

Section II is entitled "Talking about Communication." Skills included in Section I are further developed. Section III, entitled "Preventing Problems," introduces new ideas and elaborates on previously introduced ideas. It begins with a chapter about the importance of good customer service as a means of preventing problems. Indeed, discussing "dealing with difficult people in the library" is impossible without discussing good customer service. Perhaps such a discussion would have been more useful at the outset of the book. Nonetheless, the illustrated points would be useful in devising customer service guidelines.

Section III also includes chapters about the importance of developing policies, training staff regarding policies, and improving staff morale and safety. The chapter about creating policies focuses on creating a "Rules for Patrons" document (p. 113). The guidelines are specific and very helpful, but, at least in one instance, the chapter does not draw upon some of the excellent advice stated earlier in the book. An outstanding example relates to the chapter on the homeless, which wisely advises that "when writing these rules, we need to focus on the behavior we are concerned about, and not focus on any certain group [of patrons]" (p. 59). That tip is not reiterated in quite the same way in the chapter about policies. Because of some scattered information such as this, it is important when using this book to take it in its entirety and not to skip to a particular chapter.

The appendixes include sample policies and patron rules, a sample procedure manual, and an overview of mental illnesses.

The content of *Dealing with Difficult People in the Library* is similar to two comparable books, *Serving the Difficult Customer* [2] and *Defusing the Angry Patron* [3], both part of the How-To-Do-It Manuals for Librarians series from Neal-Schu-

man. One difference is that the Neal-Schuman books take more of a workbook format. *Serving the Difficult Customer* categorizes difficult customers slightly differently than Willis's book. For example, there are chapters on passive-aggressive behavior (chapter 6) and unresponsive people (chapter 8). It also includes a useful appendix outlining guidelines from the American Library Association's Intellectual Freedom Committee for developing policies and procedures (pp. 155-157). These books are useful complements to Willis's book.

Dealing with Difficult People in the Library is recommended for staff at all levels, from paraprofessionals to administrators. The book can be used as a tool for assisting managers to write policies, and it gives managers important advice such as the need to empower employees to make on-the-spot decisions (pp. 111, 147). The book is also full of useful tips for front-line staff.

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References

1. UMIKER W. Coping with difficult people in the health care setting. Chicago, IL: American Society of Clinical Pathologists, 1994:268.
2. SMITH K. *Serving the difficult customer: a how-to-do-it manual for library staff*. New York, NY: Neal-Schuman, 1993. (How-to-do-it manuals for librarians, no. 39.)
3. RUBIN RJ. *Defusing the angry patron: a how-to-do-it manual for librarians and paraprofessionals*. New York, NY: Neal-Schuman, 2000. (How-to-do-it manuals for librarians, no. 100.)

Medicine in Quotations: Views of Health and Disease Through the Ages. Edited by Edward J. Huth, M.D., and T. Jock Murray, M.D. Philadelphia, PA: American Col-

lege of Physicians, 2000. 524 p. \$49.00. ISBN 0-943126-83-5.

The great fun of browsing through a book of quotations comes from recognizing one's own personal and cultural beliefs echoed, validated, and challenged in the familiar and not so familiar phrases of medicine's canon. At its best, such an anthology chronicles the profession's scientific advances, as it conveys the shifting cultural perspectives of the society it serves. Essentially, the sayings vibrantly give voice to the evolving practice, role, and philosophy of medicine as they simultaneously recount the successes, failures, and developments in both the healing profession and in humanity. Part social commentary, part scientific and historical record, such a compilation is both entertaining and educational and reaches a wide audience. The general reader, historian, or practitioner can quickly glimpse entries chronologically arranged under broad subject headings to discover what has changed and what remains the same about healing, and about us, from antiquity through the new millennium.

Two distinguished medical historians, Edward Huth, M.D., editor emeritus of the *Annals of Internal Medicine*; and T. Jock Murray, M.D., professor of medical humanities and professor of medicine (neurology), Dalhousie University, have assembled the first major update of its kind in more than thirty years. Dr. Huth contributed to *Familiar Medical Quotations*, which is undoubtedly well known to many health sciences librarians. This latest collection should serve as a companion piece, because it includes the recent medical breakthroughs and the economic, social, and political changes that have occurred since the 1968 Strauss publication. The covered topics encompass such current issues and practices as: acupuncture, decision making, emotional growth, empa-

<p>thy, medical evidence, managed care, malpractice, peer review, mammography, needle aspiration, and molecular biology. Although the editors acknowledge a "slight bias" toward quotations pertaining to internal medicine and neurology (their chosen fields), they successfully manage to provide a wide range of views on a diverse array of topics that illustrate the "sometimes different thinking of different people in different times" (p. xii). This concept is well demonstrated throughout the text. It is particularly effective for subjects that many may consider solely contemporary, such as "malpractice" that, in fact, spans a list of authors and ideas from Matthew Prior, 1714, to Edward Shorter, 1991.</p> <p>The selection criteria used to determine the final 3,099 quotes from more than 5,000 possible entries include whether the quote is relevant to medical concepts and practice as</p>	<p>well as to all human affairs; whether the quote has a clear and unmistakable meaning; whether the name of the author is easily recognized; and whether the quote would be regarded a concise and compelling truth even if taken out of context. The authors choose topic names that reflect everyday vocabulary whenever possible to facilitate access for all readers. The entries are grouped under broad subjects in chronological order from oldest to most recent with more specific subjects such as "physician as patient" cross-referenced in the subject index. Each entry contains the quotation's date, author, and source and is assigned an entry number for locating quotes from either the subject index or the author-citation index. The author-citation index provides the full bibliographic information for each original source.</p> <p>Finally, this book provides a su-</p>	<p>perb and concise overview of the history of medicine through quotations. To be sure, there will be questions concerning the inclusion of some entries and authors and the exclusion of others. Indeed, it was remarkable to discover entries for the topic on grave robbing but to find no entries and no specific topic for gynecology. For that reason, the collection's value lies in its ability to show the reader how much and sometimes how little medicine and we have changed:</p> <p>"The only way to keep your health is to eat what you don't want, drink what you don't like, and do what you'd rather not." Mark Twain, 1897 (p. 130)</p> <p><i>Gail Hendler Medical Library Memorial Sloan-Kettering Cancer Center New York, New York</i></p>
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