## SOURCES

librarians, this brief but information-filled book will answer and guide librarians' questions and concerns regarding effective and innovative library collaborations, as well as successful technological and change management strategies to provide effective and efficient transitions to these programs. Each chapter contains useful illustrations and graphs, as well as extensive reference lists for additional information beyond each chapter. The topics include joint-use libraries, change management, collaborative library leadership, and joint information literacy programs to attract student interest.

For readers in the United States, the only potential drawback to this well-written and well-organized book is its Commonwealth focus: The chapters highlight British, Canadian, and Australian library collaborations, with no contributions from U.S. librarians. Nevertheless, *Collaboration in Libraries and Learning Environments* will provide academic librarians of all nationalities with tools and techniques for successful partnerships with other institutions of learning to serve their users with well-planned, diverse, and current information literacy programs. Highly recommended.—*Larry Cooperman, Adjunct Faculty Librarian, University of Central Florida Libraries, Orlando, Florida*

---

*Fundamentals of Reference.* By Carolyn M. Mulac. Chicago: ALA, 2012. 132 p. Paper $52 (ISBN 978-0-8389-1087-0).

In the introduction to this book, author Carolyn Mulac states that "the purpose of the *Fundamentals of Reference* is to present an outline of the big picture" (xi), and she undeniably accomplishes this goal. *Fundamentals of Reference* presents itself as an overview of its topic, touching briefly on the many aspects reference services in a very broad and general way. With two parts, "Reference Sources" and "Reference Services," this resource discusses a rather odd mix of general reference ideas and practices.

In the first part of the book, online and print reference resources are discussed in somewhat vague terms. The author first discusses reputable reference reviewing websites, including Reference Books Bulletin, a division of ALA's *Booklist*, and suggests that librarians should continually read such sites to stay informed. Next, the author provides brief overviews of standard online and print reference resources, such as encyclopedias, dictionaries, directories, and so forth. Wikipedia also makes an appearance in this section.

After a brief introduction, the second part of *Fundamentals of Reference* outlines reference services. Again, in broad strokes, the author discusses elements of the reference interview, as well as specifics about providing reference in a variety of formats: in person, on the telephone, online, and via chat services. Basic tips for each format are included, such as the suggestion to smile when answering the phone or the recommendation to review chat transcripts to monitor quality of service. A short chapter is devoted to reference services for children and young adults. This chapter seems somewhat out of place, as it is the only chapter focused on a specific population. However, several chapters concentrate on particular topics, such as medical

reference, legal reference, and business reference. Part two also covers reference policies, standards and, evaluation.

All in all, this book should be considered as a resource for beginning LIS students only. The author recommends it for those first venturing out to the reference desk as well (xi), but at almost any library, the in-person, on-the-job training provided by co-workers to new reference assistants would far exceed anything included in this book. In part one, the "mix and match" of both paper and online resources is surprising, especially because it includes what this reviewer would consider unreliable sources. Written in simple language, this resource contains a bibliography, a listing of resources listed in part one, and an index.—*Lara Cummings, Reference Librarian, Washington State University, Pullman, Washington*

---

*The Librarian's Legal Companion for Licensing Information Resources and Services.* By Tomas A. Lipinski. Chicago: ALA, 2013. 733 p. Paper $130 (ISBN 978-1-55570-610-4).

Imagine that the sales representative from your book vendor is on the telephone offering you a 20 percent discount on the new edition of a reference book in your collection. You say you'll take it, but only if he is willing to throw in the first year's supplement for free. Is your response an acceptance of the salesman's offer, meaning that it's too late to back out? Or is it a counteroffer?

Here's another scenario: You would like to add a link to your library website, but, in order to do so, you notice that you will be required to click the "I agree" button on the external site. Somewhere in the back of your mind, a voice is cautioning you that adverse consequences in terms of legal liability could result. Should you proceed?

Library professionals involved with acquisitions, systems, reference, or administration who have the time and stamina to persevere will find The *Librarian's Legal Companion for Licensing Information Resources and Services* immensely helpful in answering questions about the commercial side of librarianship, such as the scenarios detailed above. To be sure, author Tomas Lipinski knows his way around the library. Rather than giving us a treatise on commercial law in the abstract, Mr. Lipinski punctuates his points with real-world examples that sound as if they could have been lifted verbatim from conversations in academic, public, or just about any other type of library.

On the down side, this is not an easy book to get through. Because the level of information here is extremely dense and conceptually difficult to master, the book is ideally suited for use as a textbook and recommended with a note of caution for all others.—*Dana M. Lucisano, Reference Librarian, Silas Bronson Library, Waterbury, Connecticut*

---

*Making Sense of Business Reference: A Guide for Librarians and Research Professionals.* By Celia Ross. Chicago: ALA, 2013. 186 p. Paper $52 (ISBN: 9780838910849)

"I need to find information on trends in the animation

industry for the United States and the United Kingdom from 2008 to 2012." Questions like these send many librarians into a blind panic. It is difficult even to know where to start. *Making Sense of Business Reference* provides guidance that will ease the all-too-common fear of business-related questions.

