
NCLA Biennial Reports and Conference Highlights

PUBLIC LIBRARY SECTION

The 2001-2003 PLS Planning Council officers were Patrick Valentine, Chair; Priscilla Lewis, Vice-Chair/Chair-Elect; John Zika, Past Chair; George Taylor, Secretary; and Marie Spencer and Sherrie Antonowicz, Directors.

Committee chairs for the past biennium were Mary McAfee, Awards; Naomi Galbreath, Branches; Lynn Thompson, Government Relations; Susan Herzog, Reference; Ronald F. Ritter and M. J. Goodrum, Technical Services Co-Chairs; Amy English, Webmaster; and Katherine Saunders Trott, Young Adult.

New officers for the 2003-2005 biennium are Priscilla Lewis, Chair; Lynn Thompson, Vice-Chair/Chair Elect; Sherrie Antonowicz, Secretary; Marie Spencer and Mary McAfee, Directors. Carolyn Price will become the new chair of the Branch Committee.

PLS now has 264 members versus 208 a year ago. The PLS Planning Council, led by Sherrie Antonowicz and Marie Spencer, published an attractive full-color membership brochure which was mailed during this past summer to all members and past members still on the NCLA-PLS database, all public library locations including branches, and to every public library director for posting.

PLS started two new committees: Branches, headed by Naomi Galbreath, and Reference, by Susan Herzog. Both committees have held meetings and sponsored programs. Amy English established and maintained an informative and attractive PLS Web site. The Trustee Committee was dropped as NCLA has a Public Library Trustee section. The State Library sent a representative to every Planning Council meeting.

PLS sponsored Robert James's "Disaster Prevention" workshop in September 2002 in Burlington under the leadership of Priscilla Lewis. It was well-attended and received good evaluations. Attendance: 25.



Above: William H. "Bill" Roberts (retired director of the Forsyth County Public) yields the podium to Mary McAfee (Forsyth County Public) who will present the first William H. Roberts Award.



Right: Mary McAfee (Forsyth County Public) presents the first William H. Roberts Public Librarians' Award for Distinguished Service to Marian Lytle (Rowan Public).

PLS established the William H. Roberts Public Librarian Distinguished Service Award under the leadership of Mary McAfee. The first award went to Marian Lytle, former Children's Services Supervisor at Rowan Public Library. William H. Roberts spoke at the awards ceremony. Award: \$500 + plaque. Attendance: 129.

The PLS sponsored nine programs and co-sponsored four others at the 2003 Conference:

- "Lend Me Your Ears: Advances in Audiobook Technology" (PLS AV Committee), with readings by professional narrators; moderator, Linda Ruffin, Wilson County Public Library; attendance: 41.
- "Enhance the Library Catalog: Adding Value for Patrons" (PLS Tech Services Committee); moderators, M. J. Goodrum, Chapel Hill Public Library, and Ron Ritter, Davidson County Public Library; attendance: 14.
- "Building Community & Social Capital through Branch Libraries" (PLS Branch Committee); moderator, Naomi Galbreath, Randolph County/Archdale Public Library; speaker, Steve Sumerford, Greensboro Public Library; attendance: 40.
- "Teen Talk Round Table Discussion" (PLS YA Committee); moderator, Katherine Trott, Southern Pines Public Library; attendance: 15.
- "What's Up With YAs: Practical Advice for All Staff Members" (PLS YA Committee); moderator, Katherine Trott, Southern Pines Public Library; speaker, Jim Rosinia, State Library of North Carolina Youth Services Consultant; attendance: 18.
- "New Planning for Results: ALA PLA Planning Process" (Public Library Section); moderator, Patrick Valentine, Wilson County Public Library; speaker, Robert Burgin, Professor of Library and Information Science, North Carolina Central University; attendance: 20.
- "Managing Techno-Stress at Reference" (PLS Reference Committee); moderator, Susan Herzog, Public Library of Charlotte and Mecklenburg County; speakers, Connie Van Fleet and Danny Wallace, University of Oklahoma Library School (2 sessions); attendance: 40.
- "Make a Statement with Your Staff Intranet" (PLS Reference Committee); speaker, Lida Pinkham, Public Library of Charlotte and Mecklenburg County; attendance: 14.
- PLS Luncheon: Robert Morgan, Poet Laureate of Appalachia & author; moderator, Priscilla Lewis, Durham County Public Library; William H. Roberts Award, moderator, Mary McAfee, Forsyth County Public Library; attendance: 122 + 7 guests.



Dave Fergusson (right) leads the way to the book reading at the Forsyth County Public Library as the final event of the conference.

PLS co-sponsored events included:

- Reference and Adult Services Section (RASS), PLS, "Readers Advisory: What Every Staff Member Should Know"; moderator, Joline R. Ezzell, Duke University; speaker, Duncan Smith, Novelist.
- Special Collections Round Table, PLS, "Genealogy Collection Development for Small and Medium Sized Libraries"; moderator, Jan Blodgett, Davidson College Library; speaker, Arthur Erickson.
- NC Library Paraprofessional Association, PLS, "USA Patriot Act: The Lowdown on What's Up"; moderator, Annis Barbee, NC State University; panel + speaker, Peggy Hoon, NC State University.

– Patrick Valentine, 2001-2003 Chair

COLLEGE AND UNIVERSITY SECTION

The College and University Section has conducted regular meetings throughout the biennium, although regular external activities such as workshops were suspended in order to prepare for the 11th meeting of the Association of College and Research Libraries (ACRL) held in Charlotte last April. The CUS Executive Committee, composed of Jim Carmichael, Chair; Rodney Lippard, Vice-Chair/Chair-Elect; Betty Garrison, Secretary/Treasurer; and members-at-large, Cindy Adams, John Abbott, and Amy McKee, met to discuss initiatives that the CUS should take in assembling a program for other state chapters of ACRL. Locke Morrissey of the California Chapter contacted state representatives about convening for an informal dinner outside of the already full conference schedule. Those representatives, constituting about twenty people representing five state chapters, were joined by Carmichael and Lippard for dinner on Friday evening in Charlotte, where issues of mutual concern were discussed. Elsewhere at the national conference, which boasted over 2,500 delegates, North Carolina's academic libraries and library and information science education programs were well-represented in poster sessions, workshops, programs, and the lobby of the conference center.

The CUS program speaker for the NCLA biennial conference, John Budd of University of Missouri-Kansas City on the epistemology of librarianship, was sparsely attended by a dedicated core. The CUS-BI program, that followed after a short break, consisted of a program on online tutorials chaired by Cindy Adams and presented by an expert panel consisting of Kim



*Past NCLA President Gene Lanier
(East Carolina, ret.).*

Ducket and Megan Oakleaf of NCSU Libraries, Lisa Roberts of UNCG, and Lisa Stimatz of UNC-CH. The efforts of this panel and the patience of the audience were required to overcome the lack of a service provider at the convention center. It is recommended that all future programs be alerted to the fact that whenever online connections are required, users and presenters will have to connect via their own Internet providers.

Many thanks are due to John Harer of Catawba College, who hosted the CUS committee at two working meetings, Amy McKee, who this year left North Carolina for an international position, and the program presenters at the biennial conference, who bore the technical shortcomings of the conference center with such good humor.

Officers for the 2003-2005 biennium are: Rodney Lippard, Chair; Tommy Nixon, Vice-Chair/Chair Elect; Betty Garrison, Secretary/Treasurer; and Cindy Adams, Executive Committee member.

—Jim Carmichael, 2001-2003 Chair



*Mary Reichel (Appalachian State), Dave Goble (Central Piedmont CC),
Jerry Thrasher (Cumberland County Public Library and Information
Center), and Beverley Gass (Guilford Technical CC).*

COMMUNITY AND JUNIOR COLLEGE SECTION

At the beginning of this biennium the officers of the section could be described as purposeful—on a mission to increase membership after a period of declining numbers. Tackling the problem, the officers began an ambitious project of identifying all library and learning resource personnel at the 58 community colleges. A promotional flier and membership application was addressed and mailed to each person. The “fact sheet” summarized past accomplishments and future plans of the section by highlighting successful workshops and conference programs. As a result of this effort, membership increased from 40 members in 2001 to 51 members in 2002 to 69 members at the close of this biennium!

