



**NEW MEXICO STATE LIBRARY**

***Library Certification Study Guide***

Updated for use after October 1, 2010

for

Public Library Director  
**Examinations**

Grade I and Grade II

Development Bureau  
New Mexico State Library  
October 2010

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## Introduction

The Librarian Certification Study Guide is intended for library directors, library staff and others interested in libraries who are preparing to take the New Mexico State Library's Grade I or Grade II Librarian Certification Exams. The fee for a certificate issued by examination is \$10. (18-2-16 NMSA 1978) The State Library maintains a list of all persons holding Librarian Certificates.

A Grade I Certificate is required for the library director in a library that is supported in whole or in part by public funds and serving a municipality or other political subdivision having a population of at least 3,000 but not more than 10,000 persons as shown by the last federal decennial census. (18-2-15 NMSA 1978) A Grade I certificate will be issued to any applicant without examination when the applicant has completed 2 years undergraduate work plus 9 semester hours of library science courses in an accredited institution. (18-2-11 NMSA 1978)

A Grade II Certificate is required for the library director in a library that is supported in whole or in part by public funds and serving a municipality or other political subdivision having a population of at least 10,000 but not more than 15,000 persons as shown by the last federal decennial census. (18-2-15 NMSA 1978) A Grade II certificate will be issued to any applicant without examination when the applicant has a college degree from an accredited institution with a major in library science or has completed a minimum of 30 semester hours in library science courses. (18-2-12 NMSA 1978)

This Guide prepares candidates to be tested in six core competencies. Core competencies are basic skills that enable library directors and staff to serve their communities fully and at a professional level.

### THE SIX CORE COMPETENCIES

#### 1. Cataloging

Cataloging describes and allows access to library materials. Library Staff who work in cataloging and classification support library users' access to resources in a library. They do this by assisting with the processes that enable multiple ways of searching in a catalog to identify what is in a library; to identify particular items; and to locate these items in the library or in other libraries. Cataloging and classification work requires knowledge of standard systems of classification, cataloging, and subject headings. This work also requires the ability to apply these standards to diverse types of materials.

Library Staff will know:

- The functionality of integrated library systems.
- Basic tools, both print and online, for cataloging.
- The basics of MARC format and cataloging rules.
- The basics of classification and organization schemes for collections.
- The basics of subject headings and authority control.
- National standards.

Library Staff will be able to:

- Use bibliographic utilities (such as OCLC).
- Understand the cataloging functions of integrated library systems.
- Perform copy cataloging, including reviewing and editing cataloging records.
- Explain the library's classification scheme to others.
- Assist others with the classification scheme.
- Find desired resources.

## **2. Collection Development**

Library Staff who work in collection management support coworkers and library users by assisting with the processes that put library materials on the shelf or online. Collection management work requires knowledge and abilities in many aspects of this fundamental library work, including understanding publishers, vendors, budgets and accounting, how to resolve problems, preparing items for use, and caring for items after they have been well used.

Library Staff will know:

- The functionality of integrated library systems.
- The general purpose of collection management in libraries.
- The basic principles of selecting and discarding of all types of library materials.

Basic principles for preserving all types of library materials.

Library Staff will be able to:

- Use standard sources to assist with collection development and procurement.
- Maintain the collection using standard preservation techniques.
- Assist with decisions regarding weeding, material retention, and replacement.
- Explain and apply the library policy for accepting gifts of materials.

## **3. Information Technologies**

These competencies address the skills and knowledge about technology necessary for library work. This competency set also addresses the role of providing access to and educating the user in the use of technologies and equipment relevant to information seeking, access, and use.

Library Staff will know:

- General trends and developments of appropriate technology in all library functions and services, whether offered in the library or through remote access.
- Technology's role in creating, retrieving, and delivering library resources, function, and services.
- The role and responsibility of libraries for introducing relevant applications of technology to the public, including assistive technology.

- Basic computer operations needed to access library applications
- software and productivity tools.
- Basic networking technologies and protocols.
- Basic data security principles and best practices to ensure the integrity of data and the confidentiality of user activities.
- Concepts and issues concerning the appropriate use of technology by different user groups.

Library Staff will be able to:

- Adapt to changes in technology.
- Transfer information gained from training into the work place.
- Assist and train users to operate public equipment, connect to the internet, utilize library software applications, and access library services from remote locations.
- Use information discovery tools including the library's catalog, core library databases, and internet search engines.
- Perform basic troubleshooting of technical problems, and resolve or appropriately refer those problems.
- Access and use basic assistive technologies, where appropriate, to ensure that all users have equitable access to technology.

#### **4. Management**

Library Staff often hold positions that involve supervision and management. These staff members may also need to demonstrate the competencies specific to a department in which they work. This section has multiple competencies.

Library Staff will know:

- The value of written, approved policies and the difference between policies and procedures.
- The basic purposes and concepts of budgeting, grant writing, and fundraising.
- The value of planning library services based on community demographics and needs and evaluating these services.
- Principles and the value of cooperation and collaborating with other libraries, agencies, and organizations.
- Principles of marketing the library and its services.

Library Staff will be able to:

- Develop realistic goals and measurable objectives after careful consideration of benefits, risks, and impact on library current and future needs.
- Develop, implement, and evaluate recommendations for new services and programs based on analysis and interpretation of data about various aspects of library operations.
- Review existing and develop new policies and procedures.
- Develop and implement a marketing plan for the library and evaluate its effectiveness.
- Build positive relationships between staff and users, applying concepts

- of user-oriented customer service.
- Demonstrate the ability and willingness to uphold policies and decisions, and know when exceptions are appropriate.
- Use appropriate strategies to deliver difficult or sensitive information.
- Identify community and user demographics, and assist in planning library services on those demographics and needs.
- Request, defend, and follow a budget for library activities.
- Conduct meetings effectively and efficiently.

### **Supervision**

Library Staff will know:

- Basic regulations and laws that govern employment; library policies, and procedures; and how policies are influenced by local, state, and federal laws and regulations.
- Principles of staff management, supervision, and discipline.

Library Staff will be able to:

- Participate in recruiting, hiring, training, evaluating, and promoting library staff.
- Set clear performance expectations linked to the library's strategies and priorities.
- Demonstrate leadership in a team environment.
- Plan, implement, and encourage participation in staff development activities.

### **Communication**

Library Staff need to communicate effectively with library users, library staff, and others in a variety of situations to offer high-quality customer service. Library Staff are also required to make decisions that impact library services and serve as valued members of work teams. This set is divided into two parts: communication and team work; and decision-making.

Library Staff will know:

- Basic concepts of interpersonal relations, customer service, and communication.
- The importance of upholding policies and decisions, and when to make exceptions.
- Tools for resolving conflict.

Library Staff will be able to:

- Treat others with respect, fairness, and consistency.
- Seek, give, and accept constructive feedback from coworkers, supervisors, and users.
- Resolve conflict in a positive and productive manner, and judge when situations should be referred to a supervisor.
- Write clearly, logically, and concisely.
- Select the most appropriate medium for communicating, based on the

- language, communication styles, and needs of diverse receivers (user and staff).
- Listen effectively and transmit information accurately and understandably.
- Use approachable and welcoming behavior with all users.
- Anticipate and maintain awareness of users' needs and wants in order to provide or improve services.

### **Team Work and Decision-Making**

Library Staff will know:

- Basic concepts of team work.
- Basic concepts of effective decision-making.

