

Board Meeting Agenda
Oct 13, 2009

Call to order

Minutes of last meeting

Committee and other reports to be approved

Finance report

Book committee (Roxanne) – Lucy Bishop

House committee (Jerry & Greg) elevator passed inspection!!

Statistical report (Teresa)

Friends (Amy)

Old business

Gates grants – Amy and Roxanne registered for symposium

New business

Per capita grant: maintenance plan. Chapter 8 (Reference & Reader's Advisory) of Serving Our Public.

Updated policies for consideration & approval: behavior policy, reference and readers advisory policy. Updated circulation policy – changes already approved, but shown here complete, just for your information.

Next month we start working on requirements for next year's per capita grant application (see below).

Librarian's announcements

Library will begin contracting with Proquest to microfilm the local newspaper. Beginning Sept. 17, Beacon is supplying us with one extra copy of each issue for this purpose.

Storyhour begins Oct 20. Creative Center/Headstart storytimes are temporarily on hold, with hopes of reviving on an occasional or regular basis second semester.

2010 Per Capita Grant Requirements

1. review and revise bylaws
2. review and revise personnel policy
3. review core standards for Illinois public libraries
4. develop environmental plan
5. develop technology plan

PARIS CARNEGIE PUBLIC LIBRARY

FINANCE REPORT Sept 2009

<u>CITY FUNDS</u>	<u>Budget</u>	<u>Expended</u> <u>this month</u>	<u>Expended</u> <u>to date</u>	<u>Balance</u>
Library staff	98000.00	6367.26	37745.71	60254.29
Health	6600.00	551.62	2816.66	3783.34
Life	174.00	14.40	72.00	102.00
Unemployment	600.00	0.00	136.34	463.66
Workers Comp	290.00	0.00	0.00	290.00
Temporary	1500.00	0.00	0.00	1500.00
Bonuses	1200.00	0.00	0.00	1200.00
Books and periodicals	6000.00	342.82	1553.50	4446.50
Repairs & maintenance	1200.00	682.12	682.12	517.88
Grounds maintenance	1000.00	0.00	0.00	1000.00
Equipment repair	1000.00	1093.00	1473.00	-473.00
Computer Automation	6300.00	5450.00	5630.00	850.00
Insurance				
Liability & Property	3250.00	0.00	0.00	3250.00
Utilities	7000.00	0.00	1172.95	5827.05
Par & Building Funds	7000.00	0.00	526.20	6473.80
Contingency	<u>700.00</u>	0.00	0.00	<u>700.00</u>
TOTALS	141814.00	14501.22	51808.48	90005.52

OTHER RECEIPTS

(excludes tax and trust fund income)

	This month	YTD
Gifts	50.00	1091.00
Per capita grant	0.00	10981.35
Other grants	0.00	1500.00
Dividend income	300.00	600.00
Interest income	44.00	224.97
All other income	1320.00	6531.65

(nonresident cards, fines, copies, fax, etc.)

OTHER EXPENDITURES

	This month	YTD
Building & Grounds	74.50	1382.72
Library Services (Programs, Supplies, etc.)	566.94	7401.80
Materials (Books, Periodicals, Audio, Video)	445.74	3744.81
Personnel: Continuing Education & Mileage	58.50	58.50
Lucy Bishop Fund (nonfiction materials)	0.00	0.00

PARIS CARNEGIE PUBLIC LIBRARY

Sept 2009

Registration

Cards	Resident	Nonresident	Total
Adult	2192	355	2547
High School	181	57	238
Children	712	138	850
Other	17	NA	17
Property Owner	<u>NA</u>	<u>62</u>	<u>62</u>
Total	3102	612	3714

Nonresident Household Fees 315.00

Holdings

Books	Adult	Children	Total
Previous total	21907	10522	32429
Volumes Added	57	42	99
Volumes Lost	0	3	3
Volumes Withdrawn	8	0	8
Total	21907	10561	32517
Videos:	776	Audiobook 370	Microfilm 73

