

meet the needs of incoming international scholars, librarians worked closely with the university's Office of International Education and Development to stay informed about international recruitment, partnerships, and campus events related to global and cultural awareness. As a result, the library participates in a 2-day international student orientation event twice a year as well as universitywide diversity celebrations, International Education Week, and International Coffee Break.

The next five chapters cover community connections that were created by reaching out to the multicultural community and partnering on opportunities such as the creation of a speaker series, poetry readings, and national book award presentations. Incorporating the popular literature of a culture, such as the *novelas*, graphic novels, and manga, can be an important part of diverse cultures, providing a way to build community connections if they are part of library collections.

Part IV applies technology offering free English classes, computer classes using native-speaking instructors, creating a "Welcome to the Library" DVD using subtitles and voiceovers in various languages, and creating bilingual versions of the library website.

More outreach initiatives are highlighted in Part V, including designing family literacy workshops, working with various cultures to develop oral histories, and collaborating with health care professionals because research shows that libraries with

a mission to provide consumer health information can play a pivotal role in helping users make informed healthcare decisions.

Programming and events are described in Part VI with ideas for creating exhibits, themed events, author readings, cooking classes, and multicultural performances. There are suggestions for promotion of events by reaching out to local churches, multicultural businesses, apartment complexes, and nonprofits that serve non-English speakers. At the Charlotte Mecklenburg Library, they have created "English conversation clubs" that provide English language learners an opportunity to practice their speaking and listening skills.

Reference services round out the last four chapters; Chapter 34 provides five points of general advice for working with people who have limited English proficiency over the phone, including the creation of a reference guide that includes common phrases in the languages the callers most often speak.

*Library Services for Multicultural Patrons* provides an in-depth description of programs and opportunities for creating multicultural connections that have proven to be successful in academic, public, and school library settings, which makes it an important book for staff in all types of libraries. —*Marcy Simons, University of Notre Dame.*

***Planning and Constructing Book & Paper Conservation Laboratories: A Guidebook.*** Eds. Jennifer Hain Teper and Eric Alstrom. Chicago: Association for Library Collections & Technical Services, American Library Association, 2012. vii, 230p. \$67.95; \$61 for members of ALA (ISBN 9780838986011). LC2011-053444.

This manual will be quite useful to institutions, conservation staff members, or private conservators involved in the development of conservation laboratories. The value of the book stems from the qualifications of the editors and authors.

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Eric Almstrom is head of conservation for the Michigan State University Libraries and Jennifer Teper holds a similar position at the University of Illinois at Urbana-Champaign. She has written or coauthored a number of peer-reviewed articles in the field of preservation and conservation of library and archival materials. Eleven other authors—one in private practice and the rest associated with the preservation and conservation facilities of major institutions in the United States—contributed practical essays that address varied aspects of project planning, specifications for equipment and specialized functions, and considerations unique to private conservation labs and those that focus on flat paper collections.

Chapters related to planning provide helpful information on how to plan and carry projects to conclusion. Donia Conn's essay on project management includes lists of details, components, and specifications to consider before embarking on the design of a lab. These include the proximity of a freight elevator, plumbing, lighting, the size and location of windows and doors, specialized spaces, security systems, appropriate work surfaces, ergonomic design, and OSHA regulations. Some of these might seem self-evident, but failure to think about them could prove to be problematic. Eric Alstrom's chapter on design and layout not only describes such key components as furniture and equipment, but also includes "functional footprints" of lab equipment. Three case studies (Ohio University, Dartmouth College, and Michigan State University) contain descriptions and floor plans of the labs at those institutions.

Many of these topics are addressed in more depth in subsequent chapters. Whitney Baker provides considerations related to labs for special collections, general collections, and hybrid ones. This chapter, too, contains useful case studies and floor plans. Additional chapters describe processes and equipment for water purification, types and configuration of lighting, ventilation and exhaust

systems, custom-built furniture and equipment, ergonomic considerations, and quarantine and segregation rooms. Jeffrey Peachey, a conservator in private practice, addresses concepts pertinent to private book conservation labs, and Claire Hoevel provides guidance on the development of labs for paper conservation. Most of these chapters contain helpful notes and bibliographies.

Also included in the book are seven appendices, including four by Jennifer Teper. These provide additional information on lighting and ventilation, procedures for dealing with mold and pests, guidelines for crafting a program statement and equipment schedule, and tips for reading architectural plans. Teper's "Quick Reference for Recommended Equipment Specifications" and glossary of terms round out the book.

*Planning and Constructing Book & Paper Conservation Laboratories: A Guidebook* admirably fulfills its intended purpose. A careful reading of it prior to embarking on a project to build or remodel a conservation facility will enable users to plan wisely and avoid costly and frustrating mistakes.—*Maurice C. York, East Carolina University.*

**Pam Hackbart-Dean and Elizabeth Slomba.** *How to Manage Processing in Archives and Special Collections.* Chicago: Society of American Archivists, 2012. 160p. alk. paper, \$69.95 (ISBN 1-931666-43-1). LC2012-024050.

The arrangement and description of collections are core functions of every archives and special collections repository. Deciding which collections to prioritize, determining the level of processing, and establishing best practices are all critical efforts in making materials accessible to users. Over the past two decades, special collections and archives have experienced revolutionary changes in how they access, arrange, and promote collections. In the area of processing procedures, information specialists have strived to establish a uniform set of standards and practices,