

1. Record Nr.	UNINA9910464412803321
Titolo	Helping the difficult library patron : new approaches to examining and resolving a long-standing and ongoing problem / / Kwasi Sarkodie-Mensah, editor
Pubbl/distr/stampa	New York : , : Routledge, , 2013
ISBN	1-317-95180-8 1-317-95181-6 1-315-86347-2
Descrizione fisica	1 online resource (522 p.)
Altri autori (Persone)	Sarkodie-MensahKwasi
Disciplina	025.5
Soggetti	Public services (Libraries) Libraries and community Libraries - Public relations Libraries - Security measures Customer relations Conflict management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	". has been co-published simultaneously as The reference librarian, Numbers 75-76 2002." First published by the Haworth Information Press, 2002.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Half Title; Title Page; Copyright Page; Table of Contents; Introduction; The Nature of the Problem: Definitions, Scope and Extent, Historical Perspectives, and Diverse Clientele; Problem Patrons: All Shapes and Sizes; Problem Patrons; Anger; Harassment of Staff; Crime; Destruction of Property; Unattended Children; Homelessness; Past vs. Current Problems; Conclusion; References; The Problem Patron: Is There One in Your Library?; Introduction; History of "Problem Patron"; Who is a Problem Patron?; Types of Problem Patrons; Problem Patrons of the 90s; Noisy Seniors Technology-Created Problem Patrons Patrons' Problem Behavior; Eccentric Behavior; Non-Compliance with Library Rules; Harassment; Intentional Behavior; Problems Caused by Mental Illness; Conclusion;

References; The "Problem Patron" Public Libraries Created; Introduction and Background; How the Young Adult Problem Patron has been Created; Developmental Misunderstandings and the "Ideal Patron" Syndrome; Dichotomized Service; Resistance to Library Use and Learning as a Social Process; Inadequate Assumptions About Adolescent Information-Seeking; Conclusion; References

Historical Perspectives on Problem Patrons from the British Public Library Sector, 1850-1919

Problems of Enforcement; Theft, Damage and "Proper" Use; Female and Juvenile Patrons; Loafers and Gamblers; Conclusion; References

Difficult Library Patrons in Academe: It's All in the Eye of the Beholder; Introduction; How Well Do We Know Our Patrons?; Do We Unwittingly Create "Difficult" Patrons Through Our Failure to Appreciate Their Needs?; Do We Label Patrons as Difficult Because They do not Conform to Our View of How Information Research should be Conducted?

Responding to the Difficult Patron Requires an Attempt to Re-Conceptualize Our Service

Implications for Staff; Conclusion: Responding to the Difficult Patron; References

The Difficult Patron in the Academic Library: Problem Issues or Problem Patrons?; Introduction; Literature Review; Labeling the Academic Library User; Eliminating Sources of Conflict and Tension Between Faculty and Library Staff; Collection Development and Weeding; Circulation Matters; Reserves; Interlibrary Loan Issues; Reference Desk Issues; Purchasing of Electronic Resources; Course-Related Instruction

Faculty-Librarian Relationship

Student-Librarian Working Relationship; Student Needs and Procrastination; Recommendations and Conclusion; References

Personal Safety in Library Buildings: Levels, Problems, and Solutions; The Problem: The Public Building as a (Potentially) Dangerous Place; Why Libraries?; Levels of Security; Level 1: Perfect Security; Level 2: Extremely Good Security; Level 3: Very Good Security; Level 4: Commendable (Pretty Good) Security; Level 5: So-So Security; Level 6: Token Security (Better than Nothing); Level 7: No Protection (Rotten Security); Security Measures

Solutions: A Workable Plan for Preventing Violence in Public Buildings

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#### Sommario/riassunto

This insightful book shows you how to deal with an issue as old as the library profession: interacting with problem patrons. It looks at this fact of life that affects almost every facet of library work and provides practical solutions--some developed within the field and some borrowed from other professions--that will improve reference services for those you serve and make the work of your library staff less stressful, more productive, and increasingly meaningful.

