



Bibliography

Brittany R. Jacobs

Csikszentmihalyi, Mihaly. *Flow: The psychology of optimal experience*. Harper Perennial, New York; 1990.

To be fully engaged with life is, more or less, the idea behind this thing called 'flow.' Others use the term 'happiness' or 'optimal enjoyment' but either way you shake it, this book does not promise any such thing. Rather, it outlines a process that others have used to reach this level of engagement with work, love and life. LIS professionals could skip right to the 'work' section to gain insight into the history of human work, as well as learn from a myriad of stories from people who have reached flow in their own work lives. However, I would recommend giving the book in its entirety a read-through, for to compartmentalize your work from your 'life' would by default interrupt your sense of 'flow.'

Cunningham, Christopher & Gabe Zichermann. *Gamification by Design: Implementing Game Mechanics in Web and Mobile Apps*. O'Reilly Media, 2011.

Though the bulk of this book deals with implementing game mechanics into digital platforms, the information on offer is easily transferable to the non-digital world of library programming. Learning what draws players to games, how to combine mechanics to work for your advantage and how to assess and gain repeat players/patrons are the key take-aways in this engaging read. No digital gaming experience is needed to gain from this book, as the authors have created this book (like a good game) so that both the novice and the gamer alike stand to gain something from each chapter.

Fujishin, Randy. *The Art of Communication: Improving your fundamental communication skills*. Rowman & Littlefield, Lanham; 2001.

Humans are in a constant stream of communication with one another via both verbal and non-verbal forms. This book goes over communication in all of its forms with a fine-tooth comb, breaking things down into 11 categories. LIS professionals, particularly public librarians, are engaged with just about each form of communication listed by Fujishin on a daily basis and would do well to pick up this book to get an insight into how to successfully manage those situations. Fujishin draws upon his wealth of knowledge and gives manageable tips to practice effective communication.

Hasson, Gill. *Emotional Intelligence*. Capstone, 2014.

Though there are six main emotions felt by humans, there are upwards of 60 that we have in our rosters and the ability to recognize, verbalize and manage those emotions is what makes up 'emotional intelligence.' As LIS professionals working with the public, with higher education students, or with researchers to be able to recognize and manage your emotions in times of stress is paramount to successful patron/user interaction. Emotional intelligence will help LIS professionals to positively impact their lives while also giving them insight into user-behavior.

Institute, Disney. *Be Our Guest*. Edited by Michael D. Eisner, Disney Enterprises , 2001.

An introductory look into the world-class and award-winning customer service method of Disney. Driven by a desire to create magic and the often painstaking attention to detail, Disney has managed to woo their users time and time again. A brief foray into the Disney Institute's training method, this book outlines the customer service framework that has people believing in magic and hailing them as the "happiest place on earth." This methodology is easily transferrable to other service industries, such as libraries. To implement the four main areas of focus (cast, setting, process & integration) to the LIS world would revolutionize the way we interact with our patrons/users.

Kelley, Tom & David. *Creative Confidence: Unleashing the creative potential within us all*. Crown Business, New York; 2013.

'Innovation' is a hot keyword these days, especially when it comes to skills desired/required for LIS professionals. With budgets getting increasingly smaller by the year LIS professionals are having to rely on their creative juices to provide more services with less. Tom Kelley, a master innovator, demystifies the creative process and helps the reader to flex their own creative muscles. This book is encouraging, empowering and incredibly relevant for LIS professionals.

Kelley, Tom. *The Art of Innovation*. Doubleday, New York; 2001.

Tom Kelley gives the reader an insight into one of the world's leading design firms, IDEO. IDEO rose to the top with a simple paradigm shift, look at the user first. This human-centered design process has revolutionized the industry and is applicable to the LIS world and beyond. By shifting the focus off of the information and onto the user, LIS professionals will get an insight into how to better know, interact with and serve their communities.

McGonigal, Jane. *Reality is Broken: Why games make us better and how they can change the world*. Penguin Books, New York; 2011.

Jane McGonigal takes gaming to an entirely new level in this book, demystifying the virtual world for the non-gamers and empowering those who find solace in them. Though McGonigal focuses on digital gaming, the theories behind what makes games work is transferable to any type of process that humans are involved in. This book is especially relevant for LIS professionals looking for an insight into why gamification is key to user engagement. McGonigal was not exaggerating when she wrote, "why games make us better and how they can change the world." Use this book as a tool to 'level-up' your LIS programming and help create a better future for us all!

Stripling, Barbara K. & Sandra Hughes-Hassell. *Curriculum Connections Through the Library*. Libraries Unlimited, 2003.

This book, though a bit dated, is a great break-down of educational objectives found in the library as a learning environment. From curriculum mapping to collaborative learning this book is a thorough look at all things related to curriculums created in and for the library.