

Library and Information Science

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Library and Information Science

A GUIDE TO KEY LITERATURE AND SOURCES

MICHAEL F. BEMIS



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To my colleagues, the librarians of the world,
this work is respectfully dedicated.

Come, and take choice of all my library, and so beguile thy sorrow.

Shakespeare, *Titus Andronicus*, 4.1, 1594

CONTENTS

acknowledgments ix

introduction xi

1	Administration and Management	1
2	Architecture	19
3	Associations	25
4	Awards and Recognition	29
5	Biography, Autobiography, and Memoir	33
6	Careers and Employment	37
7	Cataloging and Classification	43
8	Censorship and Intellectual Freedom	53
9	Collection Management	55
10	Education and Professional Development	63
11	Epistemology and Philosophy	67
12	Ethics	69
13	Funding and Finance	71
14	Humor	75
15	Information Literacy and Bibliographic Instruction	79
16	Information Technology	89
17	Interlibrary Loan and Document Delivery	107

18	International Librarianship	109
19	Law	115
20	Libraries, General	119
21	Libraries, History of	125
22	Library Science, General	131
23	Library Science, History of	139
24	Marketing, Public Relations, and Advocacy	141
25	Miscellaneous	147
26	Patron Services	159
27	Philanthropy	173
28	Popular Culture	175
29	Programming	177
30	Quotations	185
31	Readers' Advisory	187
32	Reading Advocacy, Instruction, and Promotion	203
33	Reference Work	207
34	Research	219
35	Serials	221
36	Special, Academic, and School Libraries and Librarians	225
37	Statistics	241
38	Vendors and Suppliers	245
39	Writing and Publishing	247

APPENDIX A

American Library Association Divisions, Chapters, and Affiliates 249

APPENDIX B

International and National Professional Associations 259

author and title index 267

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INTRODUCTION

I WROTE THIS BOOK FOR A SIMPLE REASON: I NEEDED A CURRENT ANNOTATED bibliography of library science but couldn't find one. My goals were twofold: to collect as much of the available information sources regarding various aspects of the profession as reasonably possible and to then organize them in a logical fashion. It is my fervent hope that my colleagues will find this to be a useful work as they conduct research in our field of endeavor.

Written specifically with working librarians in mind, this volume should also appeal to library students, library educators, and to a lesser extent bibliographers in general. Of course, anyone wishing to survey the current landscape of library literature should find this book helpful.

Books and print periodicals are the focus of this annotated bibliography. Electronic journals, websites, and databases also receive attention, but to a much lesser degree. Print works with a copyright date of 2000 to, generally, early 2012 make up the bulk of this volume, although some classic LIS titles are featured in special "Historic Interest" sidebars. A case in point is the one in chapter 22, which discusses the *ARBA Guide to Library Science Literature* and its several annual supplements. Readers are directed to this resource should they desire to locate professional material for the period 1970 through 1999.

I enlisted OCLC WorldCat, local library collections within Minneapolis/St. Paul (most notably the LIS collection at the library of the College of St. Catherine, which supports a library school there), and review copies from publishers along with their websites and catalogs to find suitable material for inclusion in this volume. Emphasis is on usefulness and practicality for the working librarian—thus the many "how-to" manuals, handbooks, and other materials that may be employed for on-the-job use.

ENTRIES

There are two types of entries herein. Full annotations include complete bibliographic information, such as title, author/editor, publisher, and date of publication, as well as ISBN or ISSN, as appropriate, and a URL for websites, along with commentary on the

work at hand. Citations include just the bare-bones bibliographic data and are listed under the heading “Further Resources.” In either case, entries follow the provisions set forth in *The Chicago Manual of Style*, which for the past century has been widely regarded as the standard of manuscript preparation. The specific criteria I used to select a particular resource for either the full treatment or the more concise listing appear below. It should be noted that there were some resources reviewed that, in my professional opinion, met few or none of these standards and therefore were not listed at all. Fortunately, the level of quality of library literature is quite high overall.

Resources that met the following four criteria include full bibliographic data as well as commentary:

Timeliness of information. Reflects current trends, issues, or historical perspective.

Authority of resource or author qualifications. Clearly indicates who the author is, what organization(s) he or she is affiliated with, and if the work had sponsorships.

Professional standing. Is quoted widely and often cited in lists of references, bibliographies, or works cited in other resources examined during primary research. Primary and secondary sources were clearly listed.

Special features. Contains special features that are unusual or particularly helpful (e.g., tables, diagrams, step-by-step instructions, case studies, historical context).

Resources that did not merit annotation are nonetheless applicable to the specific chapter topic and provide supplementary or alternative information not covered by the annotated entries. A further benefit of listing these additional resources is that it allows for the inclusion of much more material and gives the reader a sense of where publishing activity is most prevalent. It probably comes as no surprise, for example, that the chapter covering information technology is one of the largest in this book.

For annotated entries, the thrust of the notes is to survey the work’s contents and the aims of

the author/editor. Although many annotated bibliographies attempt to be evaluative or critical, I contend that a particular work’s usefulness is ultimately up to the reader. It is not a bibliographer’s place to dictate what should or should not be read. (Nonetheless, if I considered a work to be wholly inappropriate or poorly executed, I excluded it from this listing.)

Readers will note that the majority of the entries are for narrative works. Some reference titles are included, but they form a minority. Not only does this avoid unnecessary duplication, it allows more space for LIS titles not reviewed elsewhere. Dictionaries and encyclopedias of library and information science are covered pretty comprehensively in *American Reference Books Annual*, published by Libraries Unlimited.

SPECIAL FEATURES

Chapters appear in alphabetical order by title, each one covering a specific aspect of library science, such as cataloging and classification, collection management, readers’ advisory, and so on. Each chapter begins with several representative Library of Congress subject headings. I recognize that this book is not comprehensive. Readers who wish to find further titles on a particular topic may use these headings to locate still more material on WorldCat and local library electronic card catalogs.

Each chapter is subdivided by format: books, periodicals, websites (a category that includes online-only articles), and databases (if applicable). Sidebars are scattered throughout the book. “Historic Interest” sidebars mention classic but out-of-print titles that are too important to be ignored. “FYI” sidebars alert readers to sources of information which, though on the whole are outside the scope of this work, may nevertheless contain material pertinent to the subject of library science.

Finally, two appendixes list and comment on professional organizations, the first for ALA subunits and the second for international and regional library associations.

- (1) Libraries—Safety Measures
- (2) Library Administration
- (3) Library Moving
- (4) Library Personnel Management
- (5) Library Planning
- (6) Library Reports



ADMINISTRATION AND MANAGEMENT

BOOKS

1 Allan, Barbara. *Project Management: Tools and Techniques for Today's ILS Professional.* London: Facet, 2004. ISBN: 978-1-85604-504-9.

Allan draws on her experience in managing a wide variety of library projects to create this textbook for practitioners and students on implementing IT systems, setting up websites, and managing projects. Topics include project life cycles, planning, implementation, evaluation, funding, and partnerships. Text includes illustrations, examples, and case studies.

2 Applegate, Rachel. *Managing the Small College Library.* Libraries Unlimited Library Management Collection. Santa Barbara, CA: Libraries Unlimited, 2010. ISBN: 978-1-59158-917-4 (print), 978-1-59158-918-1 (e-book).

Just what the title says: “The purpose of this book is to give men and women who direct libraries at small colleges the tools and ideas they need to be effective managers” (p. 3). Applegate

does a commendable job of doing exactly that. The book’s dozen chapters are organized into four broad sections: “Thinking about Managing,” “People and How They Fit Together,” “Core Responsibilities of Managers,” and “Supporting Teaching, Research and Service.” This is an excellent overview of the duties and responsibilities of the job for those new to it or who simply aspire to reach it some day.

3 Brooks, Sam, and David H. Carlson, eds. *Library/Vendor Relationships.* Copublished simultaneously as *Journal of Library Administration* 44, no. 3/4, 2006. New York: Haworth Information Press, 2006. ISBN: 978-0-78903-351-2.

This compilation examines the relationship between libraries and those organizations that supply the goods and services used to help their patrons. The irony of for-profit companies supplying materials and equipment to nonprofit libraries is not lost on the contributors as they examine both the authorization and transaction processes. Topics include a review of database markets, book vendor efficiencies, collaboration

in standards development, fostering productive relationships, and online support services. Charts and graphs are a strong complement.

4 Brophy, Peter. *Measuring Library Performance: Principles and Techniques*. London: Facet, 2006. ISBN: 978-1-85604-593-3.

As Brophy explains in his preface, “Without clear and reliable information about what is happening within an organization and in its interactions with its customers and suppliers, it is impossible to make well-founded decisions to guide future development or even to monitor the effects of decisions that have been made in the past” (p. xv). Well said. The purpose, then, of this volume is to give the reader the tools necessary to effect the opposite outcome. This is accomplished with clearly written text, helpful charts and diagrams, and three appendixes covering data collection methods, analysis of data, and presentation of results. The book’s fourteen chapters cover such aspects as user satisfaction, social and economic impacts, and benchmarking. Each chapter concludes with a list of additional resources and a bibliography.

5 Carson, Paula Phillips, Kerry D. Carson, and Joyce S. Phillips. *The Library Manager’s Deskbook: 102 Expert Solutions to 101 Common Dilemmas*. Chicago: American Library Association, 1995. ISBN: 978-0-83890-655-2.

101 common management issues and their proposed solutions are organized in a question-and-answer format; they cover topics such as workplace security, personnel issues, supervision, personality conflicts, lead workers, liability, leadership, and sexual harassment. The authors use Total Quality Management tools in combination with professionalism to provide a process to create answers to other management problems.

6 Cohn, John M., and Ann L. Kelsey. *Staffing the Modern Library: A How-to-Do-It Manual*. How-to-Do-It Manuals for Librarian 137. New York: Neal-Schuman, 2006. ISBN: 978-1-55570-511-4.

The authors base their staffing process on Michael Milgate’s “lean” manufacturing concepts as used to measure and manage the drivers of business success. They stress the necessity for library managers to establish staff competencies that are aligned with library mission and goals. Focus is changed from a task-oriented to a competency-based approach to providing library services through revamping position descriptions and assignments. Sample checklists, examples, worksheets, and illustrations are provided, along with an annotated bibliography. Appendixes contain sample behavioral and competency-based job descriptions and core and technical competencies for librarians, children’s collection librarians, and music librarians.

7 Cravey, Pamela J. *Protecting Library Staff, Users, Collections, and Facilities: A How-to-Do-It Manual*. How-to-Do-It Manuals for Librarians 103. New York: Neal-Schuman, 2001. ISBN: 978-1-55570-392-9.

This is a pragmatic step-by-step guide to dealing with security issues including staff and patron safety, securing facilities, and safeguarding collections. The book covers overall security concerns, general collection and special collection safeguards, staff and patron physical safety during normal activities and special events, and electronic files and systems protections.

8 Curran, Charles, and Lewis Miller. *Guide to Library and Information Agency Management*. Lanham, MD: Scarecrow Press, 2005. ISBN: 978-0-81085-115-3.

Like any good identification manual, this “field guide” to library management attempts to point out the various “species” one is likely to encounter, in this case, opportunities, workplace issues, success/failure, and topics both routine (budgets, office politics) and unique, as in—ahem—“fraternizing” with one’s coworkers. Flashes of humor frequently sparkle between the lines of drier dialogue. In reference to the aforementioned possibility, the authors state that such shenanigans cannot be hidden: “Listen up, lovebirds; it’s on

the bulletin board. Everybody knows! No one doesn't know. You are busted!" (p. 327). For the most part, this is nitty-gritty hands-on advice, much of it not to be found in garden variety management tomes, which are frequently long on theory but short on practice. The gist is nicely summed up in the introduction: "to fill . . . the cracks between information about managerial principles and the processes required to carry them out" (p. ix). Special features include "Your Turn" text boxes, in which library managers describe real-life episodes and how they were handled. End-of-chapter bibliographies point the way for further research.

9 Curzon, Susan Carol. *Managing Change: A How-to-Do-It Manual for Librarians*. Rev. ed. *How-To-Do-It Manuals for Libraries* 145. New York: Neal-Schuman, 2005. ISBN: 978-1-55570-553-4.

This is, indeed, a how-to-do-it manual. Each chapter begins with the words "How to," as in "How to Conceptualize Change" and "How to Prepare the Organization for Change." All this is under section 1, "Managing Change Successfully." Particularly appealing is the step-by-step outline presented at the beginning of each chapter. Curzon almost literally leads the reader by the hand through the process, then wraps up everything neatly with concluding remarks and a "Quick Check" box that states "review Chapter X and answer the following questions." She then shifts gear for section 2, "Practicing Change Management," looking at such scenarios as "Adjusting to the budget cut" and "Improving poor service at reference," which are basically a series of case studies. Overall, this is an easy read and a thorough treatment of the subject matter.

10 Diamond, Tom, ed. *Middle Management in Academic and Public Libraries*. Westport, CT: Libraries Unlimited, 2011. ISBN: 978-1-59884-689-8 (print), 978-1-59884-690-4 (e-book).

Contributors look at the many roles middle managers play in today's modern library, in addition to such topics as creating a leadership development program, managing cross-collaborations,

managing changes in library services, and developing managerial skills in academic and public libraries. Attention is also paid to colleagues and cross-functional teams, integrating technology, and career ladder steps.

11 Disher, Wayne. *Crash Course in Public Library Administration*. Crash Course Series. Westport, CT: Libraries Unlimited, 2010. ISBN: 978-1-59884-465-8.

This crash course for librarians in rural or small urban areas covers local government and its services, public administrators, organizational design, power and politics, budgeting, planning, human resources, communications, teams, problem solving, facilities management, communities, policies, and working with councils, boards, and commissions. Principles and key subjects are from a public library perspective.

12 Dougherty, Richard M. *Streamlining Library Services: What We Do, How Much Time It Takes, What It Costs, and How We Can Do It Better*. Lanham, MD: Scarecrow Press, 2008. ISBN: 978-0-81085-198-6.

As any business executive can tell you, time is money. In this era of static or (more likely) shrinking budgets, doing more with less is of paramount importance. As Dougherty points out in his preamble, "Saving the time and conserving the energy of busy library staff so that their attention can be focused on priority services and activities is what this [book] is all about." Essentially, an efficiency expert presents his case for how libraries can, in fact, do more with less. This is fairly technical stuff, full of work flow analysis forms and the like. Fortunately, the author writes in plain English, and what he says makes perfect sense. The basic idea is that instead of working harder, librarians should be working smarter.

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

The authors discuss volunteer service library programs, volunteer recruitment, training and development, awards and recognition, rules and disciplines, and record keeping. Practical advice, tips, sample job descriptions, application forms, parental permission slips, sign-in sheets, checklists, a survey, and more are provided in this updated edition. A bibliography, illustration credits, and index are included.

14 Dudden, Rosalind Farnam. *Using Benchmarking, Needs Assessment, Quality Improvement, Outcome Measurement, and Library Standards: A How-to-Do-It Manual with CD-ROM.* How-to-Do-It Manuals for Librarians 159. New York: Neal-Schuman, 2007. ISBN: 978-1-55570-604-3.

Dudden assumes that the reader has little or no knowledge of benchmarking, statistics, or measurement tools. She first reviews management theory, assessment, measurement, and evaluation before covering needs assessment, quality improvement, benchmarking, performance, and outcomes in part 2. In the final part, questionnaire design, statistical analysis, and communication techniques are illustrated with manageable steps, workbooks, and real-life examples. The accompanying CD-ROM contains reproducible workbooks, standards, templates, sample reports, surveys, and more.

15 Elliott, Donald S., Glen 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. ISBN: 978-0-83890-923-2.

The authors show how to complete a cost-benefit analysis for a service offered by a library. The book begins with an introduction to cost-benefit analysis, fundamentals, important considerations, and preparation. Much of the book is devoted to measuring library benefits through identifying and sampling library users, preparing survey instruments, determining library costs, and evaluating return on taxpayer and donor investments. The first appendix is a cost-benefit analysis that

looks at a patron's willingness to purchase books rather than borrow them from a library. Other appendixes cover sampling cardholders, survey instruments, calculating and reporting survey response rates, and technical insights for project consultants. A glossary and index are included.

16 Evans, G. Edward. *Performance Management and Appraisal: A How-to-Do-It Manual for Librarians.* How-to-Do-It Manuals for Librarians 132. New York: Neal-Schuman, 2004. ISBN: 978-1-55570-498-8.

Evans covers employee performance reviews, setting performance standards, training, appraising, coaching, and applying disciplinary actions. The three sections cover preparation, appraisal methods, and appraisal forms for academic and public libraries. The companion CD contains Microsoft Word and PDF sample forms and instructions.

17 Evans, G. Edward, and Patricia Layzell Ward. *Leadership Basics for Librarians and Information Professionals.* Lanham, MD: Scarecrow Press, 2007. ISBN: 978-0-81085-229-7.

Organized into three sections ("Background," "Developing Leadership Skills," and "The Experience of Leadership"), nine chapters detail such topics as teamwork, strategic thinking, and acquiring political skills. Text boxes are liberally sprinkled throughout, with headings such as "Keep In Mind" and "Check This Out," which reference both print and online documents that reinforce points made in the narrative. This is a good introductory text for those contemplating being an agent of change or those already in this position but unsure how to proceed.

18 Evans, G. Edward, and Patricia Layzell Ward. *Management Basics for Information Professionals.* 2nd ed. New York: Neal-Schuman, 2007. ISBN: 978-1-55570-586-2.

This is a standard LIS textbook, albeit a very useful one. Its underlying principles are that "management is the accomplishment of things with, through, and for people" and that "good managers are made, not born" (p. xx). Twenty

chapters are organized under four broad categories: “Background, Knowledge, and Skills,” “Managing Resources,” “Career Development,” and “Your Future.” Among the many helpful features are a plethora of text boxes, with headings such as “Consider This,” “Check This Out,” and “Reflect On.”

19 Giesecke, Joan. *Practical Strategies for Library Managers*. Chicago: American Library Association, 2001. ISBN: 978-0-83890-793-1.

Giesecke used her experience as dean of libraries at the University of Nebraska to develop this practical guide for beginning managers. Descriptions and analyses of organizational problems cover meetings, planning strategies, supervision, and business theories. The tips for working with irrational or nontraditional employers are practical and straight to the point.

