters to her own personal failings. But these barriers are often anything but personal. For this reason, the emphasis that Christina Bell places on “clear direction from library leadership about expectations and priorities” was particularly welcome (114). Likewise, Langan and VanDonkelaar provide apt observations regarding a lack of shared understanding within the library about the connection between information literacy and instruction in digital methods (33). Their findings point to a need for patience, as well as for transparency when reporting outcomes. In their discussion of a collaboratively taught course on the Ancient Near East, Borovsky and McAuley attempt to alleviate anxieties that digital humanities collaborations might displace the traditional subject librarian's work. And with regard to external challenges, this reader particularly enjoyed the honest remarks by Rosenblum, Devlin, Albin, and Garrison about the occasional awkwardness of faculty-librarian collaborations (157), frustrations stemming from high expectations (159), and rampant impostor syndrome among librarians that is, in the end, not especially justified, as librarians often have more experience than teaching faculty with digital methods (165).

This book includes many insightful chapters from experienced professionals on all kinds of library-driven digital humanities involvement. It is naturally recommended for

subject specialists, but also library administrators, technologists, metadata experts, and digital archivists—anyone in the library who has a stake in the success of a digital humanities program, including those librarians who have “digital humanities” in their job titles.—*Francesca Giannetti, Digital Humanities Librarian, Rutgers University Libraries, New Brunswick, New Jersey*

Library Security: Better Communication, Safer Facilities. By Steve Albrecht. Chicago: ALA, 2015. 184 p. Paper \$55.00 (ISBN: 978-0-8389-1330-7).

Dr. Steve Albrecht is a renowned security consultant with experience working with and consulting for libraries that are implementing or improving security plans and procedures. He is also a retired San Diego Police reserve sergeant. *Library Security: Better Communication, Safer Facilities* is a practical book dealing with security and customer service in an era in which workplace violence, mental illness, child neglect, and homelessness are realities for all libraries, regardless of their size or location. Filled with engaging anecdotes and forthright advice, this volume is both readable and useful. Although Albrecht emphasizes issues that are especially common in public libraries, this book provides information beneficial to those working in any kind of library, archive, or information setting that is open to the public.

Library Security: Better Communication, Safer Facilities consists of ten chapters, each dealing with a different aspect of workplace security. Albrecht begins with an introduction to the library workplace of 2015 as well as an overview of his guidelines for determining when patron behavior warrants staff intervention. According to Albrecht, library staff can increase the safety and comfort of their facilities by being alert to patron behavior, using customer service skills to defuse challenging situations before they start, and implementing and enforcing a code of conduct. After discussing various types of challenging behaviors commonly seen in libraries, Albrecht provides a helpful guide to threat assessment. He describes two basic types of threatening patrons, the noisy but typically manageable “howler,” and the quieter but more menacing “hunter,” and explains the best ways to manage the former and proactively identify and deter the latter.

In the second half of the book, Albrecht discusses how to prevent and respond to violent situations, including tips for verbal de-escalation, guidelines for determining when to call police, and the “Run, Hide, Fight” protocol for responding to an active shooter. The author then presents a protocol for conducting a site security survey, along with tips for building mutually beneficial relationships with police, mental health resources, and other relevant organizations. After a final chapter discussing staff development and training in security best practices, Albrecht provides a site survey checklist, exercises for staff training, and other useful resources.

Albrecht uses a light tone to deliver important and serious information in an engaging and readable manner. This book naturally will be beneficial for administrators developing site

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security plans, but it is also likely to be of use to department heads and team members in public services, circulation, and reference departments.—*Sarah Clark, Associate Library Director, Rogers State University, Claremore, Oklahoma*

Mentoring A to Z. Julie Todaro. Chicago: ALA, 2015. 153 p. Paper \$58.00. (ISBN 978-0-8389-1329-1).

Staff training and development programs are aimed at all library employees. These processes communicate job expectations, orient the worker to the organization and its resources, and provide information about the library's mission and goals. Mentorship programs, on the other hand, are more often developed for employees at the professional or faculty level, and, ideally, they deal with issues such as long-term professional career development, promotion and succession planning, and retention (or tenure in tenure-track faculty situations).