Officers of the section for this biennium were: Peggy Quinn, Wake Tech CC, Chair; Keith Burkhead, Guilford Tech CC, Vice-Chair/Chair-Elect; Carol Freeman, Forsyth Tech CC, Past Chair; Penny Sermons, Beaufort Co. CC, Secretary; Laura Gorham, Alamance CC, Director; and Sondra Oakley, Vance-Granville CC, Director.

Other efforts were made to increase membership, notably a highly successful workshop, “Library Disaster Planning,” held August 9, 2002, at Craven Community College, attracting over 30 participants. Plans for NCLA conference programs included “Principles of Accreditation and Libraries/ Learning Resources” with SACS representative Dr. Ralph Russell, attracting 22 in attendance; “The TEACH Act: New Copyright Rules for Online Distance Education” with Peggy Hoon of NCSU Libraries, and 28 in attendance; and “Type Talk: Diverse Languages of Personality Types” with Eileen Allen and Sharon McMillian of Wake Tech Community College, with 30 in attendance. A short business meeting was held for the section membership.

Because of a very successful biennium, CJCS is committed more than ever to growing our section in 2003-2005. Community and junior college personnel are a unique library constituency in North Carolina. By working to fulfill the mission and objectives of NCLA, we can play a vital role in serving as a voice and providing opportunities of continuing education for our membership.

The slate of officers for 2003-2005 is: Keith Burkhead, Guilford Tech CC, Chair; Sondra Oakley, Vance-Granville CC, Vice-Chair/Chair-Elect; Peggy Quinn, Wake Technical CC, Past Chair; Deanna Lewis, Cape Fear CC, Secretary; Jennifer Noga, Guilford Tech CC, Director; and Linda Ramsey, Johnston CC, Director.

—Peggy Quinn, 2001-2003 Chair



Above: April Wreath (UNCG, ret.) receives the NCLA Distinguished Library Service Award.

Right: Author Joseph Rosenblum (speaker) signs his book for Lee Shiflett (UNCG).



NORTH CAROLINA ASSOCIATION OF SCHOOL LIBRARIANS (NCASL) SECTION

NCASL has experienced a biennium in limbo. While we have approximately 125 members, we have not been able to fill a ballot for an election of officers.

Dr. Diane Kester, NCLA Treasurer and Chair of the Department of Librarianship, Educational Technology, and Distance Instruction at East Carolina University (ECU), and Dr. Al Jones have attended meetings of the American Association of School Librarians (AASL)'s Affiliate Assembly at the Midwinter and Annual Conferences of the American Library Association (ALA) throughout the biennium to represent NCASL. NCASL is recognized by AASL and we have a vote in the deliberations of the Affiliate Assembly.

While there were no formal workshops during the biennium, NCASL members were invited to attend the Southeastern Regional Technology and Teaching Conferences, sponsored by East Carolina University (ECU) in April 2002 and April 2003.

For the 2003 Biennial Conference of NCLA, NCASL presented three programs. Approximately 25 participants attended each of the programs.

On Wednesday, September 24, 2003, NCASL, the Public Library Section, and *North Carolina Libraries* collectively sponsored "Getting Your Name in Print: How To Get Published at the Local and State Levels," presented by Dorothy Davis Hodder, Public Services Librarian with the New Hanover County Public library and compiler of the North Carolina Books column for *North Carolina Libraries*, and Dr. Al Jones, Associate Professor, Department of Librarianship, Educational Technology, and Distance Instruction at ECU and Editor of *North Carolina Libraries*.

On Thursday, September 25, 2003, NCASL sponsored "Digital Storytelling: Creating a Community in an Online Environment, presented by Dr. Constance A. Mellon, Professor and Director of Graduate Studies, and Beth Briggs, Instructor, both in the Department of Librarianship, Educational Technology, and Distance Instruction at ECU.

Also, on Thursday, September 25, 2003, NCASL sponsored "Internet Resources for School Media Specialists," presented by Beth Briggs and Beth Ann Fine, both Instructors with the Department of Librarianship, Educational Technology, and Distance Instruction at ECU.

During the NCLA Conference, Dr. Diane Kester met with Robin Boltz, school librarian in Granville County and doctoral student in the School of Information and Library Science at the University of North Carolina at

Chapel Hill, to plan strategically to get current NCASL members involved and to recruit more members. Boltz received an NCASL scholarship to attend the NCLA Leadership Institute this biennium.

Two members of NCASL were selected to receive the "My First AASL" scholarships for the AASL conference in Kansas City, Missouri. The scholarships are sponsored by Bound-to-Stay-Bound Books Foundation for attending their first AASL Conference. Beth Briggs, a doctoral student at East Carolina University, and Kristina Brockmeier, media coordinator at Providence Day School in Charlotte, were presented checks at the NCLA biennial conference.

— Al Jones,
2001-2003 Chair



North Carolina writers for children (l to r): Donna Washington, Jacqueline K. Ogburn, and Belinda Hurmence sign their works.

DOCUMENTS SECTION

Membership has been a focus for the Documents Section. We have continued to offer NCLA registration at our Spring and Fall workshops. Membership to the Documents Section remains at or around 40 members.

The Documents Section lost a longtime, honored member of our Executive Board this past July when Ridley Kessler, Regional Depository Librarian, retired. His guidance and experience will be greatly missed by all in the documents community.

The Documents Section continues to be committed to sponsoring workshops and programs that are of interest to our section and other NCLA members. At the Biennial Conference in Winston-Salem on September 26, 2003, the section sponsored a talk by lawyer, CIA analyst, and adjunct University of Maryland faculty member Lee Strickland, who spoke on "Libraries, Information, and the War on Terrorism." All other workshops sponsored by the Documents Section during this past biennium were held at the McKimmon Center on the campus of NCSU in Raleigh.

Our most recent workshop was "Taking the Pulse: A Day of Updates" on May 9, 2003, featuring Peggy Hoon's presentation on copyright laws, a panel discussion on documents in the online catalog, and a special presentation by Judith Russell, Superintendent of Documents, honoring Ridley Kessler.

"Access North Carolina" was the title of our workshop held on November 9, 2002. Its focus was on issues involving North Carolina documents information. Speakers for this workshop included Jan Reagan, State Library of N.C.; Michele Hayslett, State Library of N.C.; and Michael Van Fossen, UNC-Chapel Hill. May 17, 2002 was the date of our workshop "The Virtual Depository." Bob Gaines, UNC-Greensboro; Nancy Kolenbrander, Western Carolina University; Bryan Sinclair, UNC-Asheville; Virginia Branch, Appalachian State University; and Steve

Morris, NC State University were speakers at this workshop. Each workshop typically drew between 40 and 50 attendees.

Officers for 2004 will be Bryna Coonin (East Carolina University), Chair; Beth Rowe (UNC-CH), Vice Chair/Chair Elect; Eileen Brown (UNCW), Past Chair; and Beth Kaylor (UNCW), Secretary/Treasurer.

Officers for 2003 were Eileen Brown (UNCW), Chair; Bryna Coonin (East Carolina University), Vice Chair/Chair Elect; Paula Hinton (UNC-CH), Past Chair; and Beth Kaylor (UNCW), Secretary/Treasurer.

Officers for 2002 were Paula Hinton (UNC-CH), Chair; Eileen Brown (UNCW), Vice Chair/Chair Elect, replacing Laura West (Elon); Frank Molinek (Davidson College), Past Chair; and Karen O'Keefe (State Library of N.C.), Secretary/Treasurer.

— Eileen Brown, 2003 Chair



Frannie Ashburn (State Library of N.C.) is our best cheerleader.

*Walt Crawford (speaker),
Sylvia Sprinkle-Hamlin
(Forsyth County Public), and
NCLA Vice President Pauletta Brown Bracy
(North Carolina Central)
at the President's Dinner.*



REFERENCE AND ADULT SERVICE SECTION

The members of the Executive Committee for 2001-2003 were Joline Ezzell, Chair; Lisa Sheffield, Vice Chair/Chair Elect; Phil Banks, Past Chair; Paula Hinton, Secretary/Treasurer; Mark Shumacher, Director for College and University Libraries; Janie Neely, Director for Public Libraries; Belinda Daniels-Richardson, Director for Community College Libraries; Carol Keck, Director for Special Libraries; Rhonda Pinckney, Director at Large; and Suzanne Wise, Liaison to *North Carolina Libraries*.

