

NORTH CAROLINA LIBRARIES

WINTER 1995
CONFERENCE ISSUE
LIBRARIES LINK LIVES

You are my magicians.

I understand why you disguise yourselves as ordinary people.

If some people knew what you really did, they might have you arrested.

You do subversive, dangerous work.

You are provocateurs; you change people's lives; you alter their minds.

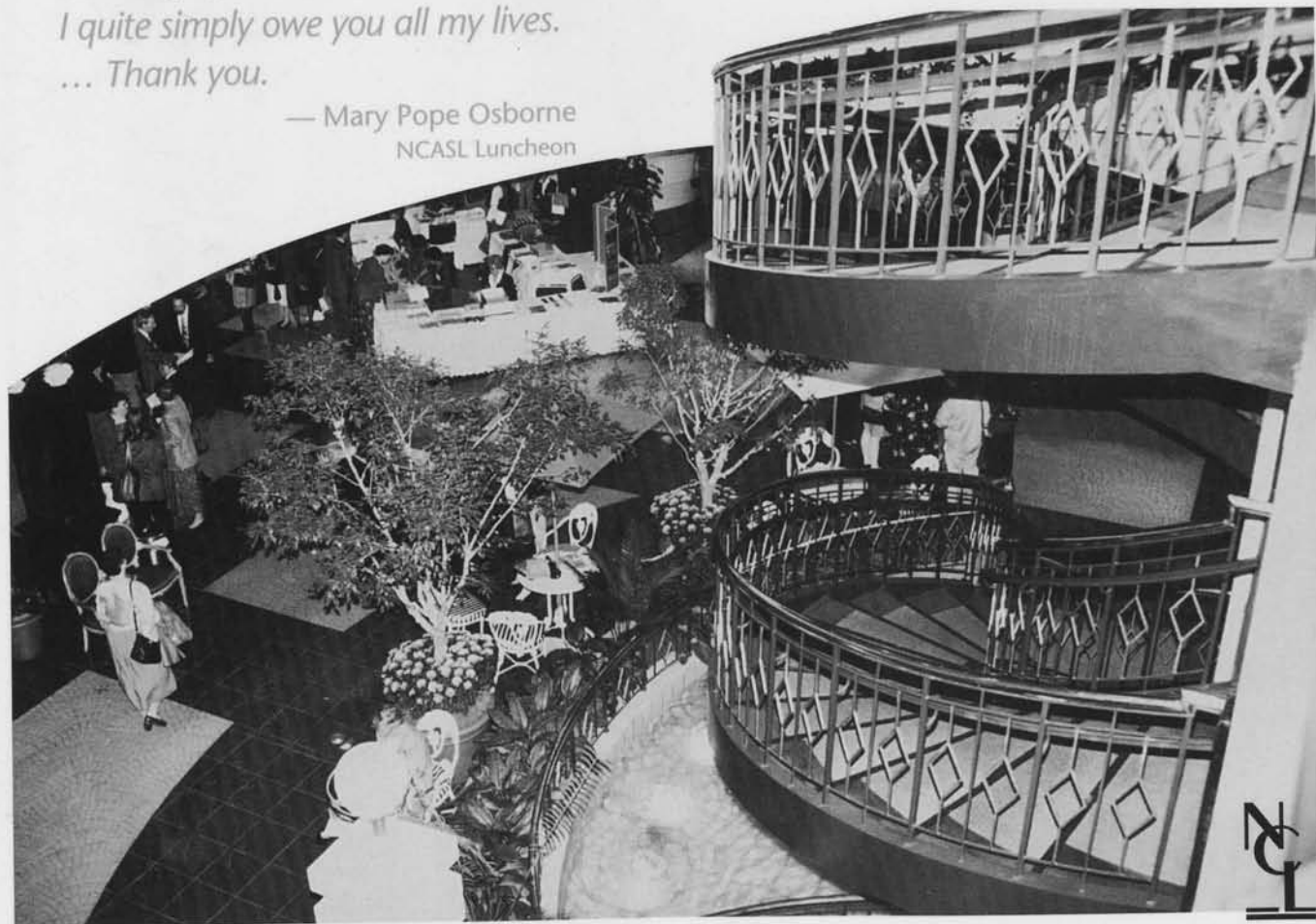
You animate the past. You help bring out hidden interests, talents, and dreams.

You fling open doors to new worlds.

I quite simply owe you all my lives.

... Thank you.

— Mary Pope Osborne
NCASL Luncheon



*The whole is greater than
the sum of its parts.*

*The Mandarin
staff and library
automation system
are merging with
the people and
products of
SIRS, Inc.*

*People you
know, serving
you well . . .*

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1995 CONFERENCE ISSUE

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From the President

Editor's Note: Each biennium NORTH CAROLINA LIBRARIES uses the President's column to introduce the Association's new president to the membership. This year we used the wonders and convenience of technology to pose questions to President Dave Fergusson through Internet e-mail access. What ensues is basically an unedited correspondence between Fergusson and editor Frances Bradburn.

Question 1: *How did you decide to become a librarian in the first place?*

I guess it's the tired, trite old story: I really did enjoy books, reading and libraries. I spent a good deal of time in libraries during my stint at Wake Forest and really loved the public library in my home town of Hudson, Ohio. After college, I spent some time at home working in a couple of factories, mulling over careers. During this time the library's collection kept me sane. Tom Vince, the librarian and a friend, certainly had a lot to do with my choice of a career.

Question 2: *We know that you are associate director of Winston-Salem/Forsyth County Public Library. What other positions have you held in this or other libraries since graduation (from UNC?)?*

For what its worth, I am the "Assistant Director, Headquarters" of the F.C.P.L. (with Mary McAfee being Ass't. Dir., Extensions), and more importantly, I received my library degree from FLORIDA STATE UNIVERSITY, not Carolina. Now really, Frances.

Prior to employment with Forsyth County, I was the Library Director of the Davie County Public Library in Mocksville. That was my first job out of F.S.U. I remember attending the State Library's training for new directors in the fall of 1974 with Patsy Hansel, then Director in Soul City, and I am sure that my legacy contributed greatly to the soon-to-follow state regulations changes which mandated that librarians have at least two years experience before becoming a director. I did have the opportunity to know and work with State Librarian Phil Ogilvie at that time.

Davie County was a small, good county library and I learned a lot fast. As everyone knows, one does a bit of everything in a position such as that. Six years later I had a chance which is rare in our profession: to change jobs and make more money without moving, so I took it.

Question 3: *If you were trying to sell NCLA to librarians across the state, what would be the main advantages of membership that you would highlight?*

The thing I enjoy most is taking advantage of the many opportunities to accomplish the things that we all believe in: giving all kinds of people opportunities to realize the most from their lives. We have the opportunity to be an equalizing force in an inequitable society.

Since the same could probably be said of social work as a profession or reaching Tae Kwan Do, naturally the nature of the profession — information, knowledge, learning — makes it very interesting to me.

The least enjoyable aspect is, I am sure, also shared by ministers, nutritionists and educators (maybe everyone except those in the popular media): the belief that so many people are not reaching their potential because they do not take advantage of the great things we have to offer.

Next...

Question 4: *Association members would probably like to know a little about your personal life — those things you feel comfortable sharing.*

About my personal life ... I grew up in Ohio, in a little town named Hudson which is sort of between Akron and Cleveland. I used to go see Indians games then at Municipal Stadium, and was most thrilled when I got Minnie Minoso's autograph. Of course, then they traded Rocky Colavito, everybody's favorite player, mine included, and labored in the depths of baseball obscurity until last year. I have several very close friends from high school whom I still see with some regularity.

Went to Wake Forest, during which time it became a UNIVERSITY. Not being a Greek, I led a life of sobriety and quiet desperation, but again made several wonderful friends and graduated with a history degree.

During my time in library school shortly thereafter, I became sort of a tennis playing nut and have tried to play and improve ever since. Having my elbow operated upon four years ago has made this possible.

I lived as a married man in Mocksville for about 18 years, and helped raise a daughter, who is now a fully employed grownup. Not being successful in this marriage thing, I moved to W-S alone about four years ago, and have been enjoying life ever since.

I now spend a lot of time with a wonderful woman who is an assistant fire marshall for the city of W-S. I continue to read mysteries (James Lee Burke et al.) and view motion pictures of some quality. (These days, THAT shouldn't take a lot of time.)

I read magazine articles to stay abreast of current events and am getting more and more of my national news via public tv and radio because the network stuff really seems to be a cross between marketing and fiction.

I enjoy athletics, although I have turned down several contract offers from major league sports teams because the amounts of money are simply unconscionable.

I have one brother who lives in Boise, Idaho and one who lives in Sanford, NC (Rob) who is conquering library school at Central one course at a time.

Question 5: *What is your vision of NCLA?*

(A tough one — thanks.)

To generalize, I envision the Association as THE organization responsible for keeping libraries in the minds of our citizens, beyond the good work that is done by each individual library or media center.

We now enter a period during which libraries, for a variety of reasons, could be considered an endangered species. I do not think that will happen, but whether one considers pinched government and academic funding, private information systems which will bypass libraries, or attacks on collections from different political quarters, the threat is there.

We all know that our libraries are doing great things, but the Association is in the position to see that the connection that exists among them is understood by our patrons and taxpayers. This really is not anyone else's job in North Carolina, and we can get it going. I believe that our Publications (read: Marketing) Committee will be able to take off, perhaps in the spirit of the old ACC spots run by the State Library and NCLA.

Obviously, NCLA does much more, and most of it contributes to our combined effectiveness. We do many things very well because of the hard work and devotion of our members. I have been discussing an area about which we have much potential to fulfill. We all work hard to market services. All of us now need to keep our focus on marketing libraries.

After all, Libraries Link Lives.

Question 6: *If you could make one change in the Association during your term as president, what would it be?*

I do not know what specific change it would take, but I hope that after two years we continue to act as one association when we need to, rather than as a number of separate entities. We are not too far from this goal, but without effective efforts, in time, we could be worse off. A friend used the term "balkanized" recently, and I hope we can eliminate such references in the future regarding the whole association.

You know, I think I have made it through this whole interview without using the term "internet" once. How about that.



NCLA Executive Board 1995 - 1997: Seated (left to right): Steve Sumerford, Beverley Gass, David Fergusson, Wanda Brown Cason, Jackie Beach, Barbara Akinwole. First row (left to right): Frances Bradburn, Janet Flowers, Cheryl McLean, Gwen Jackson, Martha Davis, Beth Hutchison, Sheila Core, Sheila Johnson. Second row: Sue Ann Cody, Carol Freeman, Kathy Crowe, Sylvia Sprinkle-Hamlin, Karen Perry, Robert Burgin, Janet Freeman, Nancy Fogarty, Clifton Metcalf, Renee Pridgen.

Libraries Link Lives

Greensboro, North Carolina, October 3-6, 1995

NCASL Pre-Conference: Surfin' the Internet

October 3, 1995

The NCASL Pre-conference "Surfin' the Internet" on Tuesday, October 3, 1995, began with the participants being divided into two groups: absolute beginners and advanced beginners/intermediate users. Bob Peaseley from the Charlotte-Mecklenburg school system worked with the beginner group; he gave a brief history of the Internet and introduced them to Internet concepts and terms. Peaseley also shared with the group a number of handouts concerning the Internet, the World Wide Web, Gopher, Netscape, and other search mechanisms.

The advanced beginner/intermediate group was led by David Warlick of the Landmark Project. Warlick focused on two aspects of the Internet: (1) Content, or, information that is on the Internet; and (2) Interface, or how to navigate the Internet to find and access information. In the content area Warlick emphasized that the information will usually be found in one of three different formats, depending on the type of information: 1. Text/Prose (Word Processor, Hypertext Authority); 2. Columnar Information (Spreadsheets and Databases); and 3. Formatted Information (Spreadsheets, Databases and Special Applications). In the Interface segment, discussion focused on different ways to search: Topic-Oriented Indices, Searchable Topic-Oriented Indices, and Internet Search Engines.

The second session dealt with NASA and its Internet possibilities for educators. Contained in the presentation by Judy Walker were Spacelink, NASA's computer information system which can be accessed through the Internet, and various other educational resources including video and audio programs.

Frances Bradburn conducted the third session which focused on Internet Acceptable Use Policies and Multimedia Copyright Laws. Bradburn emphasized the point that before a single student in your school uses the Internet, it is essential to have in place an acceptable use policy that has been clearly explained to both faculty and staff. She then went on to detail the items that should be in a complete Acceptable Use Policy. These include a mission statement, the name of the service provider, and an intellectual freedom statement. Other issues that need to be considered for possible inclusion are privacy, freedom of expression, expected behaviors, safety, and liability. Bradburn also shared with the group some of the computer programs that act as filters and can screen access to Internet resources.

Bradburn's final focus was on Fair Use Guidelines for Educational Multimedia. The information is being updated right now and what she gave to participants was a draft copy of suggested guidelines. For example, under Text, the guidelines suggest that up to 10 percent of a copyrighted work or 1,000 words, whichever is less, may be used and a poem if less than 250 words may be cited in its entirety.

Following all the presentations, the group went to UNC-G where a lab of computers were available for Internet access and exploration.

— Diane Kessler

Leadership Survival Kit

*Library Administration
and Management Section*

Dr. Abigail Hubbard from the University of Houston School of Business led an all-day workshop to help library managers and staff prepare strategies for optimizing organizational goals and to create an awareness of organizational and patron/client needs. Quoting an old Chinese proverb, she stated, "If we don't change our direction, we're likely to end up where we're headed."

In discussing leadership qualities, Hubbard asked the group to name great leaders and to indicate what characteristics make or made them leaders. Although the list of leaders was diverse, they exhibited some common traits: vision and strong personal commitment; exceptional communication skills; focus on a central purpose; ability to learn from mistakes; and trust among associates.

Hubbard stressed that it is also important to take into account the context or culture in which we work. The culture encompasses common assumptions, shared understandings, shared values, and common beliefs — all of which have an influence on leadership and the organization. Cultures use symbols to communicate, and such symbols abound in libraries. The group then discussed some of these symbols (circulation desk, computer terminals, directional signs, classification system, etc.) and the messages they communicate to both staff and patrons.

Leaders define the culture and the means of communication. Hubbard invited the participants to discuss verbal and nonverbal communication and the importance of feedback. Volunteers participated in an experiment which demonstrated positive and negative feedback and their effects on productivity and morale. Hubbard concluded with communication techniques to help in conflict resolution.

— Barbara Miller Marson



Conference Planning Committee: Seated (l→r): Cheryl McLean, Joye Maier, David Fergusson, Helen Tugwell, Lovenia Summerville. Standing (l→r): Jerry Thrasher, Karen Perry, Chuck Mallis, Gwen Jackson, James Jarrell, Waltrene Canada, Laura Graham.

First General Session

North Carolina Library Association President Gwen G. Jackson opened the fifty-first NCLA Conference under the banner "Libraries Link Lives." Vice President, President-Elect David Fergusson introduced the conference committee, and Greensboro Mayor Carolyn Allen welcomed the conferees to the city.

Then following awards then were presented:

Life Memberships:

To **Neal F. Austin** for his many years of service to the state's public library community culminating in the building of the new Neal F. Austin High Point Public Library;

To **Dr. James Govan** for his distinguished career as University Librarian at the University of North Carolina at Chapel Hill from 1973 until his retirement in 1992. During his tenure, the University book collection nearly doubled in size, Davis Library was constructed, and the Triangle Research Libraries Network was developed;

To **Miriam Ricks**, retired professor from the School of Library and Information Sciences at North Carolina Central University, for her contribution to NCCU and to the education of school librarians across the state; and

To **Alene C. Young**, retired Director of Library Services at North Carolina Agricultural and Technical State University, for her many contributions to the institution that culminated in the planning, construction, and operation of the new Bluford Library.

