

ideas, collaboration suggestions for schools and other institutions, and information about additional research. Especially informative is the chapter on program security, user expectations, and rules of conduct. From background checks on volunteers to how best to word a list of rules, this short-but-essential chapter covers heavy topics in a positive manner.

Information about electronic resources, like Tutor.com and Brainfuse, and the inclusion of suggestions for evaluation, enhance the book's breadth and depth. Abundant back matter includes staff manual samples, boilerplate guidelines, assessment tools, and even model volunteer applications. Behavior management schemes, including explicit scripting for implementation, further enrich the appendixes. Leading the ample appendix section is an overview of ten "Model Homework Programs," each including contact information for the people running the programs. Urban centers like Boston, Chicago, and Minneapolis-St. Paul are covered, along with suburban and rural areas in California, Ohio, and elsewhere. Overall, this volume is perfect both for organizations exploring the possibility of a homework center and for libraries looking to refresh existing programs.—*Deidre Winterhalter, Digital Learning Coordinator, Oak Park Public Library, Oak Park, Illinois*

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***The Dysfunctional Library: Challenges and Solutions to Workplace Relationships.*** By Jo Henry, Jo Eshleman, and Richard Moniz. Chicago: ALA, 2018. 216 p. Paper \$59.00 (ISBN 978-0-8389-1623-0).

It is not easy to tackle the issues and address the impact of abnormal or unhealthy interpersonal behaviors and interactions in the workplace. Drawing from literature on dysfunctional organizational cultures and workplaces from the library, management, and organizational development disciplines, Jo Henry, Jo Eshleman, and Richard Moniz approach the subject of the dysfunctional library in a slim volume titled *The Dysfunctional Library: Challenges and Solutions to Workplace Relationships*.

Addressing the topic from an academic viewpoint and drawing conclusions from available evidence, the first chapter provides an overview of individual traits that contribute to emotional intelligence and outlines the impact of psychological disorders and burnout on professionals. The next chapter shifts the focus to organizational culture, discussing multiple aspects that can lead to dysfunction. The authors cite leading scholars to articulate their premise that learning and the ability to adapt to change are crucial if individuals and organizations are to avoid dysfunction.

Over the next seven chapters, the authors define dysfunctional organizations and discuss the factors that contribute to them. Each of these chapters can stand alone and may serve as a general overview and introduction to specific issues such as incivility, bullying, passive-aggressive behaviors, "cyberloafing," fraud, sabotage, and bias. Each chapter presents relevant research to help the reader understand the topic and its impact both on the workplace as a whole

and on individuals. Within each chapter, the authors seek to present solutions, but this is a bit uneven throughout the volume. The authors end with a thought-provoking chapter on leadership, specifically library leaders and their role in creating dysfunctional—or functional—libraries.

In addition to the research consulted for this book, the authors conducted their own survey of 4,186 library workers because they found that little research had been done on the topic. Some of their research findings are presented throughout the text. More information on the survey and its findings might have made a helpful appendix.

Overall, this book presents a general overview of the topic and does a good job of defining specific behaviors and interactions that contribute to dysfunctional workplaces, provides some examples, and presents relevant supporting research. The book seems incomplete: with a few exceptions, solutions and strategies that might be used to counter dysfunction are lacking or not well presented. In some cases, a solution is presented with little discussion or context, which leaves the reader wanting more. In other cases, the references provided at the end of the chapter offer a more satisfying read and real solutions. The nature of the topic and, at times, the style of writing make for a choppy and difficult read. This volume would have benefited from much tighter editing to eliminate the repetition both within chapters and across the volume. The book tackles an important subject related to library workplaces and provides a good introduction, but it falls short as a true resource offering meaningful solutions.—*Pat Hawthorne, Associate Dean for Research and Education, University of Nevada Las Vegas University Libraries, Las Vegas, Nevada*

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***LGBTQAI+ Books for Children and Teens: Providing a Window for All.*** By Christina Dorr and Liz Deskins. Chicago: ALA, 2018. 168 p. Paper \$45.00 (ISBN 978-0-8389-1649-0).

*LGBTQAI+ Books for Children and Teens: Providing a Window for All* is a necessary purchase for all staff collection shelves. Boundaries in libraries, often bordering on censorship, have prevented children and teens from accessing certain library materials. While libraries have come a long way since the days when a parent had to accompany children to the library and give permission for them to read books in the adult section, schools and libraries are not always keeping up with the evolving concepts of gender identity and sexuality. This book is the tool that can help libraries and schools continue the journey toward greater access by making LGBTQAI+ materials available to children and teens. Dorr and Deskin bring to this timely topic their fifty-plus years of experience working with children and teens.

The foreword by Jamie Campbell Naidoo, PhD, is in itself a superb testimonial advocating for diverse literature accessible to all. He writes: "A good book can . . . save lives and build bridges between seemingly disparate worlds" (ix). He discusses the need for children and teens to see the

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“metaphorical mirrors and windows in literature” (xi). Naidoo relates his own story, detailing how finding *Entries from a Hot Pink Notebook* during a dark time saved his life.

