

instruction, and reference services.

This well-designed, concisely written, and accessible survey is an essential resource for librarians who work regularly—or even rarely—with international students. For readers without the time to track down and read the works cited in the bibliography, the introductory essay provides cogent explanations of important issues, along with good guidance. And the bibliography presents ample resources to support their endeavors on behalf of international students who encounter our libraries for the first time. —
Raymond Lum, Harvard University.

Lori Mestre. *Librarians Serving Diverse Populations: Challenges & Opportunities.* Chicago: Association of College and Research Libraries, 2010. 211p. alk. paper, \$54 (ISBN 9780838985120). LC2009-047658.

How do librarians work with diverse cultures? What is the role of the library in providing diversity training? Does library school curricula address working in a multicultural environment? These are just a few of the questions addressed in *Librarians Serving Diverse Populations*. Author Lori Mestre, an academic librarian at the University of Illinois at Urbana-Champaign, explores the issues, challenges, and opportunities facing librarians and libraries that serve diverse populations. The book is divided into ten chapters, and, through the use of surveys, interviews, and other relevant sources, Mestre interweaves both quantitative and qualitative data to provide a framework for the discussion of the education, training, experiences, and strategies employed by librarians and libraries in their pursuit of diversity efforts.

The opening chapter begins with the author making a case for *why* libraries should be involved in promoting diversity awareness and examines who multicultural librarians are. It is no secret there have been a number of initiatives to increase diversity among the ranks of librarians. Opportunities such as internships and scholarships have been used

as recruitment tools to attract librarians of color into the profession. A positive outcome of these recruitment efforts has been that these individuals then bring their different cultures and perspectives to their jobs and further the overall goal of increasing diversity awareness both inside and outside the library. Mestre reports that many librarians of color are drawn to diversity-related jobs and can be the ideal prospects for positions that serve diverse populations. Statistics, however, indicate that librarians of color pursue other options in librarianship as well. Mestre indicates that, as the populations that libraries serve become more diverse, the services that libraries provide need to be reflective of this diversity, particularly in the areas of services, collections, and outreach. According to the research study, the pool of available librarians from diverse cultures is quite small, indicating that "...libraries cannot solely rely on finding someone from an ethnic minority to lead their diversity efforts." This supports the author's premise that libraries and librarians should establish connections with diverse cultures regardless of what jobs they hold.

Chapter 2 examines the background information on the job preparation for librarians working with diverse cultures. Mestre surveyed librarians about their preparation and qualification as well as the reasons for applying for these types of positions. Nearly two thirds (64%) of librarians surveyed indicated that they did not initially intend to seek a position with responsibility for multicultural or diversity services, and many felt they were not adequately prepared to fulfill all the responsibilities the job entailed. The author indicates that job descriptions for these types of positions can be sweeping in the list of responsibilities that need to be performed and often presume a level of foundational knowledge regarding diversity efforts. A final discussion in the chapter identifies "baseline knowledge" that librarians should have to make progress in these types of positions.

Chapter 3 provides an analysis of the survey outlining some of the challenges that institutions face in hiring diversity librarians. The area of job expectations is one challenge that can contribute to the difficulty in finding qualified applicants. Feedback from librarians emphasized the importance of making job expectations both clear and reasonable. The chapter concludes with suggestions for setting reasonable expectations (for those hiring diversity librarians) and discussion on job descriptions and improving the search process.

Chapters 4 and 5 draw heavily from the reflections and responses of librarians surveyed. Chapter 4 addresses the issues and challenges faced by those working in positions that serve diverse populations. Balancing responsibilities, budgetary concerns, work satisfaction, and feeling that their efforts were supported were common themes expressed as impacting the success of their work. The themes in chapter 5 address how to get started once in the job. Survey respondents present recommendations on moving past barriers and offer guidance in setting priorities, assessing collections, establishing relationships, and gaining entrée.

Chapter 6 includes information on how organizational culture, attitudes, and behaviors affect diversity awareness and training efforts; and chapter 7 outlines specific factors that need to be considered by libraries when implementing diversity training programs for their staff.

A major finding from the research study is that librarians receiving their master's degrees do so with little coursework or training in multicultural librarianship. If library schools are not providing the foundational knowledge related to diversity, then it should come as no surprise that library graduates may be ill prepared to provide the range of services these positions demand. Chapter 8 not only looks at some of the curriculum issues in library schools but also outlines reforms that address not only *what* is being taught but *how* it is being taught. Mestre

advocates for a curricula approach to cultural competency and cultural awareness that prepares all librarians to work in a multicultural environment.

Mestre does a good job of summarizing the experiences, suggestions, and perspectives of librarians serving diverse populations and comes full circle in chapter 9 by outlining what she considers the "next steps" involved in strengthening diversity efforts. Chapter 10 is an extensive compilation of resources related to diversity and serves as a useful reference source to anyone desiring to explore the topic further.

Overall, *Librarians Serving Diverse Populations* is a timely examination of the experiences and perspectives of librarians working in the field of multicultural librarianship.

The qualitative and quantitative data gathered from the author's research study are interwoven throughout the book and help to inform the discussion by providing first-hand perspectives on specific challenges and various opportunities inherent in serving diverse populations. — Kelly R. McBride, *Appalachian State University*.

Advocacy, Outreach, and the Nation's Academic Libraries: A Call for Action.

Eds. William C. Welburn, Janice Welburn, and Beth McNeil. Chicago: Association of College and Research Libraries, 2010. 224p. alk. paper, \$40 (ISBN 9780838985496). LC2010-018611.

Advocacy and outreach are two of the hottest topics in the profession today. The American Library Association's most recent past President, Camile Alire, created her presidential platform around the issue of advocacy and the idea that advocacy is everyone's job, not just the people in leadership positions. *Advocacy, Outreach, and the Nation's Academic Libraries: A Call for Action* is a book geared toward academic libraries specifically, but the information and suggestions can be used by any library professional looking for suggestions on implementing advo-