Honorary Memberships:

To U.S. Representative **Charlie Rose** (7th district of North Carolina) for his consistent support of legislation benefiting libraries, especially technology in libraries, during his twelve terms in Congress; and

To **Elinor Swaim** based on her years of service to the North Carolina library community, especially to Rowan County Public Library, the State Library Commission, and National Commission on Libraries and Information Services.

The Distinguished Service Award:

To **Dr. Edward G. Holley**, former Dean of the School of Library Science at University of North Carolina at Chapel Hill and currently William Rand Kenan, Jr., Professor at the University, for his library scholarship, his leadership in the American Library Association, and his implementation of the doctoral program at Chapel Hill.

President Jackson recognized the **Public Library of Charlotte and Mecklenburg County** as the recipient of the 1995 "Library of the Year" award from Gale Research and *Library Journal*.

The keynote speaker was Dr. Richard Preston, an investigative journalist and author. Dr. Preston spoke on his first-hand research for his recent best-selling book, *The Hot Zone*, which deals with the events surrounding the outbreak of the Eboli virus among a group of primates at an Army research facility. He noted that "behind every good book, there does stand a librarian."



Dr. Richard Preston

— Frances Bryant Bradburn



Pictured top lt.: Miriam Ricks; top rt: Alene C. Young & Gwen Jackson.



Pictured bottom lt.: Elinor Swaim; bottom rt.: Edward G. Holley & Gwen Jackson.



Virtual Reality and Education

N.C. Association of School Librarians

Dr. Veronica Pantelidis from East Carolina University discussed and demonstrated virtual reality software and its applications in an educational setting. Armed with a plethora of printed information that she supplied to her audience, Pantelidis amazed her listeners with the amount of research that is currently being done in the area of virtual reality.

One important center of research is the Virtual Reality and Education Laboratory (VREL) at East Carolina University. Its goal is to find ways to use virtual reality in education, particularly in kindergarten through grade twelve (K-12). One of its projects is to examine the North Carolina Competency-Based Curriculum Objectives and to identify objectives that can use virtual reality as a method or means to attainment. In addition, VREL staff identify, evaluate, and demonstrate appropriate virtual reality software and equipment for use in grades K-12.

Pantelidis defined virtual reality as a computer-generated simulation of a real or imagined environment. The software can be graphics-based or text-based. She discussed at length some of the software currently available at relatively little cost, in particular Virtus WalkThrough, which allows the creation of three-dimensional environments that students of various ages can use.

For additional information on virtual reality, Pantelidis has compiled a lengthy bibliography that is available on the Internet at ftp site URLs:

<ftp://ftp.hitl.washington.edu/pub/scivw/citations/VR-Ed.html>
<ftp://ftp.hitl.washington.edu/pub/scivw/citations/VR-Ed.rtf>
<ftp://ftp.hitl.washington.edu/pub/scivw/citations/VR-Ed.txt>

— Barbara Miller Marson

Review of New CD-ROM Materials for K-12

North Carolina Association of School Librarians

Those librarians who keep up with the Advisory Lists created and distributed by the Public Schools of North Carolina (hitherto known as the Department of Public Instruction) know and appreciate the value of these annotated reviews of educational materials for school library and classroom use. Regrettably, recent cuts in state funding mean that there will be fewer such reviews in the future.

Gerry Solomon and John Brim compiled a listing of the CD-ROMs reviewed in the Summer and Fall (1995) Advisory Lists, and demonstrated a small selection of those products representing various subject contents, grade levels, and computer platforms. They included:

Explorapedia: the World of People,

is an example of a particularly versatile CD-ROM for elementary students. It covers subjects ranging from social studies to science and even guidance. The text is narrated, so that primary school children can use it, and there is a Little Kids' Mode for preschoolers.

Ocean Planet,

produced by cable television's Discovery Channel, features numerous clips from actual DC programs enhanced by additional information. The viewing process of this CD-ROM is highly non-linear, reflecting the fact that there is a great deal of information on the disc—all presented in relatively small chunks.

Eyewitness Encyclopedia of Science,

for upper elementary and middle school groups, offers the option of listening to the text, or turning the sound off (a feature, no doubt, of some importance to parents and teachers about three months after purchase). This CD-ROM is one of many produced by Dorling Kindersley, which this fall is making available a sampler disc of those products.

Destination: Rainforest

is a particularly intriguing tool for helping elementary students become engrossed in the process of writing a story. By providing whole series of rainforest settings, characters, fauna, flora, and possible situations — all with appropriate graphic representations, this tool helps provide students with the means of creating their own illustrated, computerized story book. Students supply the text as they imagine what happens next.

Session participants were advised that in their quest to keep up with hardware capable of playing the newest software, they should prepare to buy a new system in lieu of hoping to upgrade existing equipment: "You never win."

An example of what's coming along is full motion video with synchronized sound. Soon CD-ROM will provide us with full two-hour motion pictures with better quality (theoretically) than we now enjoy on VHS. (Put THAT in your multimedia system...and watch the smoke!)

— Rose Simon

Learning Link:

On-Line Service for Educators

N.C. Asso. of School Librarians

In her presentation, "Learning Link: On-Line Service for Educators," Mary Cay Corr of WUNC-TV focused on the possibilities that Learning Link offers to educators. A telecommunications system with a non-graphical interface, Learning Link gives free access to online services through its 1-800-342-7259 telephone number. This toll-free telephone is available Monday through Friday from 7:00 a.m. to 7:00 p.m. while the local number (919) 549-7200 is available twenty-four hours a day.

Some of the features educators can access through Learning Link are as follows: (1) WUNC-TV broadcast schedule; (2) NCASL forum; (3) DPI Computer Curriculum materials; and (4) the World Wide Web. Many other projects and resources of interest to teachers and media coordinators can be found by browsing through Learning Link's on-line offerings.

Applications were distributed to participants at the conference; other interested persons may call (919) 549-7193 or contact the Learning Link staff at llstaff@uncctv.org for application forms and more information.

— Diane Kessler



Mary Cay Corr and Robert Watson, the UNC Technology Team, pause for the camera after presenting their program explaining Learning Link to NCLA conference attendees.

Internet Publishing or How to Set Up Residence on the Information Highway

NC Association of School Librarians

David Warlick from Landmark Images, Inc. in Raleigh gave a brief overview of how Internet homepage information is set up in hypertext markup language (HTML) format. He demonstrated how HTML tags were inserted in a text file and showed how those tags would link a particular word or phrase to other documents or image files.

The World Wide Web (WWW) is a quick and easy way to distribute information to parents and other school stakeholders; it can be updated regularly without the need of expensive reprinting of information. Additionally, the WWW is a powerful tool for connecting school library media centers to distant information sources. The Web can provide students with the "raw" information and data that they need to produce high quality work.

Mr. Warlick said that shareware, such as WebWeaver, is available to help schools get started on their own homepages and HTML documents. In mounting information, schools need to remember that many home Internet users only have 9600 or 14.4 baud modems; thus, schools need to consider carefully the amount of image data that is mounted or made accessible through their homepages.

He also noted that while doing a homepage with HTML is not hard, a school needs access to Netscape or Mosaic in order to test adequately the products it is mounting. He also suggested using local Internet providers to mount web pages, as this saves time and money for school library media staff.

— John Welch

Freenet Forum:
Access to Facts, Fun, and Information
Technology and Trends

At this program several North Carolina librarians presented overviews of the history and uses of local freenets, and demonstrated their own local networks.

Gloria McFadden of Cumberland County Public Library and Information Center demonstrated its *FACTS* freenet — an electronic bulletin board and public forum. The Board of Directors for *FACTS* approves inclusion and placement of the forums; it is then the responsibility of each group to update its information. The forums operate in a question-and-answer format and are moderated by a director. Among the forums available are a homework group which is interactive and provides homework assistance to public school students, and a parent's discussion forum. Dial-up access to *FACTS* is available at 910-433-2930; 910-433-2896; or 910-433-2432.

Judy Hallman from UNC-Chapel Hill demonstrated *RTPnet*, a public information center for the communities of the Research Triangle area in North Carolina. Available twenty-four hours a day, its emphasis is on local information, albeit information at the state level and global levels is also provided. Hallman is in the process of recruiting Research Triangle Park librarians to help maintain and/or input information in various subject areas. She is coordinating an "ask an expert" feature and hopes to draw upon the wealth of knowledge in the area. Interested individuals can access *RTPnet* at fnet.ils.unc.edu/.

Steve Snow from the Public Library of Charlotte and Mecklenburg County discussed and demonstrated *Charlotte's Web*, which provides access to local information and library databases. A variety of organizations — local government, arts organizations, public schools and universities, and local agencies — contribute to *Charlotte's Web*. A fifteen-member advisory board develops policies, while volunteers make significant contributions to the upkeep and success of the network. Visitors can try out *Charlotte's Web* at www.charweb.org.

— Barbara Miller Marson

Internet Resources for Library Managers

Library Administration and Management

George Porter from North Carolina State University reviewed a selected list of Internet resources that provide library administrators with information on state and national political activity. (This list of resources is available on the Internet at the URL: <http://refweb.lib.ncsu.edu/ncla.html>.)

Porter demonstrated the UNC Institute of Government's homepage, which includes access to the daily General Assembly legislative summary when the Assembly is in session. Though it is still under development, additional General Assembly information, including data on bills, can be obtained by gopher: <ftp://ftp.legislature.state.nc.us>. The North Carolina Association of County Commissioners (NCACC) and the North Carolina League of Municipalities (NCML) also maintain Internet homepages that provide additional information about their activities and agendas. THOMAS, the federal legislative information service from the Library of Congress, provides a very useful resource for current federal legislative information.

Porter suggested that library administrators use "bookmarks" to locate and access quickly their favorite information sites. He also reminded the audience that the World Wide Web is not a stable environment and that users need to monitor carefully the information available at various sites, though organizations do a better job than individuals or commercial sites of updating and maintaining their sites and information resources.

— John Welch



Children's and young adult's author Mary Pope Osborne confided to NCASL members the power of libraries in her personal and professional lives.

Customer Service:
Bloodline to Success

New Members Round Table

Using a combination of humor and hard fact, Laura McLamb Hamilton made a presentation on the importance of non-verbal communication in human interactions. Noting that non-verbal communication accounts for over 55 percent of all communication, she proceeded to demonstrate to the audience the subtle, and overt, ways in which library staff send communication signals to other employees and to the library's patrons.

Patrons who walk through the door of a library are looking for a certain level of professionalism from the library's staff.

Those patrons do not care if a staff member has had a bad day or if the phone is ringing off the hook. Patrons will measure the skill, desire, and appearance of library staff on a non-verbal level and these measurements will influence their perception of service. For example, most staff fail to make and maintain good eye contact with patrons.

A library's patrons must feel that they are the most valued and important people in the world if they are ever to become true supporters of a library's services.

— John Welch



The Order of the Longleaf Pine was presented to NCLA President Gwen Jackson by North Carolina State Librarian Sandra Cooper and to Past President Janet Freeman by Marjorie Lindsay, chair of the State Library Commission. Both women were honored for their service to the State Library Commission.

Collection Development in an Electronic Environment: A Discussion of Practical Steps

Resources and Technical Services Section

Patricia Domingues, humanities bibliographer at UNC-Chapel Hill, presented a brief overview of trends in cooperative electronic collection development programs, including those in Florida, where all state higher education institutions are working cooperatively to build complimentary collections; Virginia, where state and private higher education institutions are digitizing material in private collections for electronic dissemination; and Maryland, where school, higher education, public and private libraries are cooperating to provide electronic access to government information, legal and consumer information, newspapers, and full text materials, to all citizens. A general discussion of strategies for cooperative collection development in North Carolina followed. Teresa McManus of Fayetteville State University will work to facilitate a meeting of various interested parties with the aim of organizing a state initiative.

— Suzanne Wise

MARC Records: An Introduction for School Media Coordinators

N.C. Association of School Librarians

The presentation, "MARC Records: An Introduction for School Media Coordinators," by Diane Kessler of the Durham Public Schools focused on the importance of MARC records for school media personnel. Even though most media coordinators do not do a lot of original cataloging, they need to know what MARC records are, what the different fields and tags represent, and how to fill out a complete MARC record when necessary. Every media center needs to have a copy of *MARC Records — Bibliographic*, which is available free from the Library of Congress (1-800-255-3666). This publication will answer a lot of the more frequently asked questions about the MARC format.

Kessler's presentation also centered on the vocabulary necessary to talk about MARC records. Users need to become familiar with such terms as field, tag, subfield, indicator, repeatable, and nonrepeatable. These words are also fully defined with examples given in the Library of Congress publication.

The most important thing to remember when filling out or working with MARC records is that the information needs to be readily available to both students and faculty. It is imperative, therefore, that the records be accurate and consistent so that the data are accessible to everyone.

— Diane Kessler

Personal Rights and Issues:

N.C. Library Paraprofessional Asso.

Patricia Fuller, Director of the Greensboro Office of the Equal Employment Opportunity Commission (EEOC), gave a brief informational presentation, showed a 25-minute video, and entertained questions about the EEOC. She made it clear that while the EEOC takes complaints with regard to the Americans with Disabilities Act (ADA), it does not enforce the Family Medical Leave Act (FMLA) which comes under the jurisdiction of another federal agency. EEOC is concerned with eliminating employment discrimination.

Fuller began with some statistics from her office, which oversees fourteen counties. Of the 660 charges brought during the past year, 471 were resolved with settlements involving over two million dollars. Anyone can file a charge, but her office only investigates those charges which it believes can be proven. The office needs circumstantial, direct, or comparative evidence in order to prove a case. The first step in filing a charge is to fill out forms and be interviewed by an intake officer. After evaluation, the complainant is issued a "right to sue." The 1991 Civil Rights Act allows pursuit of punitive damages if wrongdoing is proven.

Complaints filed under the Americans with Disabilities Act accounted for 18 percent of EEOC charges nationwide. Before filing a complaint, a person must first qualify as physically or mentally disabled according to guidelines set forth in the ADA. The video, entitled "Discrimination on the Job," clarified four specific areas of discrimination covered by the EEOC.

— Joan Sherif



*Pictured top:
Kieth Wright chats with
several former students.*



*Pictured left:
Fred Marble, Gaylord
representative, and his
daughter visit during the
exhibits.*



*Pictured right: Three Little Maids from School ...
Alice Newsome, Wanda Woodruff, and Carolyn Mercer raise the
dealer at NCLA's Casino Night.*

Second General Session

Several awards were presented during the Second General Session.

Frances Bradburn presented the Ray Moore Award to **James V. Carmichael, Jr.** (pictured right) for his article "Sex in Public (Libraries)," which was published in the Summer 1995 issue of *North Carolina Libraries*. Voted by members of the editorial board, this award recognizes the best article dealing with public libraries published in the journal.



Dr. Gene Lanier and Elliott Goldstein presented the SIRS Intellectual Freedom Award to **Nora Warren** (pictured left) from the Northwestern Regional Library in Elkin. This award is given to an individual or group who has promoted intellectual freedom in North Carolina.

For the North Carolina Book Awards (NCASL/CSS), the Junior Book Award was given to *The Boys Start the War* by Phyllis R. Naylor. *The Rainbow Fish* by Marcus Pfister won the Picture Book Award.

The North Carolina Association of Special Libraries (NCASL) presented **Janet Carter**, a M.L.S. student at East Carolina University, the Appalachian State University scholarship. The Carolyn Palmer Media Coordinator of the Year Award (NCASL) went to **Marie Salmon**, Media Coordinator at Coats Elementary School (pictured on page 158).



The Public Library Section Award went to **Terri Marquez** (pictured left with David Swartout) for her special project at Wayne County Public Library.

Kathryn Wilkinson presented the Resource and Technical Services Section award to **David Olson** for his article, "North Carolina and Paper Preservation: Ninety Years of Leadership" which appeared in the Spring 1994 issue of *North Carolina Libraries*. The Best Student Award went to **Sylvia Buckner**, who is head of Monographic and Backlog Cataloging at UNC-Chapel Hill.

