
Table of Contents

Message from the San Joaquin Valley Library System Manager	iii
Foreword	v
Acknowledgements	vii
About the Institute Trainers	ix
Chapter 1: Planning for Results in Services to Young Adults	1
Chapter 2: Young Adult Materials Selection and Collection Development	11
Chapter 3: Customer Service and Beyond	109
Chapter 4: Understanding and Working with Teens in a Public Library Setting	131
Chapter 5: YA Space: The Final Frontier?	163
Chapter 6: What's the Frequency?	179
Chapter 7: The Partnership Road Map	199