Library Staff will be able to:

- Participate effectively on teams, commit to meeting agreed-upon goals and objectives, and support team decisions.
- Promote communication and respect among team members.
- Identify critical and sensitive library issues, and choose appropriate strategies to communicate this information among the public, supervisors, team members, and peers as appropriate.
- Provide timely, accurate, and candid information to supervisors, peers, and team members to facilitate decision-making.
- Gather the best available information to support decisions.

## **5. Reference**

These services support library users as they seek access to information in all formats, wherever these resources are located. These competencies require an understanding of basic information resources and of the user's information seeking behavior and expectations.

Library Staff will know:

- Legal issues involved in reference services, including user privacy, confidentiality, and copyright.
- Basic reference, information, and community resources.
- Basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.

Library Staff will be able to:

- Conduct effective reference interviews, helping users define their information needs.
- Judge when referrals are necessary, and use appropriate referral procedures.
- Instruct users in basic research procedures, including use of the library's catalog, general database, and web searching, and locating materials in the library.
- Use basic searching skills to find information in print, non-print, and digital resources.
- Help users select the most appropriate information resource to meet

- their needs, and evaluate the quality, currency, and authority of information retrieved.
- Identify and locate information in all formats, and assist users in retrieving materials, including those not held locally.

## 6. Youth Services

These competencies are for library staff working in a public library in service to youth, from birth through age seventeen. Services to youth include collection development, programming, providing Readers Advisory and Reference services, and teaching information literacy skills and related activities.

Library Staff will know:

- A general understanding of the stages of childhood and adolescent development, and factors contributing to the development of early literacy skills.
- Resources for youth in different formats, including award-winners, classic titles, and age-appropriate print and electronic materials.
- How to select appropriate materials for a particular youth, based on such factors as reading level, interest, and level of maturity.
- Appropriate internet sites, rules for safe navigation, and use of online search tools and other technological applications for youth.
- Legal and other issues affecting youth.

Library Staff will be able to:

- Establish a welcoming atmosphere and actively encourage youth participation in library programs and in the use of resources.
- Demonstrate written and oral communication skills for working with youth, their parents and other caregivers, other library staff, and the personnel of agencies serving youth.
- Assist with selecting appropriate materials for a youth collection.
- Assist with planning, presenting, and evaluating library programs that will attract youth.
- Assist with advocating for and publicizing youth services.
- Work cooperatively with personnel in schools and other community agencies serving youth.
- Conduct effective reference and readers advisory interviews for youth and their parents and other caregivers, and refer to a librarian when appropriate.
- Assist with developing and marketing services for youth and their parents and other caregivers.
- Instruct youth in the use of library materials, resources, and equipment.
- Manage youth problem behavior and emergency situations.
- Follow policies and procedures related to challenged resources

All competencies are adapted from American Library Association:

<http://www.alaapa.org/lsscp/candidatecompetencysets.html>

# The New Mexico State Library

## Mission Statement:

The New Mexico State Library, established in 1929, is committed to providing leadership that promotes effective library services and access to information to all citizens of New Mexico.

The State Library provides services that support public libraries as well as delivers direct library services to rural populations, state agencies, the visually impaired and physically disabled, and students and citizens conducting research. The New Mexico State Library is a division of the Department of Cultural Affairs.

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The State Library offers many services to public libraries through the Library Development Bureau. Directors, library staff, and board members can ask the State Library for the following services:

- Consulting Services – The Library Development Bureau offers consulting services for public libraries on a wide range of subjects including technology, youth services, starting a new public library, strategic planning, and board training. The Bureau staff will also research library related questions presented by public libraries.
- Continuing Education – Library workshops are offered free of charge to public librarians,, staff and board members throughout the year. Trainings include workshops that focus on the core competencies, such as cataloging, collection development courses, reference skills training, and book repair workshops.
- [Librarian's Toolkit](#) – The Librarian's Toolkit, a page on the New Mexico State Library website, [www.nmstatelibrary.org](http://www.nmstatelibrary.org), provides information on all aspects of public librarianship included in the core competencies as well as for continuing education of library staff. The Print and Online Resources section is a tool for librarians, volunteers, and library board members actively involved in creating the best libraries for New Mexico's communities.

## History of Public Libraries in the United States

The first successful public libraries in the United States opened their doors between 1695 and 1704. Thomas Bray, an Anglican clergyman and philanthropist, is credited as one of the first philanthropists devoted to libraries. During his lifetime, Bray established more than 30 public libraries. Many of these early libraries were parish libraries associated with churches but most of the collections circulated to the public. Funding for these libraries stopped in 1730 after Bray's death.

Benjamin Franklin (1706 -1790) also had an interest in libraries. In 1731, Franklin organized the Library Company of Philadelphia. The company began with fifty members who each purchased stock in the company and paid annual dues. Membership was open to anyone who wished to purchase stock and participate. Franklin used money collected from the subscribers to purchase books and maintain the library, which was highly successful. The Library Company was a fee-based library and not free in the sense of today's public libraries. However, it did serve as a model for the development of public libraries in the United States.

Frustrated in his early years by the lack of free public libraries in the United States, Andrew Carnegie (1835-1919) donated over \$56 million to develop free public libraries around the world. Carnegie's agreement with local communities required that the community fund a small percentage of library construction cost and continue to support the library after construction with tax funds. Before his death in 1919, Carnegie had contributed to the building of more than 2,500 libraries worldwide.

Melvil Dewey (1851-1931) promoted the idea of public libraries, which were tax-supported and available to all, stressing that a democracy needed to have an informed public to survive. Dewey contributed greatly to the profession of librarianship. In 1876, he helped organize the American Library Association and the professional magazine, "Library Journal." Dewey was also the inventor of the Dewey Decimal Classification System for library classification.

Public libraries in the United States continue to be free and open to the public. Modern libraries offer a variety of materials, both in print and in digital form. Libraries continue to be of interest to philanthropists. In 1997, the Bill & Melinda Gates Foundation initiated a partnership with libraries and helped 11,000 public libraries in all United States and U.S. territories receive computers and software and become connected to the Internet. The initial Gates Foundation investment was \$325 million in grants and other support. Other grants have helped train thousands of library staff members so they can teach their patrons how to use computers and the Internet.

## Core Competency Bibliographies

To obtain materials from the New Mexico State Library listed in the following Bibliographies, please contact the Interlibrary Loan [ILL] department at 1.800.477.3301 or email Mark Adams at [mark.adams@state.nm.us](mailto:mark.adams@state.nm.us) .

### I. Cataloging Print and Electronic Bibliography

Note: items with call numbers are in the NMSL collection.

#### PRIMARY RESOURCES:

- Anglo-American Cataloguing Rules. Chicago: American Library Association, 2005. [025.32 A5896 2005]
- Broughton, Vanda. Essential Classification. New York: Neal-Schuman Publishers, Inc. 2004. [025.47 B8757 2004]
- Catalogers' Reference Shelf: <http://www.itsmarc.com/crs/CRS0000.htm>
- Catalogers' Toolbox: <http://staff.library.mun.ca/staff/toolbox/>
- Library of Congress: <http://catalog.loc.gov/>
- Library of Congress Authority Records: <http://authorities.loc.gov/>
- MARC 21 page: <http://www.loc.gov/marc/bibliographic/ecbdhome.html>
- Taylor, Arlene G. Wynar's Introduction to Cataloging and Classification. Revised 9<sup>th</sup> ed. Englewood, Colo. : Libraries Unlimited, 2004. [025.3 T238w 2004]
- Understanding MARC Bibliographic. McHenry, Ill.: Follett Software Company, 1998. Current version available via Internet: <http://www.loc.gov/marc/umb/>
- Worldcat: <http://www.worldcat.org/>

Beaumont, Jane. Make Mine MARC (MARC 21); a Manual of MARC Practice for Libraries. Westport, CT: Beaumont, 2001.