The Road Builder Awards sponsored by the Roundtable for Ethnic and Minority Concerns were presented to the following individuals (pictured from left to right):

- Academic libraries - **Wanda Brown Cason**, Head Cataloger at Wake Forest University;
- Special libraries - **Barbara Best Nichols**, Information Resource Administrator at Reichhold Chemicals in RTP;
- Library education - **Dr. Pauletta Bracey**, North Carolina Central University;
- Public libraries - **Sherwin Rice**, Director of Bladen County Public Library.



This year's exhibits included 126 vendors and 141 booths. Jerry Thrasher presented the following Exhibits Awards:
 Friendliest - **Books on Tape**;
 Most Attractive - **Scholastic Book Fairs**;
 Best of Show - **SIRS, Inc.**



The highlight of the Second General Session was the Philip S. Ogilvie Lecture, given by Deputy Librarian of Congress **Dr. Hiram Logan Davis** (pictured left). Introduced by State Librarian Sandra Cooper, Davis discussed the future role of libraries and presented a video highlighting the Library of Congress's digital library endeavor.

Davis quoted Tom Peters, saying that "to survive and prosper cannot mean business as usual." He predicts that libraries will continue as information gateways, but that they must adapt. Librarians must become knowledgeable with and active in "spheres" other than their own. They will function as "knowledge navigators" as they develop new techniques and skills to guide users to information.

— Barbara Miller Marson

Imaging in Libraries: Publishing, Teaching, Reserves, and Production

Technology and Trends

It's not just text anymore. With increasing frequency, online publishing features graphics of greater variety and complexity. It's all headed our way, and to help librarians learn more about it, Paul Jones, Office for Technology, UNC-Chapel Hill, outlined and described the sweep of current developments in image creation and presentation. Hal Meeks, from N.C. State University, described the SDIR Project's goals and demonstrated some of the resulting online components created for two courses at N. C. State University.

Jones indicated that still images include GIF and JPEG images, now found online on the World Wide Web. GIF images, consisting of 256 colors by 8 bits, are as good as most paper publication pictures and have the further advantage of losing little or nothing in the process of compression. JPEG images consist of thousands of colors by 32 bits and are greatly compressed. Wonderful as it all sounds, neither is as good as World Wide Web out-of-line images such as TIFF images. *Acrobat* from Adobe offers even better images, and allows you to add hyperlinks to other Adobe pages.

Image maps are pictures with hyperlinks in them that offer a new and truly exciting prospect for academic publishing. One example, now underway at the University of Virginia, is a multimedia compilation of all the works — pictures as well as writing — of Dante Gabriel Rossetti. The hyperlinks enable the compiler to point out specific connections, representing instance after instance of his own original scholarship, while enriching the research potential for other scholars as well. Yet another advantage is that scholars do not have to have state-of-the-art technology to make use of the product.

The current form of image map is the server-side image map. What is needed, and what will be available in the next release of Netscape, is client-side image maps. A third form is the active image map on Java. Java is an object-oriented programming language that permits the downloading of images from the World Wide Web upon request. Active image maps also include independent sound sources.

The third form of image is the 3-D representation, and 3-D comes in several types. Currently, out-of-line 3-D images are chiefly delivered via Auto-CAD. One example of its use is the reconstruction of the city of Pompeii. With *Virtus Walk-Through* and 3-D viewers, it is possible to view such an image from within, as though you are walking through it. The ultimate ideal is to be able to distribute the image online. Virtual Reality Markup Language (VRML) can be used to make any surface of any object a hyperlink, and it can drive your Web client. Another type of 3-D image comes through *Macromedia Director*, which is cross-platform.

Motion pictures are yet another image form. There are out-of-line motion picture images such as MPEG (Motion Picture Experts Group) and Quicktime images, both distributed on the net. Quicktime images, unlike MPEG, included sound from the first. In-line images include Server Push Animation, which makes things move around on the Web page you are viewing. Another form is In-line Quicktime, which offers you an actual motion picture on the Web page. It will take a long time to unload, however. Coming along is in-line streaming MPEG with real audio. Things are decoded as they come, producing live pictures with sound. Finally, there is Hot Java, featuring specialized programs for specialized functions enabling you to download and run the software you need to play selected data on your Web page as you download the data itself.

Finally, Netscape enthusiasts will find that the new version scheduled for release in December far outstrips CD-ROMs in its capacity to present images.

Meeks defined SDIR as Student Directed Information Rich Education, and the SDIR Project at N. C. State University is subtitled, "Imaging and Imagining." Its purpose is to stimulate the learning process by combining an enthusiastic teacher with real-time student access to online information directly pertaining to the course. This type of learning is student driven — self-paced, serving individual and group learning, and customized for multiple learning objectives; it represents a distinct shift away from the traditional teacher-centered course. This new approach is "information rich," offering a full range of multimedia tools, together with library and information highway links.

The use of this technology to enhance the quality of learning for selected courses does observe existing copyright law restrictions. The information used is accessible only to members of the classes. Permission was secured from copyright holders to use selected material, and credits are listed. The information is not distributed on the Internet at large. At the same time, students learn to use a Web browser and are encouraged to make use of the relevant information they find there.

— Rose Simon

Access Ramps and Avoiding Road Kill on the Information Highway

Intellectual Freedom Committee.

Gene D. Lanier, chair of the Intellectual Freedom Committee, and Frances Bradburn, section chief, Information Technology Evaluation Services, Public Schools of North Carolina, led a discussion on legal and censorship issues impacting unsupervised public Internet access in libraries. Lanier proposed total adherence to the First Amendment: all information should be available free to all people. Availability does not imply endorsement. Libraries should spend their time providing information access and educating their users to discriminate rather than censor. Don't promise to screen "the bad stuff." The ALA Intellectual Freedom Committee will present a document on access to electronic information to the ALA Council at the 1996 Midwinter Meeting.

Bradburn discussed points that should be covered in a library Acceptable Use Policy. All libraries should have one, as it is the only protection in case of a grievance. The policy is a statement of common understanding among Internet service providers and the people who use their services. Points to be covered include: intent of collection; targeted areas of interest; who may use the service; an intellectual freedom statement; a statement regarding for-profit use of the service; privacy issues; freedom of expression issues; a behavior code; equipment security considerations; and remedies and recourse in cases of policy violation.

— Diane Kessler



Waiting for Bourdeaux ...

Intellectual Freedom and Federal Budget Cuts at NPR

Public Library Section

Public radio and television face their "most serious attack since the enactment of the Public Broadcasting Act of 1967," according to David Molpus, the Southeast Correspondent for National Public Radio (NPR). The combination of proposed budget cuts and pressures from Congress to privatize public broadcasting threatens the continued independence and creativity of these media sources. Although Congress has backed away from Speaker Newt Gingrich's original plan to zero out all public funding of public broadcasting, the House bill would still reduce funding by 50 percent over the next two years, while the Senate version would cut fifty million dollars over three years. The challenge for NPR is to find commercial partners to make up for the loss in funding, for although public broadcasting raises five times as much money from private as from federal sources, federal funding is important as a basis for fundraising from private sources.

Molpus challenged the popular perception that public broadcasting was liberal, elitist, and opinionated. Its mandate is to expand the spectrum of opinion. Surveys of its listeners have found that over one-third of their audience consider themselves conservative, less than one-third liberal, and the rest middle-of-the-road. The goal of NPR is to offer stories that focus on solutions and to tell its audience "not what to think, but what to think about."

Taking issue with the idea that public money should not support public broadcasting, Molpus said that it is legitimate to ask the value of public broadcasting. The vast bulk of funding is not from the government, but from listeners, the private sector, and foundations. The country has an abundance of news, but it is a "glut"—we have "information overload that does not illuminate, but confuses the public with sound bites." NPR makes some sense out of the chaos with its in-depth reporting, for which the public is hungry. Molpus fears that the result of privatization would be the "growth of tabloid TV news" and competition among reporters for stories that are commercially popular but not substantive. He likes working at NPR with its freshness and features that are not trendy.

In response to a question about intellectual freedom in his job, Molpus replied that he has not felt pressures from NPR management, although he and other reporters may disagree with editors or producers over whether or not to cover a story.

— Michael Cotter



Coretta Scott King Honor author Joyce Hansen was the featured speaker at the REMCo Author Luncheon on Thursday.

Literacy: Not all of Your Patrons Speak English

Literacy Committee

In these days of political correctness, "Literacy: Not All of Your Patrons Speak English" struck a powerful chord to remind librarians that not all patrons are English-speaking and that there is a real need for English as a Second Language (ESL) materials and services.

Steve Summerford of the Glenwood Branch of the Greensboro Public Library led the program with a panel of non-native English speakers who use his branch library. The panel addressed the issues involving how libraries can better serve non-English speaking patrons with many concrete examples of ways to improve services. Suggestions included doing a survey of non-English speakers to find out what they need and forming an advisory committee to provide ideas for new approaches. Other ideas included employing library workers who are fluent in other languages and providing directional signs and registration information in other languages.

Several of the panel members mentioned how they had found assistance and help at the Glenwood Branch Library. One major need of the panelists was to find ways to improve their English language skills. Library materials and tutoring had provided many opportunities for developing their language skills.

— Joan Sherif

Through the Customers' Eyes: Linking Information Needs & Library Services

Reference and Adult Services

Three panelists spoke on what they want from their library. Karen Gottovi, formerly a state legislator and currently a consumer affairs/market research consultant, urged the audience to find out why people come to the library as well as why they don't come. Focus groups, surveys, interviews, and other strategies can be used to determine what people want from the library and whether they are getting it. Libraries should collect material on all sides of an issue, should plan ahead for technology in order spend funds wisely, and should offer attractive, convenient physical facilities with parking, doors that open automatically for patrons with arms full of books, meeting rooms, and social areas. It is important to woo politically powerful people by publicizing your good deeds, sending politicians library cards and inviting them to visit, educating them about library issues, and providing them with information on topics they are interested in.

Novelist and playwright Orson Scott Card said that libraries exist to preserve and transmit culture. Knowledge is good for its own sake, and libraries must preserve everything, no matter the point of view or seeming unimportance. Ideally, every document should be digitized and become universally accessible. Libraries should woo users by operating public electronic bulletin board services and providing meeting and social areas. Instead of large libraries, there should be many small neighborhood ones within walking distance. Work to become the "town square."

Tammy Worthy, vice-president of the Greensboro Citywide Poor People's Association, advised libraries to have community people on their boards in order to get their opinions about services. Go into the community, don't wait for the community to come to you. Worry less about the needs of officials and more about those of local community residents.

Moderator Dr. Elfreda Chatman of the UNC-CH School of Information & Library Science summarized her research on special populations (blue collar workers, retired people, etc.) and their information needs. A question and answer period followed.

— Suzanne Wise

Poetry Spoken Here

NC Center for the Book and Friends of N.C. Public Libraries

Described as "an oasis in a busy conference," the session Poetry Spoken Here did provide inspiration and a glimpse into the world of the arts.

Sponsored by the North Carolina Center for the Book and the Friends of North Carolina Public Libraries, this session previewed the type of art programs that can take place in public libraries, with poetry readings, scholar-led discussions on poetry, and open mike performances by patron-poets.

North Carolina poets Maggi Grace and Michael Chitwood spoke about their work and read some of their poetry. The poets said that the public library is a good setting for poetry readings since libraries are free, accessible, and non-threatening. Filmmaker Joanna Hudson's artistic video, "Easter Morning," which is based on a poem by North Carolina poet A.R. Ammons, was shown.

"Poetry Spoken Then and Now" is a project of the North Carolina Center for the Book which funds scholar-led humanities programs in libraries, senior citizen centers, and workplace sites all over the Carolinas. Frannie Ashburn is Director of the Center for the Book.

—Joan Sherif

Managing in a Networked Environment

Library Administration and Management Section

"There is unbelievably good stuff available on the Internet. Our job is to find out how to use it." With these words, Charles McClure, Distinguished Professor at Syracuse University, issued a wake-up call to librarians. Librarians are being marginalized, he said, as others are doing what we used to do and doing it better. He urged us to get connected to the Internet and waste no time in learning what it can provide. A key issue for us, he said, will be the degree to which the library orchestrates and manages the delivery and use of electronic information as opposed to simply being one of many possible providers.

Librarians must fight for support for electronics at the local level, because the federal troughs are quickly closing. Instead of whining about change and lack of support, we must set priorities and maintain a focus, develop strategies to find needed monetary resources, provide network-based programs and services, keep abreast with new technology, plan for the continual upgrade of hardware and software, and make provisions for post- and future interoperability of systems.

Pat Ryckman, New Technology Manager at the Public Library of Charlotte and Mecklenburg County, identified four crucial issues in developing a local or community network such as *Charlotte's Web*, the community network in Charlotte: partnerships, organizational issues, funding, and human resources and training. A community partnership can be the key to successful fundraising, while spreading both expenses and expertise. Compromise and good communication are essential in defining responsibilities and resolving differences in the policies of the various partners. In seeking funds for the network, the partners must evaluate their traditional services, reviewing operations to determine where funds and staff may be redeployed. The partnership must have a clear plan for training both the staff and the public.

Pat Langelier, Librarian at the Institute of Government at UNC-Chapel Hill, described the internal or organizational network. She suggested that we add new skills to our management kit: facility for working with teams, coaching skills, meeting skills, and skills in dealing with conflict. As managers, we must be committed to change and able to create an atmosphere that encourages creativity and risk taking, and recognizes and rewards contributions. The network at the Institute of Government, with which Langelier has been involved, and particularly the e-mail facility, has helped the internal teams work well together and flattened hierarchical communication.

—Joline R. Ezzell



"Have I answered your question completely?"

State Publications and the Depository System

NCLA Documents Section Table Talk

The discussion of the North Carolina state depository system also reviewed issues relating to the acquisition of state publications in general. Wes Wessling, State Documents Cataloger in the North Carolina State Publications Clearinghouse at the NC Division of State Library, moderated.

Wessling spoke about the process of becoming a state depository and the requirements for managing, organizing, and providing access to a state documents collection. The North Carolina State Depository system, in operation since 1988, currently has thirty-one depository libraries operating across the state. Depositories are located in all of North Carolina's twelve U.S. Congressional Districts.

Depositories are either "full" or "selective" and receive their documents in paper or microfiche. Full depositories receive all publications distributed through the system; selectives choose the items they receive based on a state agency list. The only publications distributed through the Depository System are those sent to the N.C. State Publications Clearinghouse by State agencies.

Publication shipments go out every two weeks. The documents that are distributed have full OCLC cataloging, LC subject headings, and a North Carolina State Documents classification number. There are various ways to integrate State Documents into a library collection but the basic requirement is that the collection needs to be accessible to the public. Statistics on the Depository System are published yearly in the *Annual Report to the Joint Legislative Commission on Governmental Operations and the Fiscal Research Division of the Legislative Services Office, North Carolina General Assembly*.

While the Federal government operates a system of Government Printing Office Bookstores, there is no comparable state system. For libraries that are not part of the state Depository System, Wessling suggested using the *Checklist of North Carolina State Publications* to identify what has been published.

Libraries can acquire paper copies of publications directly from the issuing agency. Most publications are free but some, published in hardback editions, are for sale. The Division of State Library can only supply microfiche copies of documents. There is no charge. Each issue of the *Checklist* includes ordering instructions on the back page.

—Michael Van Fossen

Third General Session

NCLA President Gwen Jackson convened the third General Session of the Conference and recognized those past presidents of NCLA who were in attendance. The official conference attendance was 1,410.

John Via from Wake Forest University brought before the Conference a "Resolution Concerning Internet Access and Training in North Carolina Libraries" which the NCLA Technology and Trends Committee had prepared. Copies of this resolution had been distributed to the attendees at the session and the resolution was approved by a voice vote of the members attending.

The new members of the NCLA Executive Board were then presented to the membership and sworn into office.