20 Gordon, Rachel Singer. *The Accidental Library Manager*. Medford, NJ: Information Today, 2005. ISBN: 978-1-57387-210-2.

The book title reflects the fact that many librarians are thrust into management positions unexpectedly. For the most part, this resource is concerned with practical stuff: “The following pages focus on using your library skills, background, and training to become a more effective library manager, as well as on learning when thinking like a librarian might actually be a hindrance in your management position. You will find ideas on how to become a better and more effective manager, and ideas on what to avoid” (p. xiii). Of special note are verbatim responses from two online surveys conducted for library managers in 2003 and for library support staff in 2004. These comments are quite revealing and give an accurate snapshot of everyday workplace issues. To cite just one example from the manager survey: “It is frustrating that not everyone understands that if you are going to collect a paycheck, it’s necessary to perform the job duties for which you are employed” (p. 59). The other side of the coin is illustrated by a respondent from the support staff camp: “He was a despot. He would

time your breaks to the minute. He was a bureaucrat through and through, and cared more for rules than humans” (p. 147). Likewise remarkable is chapter 11, “Theories of Management,” which catalogs no fewer than thirty-two modes of thinking about this subject, from “Benevolent Neglect” to “Total Quality Management.”

21 Green, Ravonne A., ed. *Library Management: A Case Study Approach*. Oxford: Chandos, 2007. ISBN: 978-1-84334-349-3.

The type of intensive analysis known as the case study is here applied to library problems. Part 1, “The Case Study as Research Tool,” consists of three chapters written by Green that outline the basics of performing a case study. Part 2 consists of actual examples of case studies written by students of Valdosta State University that represent “dilemmas that these students have faced or cases that were reported to them by practicing librarians” (p. 73). This is a slender volume but a useful one.

22 Grover, Robert J., Roger C. Greer, and John Agada. *Assessing Information Needs: Managing Transformative Library Services*. Westport, CT: Libraries Unlimited, 2011. ISBN: 978-1-59158-797-2 (print), 978-1-59158-798-9 (e-book).

The gist of this book is that any library should understand the community in which it is situated and customize services according to the needs of the users. The authors provide an overview of information needs and discuss libraries in society; knowledge systems in society; a theoretical framework for community analysis; gathering data for decision making; lifestyles; community analysis; information needs of individuals, groups, and agencies; planning information services; and implementation issues. Each chapter begins with an overview and includes issues and recommendations, a summary, and references. Educational attainment for six communities, case study chronology, and case study survey questions are contained in the appendixes. A selected bibliography and index conclude the book.

AUTHOR AND TITLE INDEX

Locators refer to entry numbers.

A

- A to Zoo*, 1209
AASL Hotlinks (serial), 158
Abbas, June, 1025
ABCs of an Author/Illustrator Visit, 1101
Abdullahi, Ismail, 689
Abell, Angela, 821
Abels, Eileen G., 1373
Academic Branch Libraries in Changing Times (serial), 1523
Academic Librarian's Handbook, 1496
Academic Librarianship by Design, 1465
Academic Libraries as High-Tech Gateways, 119
Academic Library, The, 1441
Academic Library and the Net Gen Student, The, 1481
Academic Library Research, 1407
Academic Search Premier (database), 1434
Access and Identity Management for Libraries, 306
Access, Delivery, Performance, 764
Accidental Library Manager, The, 20
Achieving Diversity, 904
Achieving National Board Certification for School Library Media Specialists, 1475
Achivaria (serial), 980
Acquisitions in the New Information Universe, 343
ACRL 2010 Academic Library Trends and Statistics for Carnegie Classification, 1575
Across Cultures, 1260
Adamson, Lynda G., 1167–1169
Adapting to E-books, 539
Adaptive Technologies for Learning and Work Environments, 612
Administering the School Library Media Center, 45
Administration of the Small Public Library, 111
Adult Learners Welcome Here, 461
Adult Literacy Assessment Tool Kit, 1315
Adult Programs in the Library, 1141
Advanced Technology Libraries (AT/L) (serial), 654
African American Literature, 1257
African Journal of Library, Archives and Information Science (AJOL), 702
African Research and Documentation (serial), 703
Agada, John, 22
Against the Grain (serial), 1590
Agner, Grace, 725
Agosto, Denise E., 375, 1025
Ahmon, Jess, 566
AIA Architect Finder (Web), 141
Aikawa, Hiroko, 251
Akey, Stephen, 178
Akin, Lynn, 1001
ALA Big Book of Library Grant Money, The, 393
ALA Connect (Web), 169
ALA Glossary of Library and Information Science, 818
ALA Guide to Economics and Business Reference, 1352
ALA Guide to Medical and Health Sciences Reference, 1353
ALA Guide to Sociology and Psychology Reference, 1326
Alabaster, Carol, 311
Alcorn, Louise E., 510
ALCTS Newsletter, 159
ALCTS Paper Series, 160
Alessio, Amy J., 1113–1114
Alexander, Ben, 928
Alexander, Linda B., 1115
Alexandria (serial), 704
Alford, Duncan, 433
Ali, Amjad, 179
Alire, Camila, 1020
ALISS Quarterly, 1551
Allan, Barbara, 1, 65, 361–362, 464–466
Allen, Maryellen Mott, 510
Ally, Mohamed, 550–552
Alman, Susan Webreck, 855
Almquist, Sharon G., 726
Alpert, Abby, 1170
Alter, Rachel, 1001
Altman, Ellen, 49, 80
Ambaum, Gene, 416–422
American Archivist (serial), 977

- American Association of Law Libraries, 1471
- American Book Publishing Record Annual*, 225
- American Book Publishing Record Monthly*, 290
- American Libraries* (serial), 828
- American Library Association Handbook of Organization (Web), 170
- American Library Association Office for Intellectual Freedom, 299, 303
- American Library Association, Public Programs Office, 1108
- American Public Library Handbook, The*, 766
- Action Plan for Outcomes Assessment in Your Library, An*, 81
- Amore, Shirley, 917
- Analyzing Library Collection Use with Excel*, 323
- Anatomy of Wonder*, 1244
- Anderson, Charles R., 1354
- Anderson, Dee, 1301
- Anderson, Richard L., 963
- Anderson, Rick, 1584
- Anderson, Sheila B., 1032–1033
- Andrew, Paige G., 272
- Anglin, Gary J., 553
- Anglo-Saxon Library, The*, 801
- Annals of Library and Information Studies (ALIS)*, 839
- Annotated Books Lists for Every Teen Reader*, 1246
- Applegate, Rachel, 2
- Applications of Social Research Methods to Questions in Information and Library Science*, 1408
- Appropriate Use Policies for Computers in College/University Libraries*, 1520
- Archifacts* (serial), 978
- Archival Science* (serial), 979
- Archives*, 961
- Archives and Manuscripts* (serial), 981
- Archives and Recordkeeping*, 969
- Archiving Websites*, 564
- Arellano, Filiberto Felipe Martinez, 278
- Ariadne* (serial), 787
- ARL Bimonthly Report*, 1552
- Art and Craft Activities for Early Literacy @ Your Fingertips*, 1131
- Art Libraries Journal*, 1553
- Art Museum Libraries and Librarianship*, 1466
- Asher, Andrew D., 1447
- ASLIB Proceedings* (serial), 700
- Assessing for Learning*, 442
- Assessing Information Needs*, 22
- Assessing Information Needs in the Age of the Digital Consumer*, 51
- Assessing Service Quality*, 80
- Assessing Student Learning Outcomes for Information Literacy Instruction in Academic Institutions*, 467
- Assistive Technologies in the Library*, 1003
- Assistive Technology*, 528
- Association for Library Collections and Technical Services: Awards and Grants (Web), 175
- Association for Library Service to Children, 953, 995
- Association of College and Research Libraries, College Libraries Section, 107
- Association of Specialized and Cooperative Library Agencies, 1004
- Attracting, Educating, and Serving Remote Users through the Web*, 1007
- Attwell, Bernadette, 741
- Audi, Robert, 382
- Augst, Thomas, 792, 893
- Austin, Andy, 511
- Austin, Fay Angela, 287
- Australasian Public Libraries and Information Sciences* (serial), 705
- Australian Academic and Research Libraries* (serial), 706
- Australian Library Journal (AJL)*, 707
- Author* (serial), 708
- Automating Media Centers and Small Libraries*, 514
- Avery, Elizabeth Fuseler, 376, 467
- Avila, Salvador, 1021, 1034
- Avrin, Leila, 894
- Ayala, Jacqueline, 1020
- Ayala, John L., 1022
- B**
- Babies in the Library!*, 1100
- Baca, Murtha, 252
- Back Page, The*, 921
- Bacon, Pamela S., 191
- Bacon, Tamora K., 191
- Bailey, Charles W., Jr., 895
- Bailey, Donald Russell, 1035
- Bailey, Steve, 332
- Baker, David, 850
- Baker, Nicholson, 896
- Bakers, Sharon L., 312
- Balash, Aggie, 207
- Balkin, Alfred, 1302
- Balloffet, Nelly, 897
- Banerjee, Kyle, 636
- Bankhead, Elizabeth, 468
- Banks, Paul N., 927
- Banned Books*, 304
- Banned Books Resource Guide*, 305
- Barbarians at the Gates of the Public Library*, 852
- Barber, Peggy, 396, 856
- Barclay, Donald A., 432, 512
- Bare Bones Children's Services*, 995
- Bare Bones Young Adult Services*, 1070
- Barnes, Bill, 416–422
- Barr, Catherine, 1171–1176, 1289–1290, 1294
- Barron, Daniel D., 363
- Barron, Neil, 1244
- Barron, Pamela Petrick, 338
- Barstow, Barbara, 1245
- Bartel, Julie, 1246, 1428
- Bartlett, Wendy K., 313
- Barton, Paul F., 823
- Basch, N. Bernard, 1429
- Basic Business Library, The*, 1449
- Basic Music Library, A*, 1437
- Basic Research Methods for Librarians*, 1405
- Bastian, Jeannette A., 928
- Bates, Marcia, 812
- Batley, Sue, 288
- Battles, Matthew, 793
- Bauer, Caroline Feller, 1089
- Baule, Steven M., 118
- Bauman, Stephanie G., 1116
- Baumann, Susana G., 1023
- Baumbach, Donna J., 1438
- Bawden, David, 822
- Baxter, Kathleen A., 1247
- Bazillion, Richard J., 119
- Be a Great Boss*, 78
- Beall, Julianne, 269

- Beck, Clare, 180
 Beck, Susan, 1001
 Becker, Beverley C., 303
 Becker, Patti Clayton, 794
 Becker, Samantha, 1079, 1080
Becoming a Fundraiser, 409
Becoming a Library Teacher, 448
 Beecroft, Kathryn, 149
Beginning Cataloging, 250
Behavioral and Social Sciences Librarian (serial), 1524
 Beinecke Library of Yale University, The, 769
Being an Information Innovator, 99
Being Indispensable, 60
 Bell, Alan, 735
 Bell, Steven J., 1465
 Bell, Suzanne S., 1327
 Belmas, Genelle, 749
Benchmarks in Distance Education, 363
 Benedetti, Joan M., 1466
 Benoit, Gaetan M., 181
 Bent, Moira, 1075
 Benton, Gail, 1090–1091
 Berard, G. Lynn, 1355
 Bergart, Robin, 1463
 Berger, Pam, 513
 Bernadoewski, Carianne, 1303
 Bertot, John Carlo, 898, 1573
 Besnoy, Amy, 385, 1439
Best Books for Boys, 1242
Best Books for Children, 1174
Best Books for High School Readers, 1175
Best Books for High School Readers (supplement), 1171
Best Books for Middle School and Junior High Readers, 1172, 1176
Best Books for Young Adults, 1270
Best New Media, K–12, 1173
Best Practices for Corporate Libraries, 1453
 Bethel, Jerrie, 917
Better by Design, 135
Better Library and Learning Spaces, 140
Beyond Article 19, 908
Beyond Picture Books, 1245
Biblia's Guide for Warrior Librarians, 423
 Bielskas, Amanda, 554
¡Bienvenidos! = ¡Welcome!, 874
 Bilal, Dania, 514
 Billings, Harold, 555
 Billington, James H., 124
 Bintliff, Barbara, 433
 Bird, Elizabeth, 989
 Bisher, Karment, 1581
 Bishop, Kay, 314, 1440
 Bisson, Casey, 556
Bite-Sized Marketing, 876
 Black, Steve, 1418
 Blair, Vera, 1002
 Blake, Barbara Radke, 857, 873
 Blake, Michael, 490
 Blakewood, Rebecca, 1079
 Blanchett, Helen, 469
 Bleiweis, Maxine, 929
Blended Learning, 464
Blood, Bedlam, Bullets, and Badguys, 1192
 Blosser, John P., 1431
 Blowers, Helene, 515
Blue Book on Information Age Inquiry, Instruction and Literacy, The, 436
Blueprint for Your Library Marketing Plan, 878
 Bluh, Pamela M., 150, 284, 377, 557, 1430
 Bobick, James E., 1355
 Bobinski, George, 851
Bodleian Library, The, 771
 Bogart, Dave, 899
 Bolan, Kimberly, 132, 558
 Bomhold, Catharine R., 1248
Book Clubbing!, 1142
Book History (serial), 972
Book Repair, 913
Book Sale How-To Guide, A, 399
Bookbird (serial), 701
Booklist (serial), 357
Books and Libraries in American Society during World War II, 794
Books in Bloom, 1125
Books in Print, 315
Books Kids Will Sit Still For 3, 1190
Books, Bytes, and Bridges, 1485
Books on Fire, 806
Booktalking Around the World, 1121
Booktalking Bonanza, 1094
Booktalking with Teens, 1145
Booktalks and Beyond, 1097
Boomers and Beyond, 1017
 Booth, Andrew, 66
 Booth, Char, 470, 559
 Booth, Heather, 1249
 Bopp, Richard E., 1328
 Born, Judy, 207
 Borrego, Diana, 1103
 Bosman, Ellen, 1250
 Bosser, Jacques, 124
 Bothmann, Robert L., 279
Bottom Line (serial), 412
Bottom Line, The, 1455
 Boucher, Virginia, 682
 Bouricius, Ann, 1251
 Bowers, Jennifer, 471
 Bowers, Stacey L., 391
 Bowman, J. H., 253–254
Box Full of Tales, A, 493
 Boyer, J. Patrick, 760
 Boyle, Frances, 348
 Bradbury, Judy, 1464
 Bradford, John P., 1250
 Bradley, Phil, 560, 1356
 Brake, Kate Vanda, 1467
 Brandt, D. Scott, 516
 Braun, Connie L., 119
 Braun, Linda W., 517, 1036, 1117
 Breeding, Marshall, 255, 561–563
 Brehm-Heeger, Paula, 1037
 Bremer, Suzanne W., 67
 Brettle, Alison, 1468
 Brice, Anne, 66
 Bridges, Karl, 208
Bridging the Gap, 535
 Briggs, Diane, 1038
Brio (serial), 709
British and Irish Association of Law Librarians, 1522
 Brock, Avril, 1066–1067
Broken Pieces, 183
 Bromann, Jennifer, 1092–1093
 Brooks, Sam, 3
 Brophy, Peter, 4, 772–795, 1441
 Broughton, Vanda, 256–258
 Brown, Adrian, 564–565
 Brown, Barbara Jane, 1118
 Brown, Carol R., 120
 Brown, Caroline, 969
 Brown, Christopher C., 471
 Brown, Mary E., 900
 Brown, Risa W., 1516
 Brown-Syed, Christopher, 518
 Bruce, Rachel, 604
 Brumley, Rebecca, 1329
 Bryan, Cheryl, 121
 Bryan, Robin, 515
 Bryner, John, 1375
 Buchanan, Heidi E., 271
 Budd, John M., 383–384, 1469
Building a Buzz, 856

