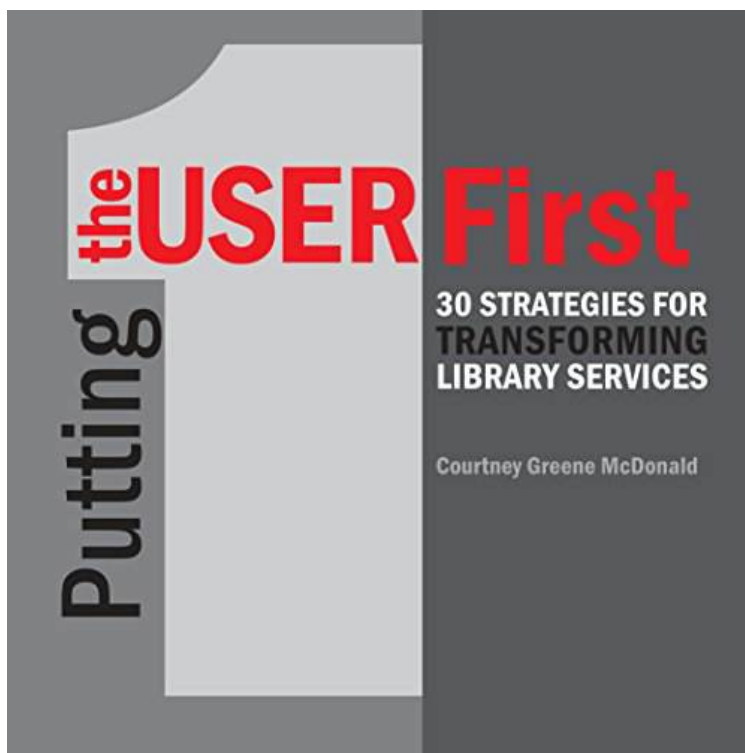


Putting the User First: 30 Strategies for Transforming Library Services

By Courtney Greene McDonald

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