In this book, Julie Todaro examines mentorship programs in libraries and library organizations. Much of the book is in the form of bulleted lists, which makes it a quick read but which also leads to a degree of repetitiveness. She includes several case study exercises, enabling the reader to practice applying the information. Several lists are particularly useful, including those covering types of mentoring relationships (12–13), typical goals for mentoring programs (38–41), and failure modes (77–88).

As Todaro points out, “the success of any [mentor-mentee] pairing lies in the identification of relationship goals” (22). Chapter 3, “The Value and Benefits of Mentoring,” addresses this topic in depth, considering not just the overall goals of mentoring programs in relationship to the organization, but also specific benefits for the mentor, the mentee, and nonparticipants within the organization. This is perhaps the most substantial chapter of the book, and it serves as a helpful reference for those trying to promote the development of a mentorship program to library administration. Chapter 7, on measurement and evaluation, is somewhat weaker, although it provides the sound advice that planning for any new initiative should include “[deciding] what data results matter” (88) and incorporating an evaluation plan.

The substantial appendices suffer in some places from an overly general approach. For example, the handbook content guide (97–99) could apply to building documentation for nearly any program; still, this may be a good set of guidelines to use. One peculiarity of the back matter is that several sections begin with what appears to be text from the publisher's style guide. But this section is quite thorough on the documentation needed at every phase of a mentorship program, from planning through evaluation.

This is a useful and practical book, though perhaps a bit padded here and there with material of a very basic nature. Overall, however, it offers excellent guidance on developing, setting up, and evaluating the success of a mentorship program. The forms and checklists in the appendices are invaluable and make the book well worth

adding to the professional collection supporting a mentorship program.—*Janet Brennan Croft, Head of Access and Delivery Services, Rutgers, The State University of New Jersey, New Brunswick, New Jersey*

The Purpose-Based Library: Finding Your Path to Survival, Success, and Growth. By John J. Huber and Steven V. Potter. Chicago: Neal-Schuman, 2015. 200 p. Paper \$62.00 (ISBN 978-0-8389-1244-7).

Building on the management principles presented in his book, *Lean Library Management: Eleven Strategies for Reducing Costs and Improving Services* (Neal-Schuman 2011), John Huber extends the “lean” philosophy to help libraries define the core purposes that add value to their community in order to survive, succeed, and grow. Huber includes anecdotes and facts from libraries with which he has consulted to illustrate the effect that increased competition, reduced assessments, budget cuts, and outsourcing have on libraries and that ways that some libraries have resisted these effects. In addition to examples cited by Huber, each chapter also features insights from Steven V. Potter, library director at Mid-Continent Public Library in Missouri, which put the discussion in the context of library administration experience.

Huber and Potter present a bold and comprehensive philosophy to fend off budget and perception threats: the library must be perceived not only as adding value to its community, but also as a hub for facilitating the community's pursuit of core needs. Borrowing from Maslow's hierarchy of needs, Huber proposes a pyramid of community needs, with the library as the catalyst to bring together community agencies, businesses, government, religious organizations, foundations, charities, and volunteers to cooperatively address community needs. Huber's pyramid steps include food and shelter safety net, safety and security, functional literacy and access, digital literacy and access, functional skills development, creative expression, and advancement of knowledge. A chapter is devoted to each of these topics, and each includes a discussion of how libraries are engaging their communities to effect change, as well as charts and metrics to measure the dollar value of services.

Huber and Potter present food for thought that will be useful to library managers and administrators engaged in financial management and strategic planning. Current library services readily fall into the pyramid of needs: computer centers contribute to digital literacy and access; digital media labs and maker spaces enhance creative expression; story times, GED and ESL classes advance functional literacy and access. Although few libraries are in the position to coordinate community engagement for all the needs on the pyramid, administrators can use this book to build on existing community partnerships in one area and add to these over time. The charts and metrics will give librarians a useful starting point for examining the data cited in the footnotes, developing their own community metrics, expressing the dollar value of local library

services, and making the case for the library as a core asset to its community. Although no bibliography is appended, the book includes a useful index, and the citations listed at the end of each chapter comprise a valuable resource for research data.—*Linda Ward-Callaghan, Manager of Youth Services, Joliet Public Library, Joliet, Illinois*

Real-World Teen Services. By Jennifer Velasquez. Chicago: ALA Editions, 2015. 116 p. Paper \$50.00 (ISBN 978-0-8389-1342-0).

