

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

SOURCES

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