- Building a Successful Customer-Service Culture*, 1060
Building an Electronic Resource Collection, 348
Building and Maintaining E-book Collections, 346
Building Better Web Sites, 640
Building Blocks for Planning Functional Library Space, 122, 123
Building Bridges, 1501
Building Digital Archives, Descriptions, and Displays, 642
Building Digital Libraries, 636
 “Building Libraries and Library Additions” (Web), 142
Building Mobile Library Applications, 574
Building Science 101, 138
Building the Digital Branch, 606
Building the Reference Collection, 351
Building Your Portfolio, 222
 Buker, Derek M., 1177
Bulletin of the Association of British Theological and Philosophical Libraries, 710
 Bulow, Anna E., 566
 Burgett, James, 333
 Burgin, Robert, 1252, 1286
 Burkhardt, Joanna M., 434, 435
 Burnett, Gary, 532
 Burns, Elizabeth, 456
 Burton, Margaret, 761
 Buschman, John E., 613, 901–902, 914
 Bush, Gail, 1442, 1470
Business Librarianship and Entrepreneurship Outreach, 1454
 Butler, Patricia M., 944
 Butler, Rebecca P., 736
 Buttler, Dwayne K., 755
Buying and Contracting for Resources and Services, 1584
Buying and Maintaining Personal Computers, 529
Buying Books, 318
Buying Serials, 1429
 Byrd, Susannah Mississippi, 874
 Byrne, Alex, 690
 Byrne, Marcellina, 1010
- C**
 C&RL: *College and Research Libraries* (serial) 1526
 C&RL News, 1527
 Calhoun, Karen, 567
 Cali, Charlene C., 1119
 Callison, Daniel, 436
 Calvert, Phillip J., 71
Camp Summer Read, 1311
 Campbell, Nicole, 568
Campus-Wide Information Systems (serial), 1525
Canadian Fiction, 1232
Canadian Journal of Information and Library Science, 829
 Canavan, Diane D., 1304
 Capitalize on Collections Care (Web), 413
 Caplan, Priscilla, 259
 Capra, Steph, 502
Career Paths and Career Development of Business Librarians, 1461
 Carlson, Ann D., 1120
 Carlson, David H., 3
 Carlson, Mary, 1120
 Carman, L. Kay, 1039
 Carpenter, Kenneth, 792
 Carr, David, 903
 Carr, Jo Ann, 172
 Carr, Patrick L., 520
 Carrigan, Esther, 1392
 Carroll, Frances Laverne, 691
 Carson, Bryan M., 737
 Carson, Kerry D., 5
 Carson, Paula Phillips, 5
 Carstensen, Angela, 1253
 Cart, Michael, 1254
 Carter, Ruth C., 368
 Carter, Thomas L., 1009
 Carter, Toni M., 818
Cartographic Citations, 912
Cartooning for the Librarian, 930
 Carver, Deborah A., 376
Casanova Was a Librarian, 427
 Caspari, Ann K., 489
 Cassell, Kay Ann, 1357–1358
Catalog It!, 270
Cataloging and Classification Quarterly, 291
Cataloging and Organizing Digital Resources, 285
Cataloging Correctly for Kids, 269
Cataloging Cultural Objects, 252
Cataloging Nonbook Resources, 263
Cataloging of Audiovisual Materials and Other Special Materials, 279
Cataloging with AACR2 and MARC21 for Books, Electronic Resources, Sound Recordings, Video Recordings, and Serials, 264
Catalogue 2.0, 260
Catalogue and Index (serial), 295
 Catalyst for Change, A (Web)
Catholic Library World (serial), 1528
Caught Up in Crime, 1216
 Cavanaugh, Terence W., 533
Celebrating Cuentos, 1281
Censorship and Selection, 308
Centers for Learning, 936
 Cerny, Rosanne, 1040
Challenge of Library Management, The, 110
Challenges in E-Resource Management, 576
Challenges to Library Learning, The, 367
 Chambers, Sally, 260
 Chan, Lois Mai, 226–227
 Chance, Rosemary, 307, 1178
Changing Academic Library, The, 1469
Changing Roles and Contexts for Health Library and Information Professionals, 1468
 Chapman, David A., 244
 Chapman, Liz, 334
 Charles, John, 1255
Checklist of Library Building Design Considerations, 130
 Chelton, Mary K., 1041
 Cheney, Frances N., 1391
 Cheng, Xiaojun, 693
Children and Libraries, 1000
Children’s Authors and Illustrators Too Good to Miss, 1212
Children’s Books, 329
Children’s Jukebox, 282
Children’s Literature Gems, 989
Children’s Literature in Action, 1236
Children’s Services, 991
Chinese Librarianship (serial), 711
 Chmara, Theresa, 727
Choice (serial), 1529
Choice Reviews on Cards (serial), 1530
 Choice Reviews Online (Web), 1572
 Choksy, Carol E. B., 569
Choosing Web 2.0 Tools for Learning and Teaching in a Digital World, 513
 Chowdhury, G. G., 261, 570–573, 823

- Chowdhury, Sudatta, 261, 572–573
- Christian Fiction*, 1276
- Christian Librarian* (UK) (serial), 1554
- Christian Librarian, The (TCL)* (US) (serial), 1555
- Christopher, Connie, 1042
- Chronology of Librarianship, A*, 854
- Cianciolo, Patricia J., 335
- Cihak, Herbert E., 1471
- CILIP: The Chartered Institute of Library and Information Professionals Yearbook*, 149
- CILIP Guidelines for Colleges*, 378
- CILIP Update* (serial), 840
- CILIP Update Blog* (Web), 841
- Cincinnati Law Library Association*, 156
- Civic Librarianship*, 804
- Claes, Jane H., 173
- Clapinson, Mary, 771
- Clapp, Melissa J., 219
- Clark, Candace, 1255
- Clark, Jason, 574
- Clark, Larra, 397
- Clark, Sheila, 1014
- Clarke, Kevin S., 621
- Classic Connections*, 1317
- Clausen, Tammy Hennigh, 1287
- Clayton, Peter, 336, 1410
- Clayton, Sue, 207
- Clearinghouse of Professional Information: Facilities Planning Resources (Web), 143
- Cleveland, Donald B., 930
- Clinch, Peter, 1377
- Cloud Computing for Libraries*, 561
- Coaching in the Library*, 90
- Coast to Coast*, 173
- Coatney, Sharon, 1443
- Cochrane, Peter, 796
- Coffman, Steve, 1359
- Cohen, Steven M., 575
- Cohn, John M., 6, 72, 519
- Cole, Louise, 576
- Cole, Sonja, 1121
- Coleman, Tina, 1122
- Collaboration 2.0*, 597
- Collaboration in Libraries and Learning Environments*, 960
- Collaborative Collection Development*, 333
- Collaborative Information Literacy Assessments*, 491
- Collaborative Library Lessons for the Primary Grades*, 1444
- Collaborative Strategies for Teaching Reading Comprehension*, 1320
- Collecting and Using Public Library Statistics*, 1576
- Collection Building* (serial), 358
- Collection Development and Management for 21st Century Library Collections*, 342
- Collection Development in the Digital Age*, 339
- Collection-Level Cataloging*, 231
- Collection Management* (serial), 359
- Collection Management for Youth*, 344
- Collection Management*, 321
- Collection Program in Schools, The*, 314
- College and Research Libraries* (serial), 161
- College and Research Libraries News*, 162
- College and Undergraduate Libraries* (serial), 1531
- College and University Media Review* (serial), 1556
- College Libraries and Student Culture*, 1447
- “College Students on the Web” (Web), 678
- Collins, Maria D., 520
- Colston, Valerie, 1123
- Comic Book Collections for Libraries*, 320
- Comic Book Curriculum, The*, 1510
- Commemorating the Past, Celebrating the Present, Creating the Future*, 150
- Communicating Professionally*, 965
- Community and Junior College Libraries* (serial), 1532
- Community Archives*, 928
- Community College Instruction Web Pages*, 456
- Community College Library Job Descriptions and Organizational Charts*, 207
- Competing with Knowledge*, 821
- Complete Copyright*, 755
- Complete Guide to Acquisitions Management, The*, 331
- Comprehensive Guide to Emergency and Disaster Preparedness and Recovery*, 62
- Comprehensive Library Staff Training Programme in the Information Age, A*, 374
- Computers in Libraries* (serial), 671
- Concept of Electronic Resource Usage and Libraries, The*, 591
- Conducting the Reference Interview*, 1347
- Conflict Management for Libraries*, 91
- Connaway, Lynn Silipigni, 1405
- Connecting Boys with Books*, 997
- Connecting Boys with Books 2*, 998
- Connecting Comics to Curriculum*, 1480
- Connecting Fathers, Children, and Reading*, 1297
- Connecting Libraries with Classrooms*, 1440
- Connecting Users to Digital Contents*, 535
- Connecting Young Adults and Libraries*, 1028
- Connor, Elizabeth, 1360
- Connor, Jennifer, 147
- Content Management Handbook*, 648
- Continuing Professional Education for the Information Society*, 696
- Convergence and Collaboration of Campus Information Services*, 1452
- Conversations with Catalogers in the 21st Century*, 245
- Cook, Douglas, 437, 453, 472
- Cook, Eleanor I., 91
- Cooke, Alison, 1361
- Cool Story Programs for the School-Age Crowd*, 1152
- Coombs, James A., 1472
- Coombs, Karen A., 521
- Coonan, Emma, 504
- Cooper, Bob, 323
- Cooper, Natasha, 472
- Cooperative Cataloging*, 241
- Cooperative Reference*, 1340
- Copeland, Barbara S., 1444
- Copeland, Brenda S., 1457
- Copyright*, 739
- Copyright and E-learning*, 756
- Copyright Catechism*, 731
- Copyright Catechism II*, 732
- Copyright Compliance*, 751

- Copyright for Archivists and Records Managers*, 750
Copyright for Schools, 733
Copyright for Teachers and Librarians in the 21st Century, 736
Copyright Law for Librarians and Educators, 729
Copyright Policies in College Libraries, 730
 Cords, Sarah Statz, 1222, 1256, 1179
Core Collection for Young Adults, A, 355
 Corman, G. E., 71
 Cornelius, Ian, 738
 Cornish, Graham P., 739
 Cornog, Martha, 316
 Corrado, Edward M., 577
Cost Control for Nonprofits in Crisis, 406
Countdown to a New Library, 131
 Court, Joy, 1305
 Courtney, Nancy D., 522–523
 Cox, Andrew, 578
 Cox, Christopher N., 473
 Crandall, Michael D., 1079, 1080
Crash Course in Cataloging for Non-Catalogers, 237
Crash Course in Children's Services, 995
Crash Course in Collection Development, 317
Crash Course in Genealogy, 1330
Crash Course in Library Gift Programs, 1083
Crash Course in Library Services to People with Disabilities, 1005
Crash Course in Library Services to Preschool Children, 990
Crash Course in Library Supervision, 61
Crash Course in Marketing for Libraries, 856
Crash Course in Public Library Administration, 11
Crash Course in Reference, 1331
Crash Course in Serving Spanish-Speakers, 1021
Crash Course in Storytelling, 1095
Crash Course in Storytime Fundamentals, 1104
Crash Course in Teen Services, 1030
Crash Course in Web Design for Libraries, 543
 Craven, Jenny, 579, 764, 772–774
 Cravey, Pamela J., 7
 Crawford, Gregory A., 1362
 Crawford, Walt, 728, 1084, 1592
Create, Relate, and Pop @ the Library, 1137
Creating a Complete Programme for Electronic Records Retention, 569
Creating a Comprehensive Information Literacy Plan, 434
Creating a Financial Plan, 404
Creating a Winning Online Exhibition, 911
Creating Database-Backed Library Web Pages, 647
Creating Newsletters, Brochures, and Pamphlets, 873
Creating Policies for Results, 50
Creating the Customer-Driven Library, 872
Creating the Digital Art Library, 580
Creating the Digital Law Library, 581
Creating the Digital Medical Library, 582
Creating the Full-Service Homework Center in Your Library, 1059
Creating the One-Shot Library Workshop, 458
Creating Your Library Brand, 858
Creating Your Library's Business Plan, 401
 Credaro, Amanda, 423
 Crews, Kenneth D., 729
Crime Writers, 1195
Crisis in Employment, 1012
Critical Theory for Library and Information Science, 914
 Crockett, Margaret, 931
 Crosbie, Michael J., 133
 Crowe, Linda D., 396
 Crowley, John D., 1473
 Crowley, Rachel, 730
 Crutcher, Chris, 307
 Cuddy, Colleen, 524
 Cullin, Robert, 558
 Cullingord, Alison, 337
 Curran, Charles, 8
 Curras, Emilia, 228
Currents of Archival Thinking, 906
Curriculum Materials Collections and Centers, 1492
 Curtis, Donnelyn, 1007, 1419–1420
 Curzon, Susan Carol, 9, 68
Customer-Focused Library, The, 1013
Customer Service, 1074
 Cutler, Todd, 1054
CyberSkeptic's Guide to Internet Research (serial), 1401
Cybrarian Extraordinaire, 454
Cybrarian's Web, The, 631
 Czarniecki, Kelly Nicole, 583, 932
D
 Dadson, Emma, 69
 Dahlin, Terry, 376
 Dalston, Teresa R., 23
 D'Angelo, Ed, 852
Data Deluge, The, 536
Database Trends and Applications (serial), 673
 Davey, Matthew, 604
 Davidsen, Susanna, 584
 Davie, Judith F., 1078
 Davis, Denise, 397
 Davis, H. Scott, 70
 Davis, Robin Works, 1306
 Dawson, Alma, 151, 1257
 Dawson, Heather, 1377, 1474
 Day, Betty H., 1258
Day in the Life, A, 200
 De Laubier, Guillaume, 124
 de Sáez, Eileen Elliott, 875
 De Saulles, Martin, 587
 de Stricker, Ulla, 209
 DeAbreu, Belinha S., 474
Dealing with Difficult People in the Library, 970
 Dearstyne, Bruce W., 933
 DeCandido, GraceAnne A., 1307
 Deegan, Marilyn, 585–586
 Deerr, Kathleen 1010, 1050, 1126
 Deese-Roberts, Susan, 438
Defining Relevancy, 31
Defusing the Angry Patron, 966
 Deines-Jones, Courtney, 1043
 Del Negro, Janice M., 1135
Delivering Digital Services, 620
Delivering Satisfaction and Service Quality, 945
Delivering the Best Start, 1066
 “Demographic Overview of the Current and Projected Library Workforce and Impact of Federal Funding, A,” 1581
Demonstrating Results, 55
 Dennis, Nancy K., 62
Describing Electronic, Digital, and Other Media Using AACR2 and RDA, 287

- Descriptive Cataloging of Ancient, Medieval, Renaissance, and Early Modern Manuscripts*, 280
- Designing a School Library Media Center for the Future*, 134
- Designing Space for Children and Teens in Libraries and Public Spaces*, 125
- DeSirey, Jan, 251
- Desk and Beyond, The*, 1389
- Desouza, Kevin C., 934
- Developing a Compensation Plan for Your Library*, 100
- Developing a Vision*, 1473
- Developing Academic Library Staff for Future Success*, 1507
- Developing an Information Literacy Program K–12*, 449
- Developing an Outstanding Core Collection*, 311
- Developing and Maintaining Practical Archives*, 817
- Developing and Managing Electronic Journal Collections*, 1420
- Developing and Managing Video Collections*, 349
- Developing Library Leaders*, 102
- Developing Library Staff through Work-Based Learning*, 361
- Developing Literature-Based Reading Programs*, 1325
- Developing Reference Collections and Services in an Electronic Age*, 1357
- Developing Strategic Marketing Plans That Really Work*, 882
- Developing the New Learning Environment*, 1493
- Devine, Jane, 1044
- Dewdney, Patricia, 965
- Dewey, Barbara I., 398, 904
- Dewey, Patrick R., 588
- Dewey Decimal Classification*, 283
- Deyrup, Marta Mestrovic, 525
- Diamant-Cohen, Betsy, 990–991, 1094, 1296
- Diamond, Tom, 10
- Dickinson, Gail K., 1458, 1475
- Dictionary for School Library Media Specialists*, 1456
- Digital Consumers*, 626
- Digital Curation*, 596
- Digital Curation and Preservation Bibliography*, 895
- Digital Futures*, 585
- Digital Inclusion, Teens, and Your Library*, 1048
- Digital Information*, 971
- Digital Infrastructure*, 604
- Digital Librarian's Legal Handbook, The*, 740
- Digital Libraries and Information Access*, 570
- Digital Literacies for Learning*, 495
- Digital Preservation*, 586
- Digital Reference Services*, 1368
- Digital Resources and Librarians*, 616
- Digital Rights Management*, 725
- Digital Scholarship*, 525
- Dilevko, Juris, 905
- Dilger-Hill, Jeannie, 1008
- Directory of Open Access Journals (DOAJ) (database), 1434
- Disaster Planning and Recovery*, 74
- Disaster Planning*, 24
- Disaster Response and Planning for Libraries*, 33
- Disher, Wayne, 11, 317
- Dismantling the Public Sphere*, 901
- Ditzler, Pat, 399
- DIY Programming and Book Displays*, 1110
- D-Lib Magazine*, 672
- Dobрева, Milena, 1409
- Dobson, Chris, 958
- Document Delivery and Interlibrary Loan on a Shoestring*, 684
- Dodsworth, Eva, 589
- Doing Social Media So It Matters*, 544
- Doing the Work of Reference*, 1341
- Doing Things with Information*, 963
- Doll, Beth, 1445
- Doll, Carol A., 338, 1445
- Dolnick, Sandy, 400
- Donnelly, Christinea, 1363, 1476
- Donovan, Lori E., 451
- Dority, G. Kim, 192
- Dorner, Daniel G., 71
- Double Fold*, 896
- Doucett, Elisabeth, 193, 858
- Dougherty, Richard M., 12
- Dowd, Nancy, 876
- Dowell, David R., 815, 1330
- Dowler, Lawrence, 490
- Doyle, Robert P., 304
- Dresang, Eliza T., 1026
- Drew, Bernard A., 1180–1185, 1259
- Dreyer, Kathleen M., 554
- Driggers, Preston F., 13
- Drupal in Libraries* (Austin), 511
- Drupal in Libraries* (Varnum), 548
- Du, Yunfei, 857
- Ducey, MaryGay, 1095
- Duckett, Bob, 1363
- Dudden, Rosalind Farnam, 14
- Dugan, Robert E., 81, 1406, 1446
- Duke, Lynda M., 1447
- Dumas, Eileen, 13
- Dumas, JoAnn, 399
- Duncan, Donna, 439
- Durrance, Joan C., 229, 1045–1046
- Durrant, Fiona, 1585
- Dynamic Youth Services through Outcome-Based Planning and Evaluation*, 1026
- E**
- Eaglen, Audrey, 318
- Early-Literacy-Enhanced Storytimes @ Your Fingertips*, 1132
- Early Literacy Kit, The*, 1296
- Early Literacy Reading Program @ Your Fingertips*, 1310
- Early Literacy Storytimes @ Your Library*, 1133
- East, Kathy A., 935, 1260
- Eastwood, Terry, 906
- Eberhart, George M., 424, 907
- E-books in Academic Libraries*, 1503
- E-books in Libraries*, 634
- Eckstrand, Tatyana, 1164
- Economics of Information, The*, 34
- E-Copyright Handbook, The*, 754
- Edelman, Hendrik, 859
- Eden, Bradford Lee, 230, 762, 1430
- Edminster, R. William, 324
- Edwards, Edward, 797–798
- Edwards, Helen, 1377
- Edwards, Julie Biando, 908
- Edwards, Kirsten, 1124
- Edwards, Margaret A., 1047
- Edwards, Stephan P., 908
- Egger-Sider, Francine, 1044
- Eisenberg, Michael, 475
- E-JASL: The Electronic Journal of Academic and Special Librarianship*, 1557
- E-journals*, 1419
- E-journals Access and Management*, 1422
- El Día de los Niños/ El Día de los Libros*, 953
- Elder, Stephen D., 409

