attention in open access vis-à-vis increased downloads and citations. Such favoring of the Global North leads to a seeming colonization of the knowledge production and dissemination processes, which forces the Global South to accept knowledge from the Global North as the "standard" and as the only knowledge worth knowing. This, of course, comes at the expense of much practical and useful local knowledge and research, which is then pushed to the outermost fringes of knowledge production and dissemination.

Another important distinction discussed in the book is that those in the Global South are not just passive "takers" of information and knowledge. Instead, they are actually very interested in taking open access content—much of which originates in the Global North—and adapting it to fit their local culture. However, as mentioned previously, many barriers are encountered while trying to access this kind of content, which limits the amount of modification in which individuals from the Global South can partake. This kind of modification activity, of course, differs greatly from passive knowledge consumption.

The book also offers some general ideas about reworking open access in order to create something closer to the global knowledge community imagined in the early days of the movement. To this end, it is suggested that other forms of scholarly work become available in open access, such as original research data (open science). The text also stresses that local relevance and importance must be maintained, and that open access must be reworked with the idea of engaging and valuing all, not just those from the Global North.

As a comprehensive introduction to the complex field of open access, *Open Divide: Critical Studies on Open Access* would be an excellent text for library and information science (studies) students, practitioners, and educators. Its individual sections could also be utilized in many different educational contexts, and as a whole, it would be a useful textbook or reading assignment for scholarly publishing, open science, or open access themed classes. Although the writing style and grammar can be a bit jarring at times, most of the text is clear and easy to follow and understand. If the concept of open access has ever crossed your mind, *Open Divide: Critical Studies on Open Access* is worth a look.

The Librarian's Guide to Homelessness: An Empathy-Driven Approach to Solving Problems, Preventing Conflict, and Serving Everyone

Author _ Ryan J. Dowd
Publisher _ American Library Association. 2018. 264 p. Softcover. $57.00 ISBN: 978-0-8389-1626-1
Reviewer _ Megan Young, teen services advisor, Arlington Heights (IL) Memorial Library

Every public librarian, or library staff member, has interacted with a patron suffering from homelessness. Some of the interactions are favorable, while others are less than savory, and some might even be down-right dangerous and involve the police. Dowd, as a lawyer and director of Hesed House, a shelter for the homeless, takes his experience and presents the reader with tools and suggestions to build a more amiable relationship with the homeless population who attend the library. The style of this book is more storytime-esque rather than being a dry how-to guide. At the beginning of each section Dowd gives the reader personal experience, or a story about a coworker, which shows his investment and dedication, making the book a more enjoyable, and credible, read.

The book is divided into four major sections, the first being *Homelessness and Empathy*. This section takes an in-depth look at what it means to be suffering from homelessness. Dowd takes a couple opportunities to put the reader in the shoes of homeless patrons. While it is hard to imagine some of the instances he is asking, such as not having any space that is truly the readers', the reader is able to quickly understand this demographic's behavior. From their loud lifestyle to their dangerous living conditions, patrons suffering from homelessness are more likely to have been abused, have a mental disability, and/or have a drug abuse problem, all correlating into different behavior from someone who does not reside in a shelter.

After building up the readers' empathy for those suffering from homelessness, as well as giving several definitions and instances of homelessness, we are opened up to part two: *Empathy-Driven Enforcement*. Before describing empathy-driven enforcement, Dowd explains punishment-driven enforcement and why this method is not effective when dealing with patrons, especially patrons suffering from homelessness. After having a firm grasp on this concept, the reader is given a mountain of different

tools and how to use them. This section is filled with techniques to use while still being firm in manner. Techniques with cutesy names, like the "Barack Obama" and the "Bad Cop," personalize both the library worker and the patron, while still being able to assert certain rules. Each tool gives an explanation of what the tool is and how it works with your patron. Dowd makes a disclaimer about following the procedures and policies of the reader's library before diving right in to these techniques.

Now that the reader has an understanding of the similarities and differences they possess with patrons suffering from homelessness, as well as having empathy-driven techniques in the back pocket, Dowd lays out situations followed by suggestions of techniques to use. Part three, *Special Situations*, features specific situations library workers encounter every day. What should the reader do when a patron suffering from homelessness is taking up more than one table, or has their bags in the way, or is bathing in the bathroom? Dowd asks the reader, after each problematic situation, what they would do before going on to recommend which type of empathy-driven enforcement works best. After each situation, with a resolution, Dowd also gives a couple of extra techniques that would also work. Because there are so many tools, chances are the reader will not remember them all by name, so Dowd has provided page numbers to reference back.

Part four, *Beyond Problem Solving*, is more geared toward those in management or policy-making positions, whereas the former sections are applicable for any front-line staff. In fact, chapter 16 is titled "Advice for Managers and Leaders" and has suggestions for how things can change to welcome patrons suffering from homelessness a little more. The final chapter goes beyond libraries and focuses on homelessness in general, and what people can do to help as well as the hope that one day homelessness will be eliminated and be a non-issue.

In conclusion, this book is a great start to welcoming and serving patrons who suffer from homelessness. Reading these tools is not enough; it is encouraged that these techniques be put into practice. Many of the tips and tricks Dowd presents can also be applied to a wide range of demographics, not solely to those suffering from homelessness. Dowd's book is ideal for front-line staff, security officers, and managerial staff. It is also appropriate for anyone who is interested in how to appropriately reach the homeless population, and can also be appreciated among information science classes for those interested in being more inclusive, specifically with this population.