
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