

Contributions to this volume come from both public and academic librarians, who share how they have used data-driven decision making to implement change in their libraries. For example, in the opening case study, librarians from Lafayette College show how they combined quantitative and qualitative data (usage statistics and user feedback) to shift from an ownership model for journal subscriptions to an access-oriented, pay-per-view model for journal articles. They show how making this change not only cut down costs but also expanded their users' access to science and technology titles, resulting in improved user satisfaction.

Sensitive to librarians who resist the application of corporate culture and “business speak” to the profession, the editors promise that they are not offering “management techniques” and that the case studies are not intended to be prescriptive. Although they deliver on this promise, and although the case studies they present are indeed rich illustrations of library innovation, some of them are difficult to accept as examples of *planned* abandonment. Rather, the economic downturn seems to have been the driving force for many of these changes, and although they are a testament to library leaders' creativity in the face of budget cuts, they do not always demonstrate intentional, strategic planning. A clearer definition and theoretical grounding of planned abandonment might have addressed this issue and strengthened their argument.

Nonetheless, the authors' and editors' main message is that libraries should systematically collect and evaluate data, both quantitative and qualitative, to drive decisions about future directions—a point that is well taken and demonstrated in each of these studies. Beautifully laid out and inspiring to read, this book will appeal not only to administrators but to any librarian who is interested in the future of the library.—Meagan Lacy, *Coordinator for Information Literacy, Guttman Community College, New York City*

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***Library as Safe Haven: Disaster Planning, Response, and Recovery.*** By Deborah Halsted, Shari Clifton, and Daniel Wilson. Chicago: ALA Neal-Schuman, 2014. 160 p. Paper \$72 (ISBN: 978-1-55570-913-6).

Neal-Schuman's series of how-to manuals are typically practical, down-to-earth guides to aspects of library management and leadership. Halsted, Clifton, and Wilson's *Library as Safe Haven: Disaster Planning, Response, and Recovery* is a particularly useful addition to the series. Library directors understand that they must have disaster response plans in place, and most have at least a rudimentary system for dealing with fires, floods, and other emergencies. However, they may also feel overwhelmed at the prospect of developing a response and recovery plan for every possible crisis that could befall the library. This book provides a straightforward system for devising such a plan with a reasonable amount of effort.

*Library as Safe Haven* features a seven-step planning process that can be implemented with minimal fuss. Chapter

1 walks the reader through the steps in completing a risk assessment tailored to a library's location and collection, covering such issues as dealing with insurance and identifying potential outside sources to help with recovery. After discussing strategies for immediate threat responses in chapter 2, the authors explore the importance of leveraging relationships with outside resources and officials in time of crisis. The authors discuss the role of social media and the importance of personal emergency response plans for all staff in the case of a widespread disaster, such as a tornado or hurricane. The book closes with advice on providing partial or off-site library services, as well as two model scenarios of libraries creating and implementing a disaster plan.

The centerpiece of the book, however, is the authors' discussion of a service continuity plan. This plan, unlike the comprehensive disaster plan discussed in chapter 1, is a single-page list of institutional or community contacts, contact information for the library's internal emergency response team, community and service continuity plans, a map of the building with collections to be rescued listed in priority order, and contact information for outside resources, such as local preservation experts and the salvage and recovery companies identified during the risk assessment process. This simple double-sided sheet can be distributed to selected staff members, who should be instructed to keep this information on their person at all times. The service continuity plan alone is worth the price of this book in peace of mind and staff preparedness.

No library is immune to the risk of natural and manmade disasters. *Library as Safe Haven: Disaster Planning, Response, and Recovery* can be considered an essential primer on the topic: It lucidly describes a process that will give public, school, and academic library directors a large amount of peace of mind for a remarkably small expense of time and money.—Sarah Clark, *Associate Library Director, Rogers State University, Claremore, Oklahoma*

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***Managing with Data: Using ACRL Metrics and PLAMetrics.*** By Peter Herson, Robert E. Dugan, and Joseph R. Matthews. Chicago: ALA, 2015. 232 p. Paper. \$85 (ISBN: 978-0-8389-1243-0).

Statistics can be daunting, but for today's library managers, they are an inescapable part of the job. Managers need data to guide the decisions they make. They also must provide evidence to library stakeholders of the direct and indirect benefits their libraries offer. *Managing with Data*, a companion volume to the authors' *Getting Started with Evaluation* (ALA, 2014), provides a detailed approach to how to choose the best metrics for library assessment and how to tell a persuasive story with the resulting data.

Deciding what metrics best prove a library's value can be a manager's first hurdle. Collections, services, staffing, and library use are all traditional measures, and the book covers these in detail. Lists of possible metrics are provided, as well as illustrations of how they can be applied to demonstrate