

Page numbers followed by f indicates figure; t indicates table

A

A+ Partners in Education

- as advocacy tool, 51–52, 60–61
- background, 53
- benefits of, 51–52, 60–61
- components of, 54–57
- evaluation of, 59
- and parents, 57–58
- tool kit, 56
- use by other libraries, 59–60
- vision of, 53–54

Access to information

- constitutional issues, 243–252
- definition, 227–228
- health information, 268–269, 271–272
- and pornography, 225–226, 234–235
- restrictions on, 243–244

Accountability and employee retention, 111–112

Accuracy in health information, 269–270

ADA compliance and facility management, 210, 215

Advocacy

- Arizona activities in, 46
- as communication tool, 41
- editorial writing and, 49
- getting participation in, 42, 45–47
- with legislators, 47–50
- partnerships as, 51–52, 60–61
- purpose of, 41–42
- resources for, 47, 49–50

Advocating for Better Salaries and Pay Equity Toolkit (ALA), 83

ALA. See American Library Association (ALA)

Alfino, Mark, 227

American Community Survey, 315

American FactFinder, 316

American Library Association (ALA)

- advocacy resources, 47, 49–50
- Code of Ethics, 225–226, 268–272
- compensation equity resources, 83
- intellectual freedom positions, 225–226
- intellectual freedom resources, 229, 271
- reference services resources, 269

Appearance, library regulations on, 243–244, 246–247, 252

Armstrong v. District of Columbia Public Library, 246–247

Ask A Librarian software, 263, 264–265

AskA+ Locator, 263
Authority, generational differences about, 94–95

B

Baby Boomers as employees, 93–96, 94f
Bare feet in libraries, 247–252
Behavior, library regulations on, 244–246, 252
Benchmarking, 4
Benefits, employee, 85, 86, 98–99
Better Salaries and Pay Equity Task Force (ALA), 83
Blogs
 definition, 327–328
 directories of, 329
 hardware for, 329
 for libraries, 328–329
 MySpace, 328
 sites for, 328
 software for, 329
Boards, foundation, 34
Boldchat software, 263
Book clubs, 58
Bookmobiles, 7t
Bookstores, competition from, 23–24, 27–28
Boys and reading, 58
Brainstorming, 178–179
Branch locations, determining, 313–314
Branch managers
 education of, 124–127
 employment opportunities, 134–135
 experience of, 127
 mentoring of, 132–133
 professional development of, 132–133
 recruitment of, 130
 responsibilities of, 128
 retirement trends, 131, 134
 success factors, 128–130
 survey of, 123–124
 training of, 130–133
 work interests, 128, 129f
 working with children, 132
Budgets
 in Request for Proposal (RFP), 140–141
 for RFID systems, 335, 342–343
Buildings. See Facility management
Bylaws, foundation, 36–37

C

- Canada and virtual reference services, 265
- Career development. *See* Professional development
- Career Stage Theory, 96–97
- Carnegie Mellon University, 320
- Censorship, 221–222
- Census data. *See* Demographic data; Geographic Information Systems (GIS)
- Charles County Public Library (MD), 60
- Charts and data management, 205f, 207–208
- Chat and virtual reference services, 262, 263, 295
- Circulation statistics, 6, 7t
 - actual declines in, 20–21
 - compared to bookstores, 23–24
 - compared to other outputs, 15f
 - in-house use, 12t
 - longitudinal trends, 14, 16t
 - per capita, 6, 9, 11, 13t, 20–21
 - per expenditures, 14t
 - related to demographics, 311–312
 - young adult materials, 9, 10t
- Circulation systems. *See* Radio Frequency IDentification (RFID)
- Closures of libraries, 19–20
- Code of ethics. *See* Ethics
- Collections, 7t
 - compared to other outputs, 15f
 - longitudinal trends, 14
 - per capita, 9, 11
 - using demographic data, 307–308, 310–311
- Collins, Jim, 115–121
- Colorado and virtual reference services, 264–265
- Columbus Metropolitan Library, Neinast v.*, 247–252
- Committees. *See also* Decision making
 - accountability of, 187
 - charges to, 185
 - decision making methods, 190–194
 - leadership of, 186
 - member roles, 187
 - method selection, 187, 190
 - problems with, 188f–189f
 - results of work, 187
 - size of, 185–186
- Communications
 - acceptance of, 163
 - advocacy tools, 41–42
 - delivery methods, 158–160, 164–171
 - e-mail, 158, 159

