

Next, effective listening is discussed, including barriers to listening and active listening, followed by descriptions of difficult situations and the digital landscape, coping with your own anger, and how to get help.

Each chapter ends with a quick review of the material presented. This is useful both as a review and as a way to gain quick information to determine if this is the necessary chapter for the time at hand. Each chapter also begins with a listing on the side of the topics covered in the chapter, although without page numbers. Numerous examples, exercises, samples, and images make this book easy to read and use as a basis for training either oneself or others.

Whether looking for a guide for staff development, personal enrichment, or use in a class for future librarians or others working in the library itself, this book will help everyone learn to deal with angry patrons. Those working in other public service fields will also benefit from the easy-to-understand ideas, although the focus and examples are based in libraries. When looking not only at what to do after the patron erupts in anger but also how to identify the possibility and how to work to avoid having patrons reach an angry point at all, this volume will help to make the library a peaceful place to be—whether working, studying, or using the facility remotely or in-person.

The layout of the book includes wide margins for notetaking, bulleted lists, and subheadings to break the material into manageable pieces. Looking not only at what the librarian or other library worker themselves can do, this book also includes a chapter on policies and procedures that should be considered for implementation in any library. It can also aid in providing documentation on policies regarding anger-causing issues and angry patrons.

The work ends with a bibliography and index to encourage further research and the use of the book as a resource as needed. Since 1980, the author has been an independent library contractor. The references, which have been updated as needed, provide a scholarly and research-based nature to the work, while the examples and cases are from real-life experiences.

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BLOGGING AND RSS: A LIBRARIAN'S GUIDE. 2nd ed. Sauers, Michael P. Medford, NJ: *Information Today, Inc.*, 2010, *xiii + 322 pp.*, \$35.00, ISBN 978-1-57387-399-4.

Welcome to the blogosphere! Despite rumors to the contrary, blogs and RSS are not dead, but what happened, writes Michael Sauers, "is that both blogging and RSS are now so mainstream that it's just not the cool kids who are doing it... Cool or not, blogging is still an amazing platform you can use to get

information out to your patrons and get them to participate in a discussion about your library and the services you offer" (p. xi). Originally published in 2004 when blogging and RSS feeds were at their height in newness and coolness, this second edition has been updated, expanded, and includes a chapter on microblogging, and once again takes librarians, those interested individuals, as well as the cool and uncool alike on a voyage through the blogosphere.

Chapter 1, "An Introduction to Blogs," gives readers the basics: What is a blog? Why are blogs important in today's online world? What can blogs do for you and your library? The "Library Blogosphere, Part 1: The Blogs" is the focus of chapter 2, which introduces the reader to many noteworthy blogs by libraries and librarians. The title, author's name, URL, a blurb about the blog, and an excerpt are all included. Part 2 is found in chapter 3, "Library Blogosphere, Part 2: The Bloggers"! In this fun chapter, Sauers asks librarian bloggers to tell a bit about their experience and insights as bloggers, as well as a bit about the "person behind the blog" (p. 67). The hands-on portion of the book starts in chapter 4, "Creating a Blog." In this section Sauers has readers create their own blogs using the Blogger platform and covers topics such as naming a blog, choosing a template, and how to create and edit posts.

Chapter 5, "An Introduction to RSS," moves us into the second part of the book and tells readers what a RSS feed is (hint: it helps you keep up with all your favorite blogs), the history of its development, feed types, and how to find them. Chapter 6 expands into "Using an Aggregator," which readers can use by installing software on their computers or by going the easy route and using Google Reader or Bloglines. "Noteworthy Feeds," with its useful list of RSS feeds of libraries and news, is discussed in chapter 7. "Creating Feeds" in chapter 8 continues the RSS theme and concentrates on how to create feeds via hand rolling, semi-automatic, and fully automatic methods. Finally, chapter 9 on "Microblogging with Twitter" is more than 140 words and covers all of the Twitter basics. A recommended reading list, appendix with feed code examples, glossary, and index are included.

Blogging and RSS: A Librarian's Guide gives readers a good overview of blogging and RSS (as well as Twitter), as it combines the practical and hands-on with a little theory and history of this cool technology that libraries and librarians have come to love. Highly recommended for all libraries (public, academic, school, and special) and librarians looking to learn more about blogging and RSS technologies, those looking to brush up on their skills, and those looking for new ways to tell the stories of their libraries!

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