- Elder, Terri E., 1248
Electronic Library, 655
Electronic Networks (serial), 659
 Elliott, Donald S., 15
 Ellis, Mike, 877
 Elmborg, James K., 936
Emergency Planning and Response for Libraries, Archives and Museums, 69
Emerging Issues in Academic Library Cataloging and Technical Services, 262
Emerging Practices in Science and Technology Librarianship, 1439
Empowering Learners, 1476
Empowering Your Library, 1042
Encountering Enchantment, 1186
Encyclopedia of Library and Information Sciences, The, 812
 Endicott-Popovsky, Barbara, 623
Enduring Library, 526
Engaging in Evaluation and Assessment Research, 1406
Envisioning Future Academic Library Services, 1502
Epistemology, 382
 Ercegovac, Zorana, 476
Eric Moon, 184
 Erikson, Rolf, 134
 Ernst, Linda L., 992
 Ernsthausen, David G., 1379
Essential Cataloging, 253
Essential Classification, 256
Essential Dewey, 254
Essential Documents for School Libraries, 1495
Essential Friends of Libraries, The, 400
Essential Law for Information Professionals, 752
Essential Library of Congress Subject Headings, 257
Essential Reference Services for Today's School Media Specialists, 1375
Essential Thesaurus Construction, 258
 Estelle, Lorraine, 971
 Etches, Amanda, 639
Ethics and Behavior (serial), 388
Ethics and Integrity in Libraries, 385
 Eugène Morel, 181
Evaluating and Measuring the Value, Use and Impact of Digital Collections, 602
Evaluating Reference Services, 1394
Evaluating the Impact of Your Library, 889
Evaluation and Measurement of Library Services, The, 40
Evaluation of Library Collections, Access and Electronic Resources, 325
 Evangeliste, Mary, 876
 Evans, G. Edward, 16–18, 319, 813, 1009
 Evans, Wendy, 850
Evidence Based Library and Information Practice (serial), 842
Evidence-Based Practice for Information Professionals, 66
Evolution of Library and Museum Partnerships, The, 905
Excellence in Library Services to Young Adults, 1041
Exhibits in Libraries, 900
Expectations of Librarians in the 21st Century, 208
Expert Internet Searching, 1356
Exploring Digital Libraries, 567
Exploring the Bancroft Library, 799
Extreme Teens, 1032
 Eynon, Andrew, 378
- F**
Facilities Planning for School Library Media and Technology Centers, 118
 Fagan, Bryan D., 320
 Fagan, Jody Condit, 320
Fair Garden and the Swarm of Beasts, The, 1047
Fairy Tale Fun, 1150
Family-Centered Library Handbook, The, 1010
Family in Literature for Young Readers, The, 1193
 Family Place Libraries (Feinberg and Schull) (Web), 986
 Family Place Libraries (Sonnenberg) (Web), 988
 Family Place Libraries (Web), 1081
Famous Libraries of the World, 761
Fang-tastic Fiction, 1273
Fantasy Authors, 1233
Fantasy Literature for Children and Young Adults, 1271
 Farmer, Lesley S. J., 698, 1048
 Farrelly, Michael Garrett, 1027, 1261
 Farwell, Laura, 490
 Fasick, Adele M., 993–994
FAST: Faceted Application of Subject Terminology: Principles and Application, 227
 Faulhaber, Charles B., 799
 Faurot, Kimberly K., 1125
 Fay, Robin, 590
 Feather, John, 814, 853
 Fecko, Mary Beth, 263
 Feinberg, Sandra, 125, 986, 1010, 1049–1050, 1126
 Feldman, Sari, 1049
 Feliciati, Pierluigi, 1409
Felicitser (serial), 712
Fellowship in a Ring, 1202
Few Good Books, A, 1272
 Fiander, P. M., 1359
 Fichtelberg, Susan, 1186–1187
 Fieldhouse, Maggie, 339
 Fiels, Keith Michael, 72, 519
Finding and Using Educational Videos, 355
Finding the Answers to Legal Questions, 1393
Finding the Law, 737
 Fine, Leon J., 182
 Fink, Megan, 1308
First Have Something to Say, 1592
First Year Student Library Instruction Programs, 452
 Fisher, Karen E., 1046, 1079, 1080
 Fisher, Patricia H., 878
 Fisher, Shelagh, 774
5-Star Programming and Services for Your 55+ Library Customers, 1058
Flannelboard Stories for Infants and Toddlers, 1120
 Fleming-May, Rachel A., 591
 Fletcher, Jain, 231
 Fling, Robert Michael, 340
 Flinn, Andrew, 298
Floating Collections, 313
 Flore, Carole D., 1309
 Flowers, Sarah, 1051
Fluent in Fantasy, 1198
Focus on International Library and Information Work (serial), 713
 Folini, Melissa Rossetti, 1127
 Fonseca, Anthony J., 1188, 1224
 Fontichiaro, Kristin, 1448
 Foo, Schubert, 570
 Forbes, Carrie, 472
 Forbes, Lesley, 771

- Ford, Charlotte, 1331
 Ford, Deborah B., 1262
 Ford, Nigel, 824
 Forde, Helen, 937
 Forte, Eric, 1364, 1449
 Fortriede, Steven Carl, 73
 Fortson, Judith, 74
 Foster, Allen, 938
 Foster, Janet, 931
Foundations of Library and Information Science, 820
Founding and Funding Family Literacy Programs, 411
 Fountain, Joanna F., 232, 234, 269
 Fourie, Denise K., 815
 Fouty, Kathleen G., 75
 Fox, Kathleen, 1128
Framework of Guidance for Building Good Digital Collections (Web), 360
 Francisco, Laura L., 100
 Franklin, Patricia, 1517
 Franks, P., 939
 Fraser, Elizabeth, 1189
FRBR: A Guide for the Perplexed, 274
Free Town Libraries, Their Formation, Management, and History, 797
Free Voluntary Reading, 1318
Freedom of Information, 298
 Freeman, Judy, 1129, 1190–1191
 Freeman, Robert S., 326
 Frey, Yvonne Amar, 1130
 Fritts, Jack E., Jr., 1478
 Fritz, Deborah A., 264–265, 269
 Fritz, Richard J., 265
 Frolund, Tina, 1263
From A to Zine, 1428
From Boardbook to Facebook, 993
From Catalog to Gateway, 284
From Lending to Learning, 767
From Outreach to Equity, 94
From Research to Practice, 364
 Frost, William J., 1332
Frugal Librarian, The, 201
 Fuller, Sheryl Kindle, 763
Fun-Brarian, 1128
Functions and Roles of State Library Agencies, The, 948
Fundamental Reference Sources, 1391
Fundamentals of Children's Services, 999
Fundamentals of Collection Development and Management, 345
Fundamentals of Government Information, 1365
Fundamentals of Library Supervision, 77
Fundamentals of Managing Reference Collections, 1388
Fundamentals of Technical Services Management, 83
Fundraising for the Small Public Library, 410
Funny Thing Happened on the Way to the School Library, A, 428
 Furness, Adrienne, 477
Future of Archives and Record-keeping, The, 947
Future of Scholarly Communication, 923
- G**
 Gabel, Linda, 251
 Galbraith, Steven K., 1459
Gamers—in the Library?!, 962
Gaming and Libraries, 955
Gaming in Libraries, 583, 932
 Gannon, Michael B., 1192
 Gannon-Leary, Pat, 1075
 Garcia, June, 50
 Garibyan, Masha, 306
 Garland, Kathleen, 1001
 Garner, Carolyn, 440
 Garrett, Linda J., 478
 Gasaway, Lolly N., 987
 Gaskell, Carolyn C., 1479
 Gathegi, John N., 740
 Gavigan, Karen W., 1480
Gay, Lesbian, Bisexual, and Transgendered Literature, 1250
Gay, Lesbian, Bisexual, Transgender and Questioning Teen Literature, 1240
 Gendina, Natalia, 698
 Genreux, Cecilia, 1421
Genrefied Classics, 1263
Genreflecting, 1199
Gentle Reads, 1274
Geoffrey Alley, Librarian, 185
 George, Gerald, 536
 Gerding, Stephanie K., 390, 395
 Gersitz, Lorraine, 76
Getting Started with Cloud Computing, 577
Getting Started with GIS, 589
Getting the Most Out of Web-Based Surveys, 1414
Getting Your Grant, 396
 Ghoting, Saroj Nadkarni, 1131–1134, 1296, 1310
 Gibbons, Susan, 1481
 Gibson, Craig, 479
 Giesecke, Joan, 19, 77
 Gil, Esther, 471
 Gilchrist, Alan, 825, 940
 Gillespie, John T., 1174–1176, 1193–1194
 Gilmore-See, Janice, 1450
 Gilton, Donna L., 480
 Given, Lisa M., 914
 Glass, Bob, 1313
 Glassman, Paul, 1482
Global Librarianship, 692
Global Library and Information Science, 689
 Gluibizzi, Amanda, 1482
 Godwin, Peter, 481–482
Going beyond Google Again, 1044
Going Live, 1359
Going Places with Youth Outreach, 868
 Goldsmith, Francisca, 341, 1264
 Gooch, C. Kay, 1311
Good Digital Preservation Guide, The, 943
Good Match, A, 205
 Goodman, Valeda Dent, 441
 Goodrich, Jeanne, 88, 941
 Goodson, Carol F., 1024
 Goodwin, Susan Williams, 463
 Gordon, Rachel Singer, 20, 194
 Gorman, G. E., 321, 336, 697, 942, 1410
 Gorman, Michael, 183, 386, 526, 909
 Gorman, Michele, 1028
Gotcha Again for Guys!, 1247
 Gottlieb, Lisa, 905
 Gould, Mark R., 860
Government Information Quarterly, 1558
 Graham, Susan, 735
 Grant, Maria J., 879
Grants for Libraries, 390
Graphic Novels, 1283
Graphic Novels beyond the Basics, 316
Graphic Novels for Young Readers, 1265
Graphic Novels in Your School Library, 1491
Graphic Novels Now, 341
 Grealy, Deborah S., 364

- Great Moments in Map Librarianship, 1472
- Green Reads*, 1241
- Green, Ravonne A., 21, 1002
- Green, Susan E., 944
- Greenblatt, Ellen, 1018
- Greene, Ellin, 1135
- Greer, Roger C., 22
- Gregory, Vicki L., 322, 342
- Greiner, Tony, 323
- Griffith, Gail, 57
- Griffiths, Jillian R., 764
- Griffiths, José-Marie, 210
- Griffiths, Peter, 97, 217, 592, 779, 1064
- Grimes, Sharon, 1312
- Grindley, Neil, 943
- Grogg, Jill, 591
- Gross, Melissa, 1026
- Grover, Robert J., 22
- Gruwell, Cindy A., 198
- Guardians of Medical Knowledge*, 147
- Gubnitskaia, Vera, 870
- Guide for Developing and Evaluating School Library Programs*, 1505
- Guide to Developing a Library Music Collection*, 341
- Guide to Finding Quality Information on the Internet*, A, 1361
- Guide to Good Reads and Series Fiction for Children*, A, 1292
- Guide to International Subscription Agencies and Book Distributors*, 954
- Guide to Library and Information Agency Management*, 8
- Guide to Programs and Opportunities (Web), 414
- Guide to Reading Interests*, A, 1201
- Guide to Reference Materials for School Library Media Centers*, 1511
- Guide to Teaching Information Literacy*, 469
- Guide to the Literature of Art History 2*, 1378
- Guide to Video Acquisitions in Libraries*, 347
- Guided Inquiry*, 489
- Guidelines for Library Services for People with Mental Illnesses*, 1001
- Guidelines on Subject Access to Individual Works of Fiction, Drama, etc.*, 251
- Gunnels, Claire B., 944
- Guy-Friendly YA Library, The*, 1077
- H**
- Haar, John M., 333
- Hage, Christine Lind, 775
- Hakala-Ausperk, Catherine, 78
- Hales, Alma, 741
- Hall, Richard B., 880
- Hall-Ellis, Sylvia D., 364, 391
- Hallam, Arlita, 23
- Halsall, Jane, 324
- Halsey, Richard S., 861
- Halstead, Deborah D., 24
- Ham, Lisa, 439
- Hand, Dorcas, 1483
- Handbook for Media Librarians*, A, 1513
- Handbook of Art and Design Librarianship*, 1482
- Hansel, Pasty J., 79
- Hanson, Ardis, 322
- Hanson, Cody, 593
- Hanson, Terry, 1484
- Haque, Saira N., 1373
- Harada, Violet H., 442, 1462, 1488
- Hardesty, Constance, 1136, 1140
- Hardesty, Larry L., 443, 1485
- Harker, Christa, 483
- Harland, Pamela Colburn, 765
- Harmon, Charles, 1323
- Harmony, Stephena, 509
- Harper, Meghan, 1365
- Harpring, Patricia, 252
- Harriman, Joy H. P., 401
- Harris, Christopher, 511, 959
- Harris, Frances Jacobson, 594
- Harris, Lesley Ellen, 595
- Harris, Michael, 811
- Harrod, Kerol, 870
- Hart, Amy, 233
- Hart, Thomas L., 1451
- Hartnett, Cassandra, 1365
- Harvard Library Bulletin*, 843
- Harvey, Carl A., II, 1486
- Harvey, John Frederick, 691
- Harvey, Ross, 596
- Harvey's Keepers*, 182
- Hastings, Robin N., 597–598
- Haven, Kendall, 910, 1095
- Havergat, Virginia, 634
- Hawks, Melanie, 211
- Haycock, Ken, 365
- Hayden, Sterling W., 15
- Hayes, Susan, 251
- Haynes, David, 266
- Haynes, Elizabeth, 234, 1195
- Healey, Paul D., 742, 1366
- Health Information and Libraries Journal*, 1559
- Health Information in a Changing World*, 1494
- Heaphy, Maura, 1196–1197
- Heath, Marilyn, 484
- Heller, James S., 743
- Helmrich, Erin, 1137
- Help Wanted*, 223
- Helping Business*, 929
- Helping Homeschoolers in the Library*, 477
- Henderson, Everett, 1578–1580, 1583
- Henkel, Nancy M., 816
- Henshall, Kay, 1359
- Hepfer, Cindy, 377, 557
- Herald, Diana Tixier, 1198–1201
- Herald, Nathan, 1265
- Herb, Steven, 1297, 1487
- Heritage Preservation, National Institute for Conservation, 413
- Herman, Eti, 51
- Hernon, Peter, 25–27, 80–81, 945, 1406, 1446, 1452
- Herring, James E., 485
- Herring, Mark Youngblood, 392, 402
- Hetzler, Svetha, 1110
- Heye, Dennie, 425
- Hickey, Damon Douglas, 28, 133
- Hidden Web, The*, 1387
- Hider, Phillip, 267
- Higa, Mori Lou, 1392
- Higginbotham, Barbra B., 946
- Higgins, Patricia L., 527
- Higgins, Susan E., 1029
- High Tech, High Touch*, 1054
- Hilbun, Janet W., 173
- Hill, Chrystie, 1011
- Hill, Jennie, 947
- Hille, Jenny, 897
- Hillmann, Diane I., 268
- Hilyer, Lee Andrew, 444, 683
- Himmel, Ethel E., 948
- Himmel, Ned A., 129
- Hinton, Marian B., 1046
- Hipster Librarian's Guide to Teen Craft Projects, The*, 1122

- Hiremath, Ulma, 1358
Hiring, Training, and Supervising Library Shelves, 109
- Hirko, Buff, 1333
- Hirshon, Arnold, 1588
- Historical Fiction*, 1206
Historical Fiction II, 1207
Historical Fiction for Teens, 1225
History of the Louisiana Library Association, 1925–2000, A, 151
- Hit List for Children*, 303
Hit List for Young Adults 2, 307
- Hodges, Terence Mark, 152
- ¡Hola, Amigos!*, 1023
- Holden, Jesse, 343
- Hollands, Neil, 1202, 1203
- Holley, Pam Spencer, 1246, 1266
- Holley, Robert P., 859
- Hollister, Amanda J., 521
- Holt, Glen E., 15, 1052
- Holt, Leslie Edmonds, 15, 994, 1026, 1052
- Homework Help from the Library*, 486
- Honig, Megan, 1204
- Honnold, RoseMary, 1016
- Hook, Sheril, 936
- Hooked on Horror III*, 1188
- Hooper, Brad, 1205, 1267, 1593
- Hopkins, Janet, 528
- Hornby, Susan, 1313
- Horror Readers' Advisory, The*, 1287
- Horton, Valerie, 29
- Hosting a Library Mystery*, 1139
- Hostmeyer, Phyllis, 1138
- Houck, Susan, 691
- Houghton-Jan, Sarah, 599
- Houser, John, 600
- How to Do Research*, 1411
- How to Give Your Users the LIS Services They Want*, 1064
- How to Stay Afloat in the Academic Library Job Pool*, 196
- How to Survive as a Solo Librarian*, 219
- Howden, Norman, 529, 601
- Howland, Joan S., 1471
- Hsieh-Yee, Ingrid, 235
- Hubbard, Glenda T., 91
- Huber, John, 82
- Hudson, Christopher, 391
- Hughes, Kathleen M., 30
- Hughes, Lorna M., 602
- Hughes-Hassell, Sandra, 344, 375, 949, 1488
- Hull, Barbara, 950
- Human Resources for Results*, 941
- Humanities Programming*, 1157
- Humor and Information Literacy*, 459
- Hunter, Gregory S., 530, 817
- Hurlbert, Janet McNeil, 31
- Husband, Janet, 1268
- Husband, Jonathan F., 1268
- Hysell, Shannon Graff, 1334
- I**
- I Found It on the Internet*, 594
- IAML (International Association of Music Librarians)* (serial), 714
- Idea of the Library in the Ancient World, The*, 810
- Ideas for Librarians Who Teach*, 450
- IFLA Journal (International Federation of Library Associations and Institutions)*, 715
- IM and SMS Reference Services for Libraries*, 554
- Imagine Your Library's Future*, 52
- Imhoff, Kathleen R., 603, 862
- Immroth, Barbara Froling, 1494
- Implementing an Automated Circulation System*, 75
- Implementing Cost-Effective Assistive Computer Technology*, 645
- Implementing for Results*, 47
- Improving Internet Reference Services to Distance Learners*, 1343
- Improving Students' Web Use and Information Literacy*, 485
- INCITE* (serial), 716
- Including Families of Children with Special Needs*, 1050
- Independent School Libraries*, 1483
- Index on Censorship* (serial), 310
- Indexer* (serial), 982
- Information 2.0*, 587
- Information Advisor, The* (serial), 788
- Information Architecture*, 940
- Information Brokering*, 958
- Information Literacy (Ercegovac)*, 476
- Information Literacy (Spitzer)*, 475
- Information Literacy and Information Skills Instruction*, 457
- Information Literacy and the School Library Media Center*, 505
- Information Literacy as a Student Learning Outcome*, 503
- Information Literacy Assessment*, 500
- Information Literacy beyond Library*, 481
- Information Literacy Instruction Handbook*, 473
- Information Literacy Meets Library*, 482
- Information Literacy Toolkit*, 502
- Information Management and Computer Security* (serial), 656
- Information Management Solutions*, 617
- Information Needs Analysis*, 71
- Information Outlook* (serial), 1533
- Information Overload*, 922
- Information Policies and Strategies*, 738
- Information-Powered School, The*, 949
- Information Resource Description*, 267
- Information Rights in Practice*, 757
- Information Science in Transition*, 825
- Information Society*, 853
- Information Society, The* (serial), 973
- Information Technology and Libraries (ITAL)* (serial), 657
- Information Technology and People* (serial), 658
- Information Technology in Librarianship*, 613
- Information Today* (serial), 789
- Information Users and Usability in the Digital Age*, 572
- Information Worlds*, 532
- Informational Picture Books for Children*, 335
- Informing Innovation*, 559
- Ingram, Lauralee, 355
- Innovations in Information Retrieval*, 938
- Innovative School Librarian*, 1497
- Inside, Outside, and Online*, 1011
- Inside Scoop, The*, 1179
- Institute of Museum and Library Services, 414
- Institutions of Reading*, 792
- Instructional Technology*, 553

