

## SOURCES

“metaphorical mirrors and windows in literature” (xi). Naidoo relates his own story, detailing how finding *Entries from a Hot Pink Notebook* during a dark time saved his life.

In the introduction, Dorr and Deskins address the importance of LGBTQAI+ materials to children and teens. They examine the early history of this literature, beginning with *The Story of Ferdinand* by Munro Leaf, and discuss other important milestones such as the importance of *Heather Has Two Mommies* in broaching a previously taboo subject and the graphic novel *Fun Home: A Family Tragicomic* by Alison Bechdel. The chapter ends by presenting ways to manage objections and providing a list of terms to know.

The majority of the book is composed of three chapters, each of which consists of a short introduction and representative bibliographies for either young, middle grade, or teen readers. The bibliographies consist of high-quality, age-appropriate materials, with the authors indicating which letter the book addresses—L, G, B, T, Q, A, or I. The summaries are clear and concise, and the language reflects the book’s tone. Summaries are followed by a list of awards and honors, four or five conversation starters, and web resources for more information about the author and illustrator. Each chapter ends with ideas for programming, themes, and displays, as well as footnotes and a bibliography of titles. A final chapter, “It’s about Basic Human Rights,” sums up the purpose of the book. The book has an appendix of additional resources, which includes organizational websites, books, articles, and blogs. It also includes author biographies, an extensive glossary, and a subject, author, and title index.

A timely publication, this book is a tool that librarians everywhere should use to provide access to LGBTQAI+ materials for all children and teens. Use this book as resource guide to purchase a LGBTQAI+ collection for your school or public library. Use it to begin conversations with students and to provide programs in your school. Use it to guide the questioning child or young adult to the literature that might save their life.—*Jenny Foster Stenis, Readers’ Services Manager, Pioneer Library System, Norman, Oklahoma*

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***The Librarian’s Guide to Homelessness: An Empathy-Driven Approach to Solving Problems, Preventing Conflict, and Serving Everyone.*** By Ryan J. Dowd. Chicago: ALA, 2018. 248 p. Paper \$51.30 (ISBN 9780838916261).

Public libraries are an invaluable resource for people experiencing homelessness. However, librarians often struggle with how to address the unique needs of those patrons—what do we do when their needs clash with library policies or the comfort of other customers? Ryan Dowd, the executive director of a large homeless shelter in Chicago, draws on his years of experience to provide a set of tools that enable librarians to better serve people experiencing homelessness while improving compliance with library policies. His approach emphasizes empathy, treating all patrons with respect while recognizing the special challenges faced by homeless individuals. Dowd

explains how demonstrating empathy enhances our ability to resolve or avoid conflict before resorting to punishment. The guide begins with an overview of homelessness, including the “top ten homeless myths.” He examines one myth in depth, “Homeless people are just like me,” listing a variety of ways that homeless people experience the world differently than housed people. Understanding these differences is at the root of empathy and lays a foundation for his approach to serving homeless patrons. Dowd then outlines evidence for using empathy as an effective tool in helping people follow rules without punishment, including the psychology of social interactions like reciprocity and building relationships. The majority of the book is a list of tools that librarians can use when interacting with homeless patrons, followed by common scenarios and suggestions of how to address them. Dowd offers over sixty tools, each with a catchy name (e.g., “The Your Momma”: How would I want people to treat this person if she was my relative?). Each tool connects back to the evidence for empathy-driven enforcement and is supported by his own experiences in the shelter. He includes advice for staff on the floor as well as tips to help managers coach staff in empathic enforcement. Dowd’s guide is easy to read straight through or refer back to as needed. Librarians could even create a list of the tools with a brief description for quick reference. *The Librarian’s Guide to Homelessness* offers both insight into the lives of people experiencing homelessness and specific practical tools to improve services to that population. This book is highly recommended for public librarians, including frontline staff, managers, and administrators. Through empathy-driven problem solving, libraries can strengthen their relationships with homeless patrons and create a more harmonious environment for customers and staff alike.—*Jessica Givens, Circulation Manager, Moore Public Library, Pioneer Library System, Moore, Oklahoma*

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***Promoting Individual and Community Health at the Library.*** By Mary Grace Flaherty. Chicago: ALA, 2018. 134 p. Paper \$45.00 (ISBN 978-0-8389-1627-8).

Interest in consumer health information has been steadily growing since the mid-twentieth century. As author Mary Grace Flaherty notes in her second chapter, Dr. Benjamin Spock published his book on baby care in 1946, and in 1973, the Boston Women’s Health Collective introduced *Our Bodies, Ourselves*; both of these supremely popular books offered accessible medical information to the general public and were revised and reprinted many times. In 1996, the Medical Library Association’s Consumer and Patient Health Information Section generated a policy statement addressing how librarians could be involved in facilitating access to consumer health information, and the Institute of Medicine began studying health care delivery in the United States, subsequently affirming that understandable consumer health information is integral to successful medical treatment.