President David Fergusson assumed his office, reminding the membership that the next conference would be held October 8-10, 1997, in Raleigh.

— John Welch



NCLA Officers, 1995 - 1997

David Fergusson, President; Beverly Gass, Vice President, President-Elect; Steve Sumerford, Secretary; Jackie Beach, Director; Wanda Brown Cason, Treasurer; Barbara Akinwole, Director; Martha Davis, ALA Councilor; Nancy Fogarty, SELA Representative.

RESOLUTION CONCERNING INTERNET ACCESS AND TRAINING
IN NORTH CAROLINA LIBRARIES
FOR CONSIDERATION
BY THE NORTH CAROLINA LIBRARY ASSOCIATION, OCTOBER 6, 1995

WHEREAS, The Internet, a world-wide network of computer networks, has become an essential medium for obtaining and transmitting information of all types;

WHEREAS, Access to information through the Internet requires equipment, subscription privileges and technology which are beyond the financial means of many citizens of North Carolina;

WHEREAS, Access to information through the Internet requires computer operating abilities and research skills which many citizens of North Carolina do not yet possess; and

WHEREAS, Libraries and school media centers have long traditions of, and special expertise in, providing information and research training to citizens regardless of means,

THEREFORE, BE IT RESOLVED, That the North Carolina Library Association declares that access to the information resources of the Internet, and training in their selection and use, are basic library services;

BE IT FURTHER RESOLVED, That the Association declares its commitment to the availability of access to Internet resources, and training in their selection and use, in all libraries and school media centers of the state of North Carolina;

BE IT FURTHER RESOLVED, That the Association urges that appropriate government and institution officials, along with library trustees, administrators and staff, work to provide access to these Internet services with all deliberate speed, entering into cooperative arrangements wherever possible to achieve this goal at the earliest date and in the most cost-effective manner, and

BE IT FURTHER RESOLVED, That the Association charge its officers with the continuing responsibility for monitoring progress toward this goal, offering advice and encouragement wherever appropriate, to those involved in achieving it.

Submitted October 6, 1995, in Greensboro, by John E. Via, Chair, Technology Work Group



Towards an Action Plan for Libraries and Media Centers

Committee on AIDS Materials Awareness

Jean Barkley from the Triad Health Project and Mary O'Melia from the American Social Health Association both addressed conference attendees briefly regarding the resources and services that they felt all types of libraries should provide their customers. Among the suggestions were:

- Keep vertical file in an area where students can get to it without interaction with library staff because two primary barriers to protection are embarrassment and ignorance.
- Provide these kinds of information: information about AIDS (statistics, etc.), protection, and related issues (spouse abuse, relationship issues, sexuality and orientation, drug use) because people go to the closest information source whether what they need is there or not.
- Display posters that direct people to the National AIDS Hotline (1-800-342-AIDS), or others that emphasize a private way to get information.
- Contact the National AIDS Clearinghouse (1-800-458-5231). It is a source for free information as well as a good source for electronic information resources.
- Know what resources are available in the community so that you can refer customers elsewhere, because the AIDS epidemic requires cooperation of many different agencies, each of which can do things the others cannot.
- Participate in community groups that work on AIDS education.
- Sponsor poster contests, rap contests, and poetry contests.
- Organize and advocate local responses to legislation. For example, there are opportunities for local groups to vote for a somewhat broader curriculum than is called for in the Abstinence until Marriage Act.
- Participate in the Classroom Call program of the National AIDS Hotline.

After these presentations, Frances Bradburn, chair, led a discussion centering around the formulation of an action plan for public and academic libraries and school media centers. Ideas suggested were:

- Cast information in the vein of assuming people are married as a way of avoiding some of the strictures.
- Know what is out there; preview materials
- Assess where you are, the kind of support you will receive, and the community mandate. Assess the climate. It may be different for school libraries, public libraries, and community colleges. Community colleges may have a good handle on the general population.
- Church libraries and educational opportunities may provide major avenues and advocacy for AIDS education. Stephen's Ministries has some good information resources and provides a national support network.
- Work on establishing contacts between school libraries and public libraries. This is a good opportunity for creating a relationship.
- Public libraries can sponsor American Red Cross certified AIDS instructor programs.
- Guidance counselors may be able to provide information to students that parents would not be comfortable having in the general curriculum.
- Provide opportunities for students to do presentations in a non-threatening way.
- Keep up with latest resources, including all media, not just print.
- Look for tie-ins like World AIDS Day (December 1) and the Names Project. Information tables in malls, stores, and other public places. October is "Let's Talk" month.
- Be proactive. Don't wait for people to come to you; go to them. Refer people proactively to other information resources; for example, school libraries refer to public libraries "if you don't find all information needed"
- Work for inclusion of "developmental issues and needs" of students in the selection policy for school libraries.
- Don't think too narrowly about AIDS prevention. The AIDS epidemic is primarily a relationship issue. Issues of spouse abuse, drug abuse, etc., are also pertinent to AIDS prevention.

— James Coble

Retool Time for Technical Services: Why?

Resources and Technical Services Section

Peggy Morrison, head of reference/access services in the Health Sciences Library at UNC-CH, and David Goble of North Carolina State University Libraries presented their views on rethinking and redesigning technical services. Goble suggested that libraries need to focus on the customer and design a client-centered organization with excellent communication top to bottom. Strategic planning is essential in order to avoid crisis management. Libraries also need a bottom line that reflects clients' interests, is defined in terms of performance rather than volume, can be measured, and is fully committed to by the organization. Libraries must be accountable for their performance; they cannot say, "we just didn't have proper funding." There should be a dynamic relationship between public, technical, and systems services. Public service personnel are in the best position to provide feedback on library performance.

Morrison said that the technical service mission should be to provide physical and bibliographic access to collections and other information sources. There has been a decline in cataloging quality, resulting in barriers to customer satisfaction. Traditional functions need to be reconfigured, but don't expect to save money; do it for the customer. Functional areas — reference, cataloging, acquisitions, circulation, etc. — should routinely talk to each other, communicating what is working and what isn't. Libraries can help people find information on their own with services such as expert systems and homepages. Morrison suggested that retooling can begin on a small scale: put together a cross-functional team to solve a specific problem, then start talking.

— Suzanne Wise



Marie Salmon, center, was presented the Carolyn Palmer Media Coordinator of the Year Award at the NCASL luncheon. With her are Harnett County Media Supervisor, Ann McCormick, and Coates Elementary School Principal, Phil Farrell.

Restructuring Academic Libraries

College and University Section

Keynote speaker Shelley Phipps, Assistant Dean for Team Facilitation at the University of Arizona, discussed the restructuring process that is transforming her library. In February 1992, the library began a lengthy planning process aimed at changing the library into a team-based learning organization dedicated to continuous process improvement. The restructuring process began with certain assumptions:

- the library is a user-centered organization
- self-sufficiency of users, expansion of access, empowerment of staff are goals
- there would be increased emphasis on needs assessment and evaluation skills
- assignments to teams would be based on interest and abilities, not representation
- undergraduates would be a central focus of service
- the role of the librarian would change
- there would be a commitment to staff development and continuous learning
- continuous change can be accepted and built into expectations.

The library now is organized into eight customer-based teams, plus additional functional and cross-functional teams. Phipps' role is to facilitate, train, and provide support for teambuilding through the library. She cites as one success the process improvement team work on the shelving problem identified through a survey of customers. Process improvement teams, which have memberships based on expertise, study a complete process and decide on and implement changes. This team has reduced reshelving materials from four days to five hours and has saved \$40,000 in staff work time.

Phipps cautions that the process has not been easy, but the payoffs have been considerable so far: career staff are more involved, expertise is growing as staff are cross-trained, personnel problems are becoming team problems, work is more

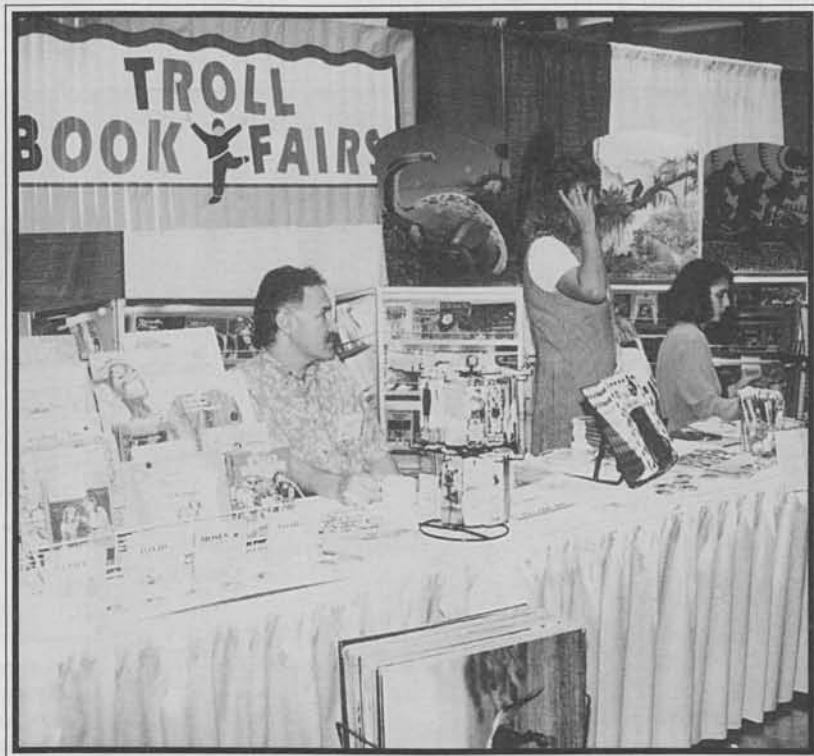
meaningful, there is more staff understanding of library-wide missions and goals, and the library is recognized as a leader on campus. This May, the library will host a conference in Tucson to describe the restructuring process.

Three North Carolina librarians reported on their experiences with restructuring. Ann Stone, personnel librarian at Duke University's Perkins Library, identified staff involvement, focus on the customer, and training as key elements of reorganization in her library. She recommends the booklet *What Makes Your Team Tick* for training teams. Pat Farthing, Instruction Team Coordinator, described an organizational change process at Appalachian State University library that closely parallels the one at the University of Arizona. While the North Carolina State University Libraries have no overall plan for change, David Goble, Resource Delivery Manager, reports that the libraries are undergoing a transformation that incorporates the team approach.

— Artemis Kares



So many exhibits, so little time ...



Recruitment and Retention of Minorities & Women in NC Libraries

Round Tables for Ethnic Minority Concerns and the Status of Women in Librarianship

A panel of four dynamic speakers addressed the issues of recruitment and retention of minorities in North Carolina libraries. They presented insights, highlighted issues, and issued challenges to the audience.

Florence Simkins Brown (Director of the North Miami Beach Public Library) addressed the issue of "making room for other people's voices." She has been involved in the Chapter Relations Committee of ALA that has sponsored a series of "Stop Talking and Start Doing" workshops at ALA conferences. She outlined several concerns that have emerged as a result of the workshops, including a shortage of minorities in the profession, no means for retention, the difficulty in finding a mentor, and the importance of mentoring for success. She stressed the danger of the library becoming obsolete if it doesn't become multicultural.

Dr. Pauletta Bracy (North Carolina Central University) spoke about image, marketing, and mentoring. She provided a statistical profile of the profession and said that the librarian is the best recruiter for new librarians. Bracy summarized results from a class survey about what is expected of a librarian. Responses included approachability, love of reading, community activity, service orientation, and an "insatiable appetite for meeting patrons' needs." She discussed the need for inclusion of minorities at all levels of librarianship.

Dr. Marilyn Miller (University of North Carolina - Greensboro) addressed issues involving recruitment. She outlined the trends that make library education more accessible to more students, including long-distance education. Other

emerging issues include greater attention to multiculturalism, electronic management of information, information as a commodity, intellectual ownership, and privacy. She described the work environment as becoming more complex in order to satisfy users' needs. Miller stressed the need for continuing education, bringing new people into the profession, and good leaders.

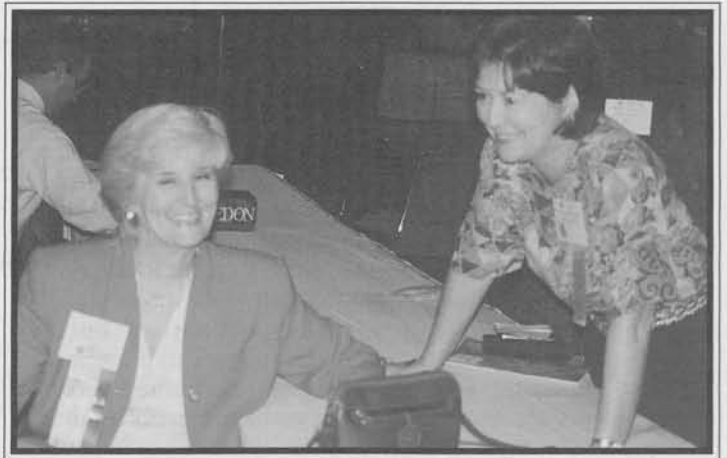
Ella Scarborough, who is a librarian and serves on the Charlotte City Council, challenged the audience to become involved in politics to promote libraries. She mentioned the need for mentoring and urged librarians to "be at the table" when decisions are being made.

Dr. Elfreda Chatman (University of North Carolina - Chapel Hill) provided a summary and synthesis of the presentations.

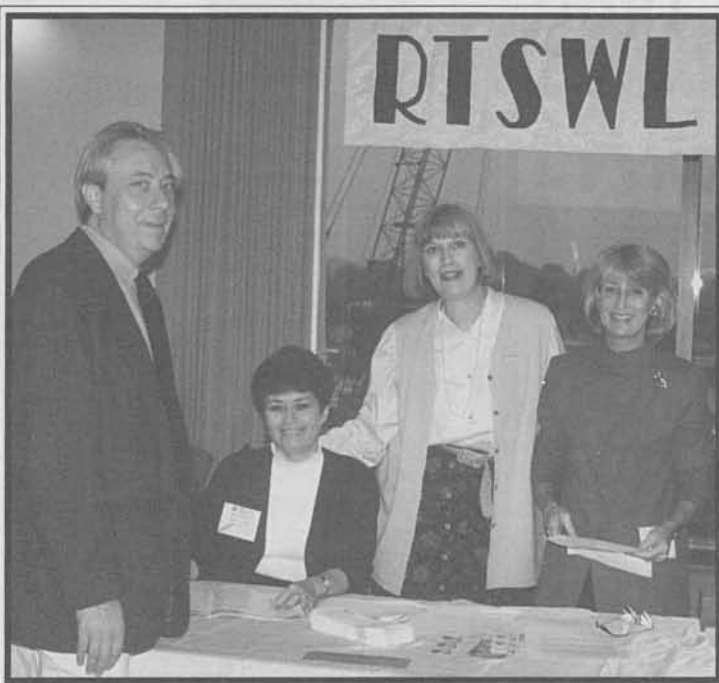
— Joan Sherif



Cynthia Cobb presents Dr. Pauletta Bracy with the Round Table for Ethnic Minority Concerns' distinguished Roadbuilders Award.



Local Arrangements Chair Helen Tugwell celebrates another job well done with school media colleague Carol Southerland.



Pictured above: Connie Keller, Al Jones, and Teresa LePors share war stories about the challenges of college librarianship.

Pictured left: Public Directors Want to Know . . . Wayne County Public Library Director Jeff Cannell visits Jackie Beach, Ann Marie Elkins, and Linda Bunch as they distribute Round Table for the Status of Women in Librarianship information at the conference.

Volunteers in Libraries

*North Carolina Library
Paraprofessional Association*

Marsha Grove, Assistant Director of the Cumberland County Public Library and Information Center, spoke on how her library manages volunteers. She noted that the library system's newer building attracted a number of volunteers, some of whom saw their service as a possible steppingstone to a full-time position.