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

2. Record Nr.	UNINA9910827274503321
Autore	Kiss Miklos (College teacher)
Titolo	Impossible puzzle films : a cognitive approach to contemporary complex cinema / / Miklos Kiss and Steven Willemsen
Pubbl/distr/stampa	Edinburgh, [Scotland] : , : Edinburgh University Press, , 2017 ©2017
ISBN	1-4744-3047-3 1-4744-0674-2 1-4744-0673-4
Descrizione fisica	1 online resource : illustrations (black and white)
Classificazione	AP 45200
Disciplina	791.43684
Soggetti	Motion pictures - Philosophy Narration (Rhetoric)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Previously issued in print: 2017.
Nota di bibliografia	Includes bibliographical references, filmographies, and index.
Nota di contenuto	Frontmatter -- Contents -- Acknowledgements -- Introduction -- I.1 In this book -- Chapter 1 Contemporary Complex Cinema -- 1.1 Complex conditions: the resurgence of narrative complexity -- 1.2 Complex cinema as brain-candy for the empowered viewer -- 1.3 Narrative taxonomies: simple, complex, puzzle plots -- Chapter 2 Cognitive Approach to Contemporary Complex Cinema -- 2.1 Why an (embodied-)cognitive approach? -- 2.2 Various forms of complexity and their effects on sense-making -- 2.3 A cognitive approach to classifying complexity -- Chapter 3 Narrative Complexity and Dissonant Cognitions -- 3.1 The concept of cognitive dissonance -- 3.2 Cognitions in dissonance: from social psychology to narrative engagement -- 3.3 Types of dissonance in narrative comprehension -- 3.4 Cognitive access to impossible storyworlds: immersed and reflected operations -- 3.5 'Impossibilities' and embodied cognition -- Chapter 4 Taming Dissonance: Cognitive Operations and Interpretive Strategies -- 4.1 Cognitive dissonance versus narrative coherence -- 4.2 Reducing dissonance: interpretation and naturalisation -- 4.3 Coping with dissonance: frame-switches and poetic and aesthetic readings -- 4.4 Frame-switching as hermeneutic play in impossible puzzle films --

Chapter 5 Impossible Puzzle Films: Between Art Cinema and (Post-) Classical Narration -- 5.2 Impossible puzzle films and (post-)classical narration -- Chapter 6 Wallowing in Dissonance: The Attractiveness of Impossible Puzzles -- 6.1 Hermeneutic play and interpretive multiplicity -- 6.2 Orientation, navigation, mapping -- 6.3 Game logic and the fascination in failure -- 6.4 Effort justification -- 6.5 Diegetisation of decoupling -- 6.6 Fascination in infinity -- 6.7 Destabilised ontological certainty -- 6.8. Eudaimonic motivations and intrinsic needs -- References -- Filmography -- Index

**Sommario/riassunto**

By blending film studies and cognitive sciences, Miklos Kiss and Steven Willemsen's study on impossible puzzle films looks into the relation between complex storytelling and the mind. Films looked at include 'Donnie Darko,' 'Mulholland Drive' and 'Primer.'

**3. Record Nr.**

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**Autore**

Fitzgibbon Marian

**Titolo**

Managing innovation in the arts : making art work / / Marian Fitzgibbon

**Pubbl/distr/stampa**

Westport, Conn., : Quorum Books, 2001

**ISBN**

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**Edizione**

[1st ed.]

**Descrizione fisica**

1 online resource (viii, 221 pages) : illustrations

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Arts - Management  
Creation (Literary, artistic, etc.) - Economic aspects  
Performing arts - Ireland - History - 20th century

**Lingua di pubblicazione**

Inglese

**Formato**

Materiale a stampa

**Livello bibliografico**

Monografia

**Note generali**

Bibliographic Level Mode of Issuance: Monograph

**Nota di bibliografia**

Includes bibliographical references (p. [211]-218) and index.

**Nota di contenuto**

Introduction: Managing Arts Innovation The Theory of Innovation  
"Primitive" Innovation: Druid Theater Company "Managerial" Innovation: Opera Theater Company "Opportunistic" Innovation: Macnas Innovation

## in Arts Organizations: An Adjusted Focus

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### Sommario/riassunto

A main justification for public funding of the arts is to protect the arts from the marketplace and to encourage experimentation and innovation. But little is known about the actual innovation process. Is funding the only issue? Protecting the arts from the marketplace has up to now been the main item in any discussion of artistic creativity. This publication of Fitzgibbons carefully researched investigation provides a privileged insight which both fills out and refocuses the picture. She examines the operation of three performing arts companies from Ireland, a country whose reputation for creativity bears little relation to its small size and population, and finds that innovation in the arts requires uncommon dedication, persistence and yes-sacrifice, qualities that have been blurred by the 'mythology' of what makes for artistic innovation. She studies the social and organizational context of most arts work today, with emphasis on the effort that goes into the achievement of innovation, and comes away with a new vocabulary and grammar for managing it. Innovation in the arts is an arduous, stressful process, as it is in all areas of high achievement, but the perception most people have of it is misinformed, says Fitzgibbon. Creativity management is confused with what is commonly known as creative management. She shows it is possible to identify a number of factors that bear heavily on innovation in arts organizations. So far the first study of the management of arts innovation specifically, Fitzgibbon's work offers a privileged and pragmatic insight into the workings of highly innovative arts organizations. The result is a graphic analysis that strips innovation down to its essentials and begins to answer vital questions. This work is essential reading for arts policy makers, managers, administrators and those who would be donors, and for serious students of arts and culture management in the academic community.

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