- Integrated Advisory Service*, 1214, 1278
- Integrated Library Systems*, 549
- Intellectual Freedom Manual*, 299
- Intellectual Property*, 734
- Interactive Information Seeking, Behaviour and Retrieval*, 826
- Interface (Web), 171
- Intergenerational Programming*, 1156
- Interior Design for Libraries*, 120
- Interlibrary Lending and Document Supply* (serial), 687
- Interlibrary Loan and Document Delivery in the Larger Academic Library*, 683
- Interlibrary Loan Practices Handbook*, 682
- International and Comparative Studies in Information and Library Science*, 693
- International Cataloguing and Bibliographic Control* (serial), 717
- International Dictionary of Library Histories*, 809
- International Encyclopedia of Information and Library Science*, 814
- International Information and Library Review* (serial), 718
- International Journal of Library and Information Science*, 719
- International Journal of Web Services Research*, 720
- International Librarianship*, 691
- International Research* (serial), 721
- International Students and Academic Libraries*, 1509
- Internet Outsourcing Using an Application Service Provider*, 1586
- Internet Reference Service Quarterly*, 1395
- Internet Research* (serial), 659
- Internet Technologies and Information Services*, 538
- Interpersonal Skills, Theory and Practice*, 56
- Intner, Carol F., 83, 486, 236, 250, 269, 531, 813
- Intranet Management Handbook*, 649
- Introducing Historical Fiction for Young Readers (Grades 4–8)*, 1194
- Introducing Information Management*, 957
- Introducing RDA*, 242
- Introduction to Cataloging and Classification*, 246
- Introduction to Digital Libraries*, 573
- Introduction to Information Behaviour*, 824
- Introduction to Information Science*, 822
- Introduction to Library and Information Work, An*, 827
- Introduction to Library Public Services*, 1009
- Introduction to Modern Information Retrieval*, 571
- Introduction to Reference Services in Academic Libraries, An*, 1360
- Introduction to Reference Work*, 1335
- Introduction to Reference Work in the Digital Age*, 1367
- Introduction to Serials Work for Library Technicians*, 1425
- Introduction to Technical Services*, 813
- Inviting Children's Authors and Illustrators*, 935
- Iowa City Community School District, 449
- Irrepressible Reformer*, 189
- Is Consulting for You?*, 209
- Is Digital Different?*, 623
- Iselid, Lars, 547
- ITALica (Web), 679
- J**
- Jackson, Andrew P., 212
- Jacob, M. E. L., 84
- Jacobs, Neil, 604
- Jacobson, Trudi E., 491–492
- Jaeger, Paul T., 532, 619, 898
- James, Russell D., 881
- Janes, Joseph, 1367
- Janke, Karen L., 682
- Jansen, Barbara A., 41
- Jasper, Richard P., 24
- Jefferson, Julius, Jr., 212
- Jensen, Kelly, 370
- Jerrard, Jane, 1012
- Jewish American Literature*, 1226
- John, Lauren Zina, 1096
- Johnson, Debra Wilcox, 1298
- Johnson, Doug, 1489
- Johnson, Marilyn, 1085
- Johnson, Peggy, 83, 345
- Johnson, Sarah L., 1206–1207
- Joint Libraries*, 944
- Jones, Barbara M., 300
- Jones, Harriet, 298
- Jones, Jami Biles, 1442, 1490
- Jones, Katherine Burton, 537
- Jones, Patrick, 32, 1053
- Jones, Plummer Alston, 153
- Jones, Wayne, 1422
- Jordan, Barbara, 1010, 1050
- Jordan, Jay, 800
- Joudrey, Daniel J., 249
- Journal of Academic Librarianship*, 1534
- Journal of Access Services*, 830
- Journal of Archival Organization*, 983
- Journal of Business and Finance Librarianship*, 1535
- Journal of Classification*, 296
- Journal of Database Management*, 675
- Journal of Digital Information*, 676
- Journal of Documentation*, 831
- Journal of Education for Library and Information Science (JELIS)*, 381
- Journal of Electronic Resources in Medical Libraries*, 1536
- Journal of Electronic Resources Librarianship*, 660
- Journal of Hospital Librarianship*, 1537
- Journal of Information Ethics*, 389
- Journal of Information Science*, 844
- Journal of Interlibrary Loan, Document Delivery and Electronic Reserve*, 688
- Journal of Internet Cataloging*, 297
- Journal of Knowledge Management*, 832
- Journal of Librarianship and Information Science (JOLIS)*, 845
- Journal of Library Administration*, 113
- Journal of Library and Information Services in Distance Learning*, 833
- Journal of Library Metadata*, 292
- Journal of Map and Geography Libraries*, 1538
- Journal of Religious and Theological Information*, 1539
- Journal of Research on Libraries and Young Adults*, 1540
- Journal of Scholarly Publishing*, 1562

- Journal of Systems and Information Technology*, 662
Journal of the American Society for Information Science and Technology (JASIST), 674
Journal of the Canadian Health Libraries Association, 1560
Journal of the Medical Library Association (JMLA), 1561
Journal of the Society of Archivists, 984
Journal of Web Librarianship, 661
 Joyce, Marilyn Z., 445
 Jubb, Michael, 923
Judaica Librarianship, 1563
 Jumonville, Florence M., 151
Junior Genrelecting, 1292
 Junker, Karen, 1520
 Jurewicz, Lynn, 1054
- K**
 Kahn, Miriam B., 33, 605, 951
 Kalen, Elizabeth, 1269
 Kalfatovic, Martin R., 911
 Kallio, Jamie, 1208
 Kan, Katharine L., 1314
 Kane, Laura Townsend, 213, 214
 Kaplan, Allison G., 237, 270
 Kaplan, Richard, 346
 Kaplowitz, Joan R., 487
 Karle, Elizabeth M., 1139
 Karp, Jesse, 1491
 Karp, Rashelle S., 863
 Karpuk, Deborah J., 238
 Katz, Bill, 410, 1368
 Katz, William A., 1335, 1369
 Keane, Nancy J., 533, 1097
 Keating, Kathleen, 438
Keep It Simple, 1002
Keeping Current, 575
Keeping the User in Mind, 441
 Keeran, Peggy, 471
 Keller, James R., 125
 Kelly, Diane, 826
 Kelly, Melody S., 1370
 Kelsey, Ann L., 6, 72, 519
 Kelsey, Paul, 685
 Kelsey, Sigrid E., 1453
 Kendrick, Terry, 882
 Kennedy, James R., 128
 Kent, Caroline M., 490
 Kepler, Ann, 393
 Kerans, Jodi, 963
 Kern, M. Kathleen, 1336
 Kesselman, Martin Alan, 692
 Khan, Ayub, 135
 Kidzcat, 238
 Kilbride, William, 943
 Killian, Stephen B. 154
Kindergarten Magic, 494
 King, David L., 606
 King, Donald W., 210
 Kingma, Bruce R., 34
 Kinney, Bo, 1079, 1080
 Kinsella, Marilyn Adele, 1138
 Kirker, Christine, 494, 1144
 Kirkwood, Hal, 1454
 Kister, Kenneth F., 184
 Klor, Ellin, 1055
KMWorld (serial), 790
 Kneale, Ruth, 1086
 Knell, Suzanne, 1315
 Kniffel, Leonard, 776
 Knoer, Susan, 1371
Know It All, Find It Fast, 1363
Know It All, Find It Fast for Academic Libraries, 1474
Know It All, Find It Fast for Youth Librarians and Teachers, 1476
Knowledge and Knowing in Library and Information Science, 383
Knowledge Management, 934, 967
Knowledge Quest (serial), 1541
 Knowles, Elizabeth, 1316
 Knox, Emily, 684
 Kochel, Marcia Agness, 1247
 Kochtanek, Thomas R., 534
 Koegh, Patricia, 730
 Koelling, Holly, 1270, 1317
 Kohrman, Rita, 1492
 Kolencik, Patricia Liotta, 1303
 Kollen, Christine, 912
 Korn, Naomi, 607
 Kornegay, Rebecca S., 271
 Kovacs, Diane K., 488, 1337, 1372
 Kowatch, Kelly, 195
 Kranich, Nancy, 864
 Krashen, Stephen D., 1299, 1318
 Kraus, Joseph R., 471
 Kresh, Diane, 608
 Kroll, Joanna, 195
 Kropp, Lisa, 1010
 Kroski, Ellyssa, 609
 Kuharets, Olga R., 952
 Kuhlthau, Carol Collier, 446–447, 488
 Kumar, Krishan, 694
 Kunzel, Bonnie, 1140, 1201
 Kwon, Nahyun, 1115
- L**
 LaGuardia, Cheryl, 448, 490, 1423
 Lampson, Marc, 1393
 Landau, Herbert B., 394, 777
 Landis, Cliff, 610
 Landry, Carol, 1080
 Langa, Michelle, 1050
 Langhorne, Mary Jo, 449
 Lankes, R. David, 1338, 1346, 1373–1374
 Lanning, Scott, 1375
 Lanzi, Eliza, 252
 Lapidge, Michael, 801
 Lapin, Sarah, 1055
Lapsit Services for the Very Young II, 992
 Larsgaard, Mary Lynette, 272, 912
 Larson, Jeanette, 953
 LaRue, James, 301
 Lascarides, Michael, 611
 Laskowski, Mary S., 347
Latino Literature, 1210
Laughing Librarian, The, 429
 Laughlin, Sara, 35–36
 Lavender, Kenneth, 913
Law for K–12 Libraries and Librarians, 1518
Law Librarians Abroad, 695–1514
Law Library Journal, 1564
 Law, Merry, 954
 Lawson, Judy, 195
 Lawson, Karen G., 1424
 Lawson, Steve, 366
 Lazinger, Susan S., 531
 Lazzaro, Joseph J., 612
Leadership Basics for Librarians and Information Professionals, 17
Leadership for Excellence, 172
Leadership in the Library and Information Science Professions, 63, 112
Leadership Roles for Librarians, 1471
Leading and Managing Archives and Records Programmes, 933
 “Leading from the Middle,” and *Other Contrarian Essays on Library Leadership*, 39
Leading Kids to Books through Crafts, 1089
Leading the Reference Renaissance, 1383
 Leads from LLAMA (Web), 117
Lean Library Management, 82
 Lear, Brett W., 1141

- Learn Library Management*, 28
Learning Commons, The, 765
 Leckie, Gloria J., 613, 902, 914
 Lederer, Naomi, 450
 Lee, Marta K., 915
 Lee, Stuart D., 348
 Lee, Sul H., 37, 535
 Lefebvre, Madeleine, 1087
Legacies for Libraries, 405
Legal Reference for Librarians, 1366
Legal Reference Services Quarterly, 759
 Lehman, Katherine B., 451
 Lehrer, Matthew D., 405
 Leighton, Philip D., 136
 Lerch, Maureen T., 1056
 Lerner, Frederick Andrew, 802
 Lesesne, Teri S., 307
 Lesley Langa, 415
Less Is More, 1438
 Lester, Ray, 1376, 1377
Let Data Be Your Guide, 1298
 Levi, Selma K., 1094
 Levine, Jenny, 955
 Levine-Clark, Michael, 471, 818
 Levy, Philippa, 1493
 Lewis, Alison, 916
 Lewis, J. Patrick, 426
 Lewis, Linda K., 62, 331, 1587
 Lewis, Peter, 423
 Lewis, Vivian, 1463
Liblog Landscape 2007–2008, The, 1084
Librarian as Information Consultant, The, 1345
Librarian's Book of Lists, The, 424
Librarian's Book of Quotes, The, 1164
Librarian's Copyright Companion, The, 743
Librarian's Guide to an Uncertain Job Market, A, 206
Librarian's Guide to Genealogical Services and Research, The, 1390
Librarian's Guide to Online Searching, 1327
Librarian's Guide to Partnerships, The, 917
Librarian's Handbook for Seeking, Writing, and Managing Grants, 391
Librarian's Legal Companion for Licensing Information Resources and Services, The, 745
 Librarian's Yellow Pages (LYP) (Web), 1591
Librarians as Community Partners, 888
Librarians as Learning Specialists, 1462
Librarians' Christian Fellowship Newsletter, 1565
 Librarianship, 823
Libraries and Democracy, 864
Libraries and Electronic Resources, 527
Libraries and Founders of Libraries, 798
Libraries and Information Services in China, 697
Libraries and Information Services in the UK and Republic of Ireland, 2013–2014, 699
Libraries and Librarians of the World, 179
Libraries and Librarianship, 851
Libraries and Librarianship in India, 694
Libraries and Society, 850
Libraries and the Book Trade, 811
Libraries and the Cultural Record (serial), 780
Libraries and the Mobile Web, 593
Libraries as Agencies of Culture, 893
Libraries Designed for Kids, 126
Libraries for the Future, 127
Libraries Got Game, 959
Libraries in the Information Age, 815
Libraries Prosper with Passion, Purpose, and Persuasion!, 883
Libraries Use Broadband Internet Service to Serve High Need Communities, 1583
Libraries within Their Institutions, 920
Libraries without Walls 5–7, 772–774
Libraries, Mission and Marketing, 890
Libraries, the First Amendment, and Cyberspace, 753
 Library, 178
Library: An Illustrated History, The, 805
Library: An Unquiet History, 793
Library 101, 1517
Library 2.0 and Beyond, 522
Library Administration and Management (serial), 114
 Library Administration and Management Association, 122, 123
Library and Archival Security (serial), 974
Library and Book Trade Almanac, 899
Library and Information Center Management, 59
Library and Information Research (LIR) (serial), 1416
Library and Information Research News, 1416
Library and Information Science Research (serial), 1417
Library Assessment in Higher Education, 1499
Library at Night, The, 1088
Library Board's Practical Guide to Finding the Right Library Director, A, 38
Library Camps and Unconferences, 366
Library Catalogue as Social Space, The, 286
Library Collections, Acquisitions, and Technical Services (serial), 846
Library Connect (serial), 781
Library Contests, 862
Library Data, 93
Library Ethics, 387
Library Film Party, The, 1151
Library Hi-Tech (serial), 663
Library Hi-Tech News, 664
Library in the Twenty-First Century, The, 795
Library Information Systems, 534
Library Instruction, 438
Library Instruction Cookbook, The, 453
Library Issues (serial), 1566
Library Journal, 834
Library Leadership and Management (serial), 114
 Library Leadership and Management Association, 122, 123
 Library Leadership and Management Association: Awards and Grants (Web), 176
Library Lifesavers, 191
 Library Literature and Information Science Full Text (database), 849
Library Management, 21
Library Management (serial), 115

- Library Management Tips That Work*, 58
Library Manager's Deskbook, The, 5
Library Mania, 1119
Library Marketing Toolkit, 886
Library Materials and Services for Teen Girls, 1062
Library of Alexandria, The, 803
Library of Congress Subject Headings: Principles and Application, 226
Library of the Villa dei Papiri at Herculaneum, The, 808
Library Partnerships, 925
Library Personnel News, 224
Library Plagiarism Policies, 758
Library PR Handbook, The, 860
Library Programming for Families with Young Children, 1146
Library Programs Online, 1105
Library Public Relations, Promotions, and Communications, 871
Library Quarterly, 782
Library Quotes (Web), 1165
Library Research with Emergent Readers, 483
Library Resources and Technical Services (serial), 293
Library Review (serial), 835
Library Security and Safety Guide to Prevention, Planning, and Response, The, 951
Library Service to Children, 328
Library Services for Children and Young Adults, 1067
Library Services to Indigenous Populations, 1076
Library Services to the Incarcerated, 1014
Library Services to the Sandwich Generation and Serial Caregivers, 1071
Library Skills, 497
Library Trends, 783
Library Use of E-books, 614
Library Use of Mega Internet Sites, 615
Library Use of Video and Audio, 956
Library Videos and Webcasts, 637
Library Web Site Policies, 107
Library Web Sites, 652
Library Worklife (serial), 224
Library World Records, 768
Library, Information Science and Technology Abstracts (LISTA) (database), 848
Library/Vendor Relationships, 3
Library's Continuous Improvement Fieldbook, The, 35
Library's Crisis Communications Planner, The, 106
Library's Legal Answer Book, The, 746
LIBRES (serial), 784
Libros Esenciales, 330
Libutti, Patricia O'Brien, 616
Licensing and Copyright Management, 744
Licensing Digital Content, 595
Life Stories, 1219
Life-Work Balance, 211
Lifelong Learning in Public Libraries, 480
Lightman, Harriet, 1431
Lima, Carolyn W., 1209
Lindsay, Anita Rothwell, 865
Lindsay, Elizabeth Blakesley, 473
Lipinski, Tomas A., 745–746
Lipow, Anne Grodzins, 1339
Listening to the Customer, 26
Literacy and Libraries, 1307
Literature in English, 1258
Literature Links to American History, K–6, 1167
Literature Links to American History, 7–12, 1168
Literature Links to World History, K–12, 1169
Little, Felicia M., 24
Little, Joyce, 1060
Littlejohn, Carol, 1142
Liu, Jai, 273
Liu, Yan Quan, 693
Liven Up Your Library, 1162
Llanes, Peggie, 1122
Lobbying for Public and School Libraries, 861
Local Area Networking for the Small Library, 601
Local Library, Global Passport, 760
Local Studies Librarian (serial), 1163
Location-Aware Services and QR Codes for Libraries, 624
Lockhart, Laura, 439
Loertscher, David V., 1521
Logos (serial), 975
Lomas, Elizabeth, 617
Lonergan, James, 1579
Long Range Planning, 67
Lorig, Jonathan, 924
Low, Kathleen, 85, 427
Low-Cost High-Interest Programming, 1090
Lowe, Carrie A., 475
Lowe, Joy L., 1098
Lubans, John, Jr., 39
Lubas, Rebecca L., 239
Ludwig, Sarah, 1099
Lukenbill, W. Bernard, 1494
Lupa, Robyn M., 1057
Lushington, Nolan, 126
Lynch, Sherry, 917
Lynn, Ruth, 1271
M
Maack, Mary, 812
Maatta, Stephanie L., 1272
Mabry, Celia Hales, 1340–1341
MacCreaigh, Erica, 1008, 1014
MacDonald, Karen, 1454
MacDonald, Margaret Read, 1143
MacDonald, Mary C., 434, 435
MacDonnell, Colleen, 1495
Macevičiūtė, Elena, 957, 1415
MacKellar, Pamela H., 390, 395, 403
Mackey, Thomas P., 491–492
MacLeod, Roy M., 803
MacMillan, Kathy, 493–494, 1144
MacNeil, Heather, 906
Macrea-Gibson, Rowena, 1496
Madden, M. Leslie, 1389
Madigan, Dan, 495
Magazines for Libraries, 1423
Magic and Hypersystems, 555
Magic Search, 271
Mahon, Barry, 940
Mahood, Kristine, 1145, 1319
Major Principles of Media Law, 749
Majority of States Report Decline in Support for Library Services, 1579
Make Mine a Mystery, 1217
Make Mine a Mystery II, 1218
Make Room for Teens!, 1027, 1261
Making Search Work, 650
Making Sense of Business Reference, 1386
Making the Case for Your Library, 887
Making the Most of New Technology, 603
Making the Most of RFID in Libraries, 630
Making the Writing and Research Connection with the I-Search Process, 445