Cataloging and Classification Quarterly. Philadelphia: Routledge. [held by NMSL]

Fritz, Deborah A. Cataloging with AACR2 & MARC21: for books, electronic resources, sound recordings, video recordings and serials. Chicago: American Library Association, 2007. [025.32 F9191 2007]

Library Technical Services: web sources on topics such as cataloging, MARC, acquisitions, etc. <http://www.interleaves.org/~rteeter/libtech.html>

MARC 21 Format for Bibliographic Data. Washington, D.C.: Library of Congress, 1999- (with loose-leaf updates) [LC 30.2:B 47/2/999/V.1-2]

Maxwell's Handbook for AACR2: Explaining and illustrating the Anglo-American cataloguing rules through the 2003 update. Chicago: American Library Association, 2004. [025.32 M4658 2004]

Miller, Joseph, Editor, Sears List of Subject Headings, H.W. Wilson Company. An overview of subject cataloging and the absence of a code. (ARLIS/NA Annual Conference, Pittsburgh, March 2000) <http://artcataloging.net/arlisna/miller.html>

Mortimer, Mary. Learn Descriptive Cataloging. Lanham, Md.: Scarecrow Press, 2000. [025.32 M888 2000]

Olson, Nancy B. Cataloging of Audiovisual Materials and Other Special Materials : a Manual Based on AACR2 and MARC 21. Westport, CT. : Libraries Unlimited, 2008.

Sears List of Subject Headings. New York: H.W. Wilson Co. [024.49 S439L]

Subject Headings - Tools for Authority Control: <http://www.loc.gov/cds/lcsh.html> by the Cataloging Distribution Service, Bibliographic Products and Services, Library of Congress.

Subject Headings Manual. Washington, DC: Library of Congress, Cataloging and Support Office. 2008 [NMSL Tech. Svcs Working Tool - LC26.8/4:2008/vols.1-4]

## **II. Collection Development Print and Electronic Bibliography**

Note: items with call numbers are in the NMSL collection.

### PRIMARY RESOURCES:

- Alabaster, Carol. Developing an outstanding core collection: A guide for libraries. Chicago: American Library Association, 2002. [025.21 A3168 2002]
- Cohn, John M., Ann L. Kelsey, and Keith Michael Fiels. Writing and updating technology plans: A guidebook with sample policies on CD-ROM. New York: Neal-Schuman Publishers, Inc., 2000. [025.00285 C678w]

- Johnson, Peggy. Fundamentals of collection development and management, 2<sup>nd</sup> ed. Chicago: American Library Association, 2009. [025.21 J6814f2 2009 c.1] Contains an extensive appendix of Selection Aids; also sample policies and a glossary.
- Hoffman, Frank W. and Richard J. Wood. Library collection development policies: Academic, public, and special libraries. Good Policy, Good Practice Series. Lanham, MD: The Scarecrow Press, Inc. 2005. [025.21 H7115 2005]
- <http://www.tsl.state.tx.us/ld/pubs/crew/> 2008 revised CREW manual published by the Texas State Library

AcqWeb: <http://www.acqweb.org/> “The gathering place for librarians and other professionals interested in acquisitions and collection development. For those unfamiliar with our terminology, we are the staff who select and purchase the books, serials and related information resources for our libraries.” AcqWeb also includes tools for selectors.

Burgett, James, John Haar, and Linda L. Phillips. Collaborative collection development: A practical guide for your library. Chicago: American Library Association, 2004. [025.21 B9559 2004]

Evans, Edward G. and Margaret Z. Saponaro. Developing library & information center collections, 5<sup>th</sup> ed. Libraries Unlimited, 2005.

Magrill, Rose Mary and John Corbin. Acquisitions management and collection development in libraries, 2<sup>nd</sup> ed. Chicago: American Library Association. 1989. [025.2 M212 1989]

Stephens, Annabel K. Public library collection development in the information age. The New York: Haworth Press, 1998. [025.21 P976]

Weeding library collections, etc.:

<http://www.tsl.state.tx.us/ld/pubs/crew/> 2008 revised CREW manual published by the Texas State Library

<http://www.ala.org/ala/aboutala/offices/library/libraryfactsheet/alalibraryfactsheet15.cfm>

<http://www.ala.org/ala/professionalresources/collectdev/collectiondev/index.cfm>

### **III: Information Technology Print and Electronic Bibliography**

Note: items with call numbers are in the NMSL collection.

#### **PRIMARY RESOURCES:**

- Bolan, Kimberly and Robert Cullin. Technology Made Simple: An Improvement Guide for Small and Medium Libraries. Chicago: American Library Association, 2007. [025.00285 B6872 2007] *“This is a technology manual for the non- or semi-technical library worker. ... This book is also for the library professional who is ultimately responsible for oversight in this area....”*

- Cohn, John M., Ann L. Kelsey, and Keith Michael Fiels. Writing and updating technology plans: A guidebook with sample policies on CD-ROM. New York: Neal-Schuman Publishers, Inc., 2000. [025.00285 C678w]
- The joy of computing: Recipes for a 5-star library. <http://www.webjunction.org/basic-maintenance/articles/content/3392138>
- Matthews, Joseph R. Technology planning: Preparing and updating a library technology plan. Westport, CT: Libraries Unlimited., 2004. [025.00285 M4397 2004]

Alcorn, Louise E. and Maryellen Mott Allen. Wireless networking: A how-to-do-it manual for librarians. New York: Neal-Schuman Publishers, Inc. 2006. [025.00285 B9593 2006]

Burke, John J. Library technology companion: A basic guide for library staff, 2<sup>nd</sup> ed. New York: Neal-Schuman Publishers, Inc. 2006. [025.00285 B9593 2006]

Communication and Information Technology Resources. This site contains information on web access for people with disabilities.  
<http://www.access-board.gov/links/communication.htm>

Gerding, Stephanie. The accidental technology trainer. Information Today, 2007. also at:  
<http://www.stephaniegerding.com/accidentaltechtrainer.html>

The joy of computing: A cookbook for small and rural libraries.  
[http://www.webjunction.org/c/document\\_library/get\\_file?folderId=2795403&name=DLFE-550046.pdf](http://www.webjunction.org/c/document_library/get_file?folderId=2795403&name=DLFE-550046.pdf)

Mayo, Diane. Technology for results: Developing service-based plans. Chicago: American Library Association, 2005 [025.1974 M4732 2005]

Model acceptable use policy for information technology resources in the schools.  
<http://www.justice.gov/criminal/cybercrime/rules/acceptableUsePolicy.htm>

Smith, Mark. Internet policy handbook for libraries. New York: Neal-Schuman Publishers, Inc., 1999. [025.00285 S642]

Tech Soup – The technology place for nonprofits. TechSoup.org offers nonprofits a one-stop resource for technology needs by providing free information, resources, and support.  
<http://home.techsoup.org/pages/default.aspx>

Thompson, Susan M., editor. Core technology competencies for librarians and library staff: A LITA guide. New York: Neal-Schuman Publishers, Inc. 2009. [020.7155 C7973 2009]

WebJunction. WebJunction provides online learning community services to a wide variety of library organizations. <http://www.webjunction.org/1>

## IV: Management for Libraries Print and Electronic Bibliography

Note: items with call numbers are in the NMSL collection.

