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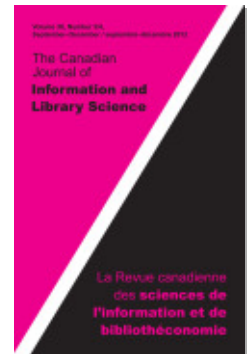
*Managing Library Volunteers* (review)

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This book would be useful for a student in the field of knowledge management; it is scholarly, dense, and thorough. While there is no particularly Canadian content, there is nothing particularly American about it either, except perhaps the authors chosen. Knowledge management is a fairly universal topic, and anyone studying the topic would do well to read this book. Containing both a table of contents and a detailed index, the book could be sampled sparingly but is probably best read at least a complete chapter at a time. Wallace himself has had a long and varied career in the field of library and information studies, is well-published, and has obviously done his homework on this topic. A unique contribution to the field, this book is recommended for any school of library and information studies and for any serious scholar on the subject.

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Preston Driggers and Eileen Dumas. *Managing Library Volunteers*, 2nd ed. Chicago: American Library Association, 2011. ISBN 978-0-83891-064-1. US\$55.00.

*Managing Library Volunteers* is a complete step-by-step guide for those who are either starting a volunteer program at their library or moving into the position of managing their library's existing volunteer program. It is organized as large topics broken into shorter sections, which allows the reader to focus on a specific area of interest. A detailed table of contents, a list of sample documents, and an index all aid the reader in finding the appropriate topic; also included is an extensive bibliography of further reading, including non-library volunteer resources. It has been updated from the first edition (published in 2002) to include the myriad changes in technology since that time, including the advent of 'virtual volunteers.'

Driggers is a professor of human resources at Regis University in Colorado and has worked as a human resources manager for a public library district; Dumas was volunteer coordinator for the Aurora Public Library in Colorado for 18 years. Between them, they have a wealth of experience and knowledge from which to draw. Included is information on the rights of volunteers, ways to manage other staff's attitudes about volunteers, legal issues, position descriptions, HR matters, interviewing tips, recruitment techniques, and much, much more. While all examples used are from US public libraries, other types of libraries that use volunteers could also benefit from this book. Canadian libraries may not want to rely on the legal advice and US-specific associations mentioned, but most of the book is still applicable.

As someone who has not worked with library volunteers before, I found this book to be very enlightening regarding the importance of volunteers, not only in the library's operations but also because of how they link the library to the community and affect the community's perception of the library. Another surprise was the book's descriptions of the challenges the volunteer coordinator faces getting other library staff to accept volunteers in their library. The ideas for what

type of work volunteers can do—including the new work of ‘virtual volunteers’—is useful and has great potential to expand the roles currently served by volunteers. The multitude of forms, checklists, job descriptions, and other examples provided would be extremely helpful to someone who is starting from scratch.

While other books deal with volunteers in libraries, most are either focused on one aspect (e.g., church libraries, training, teen advisory groups) or more general ideas (library promotion, library training). This book covers everything one might need to know about library volunteers from start to finish. I highly recommend it to anyone who manages the volunteer program at a library or is thinking about starting one.

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Adele M. Fasick. *From Boardbook to Facebook: Children's Services in an Interactive Age*. Santa Barbara, Calif.: Libraries Unlimited, 2011. ISBN 978-1-59884-468-9. CAN\$45.00.

Services for children is one of the pillars of the public library's mandate. Public libraries have traditionally felt a special responsibility to support children's reading and have provided them with a wide collection of recreational and educational print materials. However, as Adele Fasick points out in her newest book, as the twentieth century has given way to the twenty-first, the ways in which we read, learn, and interact have changed dramatically, and children of all ages, from toddlers to teens, are affected by these changes. In *From Boardbook to Facebook*, Fasick provides practical and pragmatic ideas for strategies libraries can use to bring their collections and services into the twenty-first century by making them more interactive and engaging.

*From Boardbook to Facebook* is divided into four main sections. Section I lays a foundation by outlining the social and technological changes that have taken place in children's lives and the impact of these changes on traditional library services. Section II explores changing concepts of literacy, including visual and media literacy, multicultural literacy, and information literacy. Section III, perhaps the most provocative and original part of Fasick's analysis, considers how library spaces themselves need to evolve to meet changing needs and also discusses new forms of libraries such as digital libraries, hybrid libraries, and blended libraries. The final section of the book provides practical suggestions of strategies for facilitating change in a children's department. It includes ideas for identifying allies for change, starting change, and marketing the library's services.

Adele Fasick, professor emerita of the faculty of information studies at the University of Toronto, is a well-known authority in children's services who has also written *Child View: Evaluating and Reviewing Materials for Children* and *Managing Children's Services in the Public Library*, 3rd edition. *From Boardbook*