- Malafi, Elizabeth, 968
Malaysian Journal of Library and Information Science, 722
Malone, Debbie, 452
Management Basics for Information Professionals, 18
Management of Serials in Libraries, 1432
Management Skills for Archivists and Records Managers, 964
Managerial Accounting for Libraries and Other Not-for-Profit Organizations, 407
Managing Academic Support Services in Universities, 1484
Managing Acquisitions in Library and Information Services, 334
Managing and Analyzing Your Collection, 338
Managing and Growing a Cultural Heritage Web Presence, 877
Managing Budgets and Finances, 23
Managing Change, 9
Managing Children's Services in the Public Library, 994
Managing Electronic Government Information in Libraries, 622
Managing Electronic Reserves, 638
Managing Electronic Resources, 557
Managing Electronic Serials, 1430
Managing Facilities for Results, 121
Managing for Results, 49
Managing in the Information Age, 53
Managing Information Resources in Libraries, 336
Managing Information Services, 98
Managing Library Employees, 101
Managing Library Outreach Programs, 1069
Managing Library Volunteers, 13
Managing Outsourcing in Library and Information Services, 97
Managing Overdues, 79
Managing Public-Access Computers, 512
Managing Research Data, 1413
Managing Stress and Conflict in Libraries, 96
Managing Student Assistants, 105
Managing the Circulation Process, 76
Managing the Crowd, 332
Managing the How-To Collection and Learner's Advisory Service, 354
Managing the Interview, 68
Managing the Small College Library, 2
Managing the Transition from Print to Electronic Journals and Resources, 520
Managing Time, 221
Managing 21st Century Libraries, 54
Managing Your Internet and Intranet Services, 592
Managing Your Library Construction Project, 137
Mancall, Jacqueline C., 344
Mandelbrote, Giles, 811
Manguel, Alberto, 1088
Maniotes, Leslie K., 488
Manjarrez, Carlos A., 415, 1580–1582
Many Faces of School Library Leadership, The, 1443
Map Library in the New Millennium, The, 1508
Marc 21 for Everyone, 265
Marco, Guy A., 766
Marcum, Deanna B., 536
Marek, Kate, 86
Marino, Jane, 1100
Marketing, 891
Marketing and Public Relations Practices in College Libraries, 865
Marketing Concepts for Libraries and Information Services, 875
Marketing to Libraries for the New Millennium, 859
Marketing Today's Academic Library, 866
Marketing Your Library, 870
Markey, Penny, 1040
Markland, Margaret, 772–773
Markless, Sharon, 889, 1497
Markuson, Carolyn B., 134
Marmor, Max, 1378
Marshall, Audrey, 339
Martin, Allan, 495
Martin, Ann M., 1498
Martin, Barbara Stein, 873
Martin, Hillias J., Jr., 1019, 1036
Martin, Robert Sidney, 857
Martin, Ron G., 127
Martin-Díaz, Pamela, 1130–1134
Martínez, Sara E., 1210
Marty, Paul F., 537
Maslin, Ruthie, 862
Mason, Florence M., 958
Mason-Robinson, Sally, 349
Massey, Charlotte, 1311
Massis, Bruce E., 367–368
Mates, Barbara T., 1003, 1058
Mathews, Brian, 866
Mathews, Patricia O. B., 1273
Matthew, Kathryn I., 1098
Matthews, Joseph R., 26, 40, 87, 534, 1013, 1455, 1499, 1586
Maximizing Law Library Productivity, 1500
Maxwell, Nancy Kalikow, 918
Maxwell, Robert L., 274–277
Maxwell's Guide to Authority Work, 275
Maxwell's Handbook for AACR2, 276
Maxwell's Handbook for RDA, 277
Mayer, Brian, 959
Mayo, Diane, 49, 88, 618
McAdoo, Monty L., 1501
McCabe, Gerard B., 128
McCabe, Ronald B., 804
McCain, Mary Maude, 1456
McCarthy, Richard C., 137
McClure, Charles R., 619, 898, 1573
McCook, Kathleen de la Peña, 884
McCune, Bonnie F., 89
McDaniel, Deanna J., 1274
McEldowney, W. J., 185
McElmeel, Sharon L., 1101, 1211–1212
McGhee, Marla W., 41
McKechnie, Lynne (E. F.), 1322
McKnight, Sue, 1502
McLeish, Simon, 306
McMenemy, David, 620, 778, 823
McNeil, Beth, 77
McQueen, Judy
McRae, Linda, 252
Measuring Library Performance: Principles and Techniques, 4
Measuring Your Library's Value, 15
Mediavilla, Cindy, 1059
Medical Library Association Guide to Finding Out about Complementary and Alternative Medicine, The, 1362
Medical Library Association's Master Guide to Authoritative Information Resources in the Health Sciences, The, 1392
Medical Reference Services Quarterly, 1542

- Meeting Community Needs with Job and Career Services*, 1045
- Meinhold, Alexandra, 148
- Melling, Maxine, 496, 960, 1060
- Meloni, Christine, 1213
- Melvil Dewey*, 190
- Mentoring in Librarianship*, 371
- Mentoring in the Library*, 915
- Meola, Marc, 1342
- Merchandising Library Materials to Young Adults*, 885
- Merrill, Martha, 1456
- Mesaros, Saralyn A., 1016
- Messner, Patricia A., 1444, 1457
- Metadata*, 289
- Metadata and Its Applications in the Digital Library*, 273
- Metadata and Its Impact on Libraries*, 531
- Metadata Best Practices and Guidelines*, 243
- Metadata for Digital Collections*, 240
- Metadata for Information Management and Retrieval*, 266
- Metadata Fundamentals for All Librarians*, 259
- Metadata in Practice*, 268
- Metz, Ruth F., 90
- Meyers, Alex H., 370
- Meyers, Elaine E., 1073
- Microblogging and Lifestreaming in Libraries*, 598
- Middle Management in Academic and Public Libraries*, 10
- Mikkelson, Sheila, 1061
- Millar, Laura A., 961
- Millard, Scott, 1425
- Miller, David P., 278
- Miller, Dick R., 621
- Miller, Donna P., 1030
- Miller, Ellen G., 878
- Miller, Joseph B., 538
- Miller, Kathryn, 919
- Miller, Kim, 415
- Miller, Lewis, 8
- Miller, Linda L., 1438
- Miller, Marilyn, 186
- Miller, Pat, 497–499
- Miller, Steven J., 240
- Miller, William, 539, 920, 1343
- Mincic-Obradovic, Ksenija, 1503
- Minow, Mary, 746
- Mistakes in Academic Library Management*, 1478
- Mitchell, Anne M., 285
- MLA Made Easy*, 484
- M-Libraries 2–4*, 550–552
- MLS Project, The*, 372
- MLS—Marketing Library Services* (serial), 892
- Mobile Devices and the Library*, 540
- Moeller, Paul D., 1421
- Molnar, Leslie A., 1245
- Moniz, Richard J., Jr. 42
- Montgomery, Jack G., 91
- Moore, JoAnne, 478
- Moore, Mary Y., 43
- Moore, Nick, 1411
- Moorman, John A., 44
- Moran, Barbara B., 59
- More Family Storytimes*, 1153
- More Innovative Redesign and Reorganizations of Technical Services*, 762
- More Library Skills*, 498
- More Outstanding Books for the College Bound*, 1293
- More Storytime Action!*, 1092
- More Technology for the Rest of Us*, 523
- More Than MySpace*, 1057
- Moreillon, Judi, 1320
- Morgan Library, The*, 770
- Morgan, Hildegard B., 271
- Morgan, Pamela J., 1344
- Morgan, Peter, 653
- Morrill, Allen S., 1479
- Morris, Betty J., 45
- Morris, Vanessa Irvin, 1275
- Morrison, Andrea M., 622
- Morrison, Joanna, 1255
- Mort, John, 1276, 1277
- Mosley, Pixey Anne, 110
- Mosley, Shelley Elizabeth, 61
- Moss, Michael, 623
- Moss, Rita W., 1379
- Most Beautiful Libraries in the World, The*, 124
- Mostly Manga*, 1269
- Moulalson, Heather Lea, 577
- Moulton-Gertig, Suzanne L.
- Moving Material*, 29
- Moving Your Library*, 73
- Moyer, Jessica E., 1214, 1278, 1279, 1280
- Mugridge, Rebecca, 241
- Mulford, Sam McBane, 129
- Multicultural Programs for Tweens and Teens*, 1115
- Multimedia Information and Technology (MmIT)* (serial), 665
- Murdock, James R., 1019
- Murfin, Marjorie E., 1345
- Murphy, Joe, 540, 624
- Murphy, Roxane, 1143
- Murphy, Sarah Anne, 1345
- Murray, M. Mary, 1325
- Murray, Richard A., 200
- Murray, Stuart A. P., 805
- Museum Informatics*, 537
- Music Reference Services Quarterly*, 1543
- Myburgh, Sue, 215
- Myers, Robin, 811
- Mystery Readers' Advisory, The*, 1255
- N**
- Nabe, Jonathan A., 1504
- Naidoo, Jamie Campbell, 1215, 1281
- Nakamura, Margaret, 46
- Nakamura, Yuriko, 698
- Nast, Philip, 1338, 1374
- National Information Standards Organization, 360
- Nebraska Educational Media Association, 1505
- Nebraska Library Association Quarterly*, 166
- Needham, Gill, 550–552
- Neely, Teresa Y., 196, 500
- Negotiating Licenses for Digital Resources*, 1585
- Neiburger, Eli, 962
- Nelson, Charleszine, 89
- Nelson, Pamela S., 1407
- Nelson, Robert S., 758
- Nelson, Sandra S., 47–50, 92
- Nespeca, Sue McCleaf, 1146, 1147
- New Directions for Library Service to Young Adults*, 1053
- New Employee Orientation*, 70
- New Graduate Experience, The*, 198
- New Information Professional, The*, 195, 215
- New Inquisition, The*, 301
- New iSearch, You Search, We All Learn to Research, The*, 439
- New Librarian, New Job*, 204
- New on the Job*, 203
- New Planning for Results, The*, 48
- New Professional's Toolkit*, 218
- New Review of Academic Librarianship* (serial), 1544
- New Review of Children's Literature and Librarianship* (serial), 1545

- New Review of Hypermedia and Multimedia* (serial), 666
- New Review of Information Networking* (serial), 667
- New Technologies and Reference Services*, 1369
- New Walford Guide to Reference Resources, The, Vol. 1: Science, Technology and Medicine*, 1376
- New Woman as Librarian, The*, 180
- New World Library* (serial), 836
- Newbery and Caldecott Awards, The*, 1282
- Newlen, Robert R., 197, 216
- News Search, Blogs and Feeds*, 547
- Next-Gen Library Redesign*, 611
- Next-Generation Library Catalogs*, 255
- Next Library Leadership, The*, 27
- Ng, Kwong Bor, 625
- Nicholas, David, 51, 626
- Nichols, C. Allen, 324, 350
- Nichols, Janet, 468
- Nichols, Judy, 1148
- Nichols, Mary Anne, 885
- Nicholson, Scott, 1338, 1374
- Nicola, Irma, 1426
- Niebuhr, Gary Warren, 1102, 1216–1218
- Nilsen, Kirsti, 1347
- 99 Jumpstarts to Research*, 463
- Nisonger, Thomas E., 325, 1432
- Nitecki, Danuta A., 1406, 1446
- Nixon, Judith M., 326
- No-Nonsense Guide to Archives and Recordkeeping, The*, 931
- No-Nonsense Guide to Copyright in All Media*, 741
- No-Nonsense Guide to Legal Issues in Web 2.0 and Cloud Computing*, 748
- No-Nonsense Guide to Licensing Digital Content*, 607
- No-Nonsense Guide to Training in Libraries*, 465
- No Shelf Required*, 542
- No Shelf Required 2: Use and Management of Electronic Books*, 353
- No Shelf Required Guide to E-book Purchasing*, 352
- Nonfiction Reader's Advisory*, 1252
- Norlin, Elaina, 627
- Norman, Sandy, 747
- North Carolina Libraries* (serial), 791
- North Carolina Library Association*, 153
- Nosakhare, Akilah S., 212
- Notes* (serial), 1567
- Notes for Serials Cataloging*, 1421
- Notess, Greg, 628
- Now Read This*, 1221
- Now Read This II*, 1220
- Now Read This III*, 1222
- Nystrom, Kathy, 251
-
- Oakleaf, Megan, 1506
- O'Beirne, Ronan, 767
- Obnoxious Librarian from Hades*, 425
- OCLC Systems and Services* (serial), 668
- O'Connor, Brian C., 963
- O'Connor, Maureen, 1219, 1232
- O'Connor, Steve, 52
- O'Dell, Katie, 1062
- O'Donnell, Peggy, 1157
- O'Dwyer, Andy, 1409
- O'Gorman, Jack, 1380
- Oka, Christine K., 448
- Old English Libraries*, 807
- Oldroyd, Margaret, 1507
- Oliver, Chris, 242
- Olson, Catherine C., 463
- Olson, Christi A., 1063
- Olson, Nancy B., 279
- On the Move with the Mobile Web*, 609
- On the Road with Outreach*, 1008
- Once Upon a Sign*, 1160
- Once Upon a Time*, 1129
- 100 Most Popular African American Authors, The*, 1180
- 100 Most Popular Authors and Illustrators*, 1211
- 100 Most Popular Contemporary Mystery Authors, The*, 1181
- 100 Most Popular Genre Authors, The*, 1182
- 100 Most Popular Nonfiction Authors, The*, 1183
- 100 Most Popular Science Fiction Authors, The*, 1196
- 100 Most Popular Thriller and Suspense Authors, The*, 1184
- 100 Most Popular Young Adult Authors, The* (1997), 1259
- 100 Most Popular Young Adult Authors, The* (2002), 1185
- 101 Computer Projects for Libraries*, 588
- One-Person Puppetry*, 1130
- O'Neill, Edward T., 227
- Online Community Information*, 229
- Online Information Review* (serial), 1396
- ONLINE Magazine*, 1402
- Ontologies, Taxonomies and Thesauri in Systems Science and Systematics*, 228
- Open Access*, 728
- Open Conversations*, 903
- Open Source Integrated Library Systems*, 563
- Open Source Public Workstations in Libraries*, 600
- Open-Source Software for Libraries*, 556
- Open Source Web Applications for Libraries*, 521
- Opening Up Library Systems through Web Services and SOA*, 562
- Oppenheim, Charles, 607, 748
- Oppenheim, Michael, 1449
- Opportunity for All: How Library Policies and Practices Impact Public Internet Access (Web)*, 1079
- Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries, (Web)*1080
- Orcutt, Darby, 93
- Organization of Information, The*, 249
- Organizational Storytelling for Librarians*, 86
- Organizing Audiovisual and Electronic Resources for Access*, 235
- Organizing Friends Groups*, 402
- Organizing Information*, 261
- Osborne, Larry, 46
- Osborne, Robin, 94
- Osgood, Scott, 138
- Oswald, Godfrey, 768
- Ott, Bill, 921
- Ott, Valerie, 1149
- Our Enduring Values*, 386
- Our Own Selves*, 909
- Out Front with Stephen Abram*, 924
- Outsourcing Library Technical Service*, 1588