Circulation

4467

checkout	4256
phone renewal	100
in-library renewal	47
OPAC renewal	64
offline	0

Overdue items this month

1st notice	158
2nd notice	88
3rd notice	45
4th notice	21
5th notice	12

Interlibrary Loan

From other libraries	491
Sent to other libraries	366
Requests placed	572

Reciprocal borrowing

@Paris	254
Paris @ other libraries	106

Computer users	1071
Program attendance	0
Reference questions	896
Visits to website	1997

PARIS CARNEGIE PUBLIC LIBRARY

Sep-09 invoices for payment

Books

40-01-00-6710	invoices		
Baker & Taylor	2023681660	383.81	
PO Box 277930	2023660555	18.06	
Atlanta GA 30384-7930	2023726247	58.00	
acct L020198			
acctC047944	501034	17.42	
		Total B&T	459.87

Please write both account numbers & amounts paid to each on check.

40-01-00-6840 Computer Software

Lincoln Trail Libraries System			
1704 West Interstate Drive			
Champaign IL 61822	1394/Par010	175.00	

40-01-00-5110 Building

Stuard & Associates Inc			
PO Box 1517	9620	215.00	
Martinsville IN 46151-0517			

Payment authorized by:

Paris Carnegie Public Library Plan for Maintenance, Replacement & Repairs

September 2009

See also library's maintenance manual, annual calendar, and repair history spreadsheet.

Category	Installation date	Most recent Replacement or repair	Inspection/ Preventive maintenance	Status
Roof	1992	Storm damage repair 2004		
Gutters/ Downspouts		2002; down-spouts 2008	Check at least every 2 yrs	
Floors		Restroom vinyl floors 2006 new carpet 2007	Clean carpets at least annually	Carpet stains very easily
Ceilings	Basement 1970s Gibson Rm 1999	Meeting rm 2000 Children's rm 2009		
Walls - paint		1992-2001		Paint north entry
Walls - plaster		1995		Meeting rm & childrens rm require repair
Shelving		Back stacks 1992		Magazine storeroom shelves need to be replaced
Entrance/Exits	Accessible Entrance 1992	Front steps 2002	Electric door, quarterly	Heat loss through front double doors
Building façade	1904	Trim painted 1997 S & E sides masonry restored 2002		Efflorescence on masonry, NE corner, mortar needs repair in spots
Walks	near building 1992	Madison St sidewalk repl. 2008		
Windows	original			Sills need painting
Parking	1993	Restriped 2008		Ideally, need more
Landscaping		Front 2008		Monitor condition of old ash trees in front
Drainage		Built up dirt around foundation 2008		Add dirt if necessary every 3 to 5 years
Electrical	Addition 1992	Original Building rewired 2000		Need more outlets for laptops
Interior Lighting	Original 1970s Addition 1992	Electronic ballasts 2004		Fixtures in original section need updating
Exterior Lighting		Dusk to dawn at exits	Pay \$12 per mo. alley pole light	

Category Page 2	Installation date	Most recent Replacement or repair	Inspection/ Preventive maintenance	Status
Safety	Emergency lights 1992		Annual – fire extinguishers	
Elevator	1992	Code upgrade 2008-2009	Annual inspection	Quarterly maintenance
Heating	Furnace ?? Electric heaters, 1992	Furnace Upgrade 2003	Boiler Inspected biennially	
Air Conditioning	Ceiling units 1992 & 1999	Window units replaced 2001-2007		Ref rm next in line to replace. Ceiling units will require major repl next prob., est \$5000-\$10000
Plumbing		Water line to Building upgraded 2007		Replace hot water heater w/ on-demand unit? <i>when necessary</i>
Restrooms	1992	New floors 2006 Repl stall lock in womens 2008 Caulk around sinks 2009		Urinal uses a lot of water
Water Fountain	1992			
Computers	See TechAtlas	inventory		
Telecommunications		Fax replaced 2009		
Windows	Original 1904		Added shades to retain heat & coolness	Windows are not airtight
Furniture		8 chairs - 2009 reupholstered		
Drop Box	1994 (Demco)			25 year warranty

To be used in conjunction with maintenance manual, building improvements & repairs history spreadsheet, and annual calendar to plan for and provide ongoing maintenance of the library building.

