

## 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.

In this approachable book, Flaherty covers a range of roles, practices, and strategies related to the provision of health information and programs in public libraries. Many library and information science students receive little exposure to health resources, programming, and services prior to becoming professionals, and this volume offers clarity about what this area of public librarianship comprises and how to develop actionable procedures and activities to serve the health information needs of patrons and communities.

After introducing the fundamentals of health literacy and consumer health information in the first two chapters, chapter three delves into public library provision of health information, focusing on how librarians can evaluate and remain current with medical information and resources, field potentially uncomfortable reference interactions, guide patrons, and manage collections. In chapter four, Flaherty focuses on health programming, highlighting resources that librarians can use for planning and implementing activities, with plenty of examples of what libraries are currently doing. She suggests ways to generate ideas and objectives, address the needs of diverse groups, promote programs and services, and evaluate health-related activities.

Chapter five centers on community outreach and building relationships with public health departments, health care organizations, senior centers, schools, social service agencies, cooperative extensions, colleges, and many other organizations. In doing so, Flaherty suggests collaborative activities that libraries can propose for health-related activities. She also stresses the importance of being aware of community needs so that libraries can provide programs and

services best suited to the people they serve. In chapter six, Flaherty addresses disaster preparedness and libraries' roles during public health crises. Given that public libraries are often essential sources of information, support, and refuge during disasters, Flaherty specifies ways that libraries can prepare for such situations through training and partnerships with community organizations.

Flaherty closes out the book in chapter seven by summarizing several issues to take into account when implementing health-related services and programming. She notes the importance of training LIS students through classes, independent study, and internships, and emphasizes that public library collaborations with medical libraries enhance employees' understanding of health information provision. Flaherty also addresses ethical concerns and cultural sensitivity in health information reference, stressing issues of privacy and confidentiality, as well as addressing people "on their own terms," regardless of background, race, ethnicity, sexual orientation, gender identity, and so forth.

Overall, this volume is easy to navigate and informative. It offers practical strategies as well as descriptive scenarios that add to the reader's understanding of this topic. Flaherty intersperses the text with case studies, examples, personal reflections from librarians, helpful tables and figures, and many other resources. As there are few books available that tackle public libraries and their roles and impact on individual and community health, this book fills an important gap and should appeal to students, novice librarians, and seasoned professionals alike.—*Ellen Rubenstein, Assistant Professor, University of Oklahoma, Norman, Oklahoma*