- Outstanding Books for the College Bound*, 1253
- Outstanding Library Service to Children*, 1040
- Overbeck, Wayne, 749
- Owen, Tim Buckley, 1381
- Owens, Irene, 95
- Oxbrow, Nigel, 821
- P**
- Pace, Andrew K., 629
- Padfield, Tim, 750
- Palmer, Michael, 630
- Pandian, M. Paul, 541
- Pantry, Sheila, 96–97, 217, 779, 1064
- Paquette, Scott, 934
- Parents of Invention*, 518
- Parham, Loretta
- Park, Jung-ran, 243
- Parker, Jo, 481–482
- Parks, Stephen, 769
- Parry, Robert B., 1508
- Parsons, Larry A., 428
- Paschoud, John, 306
- Pass, Gregory A., 280
- Passion for Print*, A, 1319
- Pastore, Erica, 1583
- Patel, Jashu, 694
- Pathways to Progress*, 1022
- Patrick, Gay D., 351
- Patrick, Joanne, 391
- Patron-Driven Acquisitions*, 326
- Patton, Kimberly A., 1113–1114
- Pavon, Ana-Elba, 1103
- Pawelak-Kort, Patricia, 328
- Pawuk, Michael, 1283
- Pearl, Nancy, 1220–1222
- Peck, Penny, 995, 1104, 1223
- Peck, Robert S., 753
- Pedley, Paul, 751, 752, 754
- Pedolsky, Andrea, 404
- Pellen, Rita M., 539, 920, 1343
- Peltier-Davis, Cheryl Ann, 631
- Perez, Alice J., 1382
- Perez, Megan Zoe, 198
- Performance Analysis and Appraisal*, 103
- Performance Management and Appraisal*, 16
- Performance Measurement and Metrics* (serial), 116
- Perkins, C. R., 1508
- Perper, Timothy, 316
- Perspectives on Information*, 244
- Perspectives on Serials in the Hybrid Environment*, 1431
- Peters, Andrew, 549
- Peters, Diane E., 1509
- Peters, Thomas A., 1105
- Peterson, Andrea, 632
- Petruzzelli, Barbara Whitney, 867
- Pettigrew, Karen E., 229
- Pfeil, Angela B., 868
- Phillips, Joyce S., 5
- Phillips, Linda L., 333
- Pickard, Alison Jane, 1412
- Picture Books Plus*, 1147
- Pierce, Charles E., 770
- Pierce, Jennifer Burek, 1065
- Pijers, Guus, 922
- Pilette, Roberta, 927
- Pioneers and Leaders in Library Services to Youth*, 186
- Piotrowicz, Lynn M., 138
- Pistolis, Donna R., 303
- PLA Reader for Public Library Directors and Managers*, The, 30
- Place at the Table*, A, 884
- Planning Academic and Research Library*, 136
- “Planning and Building Libraries” (Web), 144
- Planning for Automation*, 72
- Planning for Integrated Systems and Technologies*, 519
- Planning for Library Services to People with Disabilities*, 1006
- Planning the Modern Public Library Building*, 128
- Play Matters* (serial), 1568
- Please Bury Me in the Library*, 426
- PNLA Quarterly*, 167
- Poetry Aloud Here!*, 1111
- Polanka, Sue, 352–353, 542
- Polastron, Lucien X., 806
- Polette, Nancy, 501, 1150–1151
- Politics of Promoting Freedom of Information and Expression in International Librarianship*, The, 690
- Popular Series: Fiction for K–6 Readers*, 1289
- Popular Series: Fiction for Middle School and Teen Readers*, 1290.
- Portable MLIS*, The, 365
- Portal* (serial), 669
- Portals*, 578
- Porter, Marjorie J., 1453
- Potter, Ned, 886
- Poulter, Alan, 620, 823
- Powell, Ronald R., 27, 1405, 1452
- Power of Reading*, The, 1299
- Power of the Media Specialist to Improve Academic Achievement and Strengthen At-Risk Students*, The, 1490
- Power Research Tools*, 506
- Power Researchers*, 451
- Power Tools Recharged*, 507
- Power, Rebecca, 900
- Powerful Public Relations*, 863
- Powis, Chris, 460, 469
- Practical and Effective Management of Libraries*, 42
- Practical Cataloguing*, 288
- Practical Copyright for Information Professionals*, 747
- Practical Digital Preservation*, 565
- Practical Library Trainer*, The, 368
- Practical Pedagogy for Library Instructors*, 437
- Practical Strategies for Cataloging Departments*, 239
- Practical Strategies for Library Managers*, 19
- Pre- and Post-retirement Tips for Librarians*, 202
- Preddy, Leslie B., 436, 1321
- Preer, Jean L., 387
- Prentice, Ann E., 53, 819
- Preparing Collections for Digitization*, 566
- Preparing Staff to Serve Patrons with Disabilities*, 1043
- Preparing the Information Professional*, 369
- Preschool Favorites*, 1038
- Presentations for Librarians*, 444
- Preservation*, 927
- Preservation and Conservation for Libraries and Archives*, 897
- Preservation Management for Libraries, Museums and Archives*, 942
- Preservation Program Blueprint*, The, 946
- Preserving Archives*, 937
- Preserving Digital Information*, 530
- Pressley, Lauren, 633
- Price, Jason S., 644
- Price, Kate, 634
- Pride, Marseille M., 878
- Primary Genreflecting*, 1187

- Principal's Guide to a Powerful Library Media Program, The*, 41
- Prison Library Primer, The*, 1015
- Privacy and Confidentiality Issues*, 727
- Private Library* (serial), 1569
- Professional Liability Issues for Librarians and Information Professionals*, 742
- Profiles of Best Practices in Academic Library Interlibrary Loan*, 685
- Program* (serial), 670
- Programming for Librarians*, 1118
- Programming with Latino Children's Materials*, 1161
- Project Management: Tools and Techniques for Today's ILS Professional*, 1
- Promoting Reading with Reading Programs*, 1306
- Protecting Intellectual Freedom in Your Academic Library*, 300
- Protecting Intellectual Freedom in Your School Library*, 302
- Protecting Library Staff, Users, Collections, and Facilities*, 7
- Protecting the Right to Read*, 1323
- Protecting Your Library's Digital Sources*, 605
- Providing Effective Library Services for Research*, 1075
- Providing Library Services for Distance Education Students*, 1024
- Pryor, Graham, 1413
- Public Libraries* (serial), 163
- Public Libraries and Internet Service Roles*, 619
- Public Libraries and the Internet*, 898
- Public Libraries Going Green*, 919
- Public Libraries in the 21st Century*, 819
- Public Libraries Online* (serial), 785
- Public Library*, 778
- Public Library Association, 49
- Public Library Data Service Statistical Report 2012*, 1574
- Public Library Journal (PLJ)*, 786
- Public Library Networked Services*, 1573
- Public Library Quarterly*, 837
- Public Library Services for the Poor*, 1052
- Public Library Start-Up Guide, The*, 775
- Public Relations and Marketing for Archives*, 881
- Public Services Quarterly*, 1546
- Pugh, Lyndon, 54
- Pulliam, June Michele, 1188, 1224
- Puppet Magic*, 1098
- Pura Belpré Awards, The*, 174
- Putonti, Dorette, 483
- Putting XML to Work in the Library*, 621
- Pymm, Bob, 28
- Q**
- Qin, Jian, 289
- Qualitative Research for the Information Professional*, 1410
- Quality Library, The*, 36
- Questioning Library Neutrality*, 916
- Quick and Popular Reads for Teens*, 1266
- R**
- Rabey, Melissa, 1225
- Radford, Marie L., 1338, 1346–1347, 1374, 1383, 1407
- Rafferty, Pauline, 938
- Rainbow Family Collections*, 1215
- Raising Funds with Friends Groups*, 392
- Raising Money for Academic and Research Libraries*, 398
- Ramage, Magnus, 244
- Rankin, Carolyn, 1066–1067
- Rare Book Librarianship*, 1459
- Rathemacher, Andree J., 434–435
- Ratzan, Lee, 635
- Ray, Joyce, 1581
- Ray, Louise, 964
- RBM (serial)976
- RDA: Resource Description and Access*, 281
- RDA and Cartographic Resources*, 272
- RDA Primer, The*, 233
- Reaching Out to Religious Youth*, 1039
- Read-Aloud Scaffold, The*, 1464
- Read 'em Their Writes*, 1102
- Read On . . . Audiobooks*, 1230
- Read On . . . Biography*, 1228
- Read On . . . Crime Fiction*, 1235
- Read On . . . Fantasy Fiction*, 1203
- Read On . . . Graphic Novels*, 1170
- Read On . . . Historical Fiction*, 1205
- Read On . . . Horror Fiction*, 1224
- Read On . . . Life Stories*, 1227
- Read On . . . Science Fiction*, 1234
- Read On . . . Speculative Fiction for Teens*, 1208
- Read On . . . Women's Fiction*, 1237
- Read the High Country*, 1277
- Read to Succeed*, 1305
- Reader Development in Practice*, 1313
- Readers' Advisor's Companion, The*, 1286
- Reader's Advisory: An Unshelved Collection*, 416
- Readers' Advisory for Children and Tweens*, 1223
- Readers' Advisory Guide to Genre Fiction, The*, 1284
- Readers' Advisory Guide to Graphic Novels, The*, 1264
- Readers' Advisory Guide to Nonfiction, The*, 1295
- Readers' Advisory Guide to Street Literature, The*, 1275
- Readers' Advisory Handbook, The*, 1280
- Readers' Advisory Service in the Public Library*, 1285
- Reading Is Funny!*, 1301
- Reading Is Our Business*, 1312
- Reading Matters*, 1322
- Reading Raps*, 1109
- Reading Rules!*, 1316
- Reading with the Stars*, 776
- Ready-Made Book Displays*, 816
- Ready-to-Go Storytimes*, 1091
- Real Lives Revealed*, 1229
- Real-Life Marketing and Promotion Strategies in College Libraries*, 867
- Real Story, The*, 1256
- Reality Rules!*, 1189
- Recommended Reference Books for Small and Medium-Sized Libraries and Media Centers*, 1334
- Record-Keeping, Compliance and the Law*, 735
- Records and Information Management*, 939
- Recruiting and Managing Volunteers in Libraries*, 89
- Recruiting Library Staff*, 85
- Redefining Literacy 2.0*, 1324
- Redesigning the College Library Building*, 139

- Reed, Lori, 379
 Reed, Sally Gardner, 887
 Reese, Terry, 636
 Reeve, Joan B., 1147
Reference and Information Services, 1328
Reference and Information Services in the 21st Century, 1358
Reference Collection, The, 1332
Reference Collection Development, 1382
Reference Interview Today, The, 1371
Reference Interviews, Questions, and Materials, 1350
Reference Librarian, The (serial), 1397
Reference Librarian's Policies, Forms, Guidelines and Procedures Handbook with CD-ROM, The, 1329
Reference Librarianship, 1354
Reference Reborn, 1351
Reference Renaissance, 1346
Reference Reviews (serial), 1398
Reference Service, 1345
Reference Services Review (RSR) (serial), 1399
Reference Skills for the School Library Media Specialist, 1384
Reference Sources and Services for Youth, 1365
Reference Sources for Small and Medium-Sized Libraries, 1380
Reflective Teaching, Effective Learning, 470
 Rehman, Sajjad ur, 369
 Reich, Carol S., 1039
 Reichman, Henry, 308
 Reid, Rob, 282, 1106–1107, 1152–1155
Reid's Read-Alouds, 1154
Reid's Read-Alouds 2, 1155
 Reisner, Rosalind, 1226–1227
Remarkable Occurrences, 796
Re-membling Libraries, 188
Repackaging Libraries for Survival, 37
 Repman, Judi, 1458
Research-Based Readers' Advisory, 1279
Research-Based Reading Strategies in the Library for Adolescent Learners, 1303
Research, Evaluation and Audit, 879
Research Methods in Information, 1412
Research Skills, 499
Research within the Disciplines, 472
Resilient School Library, The, 1445
Responsive Public Library, The, 312
Resume Writing and Interviewing Techniques That Work, 197
Rethinking Information Literacy, 504
Rethinking Information Work, 192
Rethinking Library Linking, 644
Revised Standards and Guideline of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped, 1004
Rex Libris, Vols. 1–2, 430–431
RFID for Libraries, 541
RFP Process, The, 1589
 Rhys-Lewis, Jonathan, 937
 Richmond, Robert W., 155
 Riedling, Ann Marlow, 270, 1384
 Riggle, Judith, 1245
Risk and Entrepreneurship in Libraries, 377
Risky Business, 1036
 Roberts, Ann, 1005, 1083
 Roberts, Sue, 98, 1493
 Robertson, Deborah A., 1108
 Robinson, Lyn, 822, 1385
 Robinson, Sean, 637
 Rocha, Anita, 1080
 Roche, Rick, 1228–1229
Role of the Library in the First College Year, The, 443
Romance Authors, 1231
Romance of Libraries, The, 1087
Romance Readers' Advisory, The, 1251
 Rosedale, Jeff, 638
 Ross, Alex, 1378
 Ross, Catherine Sheldrick, 965, 1322, 1347
 Ross, Celia, 1386
 Ross, Mary Bucher, 1333
 Rothbauer, Paulette M., 1322
 Rothstein, Pauline, 1017
 Rourke, James, 1510
 Rowlands, Ian, 626
 Rowley, Jennifer, 98–99
 Roy, Lorie, 370
 Rubenstein, Charles P., 543
 Rubin, Rhea Joyce, 55, 966, 1006, 1156–1157
 Rubin, Richard E., 820
 Ruddock, Bethan, 218
Running a Parent/Child Workshop, 1126
Running a School Library Media Center, 1516
Running a Small Library, 44
Running a Successful Library Card Campaign, 32
Running Book Discussion Groups, 1096
Running Summer Library Reading Programs, 1309
Running the Books, 1460
 RUSA Update (serial), 164
 RUSQ (*Reference and User Services Quarterly*), 1400
 RUSQBlog (Web), 1404
 Russell, Carrie, 755
 Russell-Sauve, Cadi, 1079
 Ruthven, Ian, 826
 Ryan, Jenny, 502
 Ryan, Joe, 1573
- S**
Sacred Stacks, 918
 Safford, Barbara Ripp, 1511
 Salo, Dorothea, 1233
SALSA de Topicós / Subjects in Spanish and Latin American Subject Access, 278
 Salvador Guarena, 1022
 Sanborn, LaVonne Hayes, 1304
 Sanchez, Elaine R., 245
 Sannwald, William W., 130
 Saponaro, Margaret Zarnosky, 319
 Sargent, Sy, 354
 Saricks, Joyce G., 1221, 1230, 1284–1285
 Sauers, Michael P., 590, 1348–1349
 Saunders, Laura, 503
 Savage, Ernest A., 807
 Scales, Pat, 302, 309
 Scarborough, William Saunders, 156
Scary, Gross, and Enlightening Books for Boys Grades 3–12, 1262
 Schall, Lucy, 1158
 Scheer, Cheryl P., 1292
 Scheeren, William O., 1387, 1512
 Scheschy, Virginia M., 1419–1420
 Schlotzhauer, Nonny, 471
 Schmidt, Aaron, 639
 Schneider, Elizabeth, 1137
 Schoombs, Kyle, 1582
 Schomberg, Jessica J., 279
School and Public Libraries, 926
School Buddy System, The, 1470

- School Libraries Head for the Edge*, 1489
- School Libraries in Canada* (serial), 723
- School Libraries Worldwide* (serial), 724
- School Library Journal (S JL)*, 1547
- School Library Management*, 1458
- School Library Media Facilities Planner, The*, 1451
- School Library Media Manager, The*, 64
- School Library Media Research* (serial), 1548
- School Library Spaces*, 1457
- School Reform and the School Library Media Specialist*, 1488
- Schopflin, Katharine, 1513
- Schull, Diantha Dow, 986, 1017
- Science and Technology Libraries* (serial), 1549
- Science and Technology Resources*, 1355
- Science Fiction and Fantasy Readers' Advisory, The*, 1177
- Science Fiction Writers*, 1197
- Scogins, Janet, 1315
- Scott, Mona L., 283
- Screencasting for Libraries*, 628
- Scribes, Script, and Books*, 894
- Searcher* (serial), 1403
- Searching 2.0*, 1348
- Seaver, Barry William, 187
- Secker, Jane, 504, 756
- Seeking Meaning*, 446
- Selecting and Managing Electronic Resources*, 322
- Selecting Books for the Elementary School Library Media Center*, 327
- Self-Examination*, 384
- Sellen, Betty-Carol, 199
- Sen, Barbara, 879
- Sequels*, 1268
- Serial Collection Management in Recessionary Times*, 1424
- Serials Binding*, 1426
- Serials in Libraries*, 1418
- Serials Librarian, The* (serial), 1432
- Serials Review* (serial), 1434
- Serlis-McPhillips, Sophia, 968
- Service Learning*, 370
- Service Trends in U.S. Public Libraries*, 1578
- Serving Boys through Readers' Advisory*, 1288
- Serving Families of Children with Special Needs*, 1049
- Serving Homeschooled Teens and Their Parents*, 1056
- Serving Latino Communities*, 1020
- Serving Latino Teens*, 1034
- Serving Lesbian, Gay, Bisexual, Transgender, and Questioning Teens*, 1019
- Serving LGBTIQ Library and Archives Users*, 1018
- Serving Older Teens*, 1061
- Serving Seniors*, 1016
- Serving Teen Parents*, 1055
- Serving Teens through Readers' Advisory*, 1249
- Serving the Difficult Customer*, 1068
- Serving the Disabled*, 1078
- Serving Urban Teens*, 1037
- Serving Young Teens and Tweens*, 1033
- Setting Up a Library and Information Service from Scratch*, 779
- "Seven Deadly Sins of Public Library Architecture, The" (Web), 145
- Seven Steps to an Award Winning School Library Program*, 1498
- Seven Steps to Effective Online Teaching Instructional Design and Strategies for Online Teaching and Learning in Libraries*, 488
- Sevetson, Andrea, 1365
- Sex, Brains, and Video Games*, 1065
- Shank, John D., 1465
- Shaping the Future*, 25
- Shawa, Wangyal, 912
- Shearer, Kenneth D., 1286
- Sheehan, Sarah E., 1231
- Sheidlower, Scott, 459
- Sheldon, Brooke E., 56, 365
- Shep, Sydney J., 942
- Sherman, Jill, 190
- Shining the Light*, 155
- Shockley, Denise Sisco, 35
- Shoestring Library, The*, 763
- Shontz, Priscilla K., 200
- Shorley, Deborah, 923
- Short Story Readers' Advisory, The*, 1267
- Sidelights* (serial), 985
- Sider, David, 808
- Sidorko, Peter, 52
- Siess, Judith A., 689, 924
- Signorelli, Paul, 379
- Silberman, Jonathan, 876
- Silver, Joel B., 1459
- Silverstein, Joanne, 1338, 1374
- Simplify Web Site Management with Server-Side*, 632
- Simply Indispensable*, 1450
- Simpson, Carol Ann, 731-733
- Sinder, Janet, 695, 1514
- Singer, Carol A., 1388
- Singer, Paula M., 57, 100, 941, 1063
- Sinha, Reeta, 204
- Sittler, Ryan L., 437, 453
- 60 Years of Notable Children's Books*, 1291
- Sizzling Summer Reading Programs for Young Adults*, 1314
- Slavens, Thomas P., 1350
- Sleeman, William, 284
- Sloan, Bernie, 1359
- Small Business and the Public Library*, 968
- Small Change, Big Problems*, 408
- Small Public Library Survival Guide, The*, 777
- Smallwood, Carol, 58, 201-202, 219, 371, 870, 888, 1594
- Smith, Amy Sherman, 405
- Smith, Bruce, 29
- Smith, Felicia A., 454
- Smith, G. Stevenson, 406-407
- Smith, Geoffrey D., 1459
- Smith, Jeanette C., 429
- Smith, Kitty, 1068
- Smith, Linda C., 1328
- Smith, Mark, 1576
- Smith, Martha, 1316
- Smith, Richard J., 1005
- Smith, Sharron, 1232
- Smith, Susan S., 455
- Snyder, Herbert, 408
- Social Media for Creative Libraries*, 560
- Social Networking Primer for Librarians, A*, 610
- Social Readers*, 1321
- Solomon, Laura, 544
- Soltan, Rita, 1109, 1300
- Solving the Reading Riddle*, 1300
- Something Funny Happened at the Library*, 1106
- Something Musical Happened at the Library*, 1107