Circulation Policy

Approved Sept. 14, 2009. Effective Sept. 19, 2009

Loan Periods

Bestsellers, new fiction, high demand books 1 week
All other books, magazines, audio books 3 weeks
Videos 1 week

Reference and genealogy books, current issues of magazines are in-library use only.

Limits

Magazines 5 per person
Audio books . . . 5 per person
Videos 5 per household

Renewals

Most books, audio books, and videos may be renewed once if there are no holds on the item.

Late fees

Late fees are charged beginning the first business day after the due date, excluding Sundays and closed days. Maximum late fee is 1/2 the cost of the item.

Books, audio books, and magazines . . . \$0.10 (ten cents) per day
Videos \$0.50 (fifty cents) per day

Anyone who owes \$5.00 or more may not check out items until fees have been paid.

Damage fees

Borrowers will be charged replacement or repair cost for damage (beyond normal wear) to items.

Deposits

A \$10.00 deposit is required to check out a GED or ASVAB study guide. The deposit is refunded when the book is returned; if late or damaged, accrued late fees or damage fees may be subtracted.

Notices

Borrowers who have signed up for email notices will receive a reminder notice 1 or 2 days before items are due in addition to notices by email when items are to be picked up or are late.

Borrowers are responsible for everything checked out on their card, knowing when items are due, and returning them on time. Due dates are placed on items when checked out, at My Account, or available by contacting the library.

Notices for late books, audio books, and magazines are printed 7 days after the item is due. Followup notices are printed every week until the borrower has been contacted (by phone, email, or mail) 5 times. A final notice and a bill will follow.

Notices for late videos are printed the day after the item is due. Followup notices are printed every three days until the borrower has been contacted (by phone, email, or mail) 5 times. A final notice and a bill will follow.

It is the borrower's responsibility to keep his or her contact information up to date.

Lost fees

Borrowers are charged for lost (unreturned) items, plus a \$5.00 processing fee per item. Donations of books will not be accepted in lieu of fees.

Borrowers with items still overdue 7 days after the billing date are also responsible for any and all collection and/or court costs that the library may incur in its efforts to secure the return of the material.

Behavior in the Library Policy

Paris Carnegie Public Library's goal is to maintain an environment conducive for the use of its materials and services. All persons are expected to treat others and library property in a respectful manner.

- All persons will respect the rights, privacy, and safety of others. This includes, but is not limited to, conversing in moderate tones, whether with other people in the library or on a cell phone, and not blocking entrances, elevator, or stairs.
- According to Illinois law (410 ILCS 82/15), smoking is prohibited in the library or within 15 feet of any entrance.
- Food and beverages are not allowed in the public areas of the library, unless as part of an event in the Gibson Room or library-sponsored activity.
- Animals, except for service animals as defined in the Americans with Disabilities Act, are not permitted in the building unless part of a library program.
- No one may deface, destroy, steal or misuse any library materials, furnishings, equipment or property.
- Shirts and shoes must be worn at all times.
- Bicycles, skateboards, and other sports equipment may not be used in the library or on the front steps. Bicycles, scooters, etc. (except strollers and mobility aids) may not be brought into the building; a bike rack is provided at the east side of the parking lot.
- Selling products or services, soliciting donations, and circulating literature, surveys or petitions are not permitted on library property unless affiliated with or conducted by the library.
- All persons are responsible for their belongings. Paris Public Library is not responsible for personal items left unattended on library property.
- Parents are responsible for the behavior and safety of their children while on library property. A parent or other responsible caregiver must supervise children under age 8 not attending a library program. The library assumes no responsibility for children of any age who are unattended or under-attended by the adult(s) responsible for them.

