

Contents

Acknowledgments	xv
Introduction	xvii
Section A By Popular Demand: Various Genres and Tastes	1
1 Reading in season: how the yearly cycle affects your choice of books	3
1.1 Cottage and campground	3
1.2 Dickensian alternatives	4
1.3 On the road	5
1.4 Innocent?	6
1.5 Jack comes back	6
2 Mystery madness: understanding the demand for crime fiction in libraries	9
2.1 Death by demand	9
2.2 What the professor wants	10
2.3 Selection tools	10
2.4 Death on order	11
2.5 Matters of taste	12
3 Reaching the outer limits: science fiction in the library	13
3.1 Hugo's achievement	13
3.2 Monsters and young men	13
3.3 Atwood's handmaid	14
3.4 Fear of Goths	14
3.5 Safeway neuromancer	15
3.6 Rowling power	15
3.7 Join the club	16
4 Life enjoyed: the appeal of biography collections	17
4.1 Why so popular?	17
4.2 Imagining the life	18
4.3 Paris Hilton and Co.	19
4.4 Living collections	20

5	Travel collections: off the shelf, on the road	21
5.1	What guidebooks give	21
5.2	Atlases	22
5.3	Early travel literature	22
5.4	Enter the British	23
5.5	Not so painful	23
5.6	Rick does Europe	24
6	Blankets will not protect you! an overview of horror fiction	25
6.1	Older English horror	25
6.2	Victorian shivers	26
6.3	American classic	27
6.4	King of the genre	28
7	Making the Penguins fly: classics collections in public libraries	29
7.1	Broad interests	29
7.2	Life without Freud	30
7.3	Tapestry of wisdom	31
7.4	Questions and decisions	32
7.5	The politics of shelving	32
8	First love, printed and bound	35
8.1	Going Hobbit	35
8.2	Magic Kingdom	36
8.3	You can be a librarian	37
8.4	Personal passion in the workplace	38
8.5	Reading for eternity	39
Section B Social Studies		41
9	Alternative librarianship: voices from the field	43
10	Life at the cellular level: dealing with wireless communications in libraries	47
10.1	Kids and parents	47
10.2	A cell-free zone	48
11	Moonlight sonata: librarians discuss their work after work	51
11.1	Debt management and fitness	51
11.2	The rotten nest egg	52
11.3	Food for thought	52
11.4	Beethoven for adult amateurs	53
11.5	Getting sweaty for fun and profit	53

12	Manual matters: developing successful guidelines and losing priceless boredom	55
13	Keeping up appearances: looking like a librarian in an age of paranoia	59
13.1	The customs of the country	59
13.2	Helpful dandruff	60
13.3	Librarians, beards, etc.	61
13.4	Star power	61
14	Surviving hard times: how libraries can deal with recessions	63
14.1	Balance required	63
14.2	ERM	64
14.3	More management and why not	64
14.4	If it ain't broke...	65
14.5	Boxes of bargains	65
14.6	What we fear most	66
14.7	Recovery, eventually	66
15	What goes down: library experiences of the urban poor	67
15.1	Sleeping in the streets	67
15.2	A couple of users	68
15.3	A former colleague	69
15.4	What's in the bag	70
16	Keynoting: an honest overview	71
16.1	The gang's all here	71
16.2	The winning smile	72
16.3	For the camera	72
16.4	Fly for cover	73
16.5	Please drop in	74
16.6	Moment of truth	74
17	Quote us freely: British librarians speak out about recent cutbacks	75
17.1	Cooking with new technology	75
17.2	Grime	76
17.3	The rebellious spirit	77
17.4	Caveat: maggie	77
17.5	Angry students	78
17.6	Perseverance	79
17.7	Damn the pigeons	79
18	For your eyes only: love and disorder in our domestic libraries	81
18.1	The lure of the sofa	81
18.2	Serendipity	82