In the introduction, Dorr and Deskins address the importance of LGBTQAI+ materials to children and teens. They examine the early history of this literature, beginning with *The Story of Ferdinand* by Munro Leaf, and discuss other important milestones such as the importance of *Heather Has Two Mommies* in broaching a previously taboo subject and the graphic novel *Fun Home: A Family Tragicomic* by Alison Bechdel. The chapter ends by presenting ways to manage objections and providing a list of terms to know.

The majority of the book is composed of three chapters, each of which consists of a short introduction and representative bibliographies for either young, middle grade, or teen readers. The bibliographies consist of high-quality, age-appropriate materials, with the authors indicating which letter the book addresses—L, G, B, T, Q, A, or I. The summaries are clear and concise, and the language reflects the book’s tone. Summaries are followed by a list of awards and honors, four or five conversation starters, and web resources for more information about the author and illustrator. Each chapter ends with ideas for programming, themes, and displays, as well as footnotes and a bibliography of titles. A final chapter, “It’s about Basic Human Rights,” sums up the purpose of the book. The book has an appendix of additional resources, which includes organizational websites, books, articles, and blogs. It also includes author biographies, an extensive glossary, and a subject, author, and title index.

A timely publication, this book is a tool that librarians everywhere should use to provide access to LGBTQAI+ materials for all children and teens. Use this book as resource guide to purchase a LGBTQAI+ collection for your school or public library. Use it to begin conversations with students and to provide programs in your school. Use it to guide the questioning child or young adult to the literature that might save their life.—*Jenny Foster Stenis, Readers’ Services Manager, Pioneer Library System, Norman, Oklahoma*

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***The Librarian’s Guide to Homelessness: An Empathy-Driven Approach to Solving Problems, Preventing Conflict, and Serving Everyone.*** By Ryan J. Dowd. Chicago: ALA, 2018. 248 p. Paper \$51.30 (ISBN 9780838916261).

Public libraries are an invaluable resource for people experiencing homelessness. However, librarians often struggle with how to address the unique needs of those patrons—what do we do when their needs clash with library policies or the comfort of other customers? Ryan Dowd, the executive director of a large homeless shelter in Chicago, draws on his years of experience to provide a set of tools that enable librarians to better serve people experiencing homelessness while improving compliance with library policies. His approach emphasizes empathy, treating all patrons with respect while recognizing the special challenges faced by homeless individuals. Dowd

explains how demonstrating empathy enhances our ability to resolve or avoid conflict before resorting to punishment. The guide begins with an overview of homelessness, including the “top ten homeless myths.” He examines one myth in depth, “Homeless people are just like me,” listing a variety of ways that homeless people experience the world differently than housed people. Understanding these differences is at the root of empathy and lays a foundation for his approach to serving homeless patrons. Dowd then outlines evidence for using empathy as an effective tool in helping people follow rules without punishment, including the psychology of social interactions like reciprocity and building relationships. The majority of the book is a list of tools that librarians can use when interacting with homeless patrons, followed by common scenarios and suggestions of how to address them. Dowd offers over sixty tools, each with a catchy name (e.g., “The Your Momma”: How would I want people to treat this person if she was my relative?). Each tool connects back to the evidence for empathy-driven enforcement and is supported by his own experiences in the shelter. He includes advice for staff on the floor as well as tips to help managers coach staff in empathic enforcement. Dowd’s guide is easy to read straight through or refer back to as needed. Librarians could even create a list of the tools with a brief description for quick reference. *The Librarian’s Guide to Homelessness* offers both insight into the lives of people experiencing homelessness and specific practical tools to improve services to that population. This book is highly recommended for public librarians, including frontline staff, managers, and administrators. Through empathy-driven problem solving, libraries can strengthen their relationships with homeless patrons and create a more harmonious environment for customers and staff alike.—*Jessica Givens, Circulation Manager, Moore Public Library, Pioneer Library System, Moore, Oklahoma*

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***Promoting Individual and Community Health at the Library.*** By Mary Grace Flaherty. Chicago: ALA, 2018. 134 p. Paper \$45.00 (ISBN 978-0-8389-1627-8).

Interest in consumer health information has been steadily growing since the mid-twentieth century. As author Mary Grace Flaherty notes in her second chapter, Dr. Benjamin Spock published his book on baby care in 1946, and in 1973, the Boston Women’s Health Collective introduced *Our Bodies, Ourselves*; both of these supremely popular books offered accessible medical information to the general public and were revised and reprinted many times. In 1996, the Medical Library Association’s Consumer and Patient Health Information Section generated a policy statement addressing how librarians could be involved in facilitating access to consumer health information, and the Institute of Medicine began studying health care delivery in the United States, subsequently affirming that understandable consumer health information is integral to successful medical treatment.