### PRIMARY RESOURCES:

- Evans, G. Edward, Patricia Layzell Ward and Bendik Rugaas. Management basics for information professionals. New York: Neal-Schumann Publishers, Inc. 2000. [025.1 E92mb]
- Gordon, Rachel Singer. The accidental library manager. Medford, NJ: Information Today, Inc. 2004. [025.1 G6646 2004]
- MacKellar, Pamela. The Accidental Librarian. Information Today, Inc., Medford, NJ: 2008. [020.973 M1548 2008]
- McCook, Kathleen de la Peña. Introduction to Public Librarianship. New York: Neal-Schumann Publishers, Inc. 2004. [027.473 2004]
- Stueart, Robert D. and Barbara B. Moran. Library and Information Center Management, Sixth Edition. Westport, CT: Libraries Unlimited, 2002. [025.1 S339 2002]
- [Library Bill of Rights:](http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementsif/librarybillrights.cfm)  
<http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementsif/librarybillrights.cfm>
- [The ALA Freedom to Read Statement](http://www.ala.org/ala/aboutala/offices/oif/statementspols/ftstatement/freedomreadstatement.cfm)  
<http://www.ala.org/ala/aboutala/offices/oif/statementspols/ftstatement/freedomreadstatement.cfm>
- [The Code of Ethics of the American Library Association](http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm)  
<http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm>

Elliott, Donald S. Glen E. Holt, Sterling W. Hayden and Leslie Edmonds Holt. Measuring your library's value: How to do a cost-benefit analysis for your public library. Chicago: American Library Association, 2007. [025.1 M4847 2007]

Evans, G. Edward, and Patricia Layzell Ward. Beyond the basics: The management guide for library and information professionals. New York: Neal-Schumann Publishers, Inc. 2003. [025.1 E92b 2003]

Gertzog, Alice and Edwin Beckerman. Administration of the public library. Metuchen, NJ: The Scarecrow Press, Inc., 1994. [025.1 G384]

Giesecke, Joan and Beth McNeil. Fundamentals of library supervision. Chicago: American Library Association, 2005. [023.9 G4554 2005] note: a second edition has also been published recently.

Giesecke, Joan. Practical strategies for library managers. Chicago: American Library Association 2001. [025.1 G455 2000]

Goodson, Carol F. The complete guide to performance standards for library personnel. New York: Neal-Schumann Publishers, Inc. 1997. [023.9 G655]

Gordon, Rachel Singer. The accidental library manager. Medford, NJ: Information Today, Inc. 2004. [025.1 G6646 2004]

Library Management. South Central [WI] Library System  
<http://www.scls.info/management/index.html>

Library Management. WebJunction <http://il.webjunction.org/management>

Links for Library Management (Iowa Library Service Areas - ILSA)  
<http://www.ilsa.lib.ia.us/liblinks.htm>

Massis, Bruce E. The practical library manager. New York: The Haworth Press, 2002. [025.1 M418 2003]

Matthews, Joseph R. Strategic planning and management for library managers. Westport, CT: Libraries Unlimited, 2005. [025.1 M4397 2005]

Nelson, Bob, Peter Economy, foreword by Ken Blanchard. Managing for dummies. Found at Amazon.com:  
[http://www.amazon.com/Managing-Dummies-Second-Bob-Nelson/dp/0764517716/ref=sr\\_1\\_1?ie=UTF8&s=books&qid=1262964616&sr=1-1](http://www.amazon.com/Managing-Dummies-Second-Bob-Nelson/dp/0764517716/ref=sr_1_1?ie=UTF8&s=books&qid=1262964616&sr=1-1)

Olson, Christi A., with Paula M. Singer. Winning with library leadership: Enhancing services through connection, contribution & collaboration. Chicago: American Library Association, 2004.

Online Dictionary for Library and Information Science (ODLIS)  
<http://lu.com/odlis/odlis.cfm>

Small Library Management Training. Texas State Library.  
<http://www.tsl.state.tx.us/ld/projects/slmtpl/>

Wisconsin Public Library Policy Resources <http://dpi.wi.gov/pld/policies.html>

## V: Reference Print and Electronic Bibliography

Note: items with call numbers are in the NMSL collection.

### PRIMARY RESOURCES:

- Bopp, Richard E. and Linda C. Smith. Reference and Information Services: An Introduction. Englewood, CO: Libraries Unlimited, Inc. 1995. [025.52 R3322 1995]
- Brumley, Rebecca. The Reference Librarian's Policies, Forms, Guidelines and Procedures Handbook with CD-ROM. New York: Neal-Schuman, 2006 [025.52 R3323 2006]
- Morgan, Pamela J. Training Paraprofessionals for Reference Service: A How-To-Do-It Manual for Librarians, 2nd. ed. Neal-Schuman, 2009. [025.52 M8493 2009]
- Ross, Catherine. Conducting the Reference Interview: A How-To-Do-It Manual for Librarians. New York: Neal-Schuman Publishers, 2002. [025.52 R823 2002]

Chernow, Barbara A. Beyond the Internet: Successful Research Strategies. Bernan Press, 2007.

Digital reference services (Wikipedia)

[http://en.wikipedia.org/wiki/Digital\\_reference\\_services](http://en.wikipedia.org/wiki/Digital_reference_services)

How to conduct a reference interview:

- Ohio Library Council (Ohio Reference Excellence) - <http://www.olc.org/ore/2intro.htm>
- Virginia Commonwealth University - <http://www.library.vcu.edu/help/train/>
- University of Tennessee, Knoxville - [http://web.utk.edu/~wrobinso/590ref\\_interview.html](http://web.utk.edu/~wrobinso/590ref_interview.html)

Katz, William A. Introduction to Reference Work, Volume I & II., sixth edition. New York: McGraw-Hill, Inc. 1992. [025.52 K19i 1992]

Kern, M. Kathleen. Virtual Best Reference Practices: Tailoring Services to Your Library. American Library Association, 2009. [025052 K3977 2009]

Kovacs, Diane K. The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environments. Neal-Schuman, 2007.

Reference and User Services Association (RUSA)

<http://www.ala.org/ala/mgrps/divs/rusa/index.cfm>

Reference interview (Wikipedia). [http://en.wikipedia.org/wiki/Reference\\_interview](http://en.wikipedia.org/wiki/Reference_interview)

This site contains not only a definition but also techniques, how to form a query and an excellent list of resources.

24-hour reference service by Ben Chan

<http://www.cilip.org.uk/publications/updatemagazine/archive/archive2005/june/chan.htm>

Virtual Reference (Wikipedia) [http://en.wikipedia.org/wiki/Virtual\\_reference](http://en.wikipedia.org/wiki/Virtual_reference)

Wikipedia: Library Reference Desk: [http://en.wikipedia.org/wiki/Library\\_reference\\_desk](http://en.wikipedia.org/wiki/Library_reference_desk)

## **VI: Youth Services Print and Electronic Bibliography**

Note: items with call numbers are in the NMSL collection.