18.3	Swedish equipment	82
18.4	He came in through the bedroom window	83
18.5	Neurosis	84
19	Who's next door? Living with your library's neighbors	87
19.1	Something in the air	87
19.2	Good woman	88
19.3	Unhappy hour	89
19.4	Banking on cooperation	90
19.5	The pain of divorce, the pleasures of chai	91
20	Worldwide weeding: when books no longer furnish a room	93
20.1	Manner of disposal	93
20.2	More fiction than ever	94
20.3	Dinosaurs choose Proust	95
20.4	New uses for space	96
20.5	Back to 007	96
21	What care ye for raiment? Dress codes and styles in our libraries	99
21.1	Slob alert	99
21.2	First the shirts, and then ...	100
21.3	Hair off the spectrum	100
21.4	High-altitude footwear	101
21.5	Footwear, cont	102
21.6	Watch for icicles	102
22	Circulation counter service in public and academic libraries: dealing face-to-face with patrons	105
22.1	Bronzino	105
22.2	Put on hold	106
22.3	In the wet	107
22.4	A matter of qualifications	107
22.5	Security	108
22.6	The case of the missing molars, cont.	109
Section C Visiting the Library: People and Programs		111
23	Gold, Frankincense, and Murder: the wise bookseller's guide to corporate gifts	113
24	"It's not just the books!" Wheelchair patrons speak out	117
24.1	Safe spots	117
24.2	Library attitudes	118
24.3	Independence on wheels	119

24.4	When to ignore the rules	119
24.5	Individual respect	120
25	What's cooking at your library: a special event	121
25.1	Getting started	121
25.2	Cook it and they will come	121
25.3	Finding a presenter	122
25.4	Setting a date	122
25.5	Getting the word out	122
25.6	Signing up	123
25.7	Final preparations	123
25.8	Signage	123
25.9	Day of reckoning	124
25.10	Troubleshooting	124
25.11	A savory conclusion	125
26	Abroad in your library: what tourists want, what they get	127
27	Here's looking at you, kid: what special visitors want when they tour your library	131
27.1	The vision	131
27.2	Location, location	132
27.3	On the outside	132
27.4	Staff workspace	132
27.5	For the public	133
27.6	Shelving	133
27.7	Your influence	134
28	Discover your inner elf: Christmas programs for public libraries	135
28.1	Deck the hall	135
28.2	Scrooge, etc.	136
28.3	Annually, or else	137
28.4	Facilities management	137
29	Boo! Halloween in our libraries	139
29.1	Plastic bats	139
29.2	Storytime	140
29.3	Adult fiction	141
29.4	Costumes will be worn	142
29.5	Ghoulish Donald	142
29.6	Off the wall	143
30	Confessions of a library Santa	145

31	November memories: librarians and patrons observe Remembrance Day	149
31.1	Blazers and berets	149
31.2	Photos and their contexts	150
31.3	Not on display	151
31.4	Year-round circulation	151
31.5	Accommodating veterans	152
31.6	Snipers	152
32	Gone astray: an exploration of library lost-and-found	153
32.1	Contents of the drawer	153
32.2	The wandering wallet	154
32.3	Lottery winner	154
32.4	Emotional response	155
32.5	For the love of a plastic duck	155
32.6	Police matters	156
33	Cat care programs in public libraries: providing essential information to owners	157
33.1	One reason why	157
33.2	Nutrition	158
33.3	The unhappy question	159
33.4	On the prowl	160
33.5	Q & Q & Q & A	160
33.6	Fame	161
34	Serving the solitary: librarians demonstrate “in-reach”	163
34.1	Various reasons	163
34.2	Excruciating	164
34.3	In-reach defined	164
34.4	A common need	165
34.5	A common service experience	166
34.6	Shiny brogues	166
Section D Senior Moments		169
35	Seniors: what they want and what they get in Canada’s public libraries	171
36	Leisure reading for seniors: sorting out tastes and topics	175
36.1	Solve for X	175
36.2	TV tie-ins	176
36.3	Club talk	176
36.4	Romance and children’s treasures	177
36.5	Other formats	177

