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## **PUBLICATIONS**

### **BOOKS**

*Demonstrating Results: Using Outcome Measurement in Your Library.* Chicago: ALA Editions, 2006.

*Planning for Library Services for People with Disabilities: A Process for Libraries.* Chicago: ASCLA, 2001.

*Defusing the Angry Patron: A How-To-Do-It Manual for Librarians and Paraprofessionals.* New York: Neal-Schuman Publishers, 2000.

*Humanities Programming: A How-To-Do-It Manual for Librarians.* New York: Neal-Schuman Publishers, 1997.

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*Let's Talk About It: A Planner's Manual.* With Alan Moores. Chicago, IL: American Library Association, 1984.

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## MAJOR REPORTS

*Nothing About Me, Without Me: Involving People with Disabilities in Planning Public Library Services.* California State Library, 2002. 186 pages.

*Planning for Library Services for People with Disabilities: A Process for Libraries in Massachusetts.* Massachusetts Board of Library Commissioners, 1999. 80p.

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*California Models of Public Library Compliance with the ADA: An Evaluation of Seven LSCA Projects.* Sacramento, CA: California State Library, 1995. 55p.

*Access Centers Study: A Report for the Massachusetts Board of Library Commissioners.* Boston, MA: Massachusetts Board, 1994. 49p.

*Future Directions in Library Services for the Print Handicapped in Washington.* Olympia, WA: Washington State Library, 1990. 81p.

*Ohio's Talking Book Program: A Study.* Columbus, OH: State Library of Ohio, 1990. 82p.

*Oregon's Jail and Prison Libraries: A Rusted Optimism.* Eugene, OR: Oregon Library Association, 1988. 69p.

*Library and Information Services Needs Assessment and Five Year Plan: California. Department of Mental Health and Department of Developmental Services.* Sacramento, CA: California Department of Mental Health, 1987. 145p.

*Joint Assessment of Institution Libraries: Massachusetts Department of Corrections.* Boston, MA: Massachusetts Department of Corrections, 1986. 119p.

*A Study of L.S.C.A. Funding to State Residential Institutions in Missouri.* Jefferson City, MO: Missouri State Library, 1985. 63p.

*A Study of Florida's Network of Libraries for the Print-Handicapped.* Tallahassee, FL: State Library of Florida, 1984. 56p.

*An Evaluation of System-Provided Library Services to State Correctional Centers in Illinois.* Springfield, IL: Illinois State Library, 1983, 280p.

*Manual for Leading Humanities Discussion Groups.* With others. Washington, DC: National Council on the Aging, Inc., 1979. 18p.

"The Theoretical Bases of Correctional Libraries in the U.S." *University of Illinois Occasional Papers.* No. 110, December 1973. 21p.

## **CONTRIBUTIONS AND CHAPTERS IN BOOKS**

"Predicting Outcomes: Outcome Measurement as a Planning Tool" in Durrance, Joan C. and Karen E. Fisher. *How Libraries and Librarians Help: A Guide to Identifying User-Centered Outcomes.* Chicago: ALA, 2005.

"Usability and Disabilities" in Carol Nixon and Jennifer Burmood, editors. *InfoToday 2003 Collected Presentations.* Pages 278-283. Medford, NJ: Information Today, Inc., 2003.

"Advice and Assistance to Libraries" in Betty-Carol Sellen, ed. *What Else You Can Do With A Library Degree.* 2d ed. Pages 122-127. NY: Neal-Schuman Publishers, 1997.

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"Bibliotherapy With Older Adults in the Library Context"  
*Proceedings of the University of Wisconsin Seminar on  
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"The Use of Bibliotherapy in Corrections" pp. 46-50 and "Types of  
Bibliotherapy" pp. 20-24. *Proceedings of the Fourth Bibliotherapy  
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*Library Journal.* 114(4):47-51, March 1, 1989.

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*Public Libraries.* 28(2):90-96, Mar/Apr 1989.

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*RQ* 22(4):409-410, Summer 1983.

"Jail Library Service in U.S. Jails: Issues, Questions, and Trends."  
With Connie House. *Library Journal* 108(3):173-177, Feb. 1, 1983.

"Correctional Facilities Libraries in Illinois—And In Other States  
Too." *Illinois Libraries* 65(4):261-264, April 1983.

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*Interface* 66(2):6-8, Winter 1983.

"The Bibliographic Structure of Bibliotherapy and the Role of the Journal in its Development." *The Serials Librarian* 5(1):93-102, Fall 1980.

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"Libraries in the Cook County Jails." *Inside/Outside* 1(3):5, April 1975.

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## **PUBLISHED BIBLIOGRAPHIES & RESOURCE LISTS**

"Intergenerational Library Programs: An Introductory Bibliography." In *Interface* 21 (3): 8-10, Fall 1999.

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"The Last Decade: Publications on Bibliotherapy and Related Topics 1970-1980." With others. In Clara Lack, ed. *Bibliotherapy: An Overview*. In Progress. 16p.

"How to Begin with High Interest/Low Vocabulary Materials." *Oregon State Library Reference Satellite*, September 1978. 7p.

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## **EDITORIAL RESPONSIBILITIES**

Contributing Editor, *Collection Building*. "Stress Points" column beginning 5(3):64-67, Fall 1983 through 7(4): 36-39, Winter 1986.

Chairperson, A.L.A./American Correctional Assn. Joint Task Force. "Library Standards for Jails and Detention Facilities." Chicago: A.S.C.L.A., 1981.

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*Inside/Outside* 2(2):2, 2(3):6, 3(14):27, 1976.

## **VIDEOS**

*From the Front of the Room: Trainers Discuss Diversity Training*. ALA Video/ Library Video Network, 1995.

*Beyond the Ramp: Disability Awareness and ADA Compliance*. California State Library, 1996.