### PRIMARY RESOURCES:

- Jones, Patrick and Joel Shoemaker. Do it right! Best practices for serving young adults in school and public libraries. New York: Neal-Schuman Publishers, Inc. 2001. [027.626 J793 2001]
- Sullivan, Michael. Fundamentals of children's services. Chicago: American Library Association, 2005. [027.625 S9515 2005]
- Walter, Virginia A. Children & libraries: Getting it right. Chicago: American Library Association, 2001. [027.625 W234c 2001]

Association for Library Service to Children (ALSC) website:

<http://www.ala.org/ala/mgrps/divs/alsc/index.cfm>

Benton, Gail and Trisha Waichulaitis. Ready-to-go storytimes: Fingerplays, scripts, patterns, music and more. New York: Neal-Schuman Publishers, Inc., 2003. [027.6251 B456 2003]

Cart, Michael. Young adult literature: From romance to realism. ALA, 2010.

Cart, Michael and Christine A. Jenkins. The Heart has its reasons: Young adult literature with gay/lesbian/queer content, 1969-2004. Scarecrow Press, 2006.

Champelli, Lisa. The youth cybrarian's guide to developing instructional, curriculum-related, summer reading and recreational programs. New York: Neal-Schuman Publishers, Inc., 2002. [027.625 C451 2002]

Dowd, Frances Smardo. Latchkey children in the library & community: Issues, strategies and programs. Phoenix, AZ: Oryx Press, 1991. [027.625 D745]

Farmer, Lesley S. J. Digital inclusion, teens and your library: Exploring the issues and acting on them. Westport, CT: Libraries Unlimited, 2005. [027.626 F2339 2005]

Fiore, Carole D. Running summer library reading programs: A how-to-do-it manual for

librarians. New York: Neal-Schuman Publishers, Inc., 1998. [027.625 F618]

Garner, Carolyn. Illustrated by Jaime Crabtree. Teaching library media skills in grades K-6: A how-to-do-it manual for librarians. New York: Neal-Schuman Publishers, Inc., 2004. [027.G2342 2004]

Greene, Ellen. Books, babies and libraries: Serving infants, toddlers, their parents & caregivers. Chicago: American Library Association, 1991. [027.625 B799]

New Mexico State Library – Youth Services Resources and Information

[http://www.nmstatelibrary.org/index.php?option=com\\_content&view=article&id=74&Itemid=447](http://www.nmstatelibrary.org/index.php?option=com_content&view=article&id=74&Itemid=447)

Nichols, Mary Anne and C. Allen Nichols, editors. Young adults and public libraries: A handbook of materials and services. Westport, CT: Greenwood Press, 1998. [027.626 Y68]

Tuccillo, Diane P. Library Teen Advisory Groups: A VOYA guide from Voice of Youth Advocates. Lanham, MD: VOYA Books/Scarecrow Press, 2005. [027.626 T8863 2005]

Vos, Gail de. Storytelling for young adults: A guide to tales for teens. 2<sup>nd</sup> ed. Westport, CT: Libraries Unlimited, 2003. [027.6251 D278 2003]

Welch, Rollie James. The guy-friendly YA library: Serving male teens. Westport, CT: Libraries Unlimited, 2007. [027.626 W4415 2007]

YALSA, The Young Adult Library Services Association:

<http://www.ala.org/ala/mgrps/divs/yalsa/yalsa.cfm>

## Glossary

**AACR2 (Anglo-American Cataloging Rules):** Second edition of AACR was published in 1998. It

establishes the standard set of rules for cataloging procedures and decisions used by most libraries in English speaking countries.

**abstract:** Brief description of a document, prepared by an author or professional abstracter, which identifies its major points.

**academic library:** Library established and maintained by a junior college, tribal college, community college, four-year college or university organized and administered to meet the information needs of its students, faculty, staff and others by agreement.

**access:** Availability of a library and its services to the population it is intended to serve. In a large sense, access is the ability to obtain information through a library and its cooperative links to additional resources.

**accredited library school:** School that teaches library and information science at the master's degree level and that has qualified for accreditation under requirements of the American Library Association.

**acquisitions:** Process of acquiring the library materials, which comprise the library's collection.

**ADA (Americans with Disabilities Act):** National legislation giving civil rights protection to individuals with disabilities; it affects libraries as service providers and as employers.

**affirmative action:** Policy of promoting equal employment opportunity through methods of recruitment, training, and promotion.

**ALA (American Library Association):** Founded in 1876, ALA is the national association serving the interests of libraries.

**ALTA (Association of Library Trustees and Advocates):** Association of public library trustees and advocates affiliated with the American Library Association.

**automation:** All aspects involved in using a computer system for such tasks as circulation, cataloging, acquisitions, interlibrary loans, etc.

**bibliographic database:** Computerized listing of books, periodicals or other library materials from which information can be extracted by a number of identifiers related to the bibliographic description of the item.

**bibliographic records:** Cataloging information used to describe and access items such as a book, magazine, video or sound recording, map, etc.

**bibliographic utility:** Computer based network offering support functions to libraries,

particularly in cataloging/technical services. *See also OCLC.*

**bibliography:** Complete or selected list of documents related by author, subject, publisher, etc.

**BIP (Books in Print):** Listing of currently available titles used for ordering books. BIP is available in a multivolume print set, on CD-ROM or online by subscription.

**branch library:** Auxiliary unit of a public library which has separate quarters, a permanent collection, permanent staff and scheduled public hours. Branches are administered by a central unit.

**call numbers:** Classification number on an item of library material used to mark the item, shelve it properly, list it in the card catalog or computer, and find it for a user. Dewey Decimal and Library of Congress are two classification systems used for call number development.

**Carnegie Library:** Library building built fully or in part with funds contributed by Andrew Carnegie and characterized by a common architectural style.

**catalog:** File of bibliographic records created according to specific uniform principles of construction, which describes the materials in a collection, a library or a group of libraries. It may be in the form of a card catalog, a book catalog or an online catalog.

**cataloging:** Process of physically describing library materials, including assigning subject headings and a call number, so that the items can be located in the catalog or on the shelf.

**CatExpress:** Online copy cataloging software from OCLC used by libraries to obtain records for local automation systems and add local holdings to the WorldCat database using the web.

**CD (compact disc):** High capacity storage device that uses laser technology to read data in digital form. Available in a variety of formats: CD-ROM: Read Only Memory; CD-R: Recordable (onetime only recordable); CD-RW: Read/ Write (rerecordable).

**CE (continuing education):** Opportunities provided for personnel to improve and grow in their professions.

**circulation:** Activity of a library in lending materials to borrowers and the recording of these transactions.

**classification system:** System for arranging books and other materials according to subject or form. The two most common systems in use

are Dewey Decimal and Library of Congress classification systems.

**collection:** Total accumulation of all library materials provided by a library for its patrons. Collection is also used to describe a group of library materials having a common characteristic (e.g., Children's Collection, Reference Collection, Local History Collection, etc.).

**collection management:** Planned process of selecting and acquiring library materials to meet the needs of the library's community. It includes assessing user needs, adopting a collection management policy, studying collection use, selecting materials, maintaining the collection and weeding. Cooperative collection management refers to a group of libraries working together to identify collection strengths and minimize duplications.

**complaint:** In intellectual freedom cases, an oral charge against the presence and appropriateness of material in the library collection. Complainants are usually requested to complete and file a written form. Also referred to as a *challenge*.

**cooperative system:** Group of libraries banded together by formal or informal agreement which states common services to be provided, such as cooperative book buying, shared cataloging and cooperative reference service. This can also be a consortium of libraries joining together for all participants to benefit from a statewide license or statewide database subscription

**copyright:** Exclusive privileges of publishing and selling a work granted by a government to an author, composer, artist, publisher, etc. Copyright is a right of intellectual property whereby authors obtain, for a limited time, certain exclusive rights to their works. Libraries have a special interest in fair use of copyrighted material.