Noting that volunteers need a lot of care and supervision, Grove suggested that they be put to work as soon as possible after the interview process. Volunteers do need a lot of training and they need daily contact with the library staff. A library should be very careful to find out if volunteers can do the type and level of work that they claim to be able to do; this is especially true of volunteers who work with computers.

A library should treat its volunteers well and give them rewards and recognition whenever possible. With a little work and good supervision, volunteers can be a valuable asset to a library's service program.

Carolyn Tate, head of circulation at the Boatwright Memorial Library of the University of Richmond (Virginia), spoke on using college students as student assistants in a university library. Library supervisors must define a level of respect and service that they expect students to meet. Students should be oriented to the library's mission statement and should see their roles in the overall provision of library services. Student assistants need to be treated equally wherever they serve within the library and should share in the same reward and motivation opportunities.

— John Welch

State Government Electronic Information: Linking Libraries, Business, and Government

Documents Section

What is the state of North Carolina doing to provide information to libraries and businesses? What opportunities and barriers exist in this enterprise? What information is available now? These questions were addressed in a talk given by Joel Sigmon, Government and Business Services, State Library of North Carolina, and Jim Nichols, Business and Industry Development, N.C. Department of Commerce.

Sigmon spoke first on issues and resources related to making state government information available electronically in North Carolina. Providing information in electronic format is an expensive undertaking and more funds are needed. High expectations of networking projects in the state sometimes collide with the low level of resources allocated to them. Most projects typically involve two or more organizations and state and local government agencies. Sigmon said that a tremendous spirit of cooperation exists among those who are involved in sharing human talent and physical resources.

Selected collaborative networking projects were the next item on the agenda. Sigmon provided information on various projects; two of them follow.

- Community Resource Information System (CRIS) is designed to help local communities obtain information about state government technical and financial assistance programs and services.
- North Carolina Geographic Data Clearinghouse (NCGDC): Agencies, groups, and organizations in the state that support geographic data use this group as a forum to publicize the metadata, data and/or graphics that they have made available on the World Wide Web.

Jim Nichols spoke on information for Economic Development. He pointed out several advantages of offering electronic access to data: productivity is improved, the data is updated more frequently and available faster, and all counties in the state — both rural and urban — are more objectively presented.

There are plans for an Industrial Extension Service that will operate locally like the Agriculture Extension Service. Information on technology — hardware and software — will be offered by this new service.

Nichols spoke in detail about a couple of projects, including: N.C. Government Information Locator Service (NCGILS).

This project will develop metadata standards for use by all N.C. state agencies in documenting the contents of electronic information; and will recommend standards for electronic data storage to promote efficiency, consistency and ease of use in handling data. One project is to mount a comprehensive index of N.C. state government electronic data available on the N.C. Department of Commerce Home Page.

In a system developed and maintained by the State Library of N.C., information is arranged by topic, including Business Climate, Directories, and Statistical Analysis. This site provides demographic and economic data at the regional and county levels.

— Michael Van Fossen



NCLA Executive Board 1993 - 1995: Seated (left to right): Sandy Neerman, David Fergusson, Gwen Jackson, Wanda Brown Cason, Judy LeCroy, John Via. First row (left to right): Frances Bradburn, Carol Southerland, Cheryl McLean, Catherine Wilkinson, Dale Gaddis, Eleanor Cook, Beth Hutchison, Martha Davis, Augie Beasley. Third row (left to right): Al Jones, Beverly Gass, Sandra Smith, Gene Lanier, Steve Sumerford, Barbara Baker, Kem Ellis, Maria Miller, Janet Freeman, Nancy Fogarty, Joan Carothers, Cynthia Cobb, Margaret Blanchard, Ann Marie Elkins.



Editor's Note: NORTH CAROLINA LIBRARIES rarely reprints speeches or addresses. We are making an exception in this case because we feel Walt Crawford has dealt with issues of major importance to North Carolina Librarianship. "Moving Toward Extended Libraries: Sensible Futures" was originally prepared for and delivered at the Librarians' Association at the UNC-CH 1995 Spring Conference, "The Changing Landscape of Information Services." Some of this material also appears in the book *Future Libraries: Dreams, Madness, and Reality* by Walt Crawford and Michael Gorman, ALA Editions, 1995.

Moving Toward Extended Libraries: Sensible Futures

Walt Crawford

Keynote for North Carolina Center for Independent Higher Education Conference,
"Through the Star Gate"
October 25, 1995

It is a pleasure and an honor to be here this morning, to kick off what should be an interesting day for all of us. While libraries, particularly public libraries, are much more than information services, such services are key parts of what you do — and it is certainly true that the landscape is changing. Then again, that conference title could have been used twenty years ago or forty years ago, and it will work in another twenty or forty years as well. The library field is changing and will continue to change, just as it has been changing for at least the last century. I am not convinced that today's changes are revolutionary or somehow uniquely disruptive; indeed, I believe that sensible libraries will continue to evolve.

I began to speak about library futures because I was reading a surprising amount of nonsense about virtual libraries, the death of print, the electrosphere, and other technophilia — and, to be sure, because a group within the Arizona State Library Association invited me to speak and didn't have a set topic. That was in the fall of 1992. A series of related speeches and papers has followed, causing me to do more research and thinking on these issues and leading to the book *Future Libraries: Dreams, Madness, and Reality*, by Walt Crawford and Michael Gorman, just published by ALA Editions. In the process of preparing the speeches and co-authoring the book, I found that the madness of an all-digital library future in which only packets of information matter goes back more than twenty years. I believe that this madness is now

being seen for what it is, and hope that we can move beyond it in order to keep improving libraries and library services.

My title today is "Moving Toward Extended Libraries: Sensible Futures." Every word is there for a reason. We must think in terms of movement rather than either revolutionary change or a fixed goal; libraries must continue to move. We continue to move toward goals, but those goals continue to evolve over time: thus, we can expect to move toward, but we will never arrive at, a resting place.

The key words are *extended* and *libraries*. Future libraries will offer extended access and extended services, but will not become virtual libraries — and the plural, libraries, is critical, as no single model best serves all libraries.

Finally, *sensible futures*. I believe in common sense, uncommon though it may be. I do not believe that self-proclaimed futurists have some special power or claim upon the future. As far as I can tell, I am now a certified professional futurist: that is, I have been paid more than once to offer projections for the future, and have published a book about the future. You should have exactly the same faith in me that you should have in any other futurist: which is to say, very little faith — if what I say conflicts with the facts as you explore them and people's desires as you understand them. I hope to avoid the word "inevitable" in this presentation, as it is a red flag, meaning that the case being argued is not strong enough to stand on its merits. Death appears inevitable; otherwise, there is precious little that de-

serves that term. And there is not one future for libraries; there are many futures, depending largely on how we go about building those futures.

Heart of the Campus, Soul of the City

In case you missed the December 1994 *American Libraries*, I must quote an almost-alumnus of the University of North Carolina at Chapel Hill, Shelby Foote. When he was visiting Wilson Library recently, he was reminded that, as he says, "A university is just a group of buildings gathered around a library. The library is the university."¹

A good library is the heart of every campus and the soul of every city. That is neither dreamy romanticism nor metaphor; it is a simple statement of fact. A campus without a good library at its heart is an extension center, not a college or university. Libraries, as both places and service centers, are vital to our campuses and cities. Let's look at their futures—how some of the nonsensical projections come about, and some aspects of realistic movement toward extended libraries.

This talk has four sections. First, getting past the hype — disposing of some of the myths and dystopian projections for the future, and understanding the enemies of libraries. Second, coping with new technologies: some of the problems and some of the promises, with reasons that some caution on new technologies makes sense. Third, building from strength: recognizing the importance of today's libraries, building the output numbers to make the case for

academic libraries, and appreciating the need for solid print and media collections as the bases for extended libraries. Finally, moving toward extended libraries: a few notes on steps toward sensible futures.

Getting Past the Hype

Let's talk about getting past the hype—coping with some mythical futures and understanding how those myths arise. We need to look at terminology, which does matter, and to be sensitive to those who would harm libraries either intentionally or accidentally. I'd like to touch on a few myths and dangers: the virtual library and universal workstation, the death of print, and disintermediation. Along the way, some notes on technolust and the importance of terminology may be in order.

The Myth of the Virtual Library & Universal Workstation

What is a virtual library? Here are two definitions that I regard as mythical and dystopian:

A university's virtual library is a situation in which everything a user wants or needs is displayed on his or her scholar's workstation in an office, lab, or dorm room. There is no physical library and no physical collection. The scholar's workstation meets all of the user's library-related needs and information requirements.

A virtual library of any other sort is a combination of electronic organization, access mechanisms and electronic linkages that serves all the functions currently served by a traditional library at least as well as a traditional library, without involving a physical library or physical collection.

The universal scholar's workstation just isn't going to happen, for economic and other reasons. With the possible exception of a few corporate-library situations, I believe that the second case is also impossible without impoverishing the meaning of "library." One thing should be obvious for both definitions, at least when budgetary realities are applied: the virtual library will not employ librarians, either as currently defined or with nonsense titles such as "cybrarian" or "information specialist."

Not everything is in electronic form. Many things never will be, particularly while they are protected by copyright. Just because something isn't available electronically doesn't make it unimportant, except to the truly devoted elec-

tronic publishing enthusiasts. Even setting aside copyright issues and problems of adequate reading devices, conversion of print material is a slow and expensive proposition, particularly if you accept the idea that everything in print publications matters: not just the text in a *PC Magazine* or *New Yorker* or *Book of Hours* but also the typography, layout, illustrations and ads, where they exist. Without going into extended discussion, economic realities suggest that the most ambitious program of digitization will not even keep up with new printed publications, much less prepare the universal digital library.

Perhaps the most bizarre aspect of the push for electronic everything is that it's apparently a case of telling the users what they need, even though it's not what they want. As noted in the RLG report *Preferred Futures for Libraries*, "when push comes to shove, faculty want materials on campus. They don't want to be dependent on other distant libraries for needed materials. Many of them also, because of the structure of their disciplines, still depend on at-the-shelf browsing. Efforts by librarians to de-emphasize ownership are interpreted as a failure to understand both the political environment and legitimate differences in research methodologies among disciplines."

Somehow, however, we apparently know better. Or do we? As Steven Kirby (University of Georgia) said in a March 3, 1992 PACS-L message: "Faculty and advanced graduate students at research universities are the most likely beneficiaries of the virtual library. This is the group that most often makes use of obscure, possibly expensive, and seldom used materials. And if the prime beneficiaries have reservations about the benefits of the virtual library, then who are we building it for?" Who indeed?

The Life of Print

For years, we were hearing assertions that print is dying, the book is obsolete, everything that matters will be digital in a few years, and this is a good thing in every respect. Curiously, every available fact says that the book is not dead, it isn't dying, and it isn't even feeling poorly.

One of the sillier cases for an all-electronic future is the idea that we'll do all our reading from computer devices. While this isn't impossible, it's extremely unlikely. The fact is that books work — as do magazines and newspapers. Not for everything, to be sure, but for many things. Books represent a highly refined technology, developed over several hundred years and made

more cost-effective and timely by today's computer technology.

Right now, no electronic medium can *begin* to compare with ink on paper for readability, even if we discard the pleasure of the book or magazine itself as a factor. The readability problems are not being solved as rapidly as you might believe. Some may not be solvable. I won't go through the major problems in detail, although I'd be delighted to discuss them; briefly, they are light, resolution, speed, and impact.

The point is not that we should just wait a few years and all these problems will be solved. Some of them will be; others won't. The point is that we have a first-rate medium for extended reading: ink on paper. Until electronic media perform *at least as well*, there is no reason to discuss displacement of non-reference, widely-circulated print material. Why give up something that works for something that doesn't?

Perhaps the most curious aspect of predictions of the death of print is that they come at a time when print publishing is growing, not shrinking. Print publishing as a whole is not in trouble. It is a \$75 billion a year industry (in the United States), and it is a growing industry.

Those who advocate an all-electronic future claim that it will be cheaper and save paper. Advocates of virtual libraries deride academic libraries as expensive buildings full of dead trees that nobody wants. These claims don't stand up to scrutiny. For public libraries, the ecological and economic impact of print-on-demand as a total solution would be devastating; for academic libraries, it would simply be fatal. What do I mean by devastating for public libraries? My rough calculations suggest that printing on demand in North Carolina public libraries would generate some six to nine times as much paper each year as is stored in their collections, and would cost—for printing and electronic distribution alone—some five times as much as the entire budget of the state's public libraries. As for academic libraries, more detailed discussion appears in *Future Libraries*; for now, it may be enough to say that replicating the existing use of, say, UCLA through totally digitized print-on-demand services would generate as much paper each year as is in UCLA's entire collection—and that the cost of such printing alone would devour much more than UCLA's entire current budget.

Disintermediation

We hear from library futurists that refer-

ence librarianship is dying. In the all-electronic future, every user will be his or her own reference librarian. This is a remarkable assertion, particularly coming from within the library profession. It represents a sort of self-hatred that becomes suicidal.

I'm all in favor of bibliographic instruction. Of course college students need to have research skills. Certainly some people will make more direct use of reference sources in the future, bypassing the library — not that there's anything new about people getting information directly!

But what some librarians seem to call for is the *end* of reference librarianship: that *every* user in *every* library should be handling all of his or her own research work. There are at least two fundamental flaws in this position:

It assumes that reference librarianship is not only not a profession, it is no more specialized a skill than is driving a car or reading a bus schedule. That assumption devalues one of librarianship's most valuable aspects, and equates professional librarians with clerks.

It assumes that ordinary library users have some reason to build and maintain research skills strong enough to eliminate the need for reference librarians. Why should they? For most people, detailed reference work is not an everyday act. Even if most adults could learn to do most of their own car repair, plumbing, and electrical work — not a safe assumption, to be sure — why on earth would they?

Somehow I can't imagine plumbers or electricians giving speeches in favor of disintermediation — the desirability of training everybody to do their own plumbing or electrical work. Is reference librarianship so much less specialized and valuable than plumbing and electrical work?

I believe reference librarianship will be even more important in the future, as libraries attempt to add the chaotic resources of the Internet and other electronic distribution systems to their more orderly existing collections. The skills needed to turn a user's direct question into the user's actual requirements, the knowledge of where the best tools to meet those requirements might be and how to get at them, and the awareness of which tools are most appropriate and most reliable, will be even more important in the future than they are today — and they will continue to be professional skills.

Technolust and its Consequences

Let's talk about a disease that leads people to get caught up in the idea of an all-electronic future: technolust. At its root, technolust is either an excessive fascination with the newest toys or an excessive faith in the new. It is healthy to keep up with developments in technology and information, but that's not technolust.

Folks with technolust look at growth rates for the first year of a new technology and project the same percentage rates for the long term, leading to absurdities such as John Sculley's supposed prediction of a \$13 *trillion* market for multimedia and personal electronics by the end of the decade, and projected annual PC sales in excess of population size.

Technolust assumes that the new is always better than the old, and that what's in the lab must be better than what just hit the market. The kind word is early adopters. The realistic word is technojunkies. Some technojunkies say that technology is a lifestyle, whatever that might mean — and those technojunkies regard books and libraries as archaic.

Victims of technolust assume that every new device will succeed, and succeed brilliantly. Market analysts of the technolust persuasion assured us four years ago that by now tens of millions of us would have CD-I or CD-V or VIS or some other CD-based system attached to our TV sets — and they still talk about the soon-to-explode home computing market, and claim there will be 2.5 computers in every household by 1997.

There is a special kind of technolust typified by Internet junkies: the preference for virtual reality over — well, reality. People who would rather read text on a screen than in a book, simply because it's on the screen. People who assume that a periodic table available over the Internet must be right — after all, it's on The Net, even if some of the symbols are wrong and it seems to be missing a couple of dozen elements. People who send out questions and assume that whatever answers they get must be correct (they're from The Net). I find that variety of technolust most difficult to deal with. It seems to be a kind that blinds its victims to reality in general. It also blinds its victims to economic realities. Because their use of the Internet is subsidized by a university, they assume that "the Internet is free" — and they assert that all information should be free, or at least free to them.

