

*I would like to dedicate this book to my former supervisor at the Radisson Hotel in Dayton, Ohio: thank you for firing me on that fateful day in June. Within thirty minutes of leaving your employment I was placed at the Dayton Metro Library with the help of a temporary agency. Who knew that such a vibrant and fulfilling career was about to blossom? Thanks to Tish Wilson, Assistant Director for Youth Services, for hiring me. Thank you as well to my colleagues who have now retired from the Dayton Metro Library, Jerry Buck, Deputy Director, Glenna Reynolds, Head of Adult Services, and Kay Hodson, Assistant Head of Adult Services, for giving me a chance to prove my skills and abilities as a reference librarian. Your initial support and guidance was crucial to my success in librarianship.*