The author, Celia Ross, teaches ALA's popular online course, Business Reference 101. In this book, she shares her extensive practical experience in teaching business reference skills and working as a business librarian in corporate, public, and academic libraries. Ross distills business reference questions into four main types: company information; industry information; investing and financial information; and consumer information and business statistics. By dividing the overwhelming mountain of business and financial intelligence into manageable chunks, she helps librarians calm the panic and find a way to approach even the most daunting business reference questions.

In the chapters on these "Core Four" categories, Ross provides a framework for thinking about these different types of questions. She emphasizes the fact that business research is very much like detective work—it is necessary to gather clues and follow hunches to possible sources. The answers often are not found in traditional reference resources. Answering a single question can involve searching a database, searching the Internet, and then investigating industry association websites. For guidance, each chapter provides an exhaustive list of paid and free resources with short annotations on the sources' strengths and weaknesses.

This book is targeted mainly to the accidental or occasional business librarian. The author includes a very helpful section on collection development for business, which outlines the main sources of reviews and core resources in this area. Other chapters are devoted to international business—a growing topic area in many business schools—and small business, which will be especially useful to public librarians helping potential entrepreneurs.

The book ends with a chapter of "stumpers," real-life business questions that might cause many readers to relive painful reference encounters. These practical examples demonstrate how the resources covered in the book can be applied and show the brainstorming process that can lead to the answer—or not. Significantly, the author makes it clear that not every business question has an answer, and, furthermore, that some questions are answerable only by consulting very specialized (and expensive) market research reports that generally are not available in libraries. For those who are nervous about providing business reference services, these are particularly reassuring revelations.

With its clear language, highly readable approach, and comprehensive contents, *Making Sense of Business Reference* will earn a place on the reference desk as the go-to guide for calming business-question-induced panic.—*Ann Agee, Reference Librarian, San Jose State University, San Jose, California*

***Public Libraries and Resilient Cities.*** Edited by Michael Dudley. Chicago: ALA, 2013. 192 p. Paper $65 (ISBN 978-0-8389-1136-5)

Michael Dudley, editor of *Public Libraries and Resilient Cities*, is an urban planning librarian and researcher at the University of Winnipeg's Institute of Urban Studies; he also teaches in the university's environmental studies program. He has edited this collection of fourteen contributed essays, including his own introductory "The Library and the City," with the stated intention of exploring "the roles that public libraries can play in the promotion of ecologically, economically, and socially resilient cities in challenging times" (ix). Dudley has done a commendable job of identifying diverse contributors from the U.S., Canada, Europe, and Africa, while primarily maintaining a reference context of the U.S.

Dudley's introduction reviews the growth of libraries since the first Carnegie libraries. He correlates the development and resilience of towns with their libraries' development and identifies ways for libraries to be key players in sustainable and ambitious downtown redevelopment through high design standards in architecture and landscaping. Biographies of the other thirteen contributors show a wide variety of expertise—library administration, library public services, urban planning, and nonprofit management are all represented. One might expect high-profile libraries, such as Seattle Public Library, to appear in this collection—and it does, along with numerous lesser-known examples in cities including St. Louis, Baltimore, Queens, Winnipeg, Peabody (Massachusetts), Houston, Edmonton, and Harare (Zimbabwe). The resulting case studies document the involvement of public libraries in literacy, job-seeking, technology training, services for homeless and immigrant populations, food programs, disaster response, and even organic gardening projects. In sum, this collection offers useful examples of partnerships between community libraries and local governments.

Community library administrators will find inspiration in these stories. And urban planners looking for guidance on the role of libraries could use this collection to help them envision libraries' "placemaking" function in nurturing socially sustainable communities.—*Susan Hopwood, Outreach Librarian (retired), Marquette University Libraries and Trustee, Whitefish Bay, Wisconsin Public Library*

***Rethinking Information Literacy: A Practical Framework for Supporting Learning.*** Edited by Jane Secker and Emma Coonan. London: Facet, 2013. 224 p. Paper $95 (ISBN: 978-1-85604-822-4).

The focus of this ambitious volume is ANCIL, A New Curriculum for Information Literacy. The editors developed this approach in the U.K., so it is both distinct from and resonant with ACRL's information literacy standards. For readers in the U.S., this volume provides an opportunity to rethink approaches, borrow ideas, draw comparisons, and revisit information literacy concepts.