The Executive Committee met seven times during the biennium. In 2002 the Vice-Chair/Chair Elect created a brochure for the section, which was henceforth made available at all RASS functions. The section's Web site, accessible from the NCLA home page, was regularly updated.

In September 2002, RASS co-sponsored a workshop with the Round Table on Special Collections, held in both Lenoir and Kinston. Entitled "Spread the Word: Exhibits and Outreach," the workshop featured presentations on marketing internally and externally, working with donors, and exhibits. Approximately 20 attended the workshop in Lenoir, and approximately 40 attended in Kinston. Most attendees were not members of either RASS or the Special Collections Round Table and therefore the workshops provided excellent outreach opportunities.

On March 10, 2003, the section presented a workshop at the University of North Carolina at Greensboro entitled "It's Not Your Grandma's Reference Anymore." Featured speakers were Jim Carmichael, Professor at UNCG; Jeanne Crisp, the State Library of N.C.'s director of the statewide virtual reference project; and Phil Blank, the librarian in charge of virtual reference implementation at Duke University Library. There were 104 paid attendees and 3 guests.

At the 2003 biennial conference, the section sponsored three programs. Elisabeth Leonard and Betsy Williams presented a program entitled, "Bibliographic Instruction: A New Look," which 22 people attended. The section presented "A Reader's Advisory Renaissance" with Duncan Smith as speaker. This program, which was co-sponsored by the Public Libraries Section, was attended by 51 people. Our final program was the business meeting/luncheon with featured speaker, Kee Malesky, librarian at National Public Radio. This very well-received program was attended by 104 people.

The elected slate for 2003-2005 is Lisa Sheffield, Chair; Paula Hinton, Vice Chair/Chair Elect; Joline Ezzell, Past Chair; Janie Neely, Secretary/Treasurer; Jonathan Farlow, Director for Public Libraries; Belinda Daniels-Richardson, Director for Community College Libraries; Jeanie Welch, Director for College and University Libraries; Carol Keck, Director for Special Libraries; Mark Shumacher, Director at Large; Rhonda Pinkney, Director at Large; and Suzanne Wise, Liaison to *North Carolina Libraries*.

— Joline R. Ezzell, 2001-2003 Chair



Joline Ezzell (Duke) and John Via (Forsyth County Public) discuss the upcoming 2004 NCLA/SELA (Southeastern Library Association) Joint Conference in celebration of NCLA's Centennial.

Below: (Left to right) Carl E. Keiper (Cumberland County Public Library and Information Center), Tamara Ruebel (High Point Public), and Jon Sundell (Forsyth County Public).



ROUND TABLE ON SPECIAL COLLECTIONS

The officers for the Round Table on Special Collections for the 2001–2003 biennium were: Jan Blodgett, Chair; Melissa Oleen, Vice-Chair; Ann Wright, Secretary-Treasurer; and Elizabeth Chenault and Eliza Starnes-Robinson, Directors. Melissa Oleen resigned as Vice-Chair, after taking maternity leave.

The first general meeting of the round table was held February 2002 to discuss workshop topics. From that meeting a workshop was planned and given. Two sessions of the workshop “Spread the Word: Exhibits and Public Relations” were offered in September 2002. One workshop was held in Lenoir and the other at Kinston. Speakers were Hal Keiner of Appalachian State University, Cheryl Moore of Gaston College, and Terrell Finley of Mountain Gateway Museum. A total of 50 people attended both sessions.

For the annual conference, the RTSC planned 3 programs: “Genealogy Collection Development for Small and Medium Sized Libraries”; “Expanding Classroom Walls: Effective Partnering of Faculty, ITS and Librarians”; and “Primary Sources in the Public School Classroom: Connecting Students to Digital History Exhibits.” We also hosted a fourth session: “Partnerships for Outstanding Nature and Environmental Collections and Programs,” and co-sponsored the NC Echo panel discussion. Attendance at these programs averaged 20 people.

The officers elected for the next biennium are Joan Ferguson, Chair; Jean Moats, Vice-Chair; Eileen McGrath, Secretary-Treasurer; Bryna Coonin and Katie Schlee, Directors; and Jan Blodgett, Past Chair.

— Jan Blodgett, 2001–2003 Chair



Above: Timothy Owen (State Library of N.C.), Keith Curry Lance (speaker), and Robert Burgin (North Carolina Central).

Librarians knosh and enjoy the Vendor Reception.



LITERACY COMMITTEE/ROUND TABLE

The committee received round table status by a vote of the NCLA Executive Board at its meeting on July 18, 2003, with 108 signatures collected by the committee from among NCLA members.

Achieving round table status was important to the committee for three reasons: 1) the Literacy Committee had become more active in the past two biennia, planning more conference programs and workshops than ever before, at a level more like that of a section or round table than a committee; 2) we received a donation from the Reader's Digest Fund to support our new NCLA Literacy Award, but as a committee did not have adequate status with NCLA for maintenance of a budget; 3) we saw the move to round table status as a means to promote literacy awareness, a goal for NCLA overall, a goal in which more NCLA members could participate directly through round table membership growth and the resultant wider communication within NCLA of information about literacy.

Officers of the committee for this biennium were: Mark Pumphrey, Polk County Public Library, Chair of the Literacy Committee and Interim Chair after July 18, 2003, of the Literacy Round Table.

Officers for the new biennium are: Gale Greenlee, Greensboro Public Library, Chair; Betty Meehan-Black, UNC-Chapel Hill Library, Vice-Chair; Mark Pumphrey, Polk County Public Library, Past Chair; Trish Bean, H. Leslie Perry Memorial Library, Secretary/Treasurer; and Board members Anne Marie Elkins (State Library of N.C.), Steve Sumerford (Greensboro Public Library), Mary Dunn Siedow, and Ralph Kaplan (NC LIVE, N.C. State).

The Round Table, in cooperation with the Lila Wallace Readers Digest Fund, co-sponsored the first NCLA Literacy Award, funded through a generous grant from the Readers Digest Fund. A subcommittee drafted criteria for the award and an announcement of the award opportunity was sent to the NCLA listserv and other e-mail lists. The subcommittee reviewed award nominations, and made a recommendation to the round table. The winner of the first NCLA Literacy Award, announced at the Literacy Luncheon at the biennial conference, was Steve Sumerford of the Greensboro Public Library.

The biennium included a focus on English as a Second Language (ESL). A highly successful workshop was held on October 4, 2002, at the Glenwood Branch of the Greensboro Public Library. Attended by 31 members of NCLA and the NC Literacy Association, the workshop provided an opportunity for members of the two association to communicate shared goals for

the provision of ESL and also support for Hispanic services at libraries. The workshop was evaluated as excellent unanimously by workshop participants. The workshop was supported by an NCLA Special Projects Grants approved by the NCLA Finance Committee, who provided invaluable support, as did Caroline Walters, NCLA Administrative Assistant; NCLA Web site coordinator Bao-Chu Chang; and NCLA Treasurer Diane Kester.

Walters, Chang, and Kester provided invaluable, much appreciated support in numerous ways throughout the biennium, including assistance with Web site information maintenance, postings to the NCLA Web site, production of brochures, mailings, etc. The Literacy Round Table wishes to thank them again for their great support of our efforts during the biennium.

The NCLA Finance Committee once again funded a Special Projects Grant to support one of our 2003 biennial conference programs, the Literacy Luncheon featuring Dr. Dale Lipschultz, Director of the American Library



Steve Sumerford, left, (Greensboro Public) receives the North Carolina Literacy Award from Mark Pumphrey (Polk County Public).