- with employees, 85, 86–87, 97–98, 111–112
- evaluation of, 163–164
- guidelines for, 158–159
- internal, 157, 158–160
- intranets, 162–163
- problems with, 156, 160–162
- process of, 156–156
- repetition value, 160
- responsibilities in, 156–157
- training needed, 157

Community centers, libraries as, 25–26, 28–29

Compensation, 25, 83

Consensus building, 190–191

Consultants, 138–142

Contact center software, Web, 262–263

Continuing education. *See* Professional development

Convictions, personal, 228

Creating Policies for Results, 72, 212

Culture, workplace, 97–101

CybraryView, 316

D

Data management

- charts, 205f, 207–208
- graphs, 204f, 205f, 207–208
- knowing audience, 198
- narrative descriptions, 203–206
- organization of, 199–200
- presentation of, 200–202
- problems with, 197
- qualitative, 198, 199f
- quantitative, 198, 199f
- selection of, 198–199
- tables, 204f, 206–207

DEAR (Dogs Educating and Assisting Readers), 58

Decision making. *See also* Committees

- brainstorming, 178–179
- consensus building, 190–191
- Delphi Method, 181–183
- forced choice, 193–194
- by group discussion, 176–178
- identifying issues, 173–174
- method selection, 175–176, 187, 190
- Nominal Group Technique, 179–181
- participant selection, 175
- and peer pressure, 175

- personality issues in, 174–175
- voting, 191–193
- Delphi Method, 181–183
- Demographic data. *See also* Geographic Information Systems (GIS)
 - for branch location decisions, 313–314
 - and circulation statistics, 311–312
 - and collection management, 307–308, 310–311
 - and outreach efforts, 312–313
 - program planning using, 312–313
 - staffing decisions using, 312
- Demonstrating Results*, 110
- Demotions, voluntary, 86, 100
- Desiderio, Robert, 35
- Dialog, 322
- Disclaimers and health information, 276–278
- District of Columbia Public Library, Armstrong v.*, 246–247
- Docutek, 263, 295
- Dogs Educating and Assisting Readers (DEAR), 58
- Due process rights, 250–251

E

- eBooks, 320–323
- eBooks.com, 322
- eBrary, 326
- Ebsco Host, 322
- eContent
 - advantages of, 319
 - background, 319–321
 - formats for, 321–322
 - providers of, 322–325
- Editorial writing as advocacy tool, 49
- Education for librarianship. *See also* Professional development
 - branch managers, 124–127
 - challenges faced, 25
 - encouraging employees, 106
 - and leadership development, 78–79
- eJournals, 319–320, 322
- e-journals.org, 322
- Electronic Collections Online, 324
- E-mail
 - to elected officials, 49
 - with employees, 158, 159
 - and virtual reference service, 262
- eMedia, 321
- Employees. *See also* Branch managers; Retention and Career Stage Theory, 96–97

- communication with, 85, 86–87, 97–98, 111–112
- developing in-house, 28
- ethical challenges of, 225–226, 230–236
- expectations of, 82f, 89–90, 91–97, 101–103
- generational differences, 92–96
- and *Good to Great* principles, 115–121
- longitudinal trends, 16t
- orientation, 84–85, 104–106
- recruitment, 84, 130
- and reference services, 283–289
- retirees, 24–25, 110–111
- roles of, 28–29
- sexual harassment of, 228–229
- shortages of, 24–25, 81
- staffing levels, 65–71, 73–75
- standards, 70t
- training, 103–108
- turnover costs, 81–82
- using demographics to determine needs, 312
- young adult services, 10t

Employer expectations, 82f

English for Speakers of Other Languages (ESOL), 59

Ethical Challenges in Librarianship (Hauptman), 227

Ethical Dilemmas in Libraries (White), 227

Ethics

- conflicts between personal and professional, 225–226, 230–236
- definition, 227, 228
- health information providers, 267–272

Ethics and the Librarian (Lancaster), 227

Ethics of Librarianship, The (Koehler), 228

Evaluations

- of library/school partnerships, 59
- Request for Proposal (RFP), 141–142

Event Theory of Generations, 92–96

Exit interviews, 86, 108

Expenditures statistics

- longitudinal trends, 13–14
- per capita, 11, 12t
- per income, 15f
- per outputs, 12–13
- young adult materials, 10t

Exteriors and facility management, 209–210

F

Facility management

- ADA compliance, 210, 215