**database:** Systematic organization of information stored in a computer file for ease of searching, update and retrieval.

**depository library:** A library that is legally designated to receive free copies of all or selected government publications and make these documents available to the public.

**Dewey Decimal Classification:** Subject classification system for books developed by Melvil Dewey (1851-1931) that divides all knowledge into ten classes arranged in numeric sequence and further divided by a decimal system. Dewey classification is used in most public libraries..

**E-mail (electronic mail):** Sending messages from one location to another through a

communications network from one computer to another; generally referring to Internet mail.

**end user:** Library user who requests and uses information obtained from an online search.

**E-Rate:** Federal program providing discount to eligible schools and libraries for access to telecommunications and information services, including basic local and long distance phone services, Internet access services, and acquisition and installation of network equipment. The Universal Service Administrative Company's Schools and Libraries Division administers the ERate program for libraries.

**expenditures per capita:** Measurement comparing the expenditures of the library to the size of the service area population.

**fair use:** Special conditions (such as criticism, news, teaching, or research) under which all or portions of copyrighted work may be reproduced without infringing upon the copyright laws.

**foundation:** Library foundations are separate, nonprofit groups that operate independently from the library to help with fundraising for the benefit and improvement of the library.

**freedom to read:** Guaranteed freedom in the U.S. Constitution. A Freedom to Read Statement was adopted in 1953 (revised in 1972, 1991 and 2000) by the American Library Association and the American Book Publishers Council describing the need for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular.

**Friends of the Library:** Group of volunteers organized to support a particular library through lobbying, public relations, fundraising and program assistance.

**FTE (full time equivalent):** A measure used by human resources personnel to indicate the number of full-time workers who would be employed if all part-time positions were added together. The FTE calculation is used for budgeting and reporting purposes.

**FY (fiscal year):** Used in budgeting to identify the twelve-month accounting period under which an organization operates.

**hardware:** Bolts, nuts, board, chips, wires, transformers, circuits, etc. in a computer; the physical components of a computer system.

**holdings:** All the cataloged and uncataloged materials in the possession of the library.

**holdings per capita:** Measurement comparing the size of the library collection to the size of the service area population.

**home page:** Main page of an Internet web site.

**income per capita:** Measurement comparing the income of the library to the size of the service area population.

**ILL (interlibrary loan):** System of interlibrary cooperation, which allows libraries to obtain information and materials for their users from other cooperating libraries. *See also resource sharing.*

**IMLS (Institute of Museum and Library Services):** Independent federal agency that provides programs of support for both libraries and museums and encourages library/museum partnerships. The agency administers the Library Services and Technology Act (LSTA) grant program to states.

**institutional library:** Library within a correctional facility, rehabilitation center, care facility or other institution that serves the library needs of residents and staff.

**intellectual freedom:** Right of individuals to the free and open exchange of information and ideas. This right is supported by the American Library Association and individual libraries through commitment to the Library Bill of Rights and the Freedom to Read Statement. Public libraries safeguard intellectual freedom by providing a collection representing all viewpoints and equal service to all members of the community.

**Internet:** International computer network system through which libraries and individuals may communicate and share information via E-mail, databases and other methods. *See also web.*

**ISBN (International Standard Book Number):** Unique identification number printed in books by international agreement.

**ISSN (International Standard Serial Number):** Unique identification number for each serial publication.

**jobber:** Wholesale book supplier who supplies many titles from different publishers and sells them to libraries and retailers.

**keyword:** Word used in an information retrieval search to find a particular word in an author, title, abstract or subject field. This is especially useful when the word is not used as a recognized subject term within the index being searched.

**LAN (local area network):** Network that connects nearby computers, usually in the same building, using cables or wireless technology.

**LC (Library of Congress):** National library of the United States that serves the U.S. Congress and provides services to all types of libraries.

**Library Bill of Rights:** Policy statement adopted in 1948 (and reaffirmed in 1961, 1980 and 1996) by the American Library Association

concerning service to all people, free expression of ideas and censorship.

**Library of Congress Classification:** Subject classification system for books devised by the Library of Congress that divides knowledge into 21 subject areas and has a notation of letters and figures that allows for expansion. It is used mostly in academic and special libraries.

**long range plan:** Document adopted by a library's governing Board outlining the goals, objectives and action plans for the library's operation and development over a designated time period, usually three to five year.

**LSTA (Library Services and Technology Act):** Enacted in 1997, LSTA replaced LSCA. The new act is administered under the Institute of Museum and Library Services with the primary focus on improving library services through technology, encouraging sharing of resources and targeting library and information services to underserved populations. LSTA grants are awarded annually to all state libraries for use in statewide and local projects.

**magazine database, full text:** Online periodical index that allows searching of subject specific magazine article citations. The database may also provide the complete text of the article located. Such databases allow library patrons to access full text versions of thousands of magazine and journal articles.

**MARC (machine-readable cataloging):** Standardized arrangement of bibliographic information for computer-based catalog records to permit sharing with other automated systems.

**microform:** Generic term for any medium that contains miniaturized records such as microfilm or microfiche. Microforms require special readers to enlarge the images so the information can be read.

**mission statement:** Concise expression of the library's purpose and service priorities.

**MLS or MLIS (Master of Library Science or Master of Library and Information Science):** Graduate degree from a library school or department.

**National Library Service (NLS) for the Blind and Physically Handicapped:** Division of the Library of Congress, NLS offers free recorded and Braille embossed books and magazines to individuals with visual and other physical conditions limiting use of regular printed materials.

**network:** Structured arrangement for connecting devices such as computer terminals or libraries for the purpose of communications, information exchange or cooperative services. A

network can be local, regional, national or international.

**RFP (request for proposal):** Document issued to advertise for vendor proposals, equipment and software. Usually the RFP contains detailed specifications of the goods or services wanted.

**school library:** Library in an elementary, secondary or combined public school where a collection consisting of a full range of media, associated equipment and services from the school library staff are accessible to students, teachers and staff.

**selection:** Process of choosing the books and other materials to be purchased by a library.

**serial:** Any publication (periodicals, newspapers, annuals, journals, transactions of societies, numbered monographic series, etc.) issued in successive parts and bearing numerical or chronological descriptions.

**service area population:** Number of people in the geographical area for which a public library has been established to offer services and from which the library derives income, plus any areas served under contract.

**shelf list:** Type of catalog or inventory of items as they appear on the library shelf that is by classification number.

**special library:** Library that serves a special purpose or clientele and is maintained by an association, government service, research institution, learned society, museum, business firm, industrial enterprise or other organized group. The greater part of a special library collection is limited to materials concerning a specified field or subject.

**staff development:** Sustained effort to improve the overall effectiveness of personnel in the performance of their duties.

**talking book:** Book that has been recorded on tape for use by visually and physically impaired individuals.

**technical services:** All activities related to obtaining, organizing and processing library items, and maintaining them with repairs and renovation.

**union catalog:** Central catalog listing of library materials located in various libraries with individual library holdings indicated. The catalog may exist in a variety of formats.

**web or www (World Wide Web):** One part of the Internet in which information is presented as text, graphics and multimedia. The user accesses and views a web page with a web browser such as Internet Explorer. The user can navigate around a web page and/or view additional information on other web pages by clicking on text or graphics known as hyperlinks.