One suggestion I have for those suf-

fering from technolust is to get out more. Shut down that computer and take a walk. Take lots of walks. Take a vacation, preferably without your computer. Talk to real people. Try a little non-virtual reality.

Another suggestion is to repeat that computers are only tools — that technology, in general, only produces better tools. People are still the tool-users; without thought and creativity, the best tools in the world are not only useless but dangerous.

And be aware that life isn't simple, that the new doesn't automatically supersede the old, and that most new devices and technologies fail. We'll get back to that last point a little later.

Why Terminology Matters

I need to say a few words about words. I've argued strenuously that the term *virtual library* is dangerous, and that if you mean extended library, that's what you should say. I admire the work being done at Cornell University's Mann Library toward building digital collections, but abhor the term "electronic library" used in conjunction with those efforts. I applaud the Library of Congress efforts to build significant digital collections, to make some of its unique resources available in ways that can best be achieved through digitization—but I would far prefer to see these efforts described as building digital collections (which they are), not building the digital library (which they are not).

Words matter. The wrong words can be used as clubs by those who want your money and your space. Terms such as virtual library, electronic library, digital library all imply libraries that don't need new buildings and can dispense with collection development—and, to be sure, with all those expensive non-virtual librarians. The wrong words disappoint, as valuable but limited efforts fail to achieve goals that appear implicit from the words, even if never assumed by the speakers.

Words matter, perhaps most of all, because of the new barbarians, those who would undermine library collections and services in the name of the all-digital future and inevitable progress.

Integrating New Technologies

But enough of that. I'd like to talk about new technologies and the problems of integrating them into operations. I found a recent *San Francisco Examiner* article particularly amusing, as it discussed some real-world cases where early adopters had recognized the pointlessness of certain technologies. In one case, a person

decided to scrap their \$300 electronic organizer for a small paper notebook; that same person also stopped using his PDA because it was more trouble than it was worth. The amusing part is that the reporter called this person a neo-Luddite: a truly bizarre term to use for someone whose technolust had achieved partial remission.

Libraries have been integrating new technologies and new media for decades, and have been leaders in sensible use of new technologies. The first commercial CD-ROM was a library product. Until recently, more than a decade after that CD-ROM was published, libraries were probably the most important market for CD-ROMs.

Spotting Nonsense & Rewarding Dreams

We don't lack for dreams of the future, and that's a good thing. Unfortunately, many of today's writers and speakers seem to confuse dreams and reality. More to the point, many of today's futurists demand our support in realizing simplistic dreams that, when viewed rationally, appear not only unrealistic but quite undesirable. These people tell us that we must either sign up for their future or get out of the way, that what they describe is not only feasible but inevitable, and that there is no standing in the way of progress.

In one rather narrow sense, they're right. If you hate change, you won't be happy in the library profession for the next few decades — but then, how have you survived the past three decades? Of course we will see major changes in libraries, librarianship and the uses of information technology. How could it be otherwise? I can't project just which changes will occur when, and which won't really happen at all — and, I will argue, neither can the dreamers and futurists.

One of the longest-lasting dreams was Tedd Nelson's Project Xanadu. Nelson has been both visionary and crank. He invented hypertext more than two decades ago—but took this useful, if limited, idea much too far. Project Xanadu is hypertext gone global: a worldwide network containing everything ever written and everything that ever will be written, all linked from paragraph to paragraph, idea to idea, video clip to audio montage, in any way you could imagine. You go to an information kiosk, slide your credit card through the slot, and use the most wonderful navigation tools to find all the information you could ever want and make all the intellectual links and leaps that will make all

that information more worthwhile. Oh, and authors are protected—not in terms of the intellectual integrity of their work, since that tends to disappear in this global hypertext universe, but in terms of royalties: every time you touch a new paragraph, some payment is credited to the author's account.

Why, it's all so wonderful, with ideas building on ideas, paragraphs leading to paragraphs, making connections from here to there, finding everything you never knew existed—how could boring old books and print possibly survive in the face of such competition? Incidentally, reading Tedd Nelson's books might help you to understand his attitude toward linear text: it was never his strength. For years, Project Xanadu was touted as a certain winner, about to emerge into commercial production any day now. Autodesk was funding it, and it was just a matter of time. Well, Autodesk spun it off, and it appears to have gone into a well-deserved oblivion.

Those of you who deal with Internet/BITNET can hardly have escaped mention of Project Gutenberg. I can't decide whether Michael Hart is a dreamer, an expert at self-aggrandizement, or simply a curiously benign con artist. Hart's consistent use of incredibly misleading statistics makes it difficult to take the benign view, particularly since Hart consistently proclaims that physical libraries are irrelevant, and that librarians should make their livings as 900-number on-call information consultants. Hart's goal, repeated over and over again in a multiyear drumbeat of publicity printed by a remarkable number of gullible journalists, is to give away one trillion book equivalents by 2001. One trillion! Hot stuff! In mid-1992, Hart proclaimed that the project had already given away 2.6 billion e-texts, a quite remarkable number.

Let's look at that claim. At that point, Project Gutenberg had posted 26 electronic texts. The project asserts that by the year 2001, some hundred million people will have access to the Internet. Multiply 100 million by 26 and you get 2.6 billion. Which is where the one trillion comes from: PG hopes to have 10 thousand e-texts by the time it ends.

This is great stuff. I can go Project Gutenberg one better, using exactly the same logic. Namely, RLG has already given away 80 quadrillion bibliographic records—that is, 80,000 trillion! Isn't that wonderful? And it's equally true. Through our WorldWideWeb home page and separate eureka-info.stanford.edu Internet node, we offer real Eureka search sessions, rotating access to different files on

a weekly basis. Those files include some 80 million bibliographic records. Multiply 80 million by 100 million and, presto chango...RLG is the greatest benefactor in the history of the Internet! 80 quadrillion: what a wonderful number! That's more than a million records for every person on earth. And that claim is just precisely as legitimate as Project Gutenberg's 2.6 billion: not a whit more or less.

I could offer more examples, but they get depressing. Many dreams are worthwhile, but dreamers have a tendency to ignore the real world.

Most New Technologies Fail

Here's an unnerving thought, when you're deciding how far out in front you should be on new media and other innovations. Most innovations fail. Sometimes before really penetrating the market; sometimes after a short blaze of glory. There's no sure way to predict which will fail and which will succeed—and, much as I hate to say it, you can't wait out all of the likely failures.

Remember eight-track tapes? That was one of those blaze-of-glory situations (or, if you know how eight-track tapes actually worked, blaze of infamy: the technology was fatally flawed from the beginning). Then there were the half-dozen or more videocassette systems that were introduced, and failed, before Sony's Betamax made videorecording popular. Betamax has moved from the personal to the professional market—but it had more than a decade of reasonable consumer-market success. Still, I bet some libraries got involved with Cartrivision, or SelectaVision, or V-Cord—and lots of libraries (and others) still use U-matic tapes.

Then there are videodisks, only now just beginning to succeed in the consumer market, and then only thanks to CD players. The number of failed videodisk systems is astonishing, dating back to 1928 and pretty much ending in 1984, when RCA finally abandoned their wretched CED system.

The list goes on. Libraries have had more than their share of failed micromedia, including ultrafiche, aperture cards and various micro-opaque systems. Would anybody care to guess how many incompatible personal computer systems came and went over the past two decades—and how many semi-compatible systems are still out there? I wouldn't, but the number is depressingly large.

New electronic publishing media? Well, of course, CD-ROM is an overnight success. The standards were established in 1983, the first products came out in

1984, and predictions of massive marketplace success have been common since 1987 or 1988. Compared to some other technologies, CD-ROM is doing great. Ever hear of OROM, Optical Read Only Memory? 3M announced it in the early 1980s; IBM was involved; it offered much faster access than CD-ROM, with similar capacity; and in 1988, I thought it might be nearing the marketplace. Similarly, Sony's DataROM — which may, for all I know, have mutated into Sony's miniature CD-ROM for the Data Discman. How about Cauzin Data Strips: a big deal for a year or two, with PC World and Library Hi Tech News actively publishing the strips — but long since disappeared.

Compact Disc Interactive? It's been in the works since 1986; it's on the market now, with what appears to be tepid success at best. Compact Disc Video: also around since 1987 or so, but basically a dead duck. Digital Video Interactive, announced by RCA in 1987; unclear what's happening. Drexel's LaserCard, in use for niche applications for several years, with no breakout apparent. And we can't forget "digital paper"—the hot new medium that's been coming any day now for at least half a decade.

Why mention all these failures, only a few of the many? Because librarians have been urged to use almost every one of these media, before it's too late and their libraries become irrelevant—and some have. What does the library do after the technology disappears? In practice, one of two things happens: either the materials (some of which may be unique) become inaccessible, or the library—some library—becomes a museum of failed technology, all of it lovingly maintained so that the resources are available. We will continue to need some such museums, but it would be good to avoid adding too many new systems to their collections.

Old Technologies Survive

Not only do most new technologies fail, but old technologies rarely disappear as rapidly as predicted. Technojunkies of a decade ago assured us that CRTs would be long-gone by now — and continue to assure us that CRTs are on the way out, even though as of today an 11" 1,024-by-768 color LCD screen, while theoretically available, costs a cool \$12,000, as compared to \$900 for a first-rate 17-inch CRT with twice the display space and the same resolution. Actually, the imminent replacement of those old-fashioned vacuum tubes has been predicted for some two decades now. They are, to be

sure, silly and archaic in terms of general technological development — but they keep getting better, making a moving target for replacement technologies. If anything, the gap between CRTs and thin-screen devices seems to be growing. For that matter, the most promising new technology for thin-screen displays is CRT-based.

Speaking of dead ducks, consider hard disks. I saw several well-considered projections seven years back that showed solid-state memory, with its far superior speed and resistance to crashing, becoming cheaper than hard disks by now. That's true: RAM is now much cheaper than hard disk storage was seven years ago, and even the kind of stable RAM needed for solid-state disks is about where hard disks were seven years ago. But, of course, hard disks are a whole bunch cheaper and faster now than they were then. I can almost hear the engineers who have brought down the price of durable RAM: "Well, we made it for \$100/megabyte; what more do you want?" Hmm. Right now, PC hard disk storage sells for 40 to 65 cents per megabyte; that seems like a good target. A tough one, though. Oh, and today's hard disk drives are at least ten times as durable as those of a few years ago; indeed, it's now pretty rare for a contemporary disk drive to suffer a mechanical crash.

With relatively few exceptions, new technologies complement older ones, displacing them over time and to the extent that the new technologies offer clear advantages. When it comes to communications, that's particularly true. Print did not destroy the oral tradition, although it extended its reach. Radio news did not destroy newspapers. Even though television has apparently hurt newspaper circulation to some extent, there are still many profitable newspapers. Neither did television destroy radio, which is more popular now than ever—although it did change radio's direction. Television and home video surely changed the motion picture business—but in complex ways still not fully understood, and ways that have not destroyed the motion picture industry by any means.

Some will bring up Compact Discs as a case showing that new technology can totally displace an older one quite rapidly. This is an exception, and the premise is faulty. Vinyl discs were already being displaced by audiocassettes. Vinyl was a minority sound medium before CDs took over. More to the point, vinyl discs represented a fundamentally flawed technology. Every use of a vinyl

disc tends to destroy it, and you need exceptional care to make vinyl discs work well in the first place. People moved to audiocassettes not because they were higher quality (they offer significantly lower sound quality) but because cassettes are more portable, don't require such agonies of cleaning, anti-static treatment, etc., and don't deteriorate sonically as rapidly or dramatically as vinyl discs. CDs combine the convenience of cassettes with sound quality as good as or better than vinyl discs; they sound as good on the twentieth playing as on the first; and you don't need to be a tweak to get them set up properly.

If books, magazines and newspapers were as hard to use as vinyl discs, they would be ripe for the trashing—particularly if CD-ROM and electronic access were as straightforward as CDs. Neither is true; far from it.

Building from Strength

Libraries, both public and academic, need to understand and publicize what they are now, in order to maintain support for extended libraries. You need to build from strength. That means building coalitions and publicizing achievements, but it also means being realistic about what libraries are and are not. Let's talk a little about public libraries and academic libraries.

Public Libraries: Not THE Information Place

Most people don't rely on public libraries for the most current facts: that's what newspapers, television and radio are for. Most middle-class and upper-class people don't get their primary information in their key areas of interest from the public libraries: that's what personal magazine subscriptions, bookstores and online services are for. But most people — two-thirds of adults around the country — do use their public libraries for pleasure reading, adventures in new areas, and many other aspects of life. A good public library is not an InfoKiosk. It's a vital part of the community, one that electronics won't and can't replace.

Almost all public libraries offer bargain services, perhaps the best bargain of any public agency. Nationally, print collections circulate at an effective cost of around \$2 per circulation (1991/92 figures), even if you assume that all material costs and 60 percent of all other library costs should be allocated to circulating print. For North Carolina libraries in 1992/93, the average was less than \$1.50 per circulation. It shouldn't be that low, to be sure, but it is.

There is simply no way you can get that kind of bargain through other means, not if authors and editors are expected to eat, not if telecommunications companies are expected to operate, and particularly not if people want to read long text in print on paper. At the \$2 level, the discussion is over: it just can't be done. There don't seem to be well-reasoned figures for the full cost of providing book-length items, printed on demand, through a realistic electronic distribution system that respects copyright. I'm guessing that \$10-\$15 plus printing costs may be a realistic average, and I'll swear that \$5 plus printing costs is a minimum (thus making the actual cost of providing a 200-page book at least \$10). Either way, the costs are much higher than those of circulating print collections.

Different public libraries have different needs and different patrons, and serve different purposes. Major public libraries usually have some research collections and components. Some public libraries have substantial outreach and literacy programs; others struggle just to keep the doors open. Well-funded public libraries are able to do much more than badly-funded ones, which is hardly surprising.

Funding America's Public Libraries:

A Dime a Day

Libraries of the future should be aggressive libraries, making their cases for strong budgetary support. More people use libraries than almost any other public service, and libraries offer some of the most cost-effective service possible. That won't change, if libraries don't lose their way in ill-thought plunges into all-digital adventurism.

A dime a day (1990 figures, plus inflation): that's a good starting point for a truly robust library in an economically healthy area. In other words, \$36.50 per person per year, plus inflation. And, incidentally, a dime a day should be an average: the best public libraries, with the most support, will and should spend even more. My home-town library is funded at \$59 per capita; Berkeley's public library gets more than \$70 per capita, because Berkeliens love their public library and use it like crazy.

Understanding Academic Libraries

Academic libraries come in many categories. Junior college and community college libraries serve several kinds of students and communities. Small private humanities colleges have very different patron needs than either junior colleges or large research institutions.

Even among large institutions, there are differences between public and private, large and very large, ARL and next-level libraries.

One problem is common to almost all academic libraries as they attempt to get the kind of funding they need and deserve. That problem is lack of output measures, at least on a national scale. ARL doesn't gather or report any output measure except interlibrary loan transactions. Neither does ACRL, for the next-largest group of libraries.

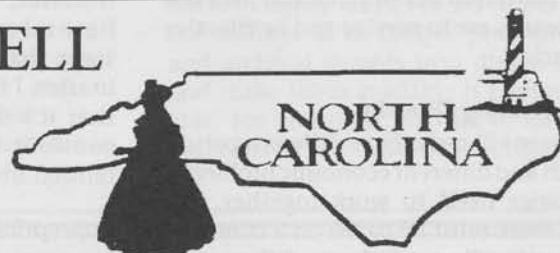
When non-librarians, out to save a buck, and librarians who don't understand the functions of academic libraries come to sell you on the virtual library, they look at individual transactions. If a library doesn't measure what it's doing now, how can it predict the cost-effectiveness of doing it differently? If we don't have national figures as benchmarks, how do we know what's reasonable?