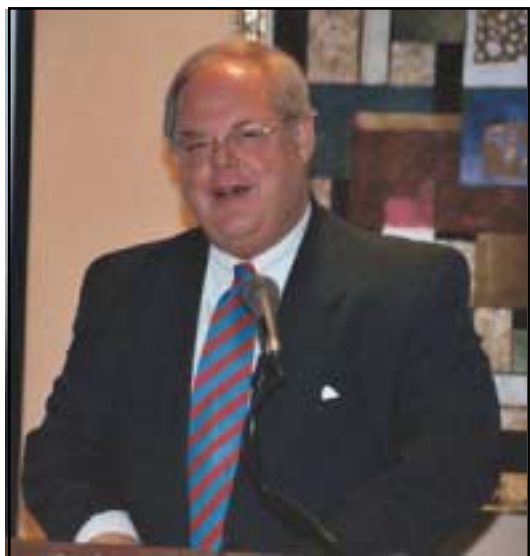
Association's Office of Literacy and Outreach Services. The luncheon program, held on Thursday, September 25, 2003, during the biennial conference, again followed the biennium focus on ESL programs in libraries, and Lipschultz's presentation on this topic was well-received. The program was followed by the Literacy Round Table's first general membership meeting, at which the officers for the new biennium were approved by the membership and the bylaws for the round table were adopted.

Other 2003 biennial conference programs included a program on LINC'S, an Internet project linking users to categorized literacy resources; a focus group meeting with NCLA members led by Emily Castleberry, Literacy Coordinator of the UNC Center for Public Broadcasting, focusing on family and preschool literacy; and a panel discussion featuring Gale Greenlee, Trish Bean, and Mary Siedow, in which Greenlee described ESL programs at the Glenwood Branch of the Greensboro Public Library; and the panel presented the results of a North Carolina library ESL survey, which was prepared and distributed electronically earlier in the year.

As a precursor to the focus group meeting co-sponsored with UNC-TV at the biennial conference, Chairperson Mark Pumphrey represented NCLA on a panel of literacy agency representatives taped on September 17, and aired on September 20, 2003, for UNC-TV's Education Forum series.

The round table board and members may look back on the 2001-2003 biennium with pride, as a time in which more was accomplished than could possibly have been envisioned at the beginning of the biennium. The next biennium holds every prospect of being another period of growth in membership, energy, collaboration, information sharing, and development of literacy awareness and services in libraries in North Carolina and among the NCLA membership.

— Mark Pumphrey, 2001-2003 Chair, Literacy Committee,
and Interim Chair, Literacy Round Table



The Honorable Richard Morgan, Co-Speaker of the North Carolina House of Representatives (speaker).



Authors Robert Morgan and Alan Gurganus break bread with Frannie Ashburn (State Library of N.C.) and Bill Roberts (Forsyth County Public, ret.).

LEADERSHIP, ADMINISTRATION, AND MANAGEMENT SECTION (LAMS)

LAMS began its biennium late, following a delayed election. The new Executive Board that took office in March 2002 included G. Dale Cousins (Wake County Public Library), Chair; Mary Ellen Chijioke (Guilford College), Vice-Chair/Chair Elect; Mary M. Sizemore (Appalachian Regional Library), Secretary; Jane D. Rustin (Wayne County Public Library), Treasurer; Wanda Brown (Wake Forest University), Director; John Zika (North County Regional Library, Public Library of Charlotte and Mecklenburg County), Director; Martha Davis (Davidson County Community College, ret.), Past Chair.

Because so many North Carolina libraries have had to cut staff travel and training budgets to cope with severe budget cuts over the past year or so, the LAMS Executive Committee decided to vary the format of its off-year programming from its usual single one- to two-day conference to a shorter workshop repeated in two locations that would make the program accessible as a day-trip for staff from libraries throughout the state. Our aim was to bring low-cost staff development opportunities to libraries.

Accordingly, Terri Luke and Anne Burlingame of the Wake County Public Library System ran two sessions of their workshop, "Dazzlement: Providing Quality Customer Service to Library Customers" on October 10, 2002, at the Wayne County Public Library in Goldsboro, and on October 17th, at the Wilkes County Public Library in Wilkesboro. A total of 49 library staff members from throughout the state attended these sessions, including five members of the LAMS Executive Committee. By using local talent and contributed services from various libraries, we were able to keep the registration (including lunch) to \$20 per person or less and still break even. Participant evaluations indicate that the workshop was very successful and much appreciated.

For NCLA's biennial conference in September 2003, LAMS presented one preconference ("Assessment in Libraries: Practical Approaches for Creating a Continuous Assessment Environment," with Bill Nelson and Bob Fernekes, co-sponsored by the College and University Section); one major speaker (Tim Gatti of SUNY Albany on gen-Xers as managers); and the ever-popular lunch-time discussion of personnel issues). The attendance at the preconference was disappointing (12 participants), but those who attended were enthusiastic about the presentation of practical tools for meeting new assessment expectations. An audience of mixed gen-Xers, baby boomers, and traditionalists found both entertainment and home truths in Tim Gatti's description of the issues facing him as the 31-year-old head of a cataloging department. The personnel interest group luncheon continues to grow. This session's topics included "New Employee Orientation"; "Staff Development"; "Restructuring Teams for Collection Development"; and "Recruitment—The Interviewing Process."

LAMS shared in the effects of the collapse of the NCLA administrative operation in 2000-2001. Adding its own recruitment efforts to the work of the NCLA Executive Board and staff, LAMS was able to increase its membership increased from 99 in October 2002 to 139 in August 2003, a 40% increase in less than one year.

As part of its housekeeping, the LAMS Executive Board processed some long-desired changes in its by-laws: to follow the dominant practice among NCLA sections by presenting a single slate of officers instead of requiring competing candidates for each office and to redefine the offices to fit with current NCLA practices. The revisions were approved by the LAMS membership in time to affect the elections of the new Executive Board in July 2003: Mary Ellen Chijioke (Guilford College), Chair; Mary D. Sizemore (Appalachian Regional Library), Vice-Chair/Chair-Elect; Wanda Brown (Wake Forest University), Secretary/Treasurer; Sue Williams (Rockingham Public Library), Director; Mark Pumphrey (Polk County Library), Director; Dan Swartout (Edgecombe Community College Library), Director; and G. Dale Cousins (Wake County Public Library), Past Chair.

— Mary Ellen Chijioke, 2001-2003 Vice-Chair/Chair-Elect



Jennie Hunt receives the LAMS lamb from 2001-2003 President Ross Holt (Randolph County Public).

NORTH CAROLINA LIBRARIES

North Carolina Libraries is a quarterly publication appearing in March (Spring), June (Summer), September (Fall), and December (Winter). Deadlines for submission for material for consideration in each quarterly issue are January 1 (Spring), April 1 (Summer), July 1 (Fall), and October 1 (Winter). All articles are juried by the Editor and at least two assistant or associate editors.



North Carolina Libraries Editor Al Jones (East Carolina) congratulates Susan Colaric (East Carolina), winner of the Ray Moore Award for best article on public libraries published during the 2001-2003 biennium.

Electronic versions of seven issues of *North Carolina Libraries* as well as the 2002 annual are available at www.nclaonline.org/NCL. Print annuals, including all of the issues published originally online, are compiled at the end of each year and mailed to NCLA members and *North Carolina Libraries* subscribers early in the next calendar year.

The Editorial Board would like to highlight individual North Carolina libraries, particularly newly constructed or renovated facilities. If you would like to submit digital photos in jpeg format of your library for publication in *North Carolina Libraries*, please send them to jonesp@mail.ecu.edu. Please include a brief description of the photos and their importance.

Articles on any topic of interest to librarians are welcomed. The articles for any given issue will no longer have to reflect a common topic or theme. Articles to be considered for publication on the *North Carolina Libraries* Web site should be sent via e-mail attachment (Word format) to:

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Diane Kester (East Carolina) presents Beth Briggs (East Carolina) a scholarship check from Bound-to-Stay-Bound Books to attend the national conference of the American Association of School Librarians.

Dorothy Hodder and Al Jones presented a program, "Getting Your Name in Print: How To Get Published at the State and Local Levels," at the NCLA biennial conference. We were pleased with the turnout and convinced that we should present this program at biennial conferences from now on.

The Spring 2004 issue will consist of papers edited by Dr. Robert Burgin of North Carolina Central University and the Commission on the Future of Libraries and the Book.