Author Jennifer Velasquez is a twenty-year veteran of teen services, a frequent speaker and consultant in the discipline, and a lecturer at San Jose State University's School of Information. Her extensive experience working directly with teens and speaking on their behalf is clear throughout *Real-World Teen Services*. The book highlights barriers that teen advocates often encounter and offers clear direction on how to diplomatically yet emphatically insist on the rights of teens as library users.

In the foreword, San Jose State University's Anthony Bernier highlights the need for texts like this by acknowledging that teen services are frequently added as an afterthought to other departments, usually youth or adult services. This common occurrence is one reason the book is a necessity for libraries serving teens: It's a how-to manual for under-prepared staff obliged to interact with teens, as well as a guidebook for libraries struggling with staff attitudes toward teen behavior. Most importantly, though, it presents an opportunity for current teen librarians to reflect on their own practices with a critical eye.

The main messages: Be consistent, genuine, and kind. Involve teens wherever possible in program and space planning. Combat "colonization by adults and imperialism by children" (17) of teen-designated areas and activities. Avoid emphasizing personal preferences in programming and readers' advisory.

Velasquez supports the strategies she presents with actual scripts for confronting difficulties that often arise internally and externally: advocating for teen space and programs with administrators, enforcing behavior guidelines, addressing privacy matters with parents and other authorities, and keeping teen space restricted to teens only.

Each chapter includes a "Soap Box Moment" in which Velasquez presents an opportunity for self-reflection on an oft-encountered issue. The "Moment" titled "Now Say That to His Mother" is particularly powerful when considering how staff members ought to approach a young visitor displaying frustrating behavior.

This handbook is great for any library looking to engage teen users, inform inexperienced staff more thoughtfully, or improve already excellent services. The book would also make a great addition to the curriculum of a course for future teen librarians, but its practical approach and thoughtful message make it a text that could easily supplement a class for *anyone* planning to work in public libraries.—*Deidre*

Winterhalter, Program Coordinator for Kids and Teens, Niles Public Library District, Warrenville, Illinois

Running a Small Library: A How-To-Do-It Manual for Librarians, 2nd ed. Edited by John Moorman. Chicago: ALA, 2015. 288 p. Paper \$80.00 (ISBN 978-0-8389-1273-7).

Running a Small Library provides a plethora of ideas for librarians working in various types of libraries. Small libraries are found all over the country, and Moorman considers them to be "the backbone of our information society and an essential component of a democratic society" (vii). Therefore it is important to provide helpful resources to help library directors serve their communities. This book focuses on challenges and responsibilities unique to directors of small libraries who, due to limited budgets and staffing, often must wear many hats and cross-train on nearly all of the tasks that are performed in the library. This book also includes sections written by experienced librarians who provide ideas for running the small library.

The book is organized into five parts covering the major areas of a library director's responsibilities: administration, planning, services, collection development, and technology. The first part begins by defining and briefly describing different types of small libraries, including college, community college, special, public, and school libraries. The next section explains the different aspects of administration, such as planning, budgeting, policies, and staffing. Further information is given on how to deal with government regulations, governing boards, and friends' groups. The third section discusses the public services that a small library may provide, such as adult services, youth services, and digital services. In the collection development section, the entire life cycle of the library's collection is explained, from selecting, ordering, and cataloging materials, to circulation, and ending with weeding the collection. The final section addresses the use of computers and automation in libraries, covering topics such as personal computers, in-house networks, and integrated library systems.

With small chapters packed full of useful information, this book delivers a great summary of what is involved in the running of a small library. Both new and seasoned library directors will be able to find helpful ideas in this book, as "it is imperative that knowledge be continually upgraded, that all possible areas of cooperation be explored, and that funding be located to provide essential library services" (vii). However, this book would be particularly helpful to the new library director who needs to understand the many different tasks expected of them. Furthermore, it will also be useful for any librarian who wishes to learn how to run a small library, find a wealth of library administration information all in one place, and understand the different aspects of serving their community with the best their library has to offer.—*Janet A. Tillotson, Library Director, Towanda Public Library, Towanda, Kansas*