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***Coaching in the Library:  
A Management Strategy for Achieving Excellence  
Second Edition***

*Ruth F. Metz. Chicago: American Library Association, 2011. 112 pp. ISBN: 978-0-83891-037-5. \$50.00.*

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Ruth Metz is a librarian and coach with many years of practical management experience in libraries and public agencies. Her firm, Ruth Metz Associates, specializes in helping community and library leaders as they plan, manage and develop their libraries. Her book is a very thorough guide that helps one understand the usefulness of coaching and offers real life examples and solutions to many common workplace scenarios. There are ideas for many coaching techniques, such as how to coach individuals, teams, leaders, and managers, as well as information about the overall organizational effectiveness of coaching as a committed training program as opposed to a knee-jerk reaction when something goes wrong.

Metz writes, "The greatest challenge to library leaders is to enable their organizations to continuously adapt to this ever changing, ever more complex environment" (p. ix). By following the guidelines in this book and exploring some of the pre-established problems facing libraries today, one could foresee the need in their own organizations for a coaching program to be in place. Human resource directors, department heads and staff supervisors could gain valuable working techniques as they try to help their em-

employees deal with the stress of working in not only an ever changing environment but in these economically difficult times as well.

According to Metz, coaching will no longer be limited to just business fields any longer. It is anticipated that the global market for coaches will grow to 100,000 in the next five years (p. xv). In the ever changing climate of information technology, librarians and library workers must learn to coach and accept being coached to keep up with all that will be needed to function and survive. Metz offers many thoughts and ideas on how to implement coaching from every level of the organization. She consults with public sectors of business, but as a librarian, she would have special insight to the unique challenges libraries hold. There is not a library or a department head that would not benefit from a more proactive approach to keeping employees happy, the work flowing efficiently, and helping ensure that their organization will become a leader in these challenging times.

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