

nishings that are endlessly fascinating. However, hidden from view is the no-less fascinating archive of Soane's book-collecting activities. And what a trove this must be, based on Susan Palmer's tour of it. Here is a rich cache of account books, correspondence, and receipts that documents in some detail the bibliophilic activities of a major architect and gentleman of means in Regency England. It deserves to be mined and studied by book historians. And, lest I omit to note, Soane did pay his bills.

Two other contributions deserve mentioning. The first, by Abraham Thomas, focuses on Owen Jones' important *Grammar of Ornament* (1856) and how it leveraged the new technology of chromolithography to introduce England and Europe at large to Middle Eastern and Asian design elements, especially the use of vivid colors in design and architecture. Those librarians who only know Jones' *Grammar* as an early triumph of chromolithography would do well to read Thomas' smart appreciation of the book's contribution to design history. The longest piece in this volume, by Rowan Watson, considers the efflorescence of what he calls "art publishing" in the middle of the 19th century. That term embraces a broad span of guides to palaces, country homes, galleries, and exhibitions aimed both at elites and at those down several rungs on the social ladder. The virtue of Watson's article is its attention to cheap, often ephemeral publications that sought to promote the fine and decorative arts to the middle and lower classes. This new market sprang both from the increasing wealth of English society and thus the growth of interest in "leisure" activities and from a widely held belief that exposing new classes of people to the arts promoted good morals and social order.

The volume also contains essays by Mirjam Foot on bookbinding as art or craft and by Charles Sebag-Montefiore on catalogues of private art collections. To be sure, this compilation has all the virtues and limitations of a collection of specialist

pieces. But this holds true for most of the volumes in this fine and long-running series.—*Michael Ryan, Columbia University.*

Library Services for Multicultural Patrons: Strategies to Encourage Library Use. Lanham, Md.: The Scarecrow Press, Inc., 2013. 338p. \$65.00 (ISBN: 9780810887220). LC2012-029338.

All libraries—public, academic, school, and special—have an opportunity to strengthen their communities by giving voice to its diverse members through programming, collections, services and, most important, by creating environments of inclusiveness, respect, empowerment, and empathy. *Library Services for Multicultural Patrons: Strategies to Encourage Library Use* is a comprehensive guide with information applicable to libraries of all types, broken into seven parts, thirty-seven chapters, and an index.

From getting started and likely partnerships to reaching out, making connections, programming that incorporates native languages, and how to use social media, these articles highlight librarians who have put aside their cultural assumptions by actively listening to and engaging with their multicultural patrons. Examples highlight those who were willing to study and practice other languages, who responded to requests for unique collections, and who conducted research that created culturally authentic programming.

Part I includes six chapters on getting organized and finding partners and includes information on collaborating with campus partners such as the Office of Multicultural Affairs, creating an International Advisory Committee for a public library, and ways to engage the multicultural community in program planning.

In Part II, the chapters focus on reaching students in academic libraries such as Appalachian State University where librarians recognized the growing number of international students and set out to increase global awareness—not just within the library, but on campus as well. To best

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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