**weeding:** Part of collection management that

selects library materials to be discarded or transferred to storage, based on standards of use, currency, condition and community needs.

**WorldCat:** OCLC's web-based database of over 60 million bibliographic records that subscribing libraries can use for cataloging, reference, and resource sharing.

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SEE ALSO: ODLIS - Online Dictionary for Library and Information Science:  
<http://lu.com/odlis/>

## PRINT AND ON-LINE RESOURCES

### 1. *Library Administration*

Block, Marylaine. *The Thriving Library: Successful Strategies for Challenging Times*. Information Today, 2007.

Browning, Beverly A. *Writing the Winning Grant Proposal for Libraries*. Quinlan, 2006.

Chamara, Theresa. *Privacy and Confidentiality Issues: A Guide for Libraries and Their Lawyers*. American Library Association, 2009.

Child Psychology Resources

[http://www.psychology.org/links/Environment Behavior Relationships/Child/](http://www.psychology.org/links/Environment%20Behavior%20Relationships/Child/)

Children's Internet Protection Act (CIPA)

<http://www.ala.org/ala/aboutala/offices/wo/woissues/civilliberties/cipaweb/cipa.cfm>

Code of Ethics for Librarians

<http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm>

"Copyright and Copywrong." *The Unabashed Librarian*, No. 84. 29+.

"Copyright Law Prompts New ILL Form." *American Libraries*, October 1977. 492B-492C.

"CPPA, COPA, CIPA: Which is which?" American Library Association.

<http://www.ala.org/ala/aboutala/offices/oif/ifissues/issuesrelatedlinks/cppacopa.cipa.cfm>

Evans, Edward G. *Leadership Basics for Librarians and Information Professionals*. Scarecrow Press, 2007.

Fourie, Denise K. and David R. Dowell. *Libraries in the information age: An introduction & career exploration*, 2<sup>nd</sup> ed. Libraries Unlimited, 2009.

Intellectual Freedom Documents, American Library Association.

<http://www.ala.org/ala/aboutala/offices/oif/index.cfm>

Jaeger, Paul T. and Sheng Yan. *One Law with Two Outcomes: Comparing the Implementation of CIPA in Public Libraries and Schools*. *Information Technology and Libraries*, March 2009, p. 6-14. Available through MagazinesOnline.

Library Bill of Rights

<http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementsif/librarybillrights.cfm> and

Interpretations of the Library Bill of Rights

<http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementsif/interpretations/default.cfm>

Miller, William. Dealing with Natural Disasters in Libraries. Haworth Information Press, 2007.

Nelson, Sandra. Creating Policies for Results: From Chaos to Clarity, 2004.

<http://www.metrowestce.org/Materials/cepolicies4results2004.pdf>

Nelson, Sandra. The New Planning for Results: A Streamlined Approach. Chicago: American Library Association, 2001.

Sannwald, William W. Checklist of Library Building Design Considerations, 5<sup>th</sup> edition.

American Library Association, 2009.

Stanley, Mary J. Managing Library Employees: A How-To-do-It Manual. Neal-Schuman, 2008.

The USA PATRIOT ACT, American Library Association.

<http://www.ala.org/ala/aboutala/offices/oif/ifissues/usapatriotact.cfm>

Warner, Alice Sizer. Budgeting: A How-To-Do-It Manual for Librarians. New York: Neal-Schuman Publishers, 1998.

## 2. ***Collection Management***

Cassell, Kay Ann, and Elizabeth Futas. Developing Public Library Collections, Policies, and Procedures: A How-to-Do-It Manual for Small and Medium-Sized Public Libraries. New York: Neal-Schuman Publishers, 1991.

Directory of Collection Development Policies on the Web

[http://www.acqweb.org/cd\\_policy.html](http://www.acqweb.org/cd_policy.html)

Eaglen, Audrey. Buying Books: A How-To-Do-It Manual for Librarians. New York: Neal-Schuman Publishers, 2000.

Genealogy Collection Policy

<http://www.acpl.lib.in.us/genealogy/>

Johnson, Peggy. Fundamentals of Collection Development and Management, 2<sup>nd</sup> edition. American Library Association, 2009.

Public Library of Cincinnati and Hamilton County:

<http://www.cincinnati.org/policies/collectiondevelopment.html>

Weeding a Collection: <http://www.wmrls.org/services/colldev/weeding.html> and

CREW: A weeding manual for modern libraries:

<http://www.tsl.state.tx.us/ld/pubs/crew/>

### 3. ***Library Technology and Systems***

Barclay, Donald A. Managing Public-Access Computers: A How-To-Do-It Manual for Librarians. New York: Neal-Schuman Publishers, 2000.

Bolan, Kimberly. Technology Made Simple: An Improvement Guide for Small and Medium Libraries. American Library Association, 2007.

Burke, John. Neal-Schuman Library Technology Companion: A Basic Guide for Library Staff. New York: Neal-Schuman Publishers, 2006.

Cohn, John M, Ann L. Kelsey, and Keith Michael Fiels. Planning for Integrated Systems and Technologies: A How-To-Do-It Manual for Librarians, Neal-Schuman, Fall 2001. ISBN 1555704212

Earp, Paul W. Securing Library Technology: A How-To-do-It Manual. Neal-Schuman, 2009

Rubenstein, Charles, P. Crash Course in Web Design for Libraries. Libraries Unlimited, 2007.

Techsoup for Libraries: <http://www.techsoupforlibraries.org/cookbooks> , Download Techsoup's FREE Cookbooks, packed with tips and techniques on maintaining public computers. There is a Cookbook especially for small and rural libraries.

### 4. ***Technology Plans***

Cohn, John M., Ann L. Kelsey, and Keith Michael Fiels. Writing and updating technology plans: a guidebook with sample policies on CD-ROM. New York: Neal-Schuman Publishers, 1999.

Guides and sample technology plans: <http://www.ilsr.com/tech.htm>

Mayo, Diane and Sandra Nelson. Wired for the Future: Developing Your Library Technology Plan. Chicago, American Library Association, 1999.

## 5. ***Patrons with Disabilities***

ADA (Americans with Disabilities Act) home page: <http://www.usdoj.gov/crt/ada/>

Deines-Jones, Courtney. Preparing Staff To Serve Patrons with Disabilities: A How-To-Do-It Manual. New York: Neal-Schuman Publishers, 1995.

Gunde, Michael G. "What Every Librarian Should Know about the Americans with Disabilities Act." American Libraries, September 1991. 806-809.

Lewis, Christopher. "The Americans with Disabilities Act and Its Effect on Public Libraries." Public Libraries, January/February 1992. 23-28.

Library Services for People with Disabilities Policy

<http://www.ala.org/ala/mgrps/divs/ascla/asclaissues/libraryservices.cfm>

Rubin, Rhea Joyce. Serving People with Disabilities. 2002.

[http://www.infogrip.com/docs/people\\_with\\_disabilities.pdf](http://www.infogrip.com/docs/people_with_disabilities.pdf)

## 6. ***Subject Cataloging***

Ferl, Terry Ellen. Subject Cataloging: A How-To-Do-It Workbook. New York: Neal-Schuman Publishers, 1991.

Library Technical Services: web sources on topics such as cataloging, MARC, acquisitions, etc.

