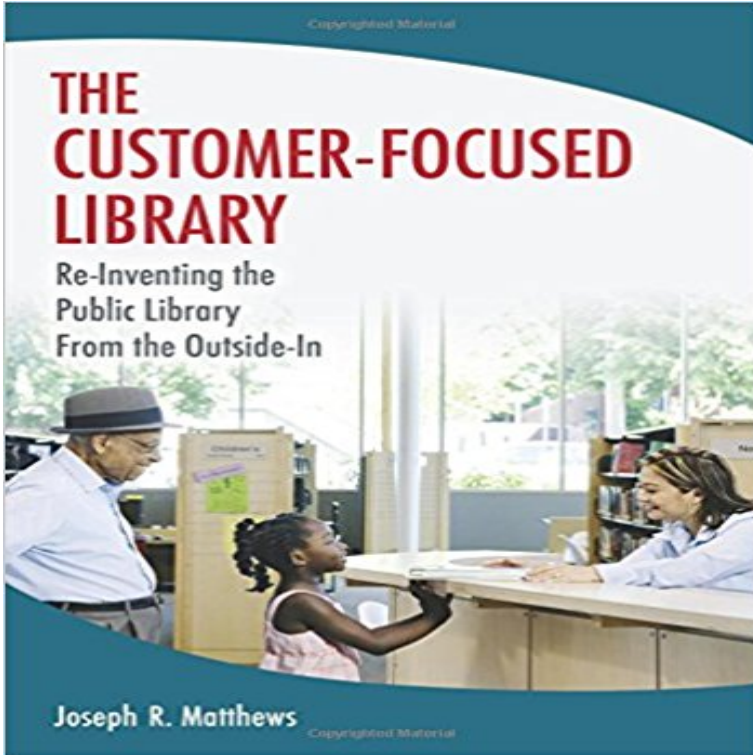


The Customer-Focused Library: Re-Inventing the Public Library From the Outside-In



A top library consultant offers specific recommendations for helping libraries adapt to their changing role in the community. Illustrations and drawings of innovative library buildings and features A bibliography of additional print and online resources A complete index

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