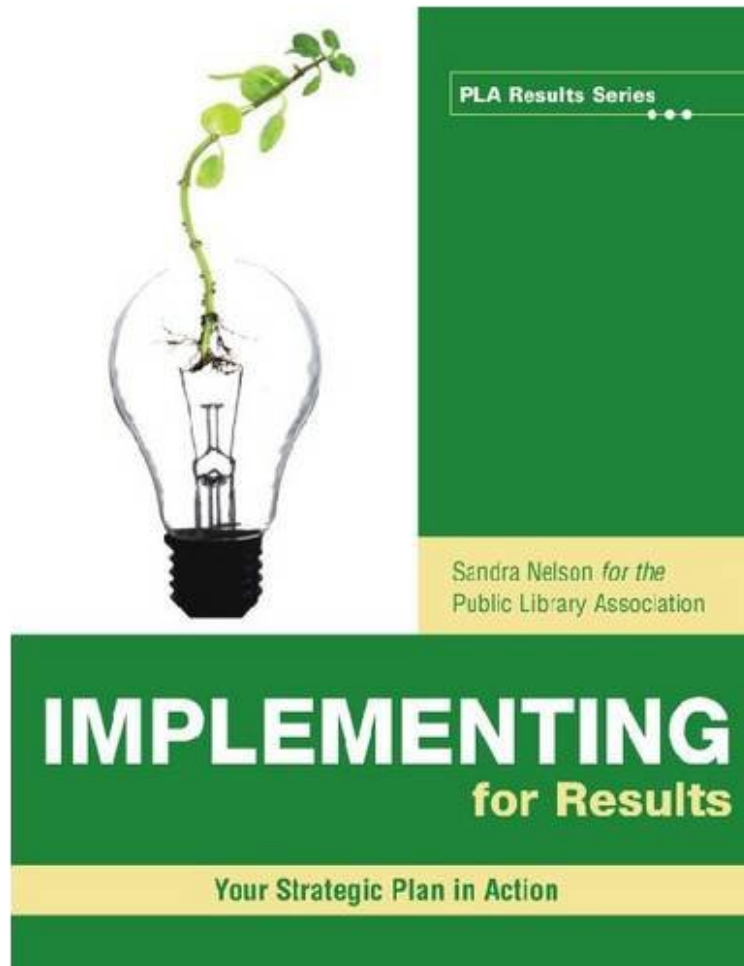


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About the Author Sandra Nelson is a consultant, speaker, trainer, and writer specializing in public library planning and management issues. During her career, Nelson has worked in both large and small public libraries and in state library agencies. She also chaired the Public Library Association committee that developed numerous PLA Planning Process publications.