

Miller, Donna. *Crash Course in Teen Services*. Westport, CT: Libraries Unlimited, 2008. 140 p. \$30.00 (ISBN: 978-1-591585657)

It is great to see one of our “own” contributing to the literature! Donna Miller is currently the Library Media Coordinator for the Mesa County Valley School District in Grand Junction. With over 20 years of library experience in schools and public libraries, Miller has put together this useful title that provides basics, best practices, and readers advisory for teen and young adult librarians in both school and public library settings. Intended as a starting point for those new to teen services as well as a “tickler” for those with more experience, this crash course starts with acquainting the reader with the audience – teens – and works its way through all the services that impact this increasingly visible and vocal group of library users.

Major categories covered by Miller include reference services, collection development and readers advisory, teen programming, teen space in the library, and the three ‘P’s’ – professional resources, professional development, and public relations and marketing. Each chapter includes a list of online and/or print resources, and a full bibliography and index round out this valuable title.

There is something to learn from each chapter. Teen services reference staff in public libraries can benefit from being introduced to “The Big6” problem solving principles that are familiar to school librarians, and many students. Those new to readers advisory will especially appreciate the sample interview, book talk tips, and genre overviews. Miller discusses a variety of engagement techniques and programs that will get teens into the library, and keep them coming back. And at all times, she is supportive and encourages readers to find what works best for their library’s teen population, as well as the library’s staff.

Designed to be dipped into (“Help! I need a teen program fast!”) or read cover to cover, anyone involved with working with teens or charged with developing the space, resource or attitude to serve them will appreciate having Miller’s book on hand.

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