— Al Jones, Editor

NORTH CAROLINA LIBRARY PARAPROFESSIONAL ASSOCIATION

The year 2001 saw the revitalization of the North Carolina Library Paraprofessional Association. After several years of inactivity, Meralyn Meadows was asked by past NCLA President Al Jones to reactivate the round table and serve as interim chair until the 2001 biennial conference. Programs were planned for the 2001 biennial conference, and a search for officers was initiated. At the business meeting held during the 2001 conference, officers were elected for chair, secretary, and treasurer. There was much interest from those in attendance to participate in the round table. In the fall of 2001, there were 32 members of the round table. In August 2003, there were 65 members.

Officers for the 2001-2003 biennium were: Linda Hearn, Professional Center Library, Wake Forest University, Chair; Annis Barbee, Office of Scholarly Communication, NCSU Libraries, Vice-Chair/Chair-Elect; Christian Burris, Secretary, and Linda Sykes, Treasurer, both of the Z. Smith Reynolds Library, Wake Forest University; Sheila Little, Wilson County Public Library, Region 2 Director; Barbara Torpy, Davie County Public Library, Region 3 Director; and Jackie Cornette, Western Watauga Branch Library, Region 4 Director.

On October 7, 2002, NCLPA sponsored a very successful workshop on certification for paraprofessionals. Dorothy Morgan, from New York state and *Library Journal* paraprofessional of the year, was the speaker. There was also a panel discussion, with 43 people attending, including support staff and professional librarians. The panel discussed the benefits of the New York certification program. Almost unanimously, those attending indicated that this should be a matter that is moved forward by the efforts of NCLPA.

On May 16-17, 2003, two members of NCLPA, Linda Hearn (Chair) and

Meralyn Meadows (Program Committee Chair) were delegates to the American Library Association's Third Congress on Professional Education (COPE): Focus on Library Support Staff, held in Chicago. ALA has created a task force and is working on implementing the suggestions from COPE. Also as a result of this congress, NCLPA presented a resolution to the NCLA Executive Board on July 18, 2003, to request that NCLA use language inclusive of all library workers (professional and paraprofessional) in all communications and published materials. This resolution was passed unanimously.

NCLPA also created and presented its first Conference Paraprofessional Scholarship. This scholarship paid the registration, one night's lodging, and the NCLPA business luncheon registration for a paraprofessional to attend the biennial conference. The recipient was Clara Melissa Reece of the



Former N.C. Paraprofessionals Association's chair Linda Hearn (left) (Wake Forest) and her successor, Annis Barbee (N.C. State).

Randall Library at UNC-Wilmington.

Plans were also made for programs during the 2003 biennial conference. NCLPA presented 5 programs at the conference. They were: "The National Agricultural Library as a Leader in the Information Revolution," presented by Peter Young, director of the National Agricultural Library; USA PATRIOT Act—A Panel Discussion," with panelists Donald Forbes, Guilford Technical Community College, Anne Klinefelter, UNC-CH School of Law/Law Library, and B. Gordon Watkins III, Assistant County Attorney, Forsyth County; "Good Clene Fun: Using Interactive Games to Energize Meetings and Training," presented by Cal Shepard of SOLINET. The NCLPA also sponsored "Focus on Library Support Staff —A Panel Discussion," presented by five delegates who attended the Third Congress on Professional Education and "A Visit with North Carolina Mystery

Writer, Sarah Shaber," winner of the Malice Domestic First Traditional Mystery Contest sponsored by St. Martin's Press.

The officers for the 2003-2005 biennium are: Annis Barbee, Office of Scholarly Communication, NCSU Libraries, Chair; Jackie Cornette, Western Watauga Branch Library, Vice-Chair/Chair-Elect; Linda Hearn, Professional Center Library, Wake Forest University (WFU), Past Chair; Christian Burris, Z. Smith Reynolds Library, WFU, Secretary; Linda Sykes, Z. Smith Reynolds Library, WFU, Treasurer; Jackie Frye, Harnett County Public Library, Region 1 Director; Sheila Little, Wilson County Public Library, Region 2 Director; Barbara Torpy, Davie County Public Library, Region 3 Director; and, Wendy Barber, Wilkes County Public Library, Region 4 Director.

— Linda F. Hearn, 2001-2003 Chair

ROUND TABLE ON THE STATUS OF WOMEN IN LIBRARIANSHIP

The 2001-2003 officers were: Laura Weigand (Forsyth County Public Library), Chair; Jenny Barrett (Forsyth County Public Library), Vice-Chair/Chair-Elect; Anne Thrower (Sandhills Regional Library), Secretary; and Ruth Hoyle (Davie County Public Library) and Kathy Crowe (UNCG), Directors.

The officers for the 2003-2005 biennium are: Jenny Barrett (Forsyth County Public Library), Chair; Kathy Crowe (UNCG), Forsyth County Public Library; Jennie Hunt (Greensboro College), Secretary; and Ruth Hoyle (Davie County Public Library) and Crystal Baird (Davidson Community College), Directors.

The round table made two important decisions in the past biennium. Since the establishment of our Web page, the Executive Committee decided to publish our newsletter, *Ms. Management*, less frequently, using the publication primarily for special announcements. The 2001-2003 biennium also saw the inauguration of the Marilyn L. Miller Award for Professional Commitment. The award seeks to recognize a professional librarian in North Carolina, who provides outstanding leadership and service in furthering the status of women in librarianship, the mission of the library in the community, and/or the support of women colleagues in the workplace. The award recipient will receive a check for \$200 and a special award fund was established, with an initial \$1,000 endowment.

The RTSWL sponsored a workshop in September 2002 on "Effective Presentations to 1 or 1,000." Led by business consultant and former library educator, Dr. Arabelle Fedora, the program offered insights into public speaking, group/meeting dynamics, leadership skills, and team building.

At the 2001 conference, the RTSWL hosted motivational speaker, Iwana Ridgill, who encouraged participants to "Take this Job and Love It." The RTSWL sponsored three events at the 2003 conference. Wake Forest University professor, Dr. Emily Wilson, spoke on the lives of key women in the state in her presentation entitled, "I Will Not Wilt, Lives of North Carolina Women." A wine and cheese reception was hosted at Snapfingers, a nearby arts and antique shop. At the Ogilvie Lecture, the first recipient of the Marilyn L. Miller Award for Professional Commitment was announced. Greensboro Public Library Director, Sandra M. Neerman, received this honor.

— Laura Weigand, 2001-2003 Chair



Sandra "Sandy" M. Neerman (Greensboro Public) receives from Marilyn L. Miller herself, the first Marilyn L. Miller Award for Professional Commitment, given by the NCLA Round Table on the Status of Women in Librarianship.

TECHNOLOGY AND TRENDS ROUND TABLE

The Technology and Trends Round Table had a successful biennium with one workshop and four 2003 Conference programs. The TNT Executive Board, as expected, conducted their meetings and coordinated their program planning using technology, most notably via e-mail and teleconference calls.

The 2001-2003 officers were: Chair, Terry Brandsma (UNCG); Vice Chair/Chair Elect, Lynne Lysiak (Appalachian State University); Director West, Suzanne White (Rowan Public Library); Director East, Vanessa Mullis (Craven-Pamlico-Carteret Regional Library); Webmaster/Liaison to NCL, Rosalind Tedford (Wake Forest University); and Past Chair, Susan Smith (Wake Forest University). Thanks to all for their efforts over the past two years.

For the second time, TNT collaborated with the State Library of N.C. to bring a LITA Regional Institute to the North Carolina library community. Using LSTA funds to defray most of the cost, we were able to offer the workshop "XML and Libraries," led by Ron Gilmore of the University of Tennessee at Knoxville, on May 5, 2003, at the Friday Center in Chapel Hill. A total of sixty participants were informed of the history of XML, how it is used on the Web, and how it is impacting libraries today. Special thank-yous go to both Anne Baker Ward (State Library of N.C.) and Caroline Walters (NCLA Administrative Assistant) for their dedication and hard work to make this workshop a success.

