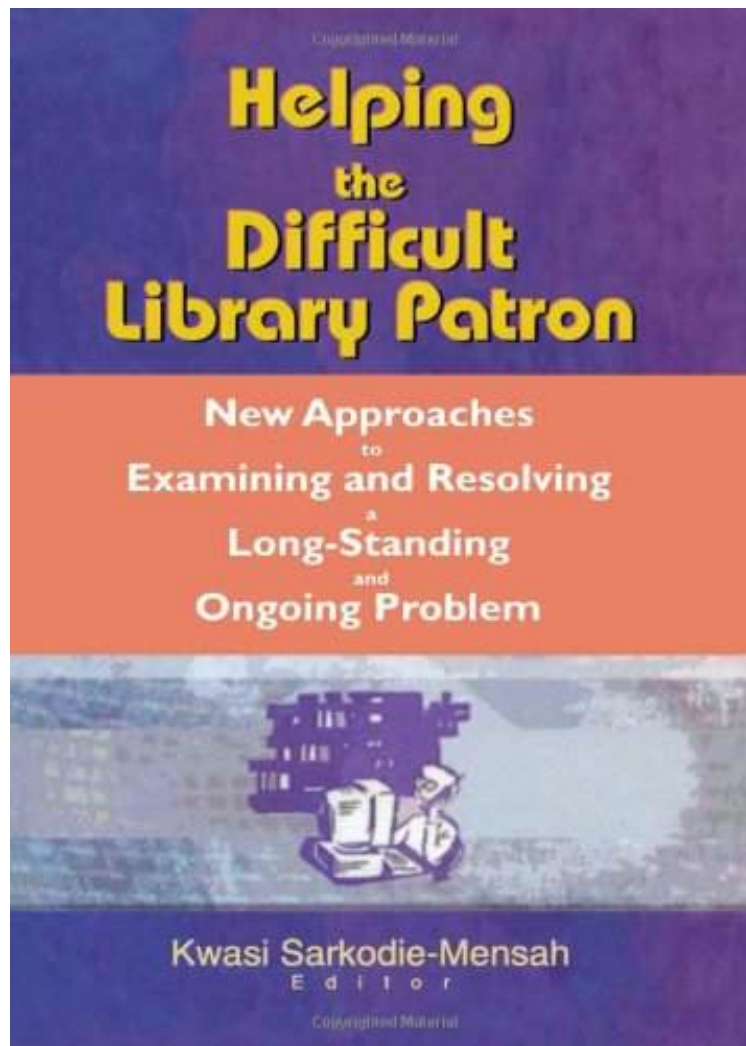



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Helping the Difficult Library Patron: New Approaches to Examining and Resolving a Long-Standing and Ongoing Problem

By Linda S Katz

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