SOURCES

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.