TNT sponsored three presentations at the recent 2003 Biennial NCLA Conference. Beth Bernhardt (UNCG) presented "Pay-Per-View Journals: Providing Access Without a Subscription"; Andrew Pace (NC State University) presented "Strange Bedfellows: When Libraries, Vendors, and Dot-Coms Meet"; and Tim Bucknall (UNCG) presented "Deep Linking: Using Open URL to Connect to Databases." TNT would like to thank these speakers for sharing their knowledge, wisdom, and expertise with us.

Additionally, a few diehard (and new) TNT folks enjoyed the TNT Luncheon/Business Meeting on the last day of the NCLA Biennial Conference where the 2003-2005 TNT Officers were announced. They are: Chair, Lynne Lysiak (Appalachian State University); Vice Chair/Chair Elect, Beth

Bernhardt (UNCG); Secretary/Treasurer, Derek Rodriguez (Davidson College); Director West, Suzanne White (Rowan Public Library); Director East, Vanessa Mullis (Craven-Pamlico-Carteret Regional Library); Webmaster, Rosalind Tedford (Wake Forest Univ.); and Past Chair, Terry Brandsma (UNCG).

In addition to the above activities, TNT provided a full \$600 scholarship to the NCLA Leadership Institute to help a TNT member attend.

— Terry W. Brandsma,
Chair 2001-2003



Conference Program Chair Dale Cousins (Wake County Public Libraries) gives last-minute details at the President's Dinner. At her table are (l to r) Terry Brandsma (UNCG), Mark Pumphrey (Polk County Public), and Jennie Hunt (Greensboro College).

COMMISSION ON THE FUTURE OF LIBRARIES AND THE BOOK

The Commission on the Future of Libraries and the Book was created by 2001-2003 NCLA President Ross Holt and charged with examining the future of the book, given the impact of technologies on that medium, and the future of libraries as they respond to these changes. Holt also suggested that the work of the commission might raise the profile on NCLA nationwide and might shape an ongoing discussion of these issues.

Members of the commission included Robert Burgin (Chair); Frannie Ashburn; Deana Astle; Carla Morales Clayton; Dale Cousins; Michelle L. Czaikowski; Dave Fergusson; Stephen Green; Gloria Nelson; Jody Risacher; Roger Russell; Allan Scherlen; Elizabeth Skinner; and Marie Spencer.

The commission has focused its efforts on three areas:

- January 2004 issue of *North Carolina Libraries*. Elizabeth Skinner (Forsyth County Public Library) and Deana Astle (East Carolina University) are co-editors for the planned issue.
- Programs for the Biennial Conference. The commission co-sponsored Walt Crawford (senior analyst at the Research Libraries Group and author of a column in *American Libraries*) for the Thursday Ogilvie Lecture. The commission also sponsored a session with vendors discussing the future of the book, a table talk session, and a poster session.
- A Web-based survey of librarians in North Carolina. The commission conducted a survey of professional and paraprofessional librarians in the state regarding their thoughts on the future of libraries and the book. A total of 325 responses were received from librarians throughout the state. The results were presented as a poster session at the NCLA Biennial Conference and will be published in *North Carolina Libraries*.

— Robert Burgin, Chair



Above: 2003-2005 President Pauletta Brown Bracy (North Carolina Central) receives the NCLA gavel from 2001-2003 President Ross Holt (Randolph County Public).

Right: Political cartoonist Doug Marlette signs books and cartoons for Joan Sherif (Northwestern Regional).



NEW MEMBERS ROUND TABLE

This biennium could be described as a fresh start for the New Members Round Table. Though always high in membership, the NMRT began proactively welcoming members and allowing them to ask questions and become comfortable in NCLA.

This biennium, the board was as follows: Chair, Jennie Hunt of Greensboro College; Vice-Chair/Chair-Elect, Bonnie Fulp, Forsyth County Public Library; Secretary, Charlene Edwards, Forsyth County Public Library; Treasurer, Peggy Markham, NC A&T University; Programming Chair, Kaye Cook, Forsyth County Public Library; and Publicity Chair, Bonita Collins, Sandhills Regional Public Library.

The new board is incomplete at this time, with Jennie Hunt serving as Chair, and Kaye Cook serving as Vice-Chair/Chair Elect. This is an opportunity for the NMRT to identify and cultivate leadership among the newer members of the organization, and to encourage more seasoned NCLA members to consider a term in NMRT in order to provide leadership.

During this biennium, the NMRT established a system for welcoming new members, allowing them to contact us for further information, and encouraging them to become involved in events and activities. The NMRT also held a "Big Adventure" in October, when 12 librarians toured libraries all over Raleigh.

During the 2003 NCLA conference, the NMRT sponsored three programs. On Wednesday, more than 20 people attended a wine and cheese reception which helped new members meet each other and learn about NCLA and the State Library of N.C. On Friday, 6 people attended a morning tour of Old Salem and MESDA, and more than 30 people attended a luncheon featuring Donna Washington, Belinda Hurmence, and Jacqueline Ogburn.

In the coming biennium, the NMRT will work on ways to involve new members and make new members more aware of NCLA activities.

—Jennie Hunt, 2001-2003 Chair



NCLA Administrative Assistant Caroline Walters (left) and Connie Keller (right) (Elon) at the President's Dinner.



Movers and shakers (l to r): Kevin Cherry (East Carolina), Leland Park (Davidson), Ross Holt (Randolph County Public), and Al Jones (East Carolina).



Richard Wells (Randolph County Public) and Sandy Cooper (State Librarian) applaud the proceedings.

ROUNDTABLE FOR ETHNIC MINORITY CONCERNS (REMCo)

Officers for 2001-2003 were Sherwin Rice, Chair; Gerald Holmes, Vice Chair; Robert Canida, II, Past Chair; Sylvia Sprinkle-Hamlin, Director; Ednita Bullock, Director; Anping "Annie" Wu, Secretary/Treasurer.

The 2003-2005 officers are: Gerald Holmes, Chair; Philip Cherry, Vice-Chair; Wanda Brown, Director; Linda Ruffin, Director; Anne Coleman, Secretary/Treasurer.

Highlights for REMCo for the 2001-2003 biennium: (1) the newly designed REMCo brochure was mailed to all members and the library schools in an effort to increase awareness of NCLA and REMCo; (2) REMCo published a newsletter designed and edited by Sylvia Sprinkle-Hamlin (contact her at Forsyth County Public Library to receive copies of the newsletter); (3) REMCo Webmaster Jamane Yeager has begun working on updating and enhancing the NCLA REMCo Web site; (4) REMCo's Roadbuilder award to two librarians:

Louise Marie Rountree (Academic Librarianship) and James Ray Jarrell (Public Librarianship).

REMCo sponsored five conference programs at the 2003 NCLA Biennial Conference. "Spanish for Librarians," a NCLA pre-conference, was well attended. Twenty-nine librarians from both North Carolina public and academic libraries participated in this one-day workshop. Jon Sundell, Coordinator for Hispanic Services with the Forsyth County Public Library, provided the instruction for this workshop.

Participants in the REFORMA Interest Meeting showed strong interest in establishing a local state-level REFORMA chapter, opening a local listserv for REFORMA, having a local REFORMA newsletter, and providing a REFORMA booth at local Hispanic events. Librarians who are interest in volunteering can contact Elizabeth Cramer (crameree@appstate.edu) at Appalachian State University, Boone, NC 28608, (828) 262-4967.

Jeanne Crisp, Carl E. Keiper, Tamara Ruebel, and Jon Sundell presented the panel discussion on library collection of non-English print and electronic resources.

H. Jamane Yeager, Claudia Gollop, Timothy Grant, and Jackie Jones served as panelists for "Talkin' 'Bout My Generation" program. This program focused on library services to the fast-growing and diverse older generation.

Over 60 librarians attended and enjoyed the REMCo luncheon. Michelle Andrea Bowen, author of *Church Folks* and *Second Sunday*, discussed her books and read a section on selection of the church pastor from *Second Sunday*. The author's reading of this humorous chapter brought out waves of laughter from the luncheon attendants. The luncheon was followed by a book-signing session with Michelle A. Bowen. View pictures and detailed REMCo conference report at: <http://www.nclaonline.org/remco/NCLAconference2003REMCO.doc>

— Sherwin Rice, 2001-2003 Chair, and
Anping "Annie" Wu, 2001-2003 Secretary/Treasurer



Above: James Jarrell (Greensboro Public) receives REMCo Roadbuilder Award from Sherwin Rice (Bladen CC).