Library staff will speak to those in need of a reminder of this or other policies. The individual may be asked to leave the premises if behavior continues after such warning. If a pattern of behavior continues, the individual may be denied the privilege of using the library for a set period of time. Depending on the offense and the circumstances, law enforcement officials may be called when a situation cannot be resolved.

Reference policy revised 9/23/09 to include reader's advisory.
Note: reference to Ask?Away will be removed if we do not renew the service.

Reference and Reader's Advisory Service Policy

Reference service is defined as assisting persons to locate materials that will provide needed information and/or providing answers to factual questions. Reader's advisory is a service that suggests or recommends library resources based on an individual's reading preferences.

Reference service and reader's advisory are available to all persons regardless of age, race, sex, social or economic status during all hours the library is open.

Reference service and reader's advisory are provided in response to inquiries in the library and by telephone, mail, email, or fax. After-hours reference service is provided online through Ask?Away Illinois.

The time a staff member can immediately devote to an individual's question may be limited by the number of staff on duty at that time. Staff may provide direction and instruction in library use so the individual may conduct his or her own search.

Library staff assists in locating information, but is not qualified to offer legal, medical, or financial/tax advice.

Reference questions that cannot be answered with on-site resources may be referred to another library or agency.

If not answered immediately, requests for information receive an answer or status report within 1 to 2 working days. If borrowing materials through interlibrary loan, the library cannot guarantee that such materials will arrive within a specific time frame.

Library materials may be gathered and temporarily designated as reference in response to school assignments that involve a large number of students and/or information from a limited number of sources.

Reference assistance and reader's advisory that occur between users and staff are confidential and are not discussed outside a professional context.

Reference materials may not be taken from the library building. A photocopier is available for a small fee per copy.

**Paris Public Library
Board of Trustees
September 14, 2009**

The regularly scheduled meeting of the Board of Trustees was called to order at 4:30 p.m. by President Sharon Farris. In attendance were Trustees Greg McHenry, Mary Ann Tucker, Mary Taylor, Roxanne Michels, Jerry Cockcroft, Amy McGilvrey, and Librarian Teresa Pennington. Absent: Trustee Susan Punzelt.

Minutes of Previous Meeting:

MOTION: McGilvrey, second Michels to approve minutes as read. Motion carried.

Finance Report:

MOTION: McHenry second Michels to approve report as presented. Motion carried.

Book Committee: No report.

House Committee:

*Elevator upgrades are finished. Pennington is waiting on the inspector to approve upgrades.

*The upstairs air conditioning ceiling unit was repaired at a cost of \$1093.00.

*McHenry asked Ron Doris to give an estimate on the cost to paint the north foyer; waiting on Doris' response.

*McHenry has not talked recently with Jim Bennett about replacing the light fixtures in the upstairs reading room. Pennington will give McHenry information on new technology and financial incentives before the board makes any decisions on which new fixtures to have installed.

Statistical Report:

MOTION: Tucker, second McGilvrey to approve report as presented. Motion carried.

Old Business:

*Lucy Bishop Fund: MOTION: Michels, second McHenry to state for the record that the principal of the fund is \$90,000.00, per Dennis Thiel's request.

*Friends of the Library: McGilvrey reported that 12 came to the initial meeting. The next organizational meeting will be September 21 at 4:30 p.m. at the library to elect leadership and set membership categories. MOTION: McHenry, second Tucker to have McGilvrey serve as FOTL/board liaison and will report to board about Friends activities. Motion carried. Pennington reported that FOTL will be included on the library's website.

Gates Grant Program: MOTION: Tucker, second Michels to participate in the Bill & Melinda Gates Foundation grant program to fund new computers. See attached information sheet.

New Business:

*Per Capita Grant Requirements: The Board has reviewed the ILL Ready Reference guidelines.

*State budget issues: The Illinois library system has received a 16% cut in funding and libraries a 16% cut in per capita grant funding. Therefore, MOTION: Tucker, second McGilvrey to use \$1,000 of Christie Spung bequest to purchase audio books. Motion carried.