For almost every academic institution that does report output measures, the cost per transaction is lower than could be achieved by document delivery, print-on-demand, or other futuristic means, even if all library costs are allocated to output. Although in-house use is almost always unreported or badly under-reported, indications are that even

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the largest collections have healthy turnover rates — e.g., 32% for UCLA, 20% for Berkeley, but an average of 77% at California community college libraries.

Perhaps even more than public libraries, academic libraries must make their cases for appropriate funding. ARL finally admitted what some observers have suspected: library funding as a percentage of campus expenditures has been dropping for years, even as subscription costs and number of journals have been rising.

Academic libraries need to state their particular missions clearly, and those missions must involve the long-term needs of scholarship and the immediate needs of students and faculty. Academic librarians need to understand their users as well as their funding agencies. They need the clear and adamant support of those users in the face of administrators who see the library as overhead, rather than as a common underpinning for all academic life.

Academic libraries, and particularly the largest, most specialized institutions, will surely see more use of electronic distribution. With luck, university consortia and other means can be used to ameliorate the serials crisis that is specific to academic libraries. But these new tools cannot and will not replace print and collection development, at least not if libraries are to survive and be effective agencies.

Appreciating Diversity

Different libraries have different patron needs and different economic problems. Libraries need to work together, but that work must be based on a common understanding of those differences. Large academic libraries and the public libraries in the same cities should complement one another, not compete — but it is surely unreasonable to tell the public library that it should sacrifice its material acquisitions budget so that scientists at the university have better access to overpriced scholarly journals!

Maintaining a Strong Print Foundation

When we talk about electronic access and distribution, and other ways that technology can and should change tomorrow's libraries, we should be talking about extension, not replacement. Today, most libraries use contemporary technology to expand their on-site collections in ways that print cannot do as effectively. We will see more of that in the future — and we're beginning to see the next step, in which digital publications such as CD-ROMs become circulating items for advanced library users.

More and more libraries use networks to gain access to collections far in excess of what they can maintain in-house. In some cases, these extended collections represent print resources available after some delay, or available at some cost for rapid delivery. In other cases, these extended collections are available only (or primarily) in electronic form, retrieved on request from digital repositories that may be in-house or around the world. We can expect to see more of this as well.

Today, most good libraries provide a range of services that do not require patrons to come into the library itself. We can expect to see these services grow.

All these things extend the library, making it more effective. They do not, and will not, replace the physical library, the librarians, and the physical collection. It's not just that printed books and other printed materials will continue to be vital. It's also that the library as a service center, and as a way for the disadvantaged to gain access to information and enlightenment, serves functions that technology won't replace.

Toward Extended Libraries

The good news is that many libraries, groups of libraries, individuals within libraries, and related organizations have taken on some of the many small steps that will continue to extend libraries. I have no laundry list, but feel that it's useful to add some notes to consider while working toward extended libraries.

Appropriate Technologies

Electronic distribution should displace print in some areas, just as it has for many print indexes. When material is best dealt with on the single-line or single-paragraph level, when the body of stuff to be dealt with is enormous compared to the individual usefulness, then CD-ROM makes more sense than paper and online may be the best choice in some cases. Some other cases have been mentioned.

In general, however, we can assume that electronic distribution and digital publishing will complement print, making their marks as new media, just as each new medium has done in the past. *From Alice to Ocean* is a print book with accompanying CD-ROM (or, for technophiles, a CD-ROM with accompanying print book). The CD-ROM publisher that acquired rights to Randy Shilts' *Conduct Unbecoming* will release the text on CD-ROM, with full-text search capabilities, but the major point

of the CD-ROM will be video interviews with some of the people in the book — and the publisher regards the CD-ROM as a complement to the printed book, not a replacement. The CD-ROM version of *The Way Things Work* offers effective and delightful explanations that aren't possible in print: that's a case where CD-ROM is a clear winner.

Only the most fervid electronic enthusiasts and some doom-crying librarians still speak of electronic books as inevitable replacements for printed books. But then, some librarians asserted that print and libraries were doomed when TV came along, when radio came along, even when sound recording came along. Simplistic views are nothing new.

Avoiding Overkill and Grand Solutions

Let's talk a bit about grand solutions. One recent proposal would have ARL libraries establish a compulsory electronic distribution system for scholarly articles, and eliminate the purchase of commercial scholarly journals. This, it was posited, would replace the \$400 million per year being spent on such journals with a mere \$40 million per year. And, after all, aren't libraries just "buying back the scholarship that their campuses generate?"

The solution relates directly to that wonderful catch-phrase about buying back your own work—and that's not what's actually happening. According to *Science and Engineering Indicators*, only 22 to 45 percent of science papers come from the United States. According to one informed estimate, 90 percent of American R&D is done outside of campuses. Presumably many of those employed by someone other than universities and colleges also have worthwhile contributions to make.

If we assume that 30 percent of scholarly articles come from America, and that half of those articles come from academia, then perhaps 15 percent of what's in the international scholarly journals comes from American academia. And some sampling of such journals shows results right along those lines: 6 to 15 percent of the papers came from American colleges and universities.

Will scholars at American universities give up the other 85 percent of the papers? Should they? Will they tolerate being locked out of those journals? Should they? If not, then this grand solution adds another \$40 million to the \$400 million, saving not a dime.

I won't bore you with the antitrust issues that would be raised if American universities took the incredibly concerted efforts that would be required. Yes, anti-

trust law does apply to nonprofit institutions, as a number of private colleges have learned. Concerted action in restraint of trade is illegal, and this universal academic takeover is quite clearly such concerted action. The plan would be tied up in courts for years, and it's exceedingly unlikely that universities could win the case.

Yes, I want to see universities and libraries more actively involved as publishers, either in print or digital form. Some pressure must be exerted on the oligopoly of international STM publishers. Despite the most persuasive arguments for the pricing policies of these publishers, I think there's a convincing case that many price and publishing decisions are arbitrary and assume a captive market.

I believe there are real potentials for universities to create new journals, in print or electronic form, edited by top scholars in the field and attracting the best papers away from overpriced commercial journals. That's a slow process, but it has the advantages of being legal and plausible. In the long run, it could save libraries some money.

"Loosely-Coupled Scholarship"

As far as wholesale action in this regard, there are several catches. Charles A. Schwartz of Rice University wrote a thoughtful, well-researched and, I believe, fairly conclusive paper, appearing in *College & Research Libraries*, March 1994 issue: "Scholarly Communication as a Loosely Coupled System: Reassessing Prospects for Structural Reform." His conclusion? "Prospects for restructuring the scholarly communication system are nil." I commend the article to you. While not pessimistic, Schwartz is realistic and convincing. He calls for incremental exploration, a call that I would enthusiastically second. Libraries and universities should work to improve the STM situation, but set aside the grand scenarios; they just won't work.

Any grand solution must be thought through in its entirety. There are precious few island universes out there. In practice, any grand solution is likely to be useless. Meanwhile, small initiatives such as Eric Lease Morgan's work at NCSU appear to offer real possibilities for increasing the limited role that electronic journals will play, and integrating those journals into mainstream library operations. This is one of the many little efforts that is likely to yield more fruit than Grand National Solutions.

Many Solutions to Many Problems

You need to think through the futures

and solutions that are proposed, whether they are my projections or those of the all-electronic advocates. When considering proposed solutions, I would suggest a few cautionary measures:

First, try to find specific solutions for specific problems. Some solutions can indeed be generalized — but the more you generalize a solution, the more likely it is that you're solving the wrong problem.

Second, look at the implications of a solution, both short-term and long-term, and recognize that you can't accurately predict all the long-term implications. Keep track of them: has the solution of five years ago started to become its own problem? Think things through before attempting a solution, and keep thinking about the impact of the solution.

Third, think in terms of multiple solutions, not one massive agenda that succeeds or fails.

Fourth, recognize that the future grows out of the present, and that the future will certainly be at least as complex as the present. When predictions call for futures that are simpler than the present, ask yourself how such grand clarification could occur without economic devastation?

Finally, and most importantly, don't accept the word "inevitable" and don't let anyone tell you that something that seems undesirable is

going to happen whether you like it or not. Check the facts; check the assumptions; and believe in your ability to influence the future.

There are no panaceas: no grand solutions that will yield perfect libraries at no cost. For that matter, there is no such thing as a perfect library — not as long as libraries serve imperfect people who aren't all the same and who don't all just want small chunks of current information.

A Few Possibilities

If we accept that grand solutions and single futures won't work, then we can concentrate on a variety of smaller steps, some coordinated and some not, that will yield good short-term and long-range results. Eric Lease Morgan is doing yeoman work at NCSU in making sense of electronic serials. It's not clear whether electronic serials will become a major component of the scholarly publishing field, or how long it might take for a critical mass of such serials to emerge, but Morgan's early work in this field will help libraries and potential publishers to identify problems and make such serials more practical.

While I regard the digital library as an unfortunate phrase and real-world impossibility, digital collections make sense in many areas. For LC to put several million of its unique photographs and archival records into digital form and make them available is commendable. For groups of libraries to identify and convert key collections, that would

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not otherwise be available, makes enormous sense. Such collections do not replace print collections, but can add richness to local resources and provide outreach in unique ways.

As the Mann Library and others have found, increasing electronic access also increases use of print collections. That's particularly true if new technologies are used to provide deeper and richer bibliographic access. Some librarians have struggled recently with the fact that students and users may have better access to articles in periodicals than to chapters in books, even though the book chapters may provide much better starting points for research. Some commercial firms and libraries are taking steps to improve this situation, through table-of-contents access and other enriched forms of bibliographic access.

One enormous set of problems that will only yield to a multiplicity of efforts is quality control, organization, and authentication of electronically-available material. I've already mentioned this in connection with the Stuff Swamp; Eric Lease Morgan's efforts are one aspect of addressing the problem; there will be many others. No profession is as capable to address these problems as librarianship; no other field has the demonstrated ability to make coherent constructs from tens of millions of records over several decades.

Who else could possibly make sense of all this? Are you seriously going to trust computer scientists to bring order and quality control to electronic databases? Librarians have the professional background; some of you have the specific training; and we've simply done a better job of it than anyone else.

One problematic aspect of electronic distribution is solvable, namely authentication—assuring that the document you get is exactly what you wanted, that a referenced paper can be retrieved as it was referenced. The tools to solve this problem are available, but they're not used. What's astonishing is the number of intelligent people who proclaim that this doesn't matter—that a big advantage of electronic texts is that they are mutable, constantly being updated and revised. Well, if you're talking pure factual information (and you know that the source of that information can be trusted), and if it's the kind of information for which history is irrelevant, that may be a good thing. Right now, the only such information that springs to mind is the current time. Electronic distribution is an excellent way to provide checks on the current time. That's how it's been done for decades now.

What other categories of information, knowledge, and wisdom really live without history? Even stock prices have historical significance, and require authentication as to their date and time. Where can we simply assume that whatever we get is what we wanted, even though anyone along the line could have revised it? If someone cites an article as being outstanding, I want to read that article as it was cited—not the author's current version of it, and certainly not a mutated text that's been updated and improved by other scholars along the way. A well-written article is usually much more than a series of facts. If we derive information from data, knowledge from information, and wisdom from knowledge, I don't want to read someone else's knowledge as improved by anonymous others along the way. At least I don't want to without knowing about it.

Let's look at some other steps toward extended libraries.

National Bibliographic Access

Libraries will reach beyond the walls more for resources beyond their local collections. One aspect of reaching beyond the walls is effective bibliographic searching. Here, there are two obvious tools that most public and academic libraries should have in the near future, as part of the Internet access that every library should eventually obtain. Those tools are Eureka and FirstSearch — one from RLG, the other from OCLC. It's not an either-or proposition; effective libraries need both, and the combination is cost-effective. For some libraries and consortia, now and in the future, Zephyr and the Z39.50 version of FirstSearch will make more sense, when the local user interface is sufficiently strong: that is, using that same interface to search the local catalog, the regional union catalog, and the RLIN and OCLC databases. These are good, cost-effective solutions.

What is not cost-effective is the so-called "free" alternative of searching Internet-accessible online catalogs directly to see what's out there. That makes sense in special cases. But as a general technique, it's hard to justify the time and complexity of several hundred searches (done manually or automatically) in order to save something between \$1 and \$1.80 in combined Eureka-FirstSearch costs. It's also hard to justify in terms of rational use of the Internet or computer resources, even discounting the truth that all those Internet-accessible catalogs won't provide the resources that Eureka and FirstSearch make readily available.

Eureka includes several hundred

thousand archival records, of substantial scholarly interest and frequently available to researchers; very few of the holding institutions have Internet-accessible catalogs. Eureka also includes a comprehensive view of pre-LP sound recording, all United Nations cataloging and many other specialized and unique resources within its 23 million title BIB file, some of them only available online through RLG. FirstSearch also offers many resources that can't be obtained directly through free searching. Even if that was not so, the truth is that Eureka and FirstSearch provide access to the universe of bibliographic information in two quick transactions, compared to a confused, sketchy, partial view after hundreds of transactions. Sometimes, centralized availability really does make sense, particularly when there's enough competition to keep the prices of both services reasonable.

Is it always silly to provide access to other online catalogs? Not at all. As the solution to access to the bibliographic universe, yes: it's neither an efficient nor a particularly sensible solution. But there are cases in which access to specific other online catalogs makes very good sense. More and more libraries will be involved in local and regional consortia with special access provisions. Access to the other online catalogs — or, better yet, to a real or virtual online union catalog — makes extremely good sense, as the second step in searching beyond the local collection. In many cases, a library and its patrons use the resources of other nearby libraries without formal consortia. Here, too, it makes sense to offer those other libraries' catalogs as choices on the local catalog. Finally, scholars can make effective use of specific online catalogs when they're planning research travel. In that latter case, automatic searching doesn't seem useful, though; specific access to the remote catalog, through a secondary function within the local system, is more sensible.

Tools and Techniques

While every good library needs a strong local collection to serve most of its users' needs, no library can be self-sufficient. Libraries need and should continue to maintain a variety of document delivery methods. That can include regularly-scheduled book trucks and mail pouches. For some regions and some states, book delivery trucks may be the ideal technology for some access problems. Illinois has demonstrated that a combination of regular delivery and statewide access can provide effective and inexpensive access; similar mixed-technology solutions

may work equally well in other areas.

There are others, of course. I'll mention one other RLG service, because I think it's an important aspect of realistic access. Ariel for Windows offers cost-effective, high-quality, high-speed article transmission: not just from commercial suppliers, but perhaps more importantly from library to library, retaining fair use rights in the process. Hundreds of libraries have Ariel installations. There's no link between Ariel and RLIN; you don't need to use one to use the other. It's not the right tool for every library, but it's a worthwhile tool for many: not a grand solution, but one of many specific small aids.

Maintaining the Dialogue

Finally, librarians must continue to discuss these matters, to identify interesting new tools and techniques, to guard against simplistic futures and unrealistic grand solutions. There is no single library future, but library professionals of all varieties must continue to discuss the many futures that will make us stronger. Today's meeting is one means for that discussion, held in old-fashioned non-virtual reality. Through conferences, papers, discussion groups, and those key discussions that take place on exhibit floors and in lobby bars, we

must continue to discuss and consider.

Conclusion: And, Not Or

I believe that electronic publishing and dissemination will continue to grow in importance, displacing print where electronic does it better. I also believe that printed books, magazines and newspapers will survive as vital media for the indefinite future. I believe in a future of print *and* electronic distribution.

I believe many future users will get most of their information without the mediation of librarians. That's true now; how would it be otherwise in the future? I also believe librarians will organize, collect, interpret and mediate for the many cases where professional understanding is needed. I hope that funding will improve for libraries, and particularly for strong support of the true expert systems in libraries: the wetware, the stuff between the ears of good librarians. I believe in a future of librarians as intermediaries and direct access.