Below: Clarence Toomer (Livingstone College) receives REMCo Roadbuilder Award in honor of Louise Rountree, retired librarian of Livingstone College.



2002 LEADERSHIP INSTITUTE

Instructors

The Leadership Institute was held at The Summit, in Brown Summit, North Carolina, on October 14-19, 2002. The School of Information and Library Science (SILS) at the University of North Carolina at Chapel Hill was contracted to provide the instruction. Dr. Barbara Moran coordinated the curriculum. Speakers from SILS included Dr. Evelyn Daniel, Dr. Claudia Gollop, Dr. Joanne Marshall (SILS Dean), and Dr. Paul Solomon. Dr. Glen Martin from the UNC-Chapel Hill Counseling and Psychological Service, and Rebecca B. Vargha, SILS Librarian, also presented.

Mentors

Dave Fergusson, Forsyth County Public Library
Debbie Luck, Randolph Community College
Carol Walters, Sandhills Regional Library System

Leadership Institute Committee

Elisabeth Leonard, Co-Chair Wake Forest University	Robert James, Co-Chair Wake Technical Community College
Bonita D. Collins Sandhills Regional Library	Tim Daniels South Buncombe Branch Library
Bonnie Fulp Forsyth County Public Library	Carol Laing Forsyth County Public Library
Teresa L. McManus Fayetteville State University	Alice Mitchell Appalachian State University

Attendees

Nora Armstrong, Cumberland County Public Library & Information Center
Susan Benning, Reidsville Public Library
Rob Boltz, Creedmoor Elementary School Library
Michael Cartwright, Jackson County Public Library
Linda Clarke, Chatham County Public Libraries
Harweda Coe, Forsyth County Public Library
Jonathan Farlow, Randolph County Public Library
Chih-Tzu Gleen, Wake County Public Libraries
Deana Guido, Edgecombe County Memorial Library
Brandy Hamilton, Wake County Public Libraries
Alyce Kidd, Franklin County Library
Linda Lamp, Montgomery County Library
Irene Laube, Durham Technical Community College Library
Rodney Lippard, Catawba College
Susan Mayes, Belmont Abby College
Irish McNair, Public Library of Charlotte & Mecklenburg County
Vivian Melvin, Forsyth County Public Library
Janice Woodward, Marine Corps Community Service Base Library, Camp Lejune

Scholarships

\$100 to Susan Benning from LexisNexis
\$600 to Robin Boltz from the North Carolina Association of School Librarians
\$300 to Michael Cartwright from the NCLA Public Library Section
\$300 to Linda Clarke from the NCLA Public Library Section
\$600 to Deana Guido from the NCLA Children's Services Section
\$100 to Brandy Hamilton from the NCLA Reference and Adult Services Section
\$100 to Alyce Kidd from the NCLA Reference and Adult Services Section
\$300 to Irene Laube from the NCLA Community and Junior College Section
\$150 to Rodney Lippard from Baker and Taylor
\$600 to Susan Mayes from the NCLA Technology and Trends Round Table
\$300 to Irish McNair from the NCLA Library Administration and Management Section
\$500 to Janice Woodward from DEMCO

2004 Leadership Institute Committee

Elisabeth Leonard, Co-Chair
Z. Smith Reynolds Library
Wake Forest University

Rob Boltz
Media Center Library
Creedmoor Elementary School

Bonita D. Collins
Sandhills Regional Library System

Eleanor Cooke
Carol Grotnes Belk Library
Appalachian State University

Robert James, Co-Chair
Medical Center Library
Duke University

Timothy Hunter
Corriher-Linn-Black Library
Catawba College

Nora Armstrong
Cumberland County Public Library

— Elisabeth Leonard and Robert James,
Leadership Institute 2002 & 2004 Co-Chairs



Left Kevin Cherry (East Carolina) swears in 2003-2005 officers Pauletta Brown Bracy (President) (North Carolina Central), Connie Keller (Secretary) (Elon), and Dale Cousins (Director) (Wake County Public Libraries).

Below: Peter Young (speaker), director of the National Agricultural Library.

Below left: Theron Bell (State Public Library Commission) and North Carolina author Pam Duncan at the Trustees luncheon.



BIENNIAL REPORT OF THE NORTH CAROLINA LIBRARY ASSOCIATION 2001-2003

I am proud to report that throughout the 2001-2003 biennium – during a critical time for libraries – the North Carolina Library Association has amplified its standing as the voice of and for the North Carolina library community; made itself more accessible and relevant to its membership; and raised its profile by improving both internal and external communications. Add to this the ongoing accomplishments of NCLA sections, round tables, committees, and commissions, and the organization boasts for this biennium a formidable record of achievement.

The association saw considerable success in four key areas: advocacy, membership, customer service, and communications. This success strengthened our partnerships with other institutions in the library community, including the State Library of North Carolina and the North Carolina Public

Library Directors Association (NCPLDA). At the same time, various NCLA units pursued new initiatives, or existing initiatives with new drive and new vision; and matched significant contributions to the library community with nice surprises for NLCA. Taken together, the results of this biennium advance NCLA toward a vision, created in 1997, of what we want the organization to be in 2005:

- We are a member-focused organization;
- We are the association of choice for information professionals;
- We are committed to continuing education and the professional development of our members;
- We use information and communications technology to serve our members effectively and efficiently; and
- We are a fiscally robust organization.

ADVOCACY. When a declining economy pushed state government into a staggering budget crisis, libraries of all types took a hard hit. Public libraries got it twice: when state funding was withheld and threatened with permanent cuts, and again when counties began cutting budgets in response to the state's woes. Library patrons faced closed branches, reduced hours, laid-off staff and devastated book budgets. As the situation became dire, the NCPLDA turned to NCLA for help, and NCLA responded. The two organizations, working for the first time with a paid lobbyist, first forestalled budget cuts then restored permanent funding over two legislative

sessions. The alliance also kept a weather eye on NC LIVE to ensure that the budget knife did not threaten this jewel in North Carolina's library crown. For every dollar NCLA and NCPLDA spent on lobbying, \$85 in library funding was returned.

Out of these successful efforts arose a new realization of the library community's capability to influence legislation at the state level. To keep the momentum going, and to extend the benefits of library advocacy to all types of libraries, the NCLA Advocacy Task Force came together to create a long-term strategy to institutionalize state-level library advocacy as part of NCLA's service. The task force's work is ongoing; one short-term goal is to expand the association's alliances to include university, community college, and independent/private college leadership.



2003 Conference Committee: (l to r) first row, Irene Laube (Durham Technical CC), Mary McAfee (Forsyth County Public), Yolanda Bolden (Forsyth County Public), Pauletta Brown Bracy (North Carolina Central); second row, Dale Cousins (Wake County Public Libraries), Connie Keller (Elon), Caroline Walters (NCLA); third row, John Abbott (Appalachian State), Dave Fergusson (Forsyth County Public), John Via (Forsyth County Public), Ann Burlingame (Wake County Public Libraries).

On another advocacy front, NCLA asked the North Carolina Congressional delegation to support repeal of pernicious, library-specific elements of the USA PATRIOT Act. A resolution crafted by the NCLA Intellectual Freedom Committee and adopted by the NCLA Executive Board reached the delegation about the same time a contingent from the NCLA Governmental Relations Committee went a-calling on ALA Legislative Day. Subsequently, three of the state's members of Congress — Etheridge, Price and Watt — signed on as co-sponsors of the repeal measure.

MEMBERSHIP. At the beginning of the biennium, owing to the departure of many school librarians and a general failure of the administrative office, NCLA membership numbers wallowed at low ebb. The rolls showed some 750 paid members – down more than 50 percent from 1999. Fortunately, efforts at every level of the organization, from a revived administrative office to section/round table initiatives and an aggressive Membership Committee, have driven the number of members to a robust 1,100-plus (reported before the usual spike in membership at conference registration time).