<http://www.interleaves.org/~rteeter/libtech.html>

Miller, Joseph, Editor, Sears List of Subject Headings, H.W. Wilson Company. An overview of subject cataloging and the absence of a code. (ARLIS/NA Annual Conference, Pittsburgh, March 2000)

<http://artcataloging.net/arlisna/miller.html>

Subject Headings - Tools for Authority Control: <http://www.loc.gov/cds/lcsh.html> by the Cataloging Distribution Service, Bibliographic Products and Services, Library of Congress.

## 7. ***Reference Service***

Chernow, Barbara A. Beyond the Internet: Successful Research Strategies. Bernan Press, 2007.

Houston Area Library System (HALS), How To Provide Great Reference Service  
<http://www.hals.lib.tx.us/ref123/>

How to conduct a reference interview:

- Ohio Library Council - <http://www.olc.org/ore/2intro.htm>
- Virginia Commonwealth University -  
<http://www.library.vcu.edu/help/train/>
- University of Tennessee, Knoxville -  
[http://web.utk.edu/~wrobinso/590ref\\_interview.html](http://web.utk.edu/~wrobinso/590ref_interview.html)

Kern, M. Kathleen. Virtual Best Reference Practices: Tailoring Services to Your Library. American Library Association, 2009.

Kovacs, Diane K. The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environments. Neal-Schuman, 2007.

Morgan, Pamela J. Training Paraprofessionals for Reference Service: A How-To-Do-It Manual for Librarians, 2<sup>nd</sup>. ed. Neal-Schuman, 2009.

Ross, Catherine. Conducting the Reference Interview: A How-To-Do-It Manual for Librarians. New York: Neal-Schuman Publishers, 2002.

Wikipedia: Reference interview.

[http://en.wikipedia.org/wiki/Reference\\_interview](http://en.wikipedia.org/wiki/Reference_interview) . This site contains not only a definition but also techniques, how to form a query and an excellent list of resources.

## **8. Customer Service**

Davenport Public Library – Standards of Customer Service

<http://www.davenportlibrary.com/Default.aspx?PageId=170&nt=122>

Free Management Library -

<http://www.managementhelp.org/customer/service.htm>

Houston Area Library System (HALS), Customer Service Practices and Skills

<http://www.hals.lib.tx.us/cust123/1practices.htm>

Massachusetts Regional Library System samples of customer service policies

<http://www.wmrls.org/policies/6regions/customerservice.html>

Rubin, Rhea Joyce. Defusing the Angry Patron: A How-To-Do-It Manual for Librarians and Paraprofessionals. New York: Neal-Schuman Publishers, 2000

## 9. **Youth Services**

Alessio, Amy J. A Year of Programs for Teens. American Library Association, 2007.

Association for Library Service to Children (ALSC). The association, a branch of ALA, offers many resources for youth services librarians, including professional development, publications, conferences, scholarships, projects, and more.  
<http://www.ala.org/ala/mgrps/divs/alsc/index.cfm>

Baxter, Kathleen A. Gotcha for Guys! Nonfiction Books to Get Boys Excited about Reading. Libraries Unlimited, 2007.

Dresang, Eliza T. Dynamic Youth Services through Outcome-Based Planning and Evaluation. American Library Association, 2006

Piaget, Jean and Barbel Inhelder. The Psychology of the Child. New York: Basic Books, 1969. See also: [http://en.wikipedia.org/wiki/Jean\\_Piaget](http://en.wikipedia.org/wiki/Jean_Piaget)

Supplemental Alternative Basic Library Education (SABLE) Program. Part of a larger program of self-paced, professional development tutorials, the youth services sequence includes Early Childhood Services, Services to School Age Children, and Young Adult Services. <http://libraries.idaho.gov/page/supplemental-alternative-basic-library-education-sable-program>

Young Adult Library Services Association (YALSA). The association, a branch of ALA, offers many resources for young adult librarians, including publications, conferences, scholarships, online courses, and more.  
<http://www.ala.org/ala/mgrps/divs/yalsa/yalsa.cfm>

## 10. **General Resources**

American Library Association (ALA) <http://www.ala.org/>

American Library Association - ALA Recommended Blogs  
<http://www.ala.org/ala/online/blogs/bloglinks.cfm>

Core Competencies for all Staff: "Competencies are the skills, technical knowledge and personal attributes that enable individuals to contribute positively to their organizations and the library profession." NJLA

- Competency Index for the Library Field. Gutsche, Betha, editor. Compiled by WebJunction, June 2009.  
[http://www.webjunction.org/c/document\\_library/get\\_file?folderId=67024497&name=DLFE-16500008.pdf](http://www.webjunction.org/c/document_library/get_file?folderId=67024497&name=DLFE-16500008.pdf)
- New Jersey Library Association (NJLA) -  
<http://www.njla.org/resources/competencies.html>

- Ohio Library Council (OLC) - <http://www.olec.org/CoreCompetencies.asp>

Friends of Libraries USA: “Friends of Libraries U.S.A. (FOLUSA) is a national nonprofit organization providing networking opportunities and educational support for local Friends of Libraries groups, Trustees, and library Foundations across the country.” <http://www.folusa.org/>

Internet Public Library: “The Internet Public Library is a public service organization and a learning/teaching environment founded at the University of Michigan School of Information and hosted by Drexel University's College of Information Science & Technology.” <http://www.ipl.org/>

Key Trends Affecting Libraries. Office of Policy Analysis, Smithsonian Institution, Washington, DC, 2004.  
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New Mexico Library Association <http://www.nmla.org/>

Public Libraries in New Mexico <http://www.publiclibraries.com/newmexico.htm>

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Reitz, Joan M. Online Dictionary of Library and Information Science (ODLIS). **ODLIS** is designed as a hypertext reference resource for library and information science professionals, university students and faculty, and users of all types of libraries.  
<http://lu.com/odlis/about.cfm>

TechAtlas: “Quickly gather hardware and software information for your Windows-based computers with this easy-to-use tool. This is a great place to start if you need to know if your computers can use your new software donation, or if you're just taking a picture of what you have. With a current snapshot of your computer inventory, your organization will be better prepared to get new computers and manage (or replace) the ones you have. Not to mention, you'll also be more prepared in case disaster strikes and you have to report on your technology assets.” <http://techatlas.org>

TechSoup: “TechSoup provides a range of technology services for nonprofits, including articles, a blog, discussion forums, Webinars, and discounted and donated technology products.” <http://www.techsoup.org/index.cfm>

WebJunction: “WebJunction provides online learning community services to a wide variety of library organizations. Our partners range from state libraries that develop custom learning communities, to library organizations that use our deep catalog of online course on technical, general and library skill-related subjects for staff training.” <http://www.webjunction.org/do/Home>

Wikipedia: The Public Library – definitions, history resources, and more.  
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## **11. *Services for Special Populations***

Alire, Camila A. *Serving Latino Communities: A How-To-do-It Manual for Librarians*. Neal-Schuman, 2007.

American Library Association: Libraries Serving Special Populations Section (LSSPS)  
<http://www.ala.org/ala/mgrps/divs/ascla/asclaourassoc/asclasections/lssps/lssp.s.cfm>

Colorado Department of Education, Diversity Resources:  
<http://www.cde.state.co.us/cdelib/diversity/Resources-Info.htm>

Cuban, Sondra. *Serving New Immigrant Communities in the Library*. Libraries Unlimited, 2007.

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Texas State Library – Resources for Special Populations – This site “contains links to helpful resources related to library services for ... multicultural, literacy, senior citizens, and the disabled.” <http://www.tsl.state.tx.us/ld/pubs/specialpop/>