I believe that libraries will and must rely more heavily on access to materials (and non-material information) that they don't own, and that they will find ways to share the risks, costs and benefits of such access. I also believe that most libraries, except for some in specialized areas, will and must continue to main-

tain and build strong collections of print and other media, to serve the essential needs of their users. I hope that librarians won't accept monolithic solutions to access problems; therein lies disaster. I believe in a future of collection development and access.

I believe librarians will reach beyond the walls of the library, providing many services electronically and gaining much information in that manner—and, for that matter, continuing to make use of physical delivery systems. I also believe that the library will stand, in the future as in the past, as the heart of every good academic institution and the soul of every city. I believe in the library beyond walls, but not the library without walls. I believe in future libraries as edifice and interface.

And, not or: that's what I believe, and what I hope for. It is also, I firmly believe, both the only realistic and the only worthwhile future for libraries and their users.

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Reference

¹ Ron Chepesiuk, "Writers at work: How libraries shape the muse," *American Libraries* 25, no. 11 (December 1994), p. 984.



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Mr. David Fergusson
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Dear Mr. Fergusson:

We could not fail to notice that this year's biennial conference begins on Yom Kippur. This is the most significant Holy Day of the Jewish calendar.

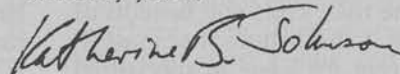
NCLA would not schedule a conference on Christmas, Easter, or even Independence Day. Even though the dates for NCLA are set two or more years in advance, it is a simple matter to find out when major religious holidays fall in a given year. Librarians, of all people, should consult one of the many resources that have this information. There is no excuse for this oversight.

The undersigned are personally offended by this carelessness. Many, if not all, of our Jewish colleagues will not be attending the conference this year. The quality of NCLA is diminished by this lack of inclusiveness, and by the absence of so many members.

We urge that NCLA events be scheduled with a calendar showing religious holidays in

Furthermore, we would like NCLA, as a body, to print an apology for this insensitive mistake in the next issue of *North Carolina Libraries*.

Sincerely yours,



Katherine B. Johnson, Reference Assistant

Additional Signatures of Durham County Library staff:

Kathi Sippin
Joanne Abel
Nancy L. Blood
Anne Berkley
Carol Passmore
Jean Amelberg

North Carolina Libraries

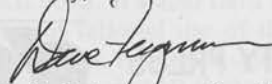
To the Editor:

On behalf of the North Carolina Library Association I would like to apologize to our members of the Jewish faith for the unfortunate scheduling of the 1995 NCLA Biennial Conference in conflict with Yom Kippur.

The conflict was an unintentional oversight, but in hindsight I am sure I would consider it very inconsiderate were I in their shoes.

The Association will take measures to see that no such oversight occurs in the future. The dates of the 1997 Conference in Raleigh, October 7-10, do not occur on any major religious holidays. Again, the apologies of the Association are extended to all who were affected.

Sincerely,



David G. Fergusson, President
North Carolina Library Association

COUNTER POINT



by Harry Tuchmayer, Column Editor

I am certainly not the spokesperson for the association but, having talked with Katherine Johnson and six other concerned librarians at the Durham County Library, I've decided that the issue raised in their letter is one that needs to be addressed. I also spoke to Dave Fergusson, by the way, and being the perfect gentleman, he said "go for it!"

Now before some of you get too upset with anything I might say (or not say, for that matter), let me make it perfectly clear that I didn't attend this year's NCLA conference, precisely because of this scheduling fiasco. In fact, when I first saw the flier announcing the conference, I couldn't quite believe it. You see, right after I came to North Carolina fifteen years ago, the association did the very same thing — they scheduled the conference on Yom Kippur. Recognizing their error too late, NCLA promised very sincerely that they would never do it again. (I've since found out that, while they may have promised, they neglected to write it down. Consequently no mention of potential holiday conflicts was included in the conference planning handbook.)

At that time I was new to the area, and my director made it clear that she thought it was important for me to attend NCLA. I don't think she was being insensitive, nor do I think she was the least bit prejudiced. She just believed that the information and networking opportunities available at the conference were important enough that I should make every effort to attend. So I did. And with a brief stop at the Charlotte synagogue in between sessions, and a rather unusual RTSS breakfast where I repeatedly declined very gracious offers to eat (you're required to fast for the day), I was able to fulfill both my professional and religious obligations — or at least I thought I did.

In those days, unlike the current climate, compromise wasn't a dirty word and the "melting pot" was still the prevailing model. I was quite used to walking that fine line between retaining my own heritage and conforming to the larger society. It also helped that I wasn't very religious and had only one very young child. More importantly, I was still young and naive enough to believe the association when they promised to be more careful next time.

Well, this was the next time, and guess what, NCLA forgot. At first, I was a little upset. I mean, with all our talk about multiculturalism, diversity, and sexual orientation sensitivity, you would think that we could work around the major Jewish holiday. After all, how hard is it for reference experts to check a few calendars?

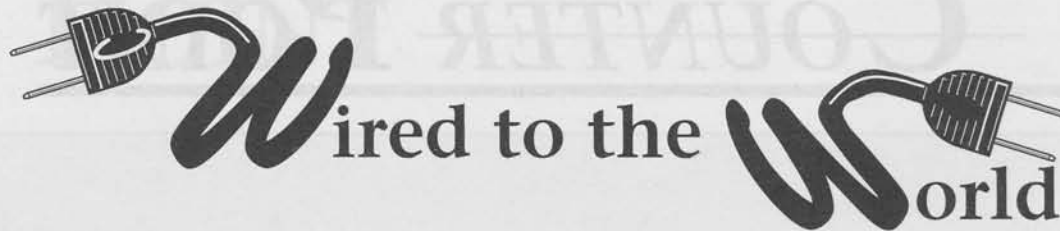
But the more I thought about it, the more I decided I just don't give a damn anymore! Call it benign neglect or say it's just too difficult to keep up with all the special holidays and unique customs an ethnically diverse society has, I don't care!

That's right, who needs to network? I'm considerably older now and I've met everyone I'll ever need to know. As far as I can tell, no one is any worse off because they missed an opportunity to meet me! In fact, I doubt anyone suffered because I couldn't be there.

Sure, I missed an opportunity to talk with vendors and try to sell a few more ads in *North Carolina Libraries*, but I don't care. I don't work on commission. Since I couldn't meet with anyone on the budget committee, as far as I know, NCLA can probably afford the loss in potential revenue.

I certainly didn't need to see the exhibits! I buy plenty of books and equipment from the salesmen and companies I'm already familiar with. And those other suppliers I never heard of didn't need to sell me anything I couldn't get from somebody I already know.

I'm glad I stayed home, not because I'm tired of reminding others that recognizing diversity means acknowledging religious traditions other than your own, but because this time I did what I should have done fifteen years ago. I spent time with my family, reflecting on what it really means to be a concerned, caring and forgiving human being.



Wired to the World

— by *Ralph Lee Scott*

A frequent question I get is how to find out about and subscribe to the various Internet discussion groups called "listservs." There are, it seems, thousands of these mail groups in existence today, with more being formed every week. They cover topics from "soup to nuts," or, more appropriately, from "AAUP-L to Z3950IW." Of special interest to librarians on the Net are the following groups:

ACQNET (Acquisitions Librarians Network); ALAWON (The ALA Washington Office Newslines); BI-L (Bibliographic Instruction Discussion List); CDROM-L (CD-ROM usage in Libraries); CIRCPLUS (Circulation issues for libraries); COLLDV-L (Collection Development Issues); CONSERVATION DISTLIST; COOPCAT (Cooperative cataloging projects); EXLIBRIS (Special Collections); FEDSIG-L (Federal electronic information); GOVDOC-L (Government Documents Librarians); ILL-L (Inter-Library Loan Forum); INFO+REF (Reference Librarians); IR-L (Information Retrieval); LM_NET (School Library Issues); LAW-LIB (Law Librarian Issues); LIBADMIN (Library Administration); LIBEX-L (Library Exhibits); LIBPER-L (Library Personnel Issues); LIBPLN-L (Academic Library Planning); LIBREF-L (Library Reference Issues); LIBRES (Library Research); LIBSUP-L (Library Support Staff Issues); MAPS-L (Map Librarians); MEDLIB-L (Medical Librarianship); NCLA-L (North Carolina Libraries); PACS-L (Public-Access Computer Systems Forum); PAMNET (Physics, Astronomy, and Math Librarians); PUBLIB (Public Library discussion list); PUBYAC (Public Library, Young Adult and Children's Issues); RLIN-L (Research Library Information Network discussion); SERIALST (Serials processing in Libraries); SLAJOB (Special Library Association Job List); STUMPERS-L (The Name Says It All); VETLIB-L (Veterinary Medical Library Issues); VIFLIS (Library School Faculty and Students Issues); WIML-L (Issues Relating to Women In Music Librarianship).

If I missed your favorite library lists, I'm sorry!

In general, to subscribe to these discussion lists you must send an e-mail message to the "LISTSERV" or "POSTMASTER" at the site where the list is maintained. In the body of the message, you generally include the message "SUB" or "SUBSCRIBE," followed by your name (some lists do not need a name). You must, of course, send your address in the e-mail letter for the mailer to know where to send the messages. Most e-mail systems on the market automatically send your address in the header of the letter. For example, to subscribe to PACS-L at the University of Houston computer you would:

To: LISTSERV@UHUPVM1.UH.EDU
From: LBSCOTT@ECUVM1.ECU.EDU
SUBSCRIBE PACS-L (Ralph Scott)

Some lists have a gatekeeper who passes on who can join the list. LM_NET is a list of this type. To subscribe to this kind of the list you need to send a message to the gatekeeper:

To: PMILBUR@EIS.CALSTATE.EDU or
MIKE@ERICIR.SYR.EDU
From: LBSCOTT@ECUVM1.ECU.EDU
Add to LM_NET LBSCOTT@ECUVM1.ECU.EDU
NAME: RALPH SCOTT

It is also important to know how to end the listserv messages that you have subscribed to. Otherwise you will remain on the list and receive lots of unwanted mail for the rest of your existence. In most cases to clear you name from the mailing list, send a message to the site that maintains the list (Hint: keep a record of where that site is!).

To stop messages send:

To: LISTSERV@UHUPVM1.UH.EDU
From: LBSCOTT@ECUVM1.ECU.EDU
UNSUBSCRIBE PACS-L (Ralph Scott)

In some cases you send the message "SIGNOFF" to the host computer instead of "UNSUB." Do not send this message to the list itself, but instead send it to the "LISTSERV@...". Posting to the list itself sends your message to the many people on the list, who now have to read your plea!

If you want to send a question or message to the people on the list, you must send the following e-mail message:

To: LM_NET@SUV.M.BITNET
From: LBSCOTT@ECUVM1.BITNET
Type the text of your message here!

This will send your message to everyone on the list! Other types of messages can be sent to the "LISTSERV." For example, you can stop and start mail when you go away by sending the command "SET LM_NET NOMAIL" to the "LISTSERV." Some other options are: SET ACK or SET MSGACK (acknowledges messages back to you when received); SET REPRO (sends you a carbon copy back); SET NOACK (turns off acknowledge feature described above); REVIEW (gives a description of the list contents; produces a list of all the people subscribed to the list); SET DIGEST (provides the list in digested (compressed) form); SET MAIL (turns mail back on after using NOMAIL option); LIST (sends you back a list of all the list groups on the host computer).

Featured Internet Site

In each future "Wired to the World" column, I will discuss an important Internet site that I have found useful. With the coming of winter weather, this issue features a site that gives information on the latest road conditions. It is a World Wide Web site, so point your favorite browser to: <http://www.truckers.com>

Here you will find information on highway safety, speed traps, and a state-by-state listing of road conditions. Some states (such as Illinois and Indiana) provide hourly text updates of driving conditions. This can be very helpful to patrons traveling during the holidays. A few states (California and Texas) have live cameras that show the traffic load on Interstate highways updated every few minutes. Other states have more medium term information. The North Carolina Department of Transportation, for example, has posted information on NCDOT Highway project notices. This way you can check to see if construction will hamper you travel.

I have found this site very helpful when traveling. It the type of thing libraries can do for the public that makes them information providers rather than just material warehouses. When bond referendum time comes, people often remember things like this that the library provided. Internet access is a good way to win friends over to the library!



Instructions for the Preparation of Manuscripts for North Carolina Libraries

1. **North Carolina Libraries** seeks to publish articles, materials reviews, and bibliographies of professional interest to librarians in North Carolina. Articles need not be of a scholarly nature, but they should address professional concerns of the library community in the state.
2. Manuscripts should be directed to Frances B. Bradburn, Editor, **North Carolina Libraries**, Media and Technology, State Dept. of Public Instruction, 301 N. Wilmington St., Raleigh, NC 27601-2825.
3. Manuscripts should be submitted in triplicate on plain white paper measuring 8 1/2" x 11" and on computer disk.
4. Manuscripts must be double-spaced (text, references, and footnotes). Macintosh computer is the computer used by **North Carolina Libraries**. Computer disks formatted for other computers must contain a file of the document in original format and a file in ASCII. Please consult editor for further information.
5. The name, position, and professional address of the author should appear in the bottom left-hand corner of a separate title page. The author's name should not appear anywhere else on the document.
6. Each page should be numbered consecutively at the top right-hand corner and carry the title (abbreviated if necessary) at the upper left-hand corner.
7. Footnotes should appear at the end of the manuscript. The editors will refer to The Chicago Manual of Style, 14th edition. The basic forms for books and journals are as follows:
 - Keyes Metcalf, Planning Academic and Research Library Buildings (New York: McGraw, 1965), 416.
 - Susan K. Martin, "The Care and Feeding of the MARC Format," American Libraries 10 (September 1970): 498.
8. Photographs will be accepted for consideration but cannot be returned.
9. Upon receipt, a manuscript will be acknowledged by the editor. Following review of the manuscript by the editor and at least two jurors, a decision will be communicated to the writer. A definite publication date cannot be given since any incoming manuscript will be added to a manuscript bank from which articles are selected for each issue.
10. **North Carolina Libraries** holds the copyright for all accepted manuscripts. The journal is available both in print and electronically over the North Carolina Information Network.
11. Issue deadlines are February 10, May 10, August 10, and November 10. Manuscripts for a particular issue must be submitted at least 2 months before the issue deadline.

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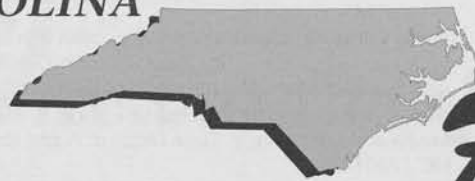
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Books

Dorothy Hodder, Compiler

By the time Lee surrendered at Appomattox, approximately 125,000 Tar Heels had served in Confederate uniform. Nearly each and every white North Carolinian had a family member or close acquaintance who served. It is no wonder that photographic portraits were popular among soldiers and cherished by loved ones, but heretofore, only a small number of these images have shown up in the many photographic histories of the Civil War. *State Troops and Volunteers, a Photographic Record of North Carolina's Civil War Soldiers* fills the gap, being devoted entirely to North Carolinians.

The book contains over six hundred images, most of individual soldiers in uniform. Others include military gatherings, battlefield scenes, and family members. Many uniformed soldiers had their photographs taken seated next to a loved one. Although the author combed the libraries and archives of the state looking for images, he found the wealth of his material in private hands of collectors and descendants. Once word of the project spread, Mast found himself with enough material for a second volume.

Volume one covers early military photography in North Carolina, soldiers who enlisted early in the war, the cavalry, families of soldiers, and the events of 1862. Each chapter has an introduction, a series of images, and then an explanation of each image. By quickly looking at the number under the photograph one can easily find the corresponding description. Using the military records of the soldiers, family history, letters, memoirs, and diaries, the author has given the reader a capsule history of each person. Each entry gives the birth and death date, county and date of enlistment, rank, regiment, and company