

Book Review Editor: Theodore J. Weidner, Ph.D., P.E., CEFP, AIA

## As the calendar year draws to a close there are two books

reviewed here that could be on a wish list for next year's reading. Both can help address personal and organizational needs for operational effectiveness.

My wish list includes a challenge to anyone in this readership to contribute a book review. This column is open to contributions. Happy New Year!

### EFFECTIVE AND INNOVATIVE PRACTICES FOR THE STRATEGIC FACILITIES MANAGER

Jeri Ripley King, editor, APPA, Alexandria, VA, 2014, 137 pp., Softcover \$57, \$42 (member).

The typical book on facilities management often focuses on the wide range of technical and non-technical issues that face a facilities manager on a daily basis. Occasionally, the author will cover strategic planning issues that focus on physical growth or improvements in customer service.

*Effective and Innovative Practices* is a compilation of articles/chapters from APPA members and others. All are experts in the topics addressed.

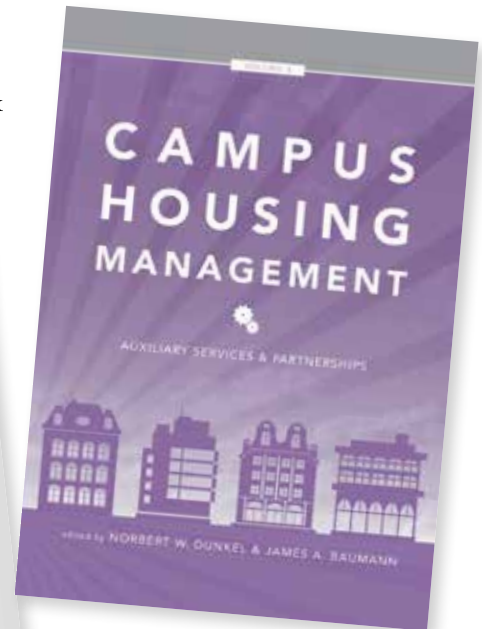
Organized along the lines of the Strategic Assessment Model, the combination of authors outline the creation and implementation of tools that can be used to operate a facility management organization intelligently and creatively. It may seem a redundant argument to approach the topic and concepts, but it actually makes a great deal of sense. Defining of the foundation for effective tools and then developing the techniques with measurement and assessment is an extremely logical approach.

All contributors to *Effective and Innovative Practices* contribute valuable and helpful information in a clear and organized way. Despite the caution in the preface, the overall flow from chapter to chapter is logical and fairly smooth given the many contributors and stylistic nuances. One area I would have liked to



see a little more of is a discussion about different levels of data needed to truly understand the organization and how one might acquire that data in a cost-effective/non-duplicative way. Facility officers have so many different things to manage and so many customers with opinions and ideas, that effective data acquisition is extremely important in finding their next innovation.

*Effective and Innovative Practices* is an excellent way to increase one's knowledge to take the next, strategic step, in the management of your organization. Make the effort for your next strategic step, part of any new year's resolutions, and acquire this book; you'll benefit from it.



### CAMPUS HOUSING MANAGEMENT: AUXILIARY SERVICES AND PARTNERSHIPS

Norbert W. Dunkel and James A. Baumann, editors, ACUHO-I, Columbus, OH, 2013, 142 pp., Hardcover \$49.99.

Every now and then a simple inquiry leads to another opportunity to learn and share knowledge from outside the immediate APPA family with one of APPA's strategic partners. Such is the case with *Campus Housing Management: Auxiliary Services and Partnerships*, volume five of a six-volume set published by the Association of College and University Officers-International (ACUHO-I). Thanks to Teri Bump from American Campus Communities for sharing this volume with and actually taking the time to hand-deliver it while traveling from conference to conference speaking engagements this summer.

The six-volume set of *Campus Housing Management* is the ACUHO-I equivalent of APPA's Body of Knowledge.

The other volumes cover most other areas of housing in a college or university setting where the field has grown beyond a simple room and board model. In Volume Five specific topics of Greek housing, family and graduate housing, food service operations, camp and conference operations, and public-private partnerships and related housing models are presented in five individual chapters written by campus and (in the case of the last chapter) private experts.


Volume Five, which focuses mostly on physical operations, is one of the more appropriate volumes for a facility officer. Each chapter provides some background on the subject, but the bulk of each presents good discussion of different delivery models within the subject area and how each model meets customer desires.

Within the overall housing focus is plenty of material that is useful for the

facility manager: what the customer wants, different ways to meet customer desires, and operational factors such as sustainability, renovation, business cases, and staffing. While some campuses may not have Greek housing or a public-private partnership (P3) arrangement, it is useful to understand the financial or operational structure for them. It could well be the case that Greek housing is disappearing while P3 housing is growing, as colleges and universities respond to societal and financial demands.

From a facility perspective, it's important to understand the different pressures of our colleagues on the housing side of the campus. For smaller campuses, it's easier to experience those pressures because housing may be part of the business side of the campus; larger institutions may only interact with housing through a capital construction project or when a

renovation or repair is too large for the housing staff. Regardless, understanding of one's customers, and their different challenges and opportunities helps the entire organization work well.

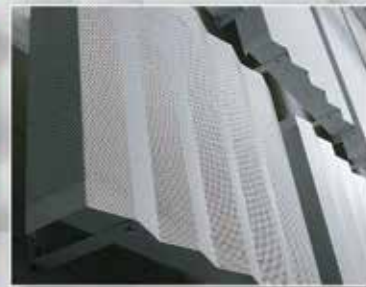
One of the biggest customers of facilities services is the housing department. Every facility officer should be interested in gaining a deeper understanding of their current problems and possibilities for growth. I recommend this volume of *Campus Housing Management*, it will help you with a very large campus customer. 

Ted Weidner is an associate professor at Purdue University and consults on facilities management issues primarily for educational organizations. He can be reached at [tjweidne@purdue.edu](mailto:tjweidne@purdue.edu). If you would like to write a book review, please contact Ted directly.

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