- Song, Yuwu, 640
Songs and Movement Activities for Early Literacy @ Your Fingertips, 1134
 Sonnenberg, Nina, 988
Southern Chapter of the Medical Library Association, The, 152
Special Collections 2.0, 651
Special Collections Handbook, 337
 Spitzer, Kathleen L., 475
 Spratford, Becky Siegel, 1287
 Sprenkle, Peter, 1354
 Spring, Hannah, 879
 Squires, Tasha, 925
Staff Development, 376
Staff Development on a Shoestring, 380
Staffing for Results, 88
Staffing the Modern Library, 6
 Stam, David H., 809
 Stan, Susan M., 303
Standard Cataloging for School and Public Libraries, 236
Standards for the 21st Century Learner in Action, 1515
 Stanley, Mary, 101
Starting and Operating Live Virtual Reference Services, 1342
Starting from Scratch, 1099
Starting, Strengthening, and Managing Institutional Repositories, 1504
State Library Agency Service Trends, 1580
State of Funding for Library Technology in Today's Economy, The, 397
 Stead, Alan, 757
 Steele, Anitra T., 995,
 Steele, Victoria, 409
 Stein, Barbara L., 355, 1516
 Steinberg, Avi, 1460
 Steiner, Sarah K., 641, 1389
 Stepchyshyn, Vera, 758
 Stephens, Claire Gatrell, 1517
 Stevens, Jen, 1233
 Stielow, Frederick J., 642
 Stockton, Scott, 913
 Stone, Kyle M., 426
Stop the Copying with Wild and Wacky Research Projects, 501
 Stormont, Sam, 1342
Story of Libraries, The, 802
Story Proof, 910
Story Solutions, 1159
Story Times Good Enough to Eat!, 1127
Storytelling, 1135
Storytelling and QAR Strategies, 1138
Storytime Action!, 1093
Storytime Magic, 1144
Storytimes for Children, 1116
Storytimes for Two-Year-Olds, 1148
 Stover, Kaite Mediatore, 1280
Straight from the Virtual Stacks, 213
Strategic Marketing in Library and Information Science, 95
Strategic Planning, 84
Strategic Planning and Management for Library Managers, 87
Strategic Planning for Results, 92
Strategic Planning for Social Media in Libraries, 641
 Strauss, Kevin, 1159
Strauss's Handbook of Business Information, 1379
Streamlining Library Services, 12
 Streatfield, David, 889
Strictly Science Fiction, 1201
 Strong, Sunny, 329
Strong Future for Public Library Use and Employment, A, 210
 Struckmeyer, Amanda Moss, 1110
Student Engagement and Information Literacy, 479
 Stueart, Robert D., 59, 102–103
 Sturgers, Paul, 814
Subject Headings for School and Public Libraries, 231
Success by the Numbers, 1577
Successful Community Outreach, 857
Successful Enquiry Answering Every Time, 1381
Successful Library Trustee Handbook, The, 43
Successful Staff Development, 220
Succession Planning in the Library, 57
Sudden Selector's Guide to Business Resources, 1463
 Suellentrop, Tricia, 1028
 Sullivan, Maureen, 102–103
 Sullivan, Michael, 997–999, 1288
Supervising and Leading Teams in ILS, 65
Supervising Staff, 108
Supporting E-Learning, 496
Supporting Research Students, 466
 Surratt, Brian E., 285
 Suter, Marcia Krautter, 456
 Swan, James, 104, 410, 1390
 Sweetland, James H., 1391
 Sweetman, Kimberly Burke, 105
 Swigger, Boyd Keith, 372
 Symons, Ann K., 1323
Systems Analysis for Librarians and Information Professionals, 46
- T**
 Talan, Carole, 411
Tales out of the School Library, 1442
 Tallent, Ed, 490
 Tallman, Julie I., 445
 Tanner, Simon, 585–586
 Tarango, Adolfo R., 1420
 Tarrant, Susan, 1377
 Tarulli, Laurel, 286
 Taylor, Arlene G., 246–249
 Taylor, Joie, 505
 Taylor-DiLeva, Kim, 1160
Teacher Librarian (serial), 1570
Teaching and Marketing Electronic Information Literacy Programs, 432
Teaching Banned Books, 309
Teaching Information Literacy, 435
Teaching Information Literacy Online, 492
Teaching Information Literacy Skills to Social Sciences Students and Practitioners, 472
Teaching Information Skills, 460
Teaching Legal Research, 433
Teaching Library Media Skills in Grades K–6, 440
Teaching Library Skills in Middle and High School, 478
Teaching Media Literacy, 474
Teaching Technology, 516
Teaching the Library Research Process, 447
Teaching the New Library, 490
Technical Services Quarterly, 294
Technically Involved, 1117
Technology for Results, 618
Technology for the School Librarian, 1512
Technology Made Simple, 558
Technology Training in Libraries, 599
Tech-Savvy Booktalker, The, 533
Teddy Bear Storytimes, 1112
Teen-Centered Book Club, 1140
Teen-Centered Library Service, 1031
Teen Centered Writing Club, The, 1136

- Teen Chick Lit*, 1213
Teen Genrelecting 3, 1200
Teen Library Events, 1124
Teen Programs with Punch, 1149
Teen Read Week and Teen Tech Week, 1308
Teen Spaces, 132
 “Teenagers on the Web” (Web), 680
Teens and Libraries, 1073
Teens Go Green!, 1123
Teens, Libraries, and Social Networking, 1025
Teens.Library, 517
Texas Library Journal, 168
 Theimer, Kate, 643
 Thenell, Jan, 106
Thinking Outside the Book, 350
This Book Is Overdue!, 1085
This Is My Life, 1239
 Thomas, Lynne M., 651
 Thomas, Nancy Pickering, 457
 Thomas, Pat, 251
 Thomas, Rebecca L., 1209, 1260, 1289–1290
 Thompson, Laurie L., 1392
 Thompson, Sally A., 1291
 Thorson, Connie Capers, 1589
 Tierney, Barbara Gunter, 1035
Tips and Other Bright Ideas for Secondary School Libraries, 1467
 Tobia, Rijia, 1392
 Tolley-Strokes, Rebecca, 371
 Tomaiuolo, Nicholas G., 545–546
 Tomasevich, Mindy, 1480
 Too, Yun Lee, 810
 Toor, Ruth, 60, 203
 Torrains, Lee A., 1518
 Torres-Roman, Steven A., 1234
 Totterdell, Anne, 827
Training College Students in Information Literacy, 1519
Training Paraprofessionals for Reference Service, 1344
Training Skills for Library Staff, 362
 Trainor, Cindi, 644
Transforming Information Literacy Instruction Using Learner-Centered Teaching, 487
Transforming Library Service through Information Commons, 1035
Travel, Sabbatical, and Study Leave Policies in College Libraries, 1479
 Traw, Jeri L., 107
 Treadway, Gary, 355
 Treviño, Rose Zertuche, 174
 Trexler, Sally, 513
 Trott, John Barry, 1170, 1235
 Trotta, Marcia, 108, 220, 380, 1069
True Politician, A, 187
 Tuccillo, Diane P., 1031
 Tucker, Cory, 204
 Tucker, Dennis C., 61
 Tucker, Virginia, 1393
Tune Up to Literacy, 1302
 Tunstall, Patricia, 109
Turn Back the Pages, 157
 Turner, James, 430–431
 Turock, Betty J., 404
 Tuten, Jane H., 1520
20 Semantic Web Technologies and Social Searching for Librarians, 590
Twenty Tellable Tales, 1143
21st-Century Black Librarian in America, The, 212
Twenty-First-Century Kids, Twenty-First-Century Librarians, 1072
21st Century Elementary Library Media Program, The, 1486
21st Century Learning in School Libraries, 1448
Twenty-First Century Metadata Operations, 230
Twice Upon a Time, 1248
- U**
- UContent*, 545
Ulrich’s Periodicals Directory, 1427
Ultimate Digital Library, The, 629
Unabashed Librarian (serial), 847
Uncovering Our History, 508
Understanding FRBR, 248
Understanding Healthcare Information, 1385
Understanding Information Systems, 635
Understanding Librarians, 950
Unfinished Business, 373
 Universal Access (Web), 1082
 University of Washington, 1082
Unlocking the Mysteries of Cataloging, 234
Unshelved, Vols. 1–6, 417–422
Urban Grit, 1204
Urban Teens in the Library, 375
 Urquhart, Christine, 1468
 Urquhart, Connie, 1036
Usability Assessment of Library-Related Web Sites, 568
 “Usability of Websites for Children” (Web), 681
Usability Testing for Library Web Sites, 627
User Experience (UX) Design for Libraries, 639
User Studies for Digital Library Development, 1409
Using Benchmarking, Needs Assessment, Quality Improvement, Outcome Measurement, and Library Standards, 14
Using Children’s Books in Preschool Settings, 1487
Using Children’s Books in Reading/Language Arts Programs, 1304
Using Government Documents, 1370
Using Mobile Technology to Deliver Library Services, 646
Using PDAs in Libraries, 524
Using the Internet As a Reference Tool, 1349
Using Web 2.0 for Health Information, 653
Using XML, 625
- V**
- Vage, Lars, 547
 Vaillancourt, Renée J., 1070
 Valenza, Joyce Kasman, 506–507
Value of Academic Libraries, The, 1506
Value-Packed Booktalks, 1158
 Van de Klundert, Merle, 157
 Van Fleet, Connie J., 1043, 1257
 Van Orden, Phyllis J., 327–329
 VanDuinkerken, Wyoma, 110
 Vardell, Sylvia M., 1111, 1236
 Varum, Kenneth J., 548
 Vaughn, Dawn, 468
 Veccia, Susan H., 508
 Veldof, Jerilyn R., 458
Venture into Cultures, 952
 Videon, Carol, 452
Viewing Library Metrics from Different Perspectives, 1446
 Vincent, Jane, 645
VINE (serial), 838
Virtual Reference Best Practices, 1336
Virtual Reference Desk, The, 1373
Virtual Reference Handbook, 1337, 1372
Virtual Reference Librarian’s Handbook, The, 1339

- Virtual Reference Service*, 1338, 1374
- Virtual Reference Training*, 1333
- Visible Librarian*, 689
- Visual Media for Teens*, 324
- Vnuk, Rebecca, 1237, 1238
- Vogel, Brenda, 1015
- Volz, Bridget Dealy, 1187, 1292
- Vossler, Joshua J., 459
- W**
- Waddle, Linda L., 1053, 1293
- Wadham, Rachel L., 1239
- Wadham, Tim, 330, 1161
- Wagner, Patricia J., 91
- Waichulaitis, Trisha, 1090–1091
- Walker, Gregory, 771
- Walker, Peter, 1363
- Wallace, Danny P., 967
- Wallace, Karen L., 312
- Wallace, Linda K., 856, 890
- Walling, Linda L., 1001, 1071
- Walsh, Andrew, 646
- Walster, Dian, 221
- Walter, Virginia A., 1000, 1072–1073, 1294
- Walters, Suzanne, 891, 1074
- War and Peace*, 1294
- Ward, David, 1414
- Ward, Patricia Layzell, 17–18, 696
- Ward, Suzanne M., 326
- Warlick, David F., 1324
- Watson, Les, 140
- Watson, Margaret, 222
- Watson-Boone, Rebecca, 205
- Weaver, Margaret, 960
- Weaving a Library Web*, 515
- Weaving Libraries into the Web*, 800
- Web Accessibility*, 579
- Web Library, The*, 546
- Web Site Design with the Patron in Mind*, 584
- Web 2.0 Tools and Strategies for Archives and Local History Collections*, 643
- Webb, Jo, 460, 469, 1075
- Web-Based Instruction*, 455
- Webb, Terry, 188
- Webber, Carlisle K., 1240
- Webber, Desiree, 549
- Weber, David C., 136
- Weber, Mary Beth, 263, 287
- Webster, Kelly, 1076
- Weibel, Marguerite Crowley, 461
- Weible, Cherié L., 682
- Weihls, Jean R., 236, 250, 269, 531, 813
- Weingand, Darlene E., 111
- Weintraub, Irwin, 692
- Weisburg, Hilda K., 60, 203
- Weiss, Luise, 968
- Welborn, Lynda B., 1292
- Welch, Janet, 1056
- Welch, Rollie James, 356, 1077
- Welsh, Anne, 288
- Wesson, Lindsey Patrick, 1241
- West, Jessamyn C., 462
- Westbrook, Lynn, 1338, 1374
- Westbrooks, Elaine L., 268
- Western Association of Map Librarians Information Bulletin*, 1571
- Westman, Stephen R., 647
- Wetzel, Jennifer A., 1162
- What Else You Can Do with a Library Degree*, 199
- What the Research Reveals about Reading, Libraries, and Community*, 1322
- What They Don't Teach You in Library School*, 193
- What's the Alternative?*, 194
- Whatley, Patricia, 969
- Wheeler, Maurice B., 373
- Wheelock, Anne, 949
- When Change Is Set in Stone*, 133
- When Work Passes into the Public Domain (Web)*, 987
- Wherry, Timothy L., 734
- White, Gary W., 223
- White, Marilyn Domas, 1373
- White, Martin, 648–650
- Whiteside, Ann Baird, 252
- Whitlatch, Jo Bell, 1394
- Whitley, Peggy, 463
- Whitman, John R., 945
- Whittaker, Beth M., 651
- Whole Building Design Guide, “Libraries” (Web), 146
- Whole Digital Library Handbook, The*, 608
- Whole Library Handbook 4, The*, 907
- Whole School Library Handbook, The*, 1521
- Who's in the Queue?*, 1582
- Wiegand, Wayne A., 189, 893
- Wikiquotes, “Libraries” (Web), 1166
- Wikis for Libraries*, 633
- Wild, Judith W., 946
- Wildemuth, Barbara M., 1408
- Wilhite, Jeffrey M., 854
- Wilkes-Barre Law and Library Association, The*, 154
- Wilkinson, Frances C., 62, 331, 1587–1589
- Williams, Amanda, 1040
- Williams, Wiley J., 1391
- Williamson, Claire, 391
- Willis, Mark R., 970
- Willoughby-Herb, Sara, 1297, 1487
- Wilson, A. Paula, 652
- Wilson, Mary D., 251
- Wilson, Ray W., 35–36
- Wilson, T. D., 957, 1415
- Wilson, William J., 948
- Winners! Handbook, The*, 1192
- Winning Grants*, 395
- Winning Library Grants*, 394
- Winning Library Referenda Campaigns*, 880
- Winning with Library Leadership*, 1063
- Winston, Mark D., 63, 112
- Winters, Barbara, 1588
- Winters, CMI, 627
- Wireless Networking*, 510
- Without a Net*, 462
- Wolfe, Lisa A., 871
- Womack, Ryan, 1577
- Women's Fiction Authors*, 1238
- Women's Nonfiction*, 1243
- Wood, Aileen, 374
- Woodward, Hazel, 971
- Woodward, Jeannette A., 131, 206, 872
- Woolls, Blanche, 64, 1521
- Working in the Virtual Stacks*, 214
- Working Together*, 104
- Working with Faculty to Design Undergraduate Information Literacy Programs*, 509
- Workplace Learning and Leadership*, 379
- World Guide to Library, Archive, and Information Science*, 148
- Worley, Loyita, 1522
- Wortman, William A., 1258
- Wosh, Peter J., 881
- Wright, Keith C., 1078
- Write It!*, 468
- Writing and Publishing*, 1594
- Writing Resumes That Work*, 216
- Writing Reviews for Readers' Advisory*, 1593

Writing RFPs for Acquisitions, 1587
Writing Successful Technology Grant Proposals, 403
Wyatt, Neal, 1295
Wynar, Lubomyr R., 1345
Wynar's Introduction to Cataloging and Classification, 247

Y

YALSA E-news, 165
Yankee, Every1, 584
Year of Programs for Teens, A, 1113
Year of Programs for Teens 2, A, 1114
Yesner, Bernice L., 1325
Yitai, Gong, 697
Yoshina, Joan M., 442

You Don't Look Like a Librarian, 1086
Young Adult Library Services (YALS) (serial), 1550
Young Adult Library Services Association: Awards, Grants, Stipends, and Scholarships (Web), 177
Young Adult Literature, 1254
Young Adult Literature in Action, 1178
Young Adults Deserve the Best, 1051
Young, Arthur P., 27
Young, Rosemary M., 509
Younger, Paula, 653
Your Essential Guide to Career Success, 217

Yousha, Ladona, 1112
Youth Services and Public Libraries, 1029
Youth-Serving Libraries in Japan, Russia, and the United States, 698

Z

Zabel, Diane, 1351, 1461
Zambone, Alana M., 1490
Zbaracki, Matthew D., 1242
Zellers, Jessica, 1243
Zeng, Marcia Lei, 289
Ziarnik, Natalie Reif, 926
Zmuda, Allison, 1462
Zsravkovska, Nevenka, 1523