*Circulation Policy changes: MOTION: Tucker, second McHenry to adopt Updated Circulation Policy (based in part on LTLS recommendations) effective September 19, 2009. See attached sheet for new policy.

Librarian's Announcements:

*The Legal Self Help Center is being used. Our Internet policy needs to be updated to include the self-help center computer.

*"Bookletters" is a new added feature to the library's website.

*Carolyn Wenz textbooks for grades 3-5 are available at the library for student use. The school still owns the books.

*Marge Vullo is now Assistant Librarian. Shelby Norman is continuing as library aide, replacing Derek Funkhouser.

Meeting Adjourned at 5:45 p.m. Next Meeting: Tuesday, October 13 at 4:30 p.m.

Respectfully Submitted,
Mary Taylor, Secretary

Chapter 8

Public Services: Reference and Reader's Advisory Services

Through public services, a library offers assistance to patrons in the use of its collections and resources. The library also provides patrons with resources beyond those owned by the library through interlibrary loan and other resource-sharing arrangements. Basic public services include reference and reader's advisory. These services should be provided to all age groups.

Applicable Core Standards—Please see Core Standards 1, 11, 16, 17, 18, 19, 22, and 24 in Chapter 1.

Reference Services

Reference service is the provision of information in response to a patron's question.

All Illinois public libraries should provide or contract to provide professional reference service for their patrons. For purposes of this document *professional reference service* refers to reference service provided by a person holding an MLS degree from an ALA-accredited program. *My MLS is not ALA-accredited.*

Because so many Illinois public libraries serve sparsely populated communities and, as a result, often lack the funding to hire a full-time qualified librarian, other approaches, such as the following, may be required:

- Implement mergers of several small libraries or library services
- Form consortiums of several small libraries with one central reference library
- Access and use specialized resources; for example, the Illinois State Library's reference service's (1-800-665-5576) collection strengths in Illinois and federal documents, maps, patents, and trademarks.
- Initiate contracts between small libraries and larger libraries for reference service
- Develop a service program to share qualified librarians, with several small libraries pooling funds to employ and share a qualified librarian who would handle collection management, train staff, and provide backup reference service, and perhaps function as a circuit librarian by working suitable hours at each site
- Plan and implement cooperative collection development in which the purchase of specific reference works is assigned to each library in the group
- Initiate cooperative hours of service, with a group of libraries coordinating their hours of reference service to provide their combined patrons with access to reference service for a greater number of hours (a number of Illinois public libraries already provide late-night reference service using this approach)

Reference Services Standards

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access. If reference and reader's advisory are provided to children and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open.
2. The library has a board-approved reference service policy developed by reference staff and administration and it is reviewed biennially. (*See Appendix R*)
3. The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
4. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
5. The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
6. The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
7. The library provides easy access to accurate and up-to-date community information/resource files.
8. The library provides current issues of at least one community or local newspaper and retains hard-copy or online back issues for a minimum of six months.
9. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
10. The library provides access to local and state maps.
11. The library strives to provide access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
12. The library provides voter information, including precinct boundaries and location of polling places.
13. The library provides information about local history and events.
14. The library has telephone books for the local calling area and any other frequently requested areas.
15. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement. (*See Appendix T*)
16. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
17. All staff members attend at least one reference-related continuing education event each year.
18. The library accepts and responds to reference requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.
19. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease. (*See Appendix S*)

Reference Services Checklist

- All basic services are available when the library is open.
- The library has a reference service policy.
- The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- The library provides easy access to accurate and up-to-date community information/resource files.
- The library provides current issues of at least one community or local newspaper and retains hard-copy or online back issues for a minimum of six months.
- The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- The library provides access to local and state maps.
- The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings. **on their websites**
- The library provides voter information, including precinct boundaries and location of polling places. **NO**
- The library provides information about local history and events.
- The library has telephone books for the local calling area and any other frequently requested areas.
- The library has at least one current reference resource for each subject area.
- Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- All staff members attend at least one continuing education event each year.
- The library evaluates its reference service on an annual basis.