37	Finance, felines, and figuring It all out: utilitarian reading for seniors	179
37.1	Seniors need books and more	179
37.2	A matter of health	180
37.3	Ending up without fear	180
37.4	Life is a garden	180
37.5	Pet care	181
37.6	Financial concerns	181
37.7	Life goes on	182
38	Tis the season: christmas programs for seniors	183
38.1	Aptly nicknamed	183
38.2	Storytime	184
38.3	By oneself	185
38.4	Perfect for table or tree	185
38.5	Limited seating	186
39	It's never too late to Tolstoy: adventures of a seniors' reading club	187
39.1	Blithe spirits	188
39.2	What it takes	188
39.3	Convoy formation	189
39.4	Bathtub risk	190
39.5	Biblical visuals	190
Section E	Library Technicians	193
40	Training techs: preparing library technicians for an evolving job market	195
41	File under tango: lifelong learning for library technicians	199
41.1	Love and technology	199
41.2	Cerebral workout	200
41.3	Do you copy?	200
41.4	First and last tango in tech services	201
41.5	Reference greens and browns	201
Section F	For the Record	203
42	Paper crazy no more: records management for library chaos junkies	205
42.1	Step one: getting past denial	205
42.2	Step two: assigning records management responsibilities	206
42.3	Step three: compiling the records inventory	206
42.4	Step four: retention scheduling	207

42.5	Step five: establishing confidentiality levels and organizing document destruction	208
42.6	Step six: preventing data loss	208
42.7	Step seven: developing the library archives	209
42.8	Step eight: sustaining the records management process	209
42.9	Sources: the author's choice	210
43	CIA for beginners: records management training for library technicians	211
44	Records management for office managers: a special librarian's clip 'N share	215
44.1	A list of what you have	216
44.2	What you keep, what you shred	216
44.3	Archival treasures	217
44.4	Storage here, storage there	217
44.5	Available expertise	217
Section G	Rare Books and Other Rubbish	219
45	Gold in the garbage: making the most from the treasure in your trash	221
45.1	Nobody bought it	221
45.2	An expert eye	222
45.3	A win-win scenario	223
46	One for the books: lectures on collecting from coast to coast	225
46.1	The bard's Rotarians	225
46.2	Tribes	226
46.3	High spots, high prices	226
46.4	Mississauga romantic	227
46.5	Restoration costs	227
46.6	Biblio-survival	228
Section H	English Hours	229
47	Librarian's London: visiting the city of readers	231
48	Under the bridge with Margaret and Charles: browsing in London's South Bank Book Market	235
49	Spirited business: styles of bookselling in Piccadilly	239
49.1	Park your steed outside	239
49.2	Grave matters of privacy	240

49.3	Aboveground marketing and sales	240
49.4	Parenting	241
49.5	The sound of popping corks	241
50	Here be dragons: continuing education in library history	243
50.1	On the road	243
50.2	Age is relative	244
50.3	Calfskin cartography	244
50.4	Medieval zoology	245
50.5	Textual meditation	245
50.6	Special patrons	246
51	Finding Mr. Perfect: WH Smith in Paddington Station	247
51.1	Impulse	247
51.2	Oxford men	248
51.3	Diverting material	248
51.4	One-stop shopping	249
51.5	Profit from reading	249
52	Visiting Oxford: lifelong memories from one day on the move	251
53	Perfect for your wall or shelf: shopping at London's popular tourist attractions	257
53.1	Office decoration made easy	257
53.2	The real thing	258
53.3	A matter of taste	258
53.4	Ophelia	259
53.5	Making the connection	259
53.6	Rosetta Stone	260
53.7	The Abbey	260
53.8	The grave matter of lunch	261
Section I	Corporate concerns	263
54	Confidentiality at risk: how the info-thief threatens your corporate information	265
55	E-pest alert	269
56	Data on the road: keeping portable IT safe while you travel	273
Index		277