Among the tools used to recruit and reclaim: sections and round tables identified potential members and solicited them; a new membership brochure and form streamlined the process of joining; and a brainstorming session at an Executive Board meeting generated a number of innovative ideas, one of which was to solicit North Carolinians who were ALA members but not NCLA members. And Executive Board members, committee chairs and anyone else who showed up at Executive Board meetings were imposed

on with lists of lapsed members from their own institutions, and told to go forth and evangelize.

CUSTOMER

SERVICE. The key element of NCLA's customer service, for both members at large and sections/round tables, is the Administrative Office. This function had completely broken down, but between October 2001 and early 2002 an intrepid Operations Committee had raised the Titanic, rearranged the deck chairs *and* reupholstered them. After detailed revision of office procedures and the administrative assistant job description, and through a careful hiring process, the Operations Com-



2001-2003 Officers: Left of stairs (l to r), Al Jones (East Carolina), Dale Cousins (Wake County Public Libraries), Theron Bell (State Public Library Commission), Robert James (Duke), Caroline Walters (NCLA), Peggy Quinn (Wake Technical CC), Teresa Wehrli (Wake Technical CC); first row (l to r), Phil Barton (Rowan Public), Pauletta Brown Bracy (North Carolina Central), Ross Holt (Randolph County Public), Suzanne White (Rowan Public); second row (l to r), Linda Hearne (Wake Forest), Sherwin Rice (Bladen CC), Peggy Hoon (N.C. State); third row (l to r), Irene Laube (Durham Technical CC), Martha Davis (Davidson County CC, ret.), Diane Kester (East Carolina), Beverley Gass (Guilford Technical CC); fourth row (l-r), Jean Rick (Meredith), Euthena Newman (N.C. A&T), Laura Weigand (Forsyth County Public), Mark Pumphrey (Polk County Public), Jennie Hunt (Greensboro College); fifth row (l to r), Eileen Brown, Joline Ezzell (Duke), Terry Brandsma (UNCG), Vanessa Work Ramseur (Public Library of Charlotte and Mecklenburg County), John Via (Forsyth County Public).

mittee put an interim administrative assistant in place and restored office services. Meanwhile, your secretary and your treasurer laboriously reconstructed the association's membership and financial records, in the process recovering more than \$25,000 for the organization's treasury.

Now, the NCLA has a permanent administrative assistant, a framework for oversight of the office, and an avenue for customer feedback.

COMMUNICATION. One of the fundamental roles of NCLA is promoting communication within the library community. It also is incumbent upon the organization to keep open channels with its members. We're most likely to achieve this goal by communicating on every front possible. Over the course of the biennium, the association has stepped up its ability to communicate in ways ranging from needed tweaks to precedent-shattering changes.

In one of the major changes, *North Carolina Libraries* became an electronic journal with a printed year-end compendium. This move cut costs and streamlined the process of producing the journal without harming the quality of this venerable publication. Along with the shift to cyberspace came a restructuring of the NCL editorial board away from mandated section/round table representation, and de-emphasis of the theme concept to make more timely use of submitted material. By all accounts the transformation of the 60-year-old journal has proved a resounding success.

As NCLA transformed one publication, it revived another. *Tar Heel Libraries* kept tabs on the state's library community for about 10 years in the 1980s and 1990s; many of us fondly remembered it after its demise in 1994. A newsletter featuring the activities and accomplishments of library people and institutions is a great way to build community. At the same time, with NCL to be accessible to all on the Web site the association needed a tangible benefit of membership that could serve as a marketing tool as well.

Thus, *Tar Heel Libraries* came back to life. The 12-16 page quarterly newsletter features material that is not necessarily timely, but is important nonetheless. Also revived is the NCLA's partnership with the State Library: now as then, *THL* is a joint publication of the two institutions.

With NCLA's print (and formerly print) publications squared away, the association's

Webmaster redesigned the NCLA Web site to make it more user-friendly and to organize more effectively the mass of information it contained. An interim design gave way to a final version that incorporates the stunning new NCLA logo created by the Marketing and Publications Committee. The *E-News*, meanwhile, is being integrated as a regularly updated news and events column on the Web site.

NEW AND EXISTING INITIATIVES. Sections, roundtables, committees and commissions pursued — and continue to pursue — their initiatives with zeal. As usual, the sections and round tables presented a stunning variety of continuing education workshops and programs throughout the biennium. Many were standing-room-only events.



2003-2005 Officers: (l to r) Left of stairs, Dale Cousins (Wake County Public), Gerald Holmes (UNCG), Robert James (Duke), Caroline Walters (NCLA), Teresa Wehrli (Wake Technical CC); first row, Jennie Barrett (Forsyth County Public), Carol Laing (Wake County Public Libraries), Pauletta Brown Bracy (North Carolina Central), Annis Barbee (N.C. State), Al Jones (East Carolina); second row, Irene Laube (Durham Technical CC), Jim Kuhlman (UNC-Asheville), Diane Kester (East Carolina), Keith Burkhead (Guilford Technical CC); third row, Jean Rick (Meredith), Priscilla Lewis (Durham County Public), Connie Keller (Elon), Jennie Hunt (Greensboro College); fourth row, Euthena Newman (N.C. A&T), Vanessa Work Ramseur (Public Library of Charlotte and Mecklenburg County), Ross Holt (Randolph County Public).

The Leadership Institute took a new tack by recruiting the University of North Carolina School of Information and Library Science faculty to lead the 2002 gathering; the cadre of new library leaders attending the institute reported that it was a seminal event in their careers.

The North Carolina Library Paraprofessional Association became involved in a project of national import: certification of support staff. The NCLPA is participating in an ALA initiative to enhance the recognition, stature and compensation of library paraprofessionals by means of some certification process that would allow these staff members to receive credit for furthering their education and improving their skills. The NCLPA has presented panel discussions on the subject and sent delegates to the ALA Conference on Paraprofessional Education.

A discussion of moving the association to annual conferences generated a realization of the need for a conference in 2004 to celebrate NCLA's 100th birthday. The NCLA will sponsor this Centennial Conference jointly with the Southeastern Library Association (SELA). A added benefit of the event is that it will be a laboratory for investigation of the possibilities of annual conferences in the future.

The NCLA Commission on Libraries and the Future of the Book, created at the beginning of the biennium, is looking 20 years into the future to exploring issues libraries will face as more and more information moves entirely to the digital realm. The commission is sponsoring one of the general session speakers at the 2003 conference, and will present its findings through a series of articles in the January 2004 *North Carolina Libraries*.

Finally, one of the nicest surprises of the biennium occurred when the Literacy Committee transformed itself into the Literacy Round Table. It's the association's 17th such division, and the change is fitting given that literacy is enumerated in the NCLA's mission statement.

A POWERFUL PARTNERSHIP. Any report covering the biennium — indeed, the last few biennia — would not be complete without reminding readers of one of the association's most important alliances. In partnership with the State Library of North Carolina, NCLA administers a variety of programs and studies funded by the federal Library Services and Technology Act (LSTA). These projects advance one or more of the goals set by the State Library's LSTA Advisory Committee for expenditure of grant funds: to achieve equity in library service; to create a climate for innovation and change; to place libraries and librarians in the lead in support of learning and discovery for children and teens; and enabling the State Library to serve as a leader in library and information services.

AS WE ENTER OUR 100TH YEAR, the North Carolina Library Association remains as relevant and as important as ever. By continually challenging ourselves and our organization; by continuing to ask ourselves the question, "Have we done our best for North Carolina's library community?" (obviously, a "no" answer is unacceptable), we remain a critical resource for not only the library community but ultimately for its end users: the people of North Carolina. Yet we must never forget that NCLA is all of us; it is our continued commitment, ideas, energy, and effort. We have an illustrious history, but that's just the start. And who is responsible for the future? Shakespeare knew: "what's past is prologue, what to come in yours and my discharge."

— Ross A. Holt, 2001-2003 President



Past NCLA Presidents with current President, Pauletta Brown Bracy (l to r): Al Jones (East Carolina), Ross Holt (Randolph County Public), Pauletta Brown Bracy (North Carolina Central), Beverley Gass (Guilford Technical CC), Dave Fergusson (Forsyth County Public).