Bibliography

- Cassell, Kay Ann and Uma Hiremath. *Reference and Information Services in the 21st Century: An Introduction*. New York: Neal-Schuman, 2006.
- Eberhart, George. *Whole Library Handbook 4: Current Data, Professional Advice, and Curiosa about Libraries and Library Services*. Chicago: ALA, 2006.
- Janes, Joseph. *Introduction to Reference Work in the Digital Age*. New York: Neal Schuman, 2003.
- Johnson, Peggy. *Fundamentals of Collection Development and Management*. 2nd ed. Chicago: ALA, 2009.
- Kresh, Diane. *The Whole Digital Library Handbook*. Chicago: ALA, 2007.
- O'Gorman, Jack, ed. *Reference Sources for Small and Medium-sized Libraries*. 7th ed. Chicago: ALA, 2008.

Reader's Advisory Services

Reader's Advisory Services is a patron-oriented service that promotes and encourages recreational reading. It is a service that offers advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres. It is a service that strives to respond to the recreational reading tastes of individual reading using the resources of the library to link readers and books.

All Illinois public libraries should provide some sort of reader's advisory service to their patrons. This can be done formally with a separate designated service desk or informally at the library's circulation desk where library staff gets to know the library patron's reading preferences and is able to suggest similar titles that the patron might enjoy reading.

Reader's Advisory Standards

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation and reference and reader's advisory services. If reference and reader's advisory services are provided to children and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open.
2. The library has competently trained staff that has thorough knowledge of popular authors and titles.
3. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
4. The library is aware of the importance of accuracy in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
6. Staff members who are responsible for reader's advisory services in their library should attempt to stay current with community events by participating in community organizations, clubs, or councils.
7. Staff members who are responsible for reader's advisory services in their library should attempt to attend as many workshops, reading roundtables, or continuing education events that they can to stay current.
8. The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

Reader's Advisory Services Checklist

- ✓ All basic services are available when the library is open.
- ✓ The library has competently trained staff that has thorough knowledge of popular authors and titles.
- ✓ The library maintains a well-rounded collection of both fiction and nonfiction titles.
- ✓ The library has a reader's advisory services policy.
- ✓ The library promotes the importance of leisure reading to its community members.
- ✓ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.

- The library maintains a basic collection of reader's advisory reference materials. *very basic, very small*
- All staff members attend at least one continuing education event each year.
- Staff members who are responsible for reader's advisory services in their library join at least one community organization, club, or council.
- Staff members who are responsible for reader's advisory services in their library attend at least one workshop, reading roundtable, or continuing education event.
- The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

Bibliography

- Booth, Heather. *Serving Teens through Readers' Advisory (ALA Reader's Advisory Series)*. Chicago: ALA, 2007.
- Herald, Diana Tixier and Wayne A. Wiegard. *Genreflecting: A Guide to Popular Reading Interests*. Westport, Conn.: Libraries Unlimited, 2006.
- Moyer, Jessica E., ed. *Research-Based Readers' Advisory (ALA Readers' Advisory Series)*. Chicago: ALA, 2007.
- Pearl, Nancy. *Book Lust: Recommended Reading for Every Mood, Moment, and Reason*. Seattle: Sadquatch, 2003.
- Ross, Catherine Sheldrick, Lynne (E. F.) McKechnie, and Paulette M. Rothbauer. *Reading Matters: What the Research Reveals about Reading, Libraries, and Community*. Westport, Conn.: Libraries Unlimited, 2005.
- Saricks, Joyce. *Reader's Advisory Services in the Public Library*. Chicago: ALA, 2005.

Web Sites

NoveList Plus—EBSCO
<http://www.ebscohost.com>

The Reader's Advisory Online—Libraries Unlimited:
<http://rainfo.lu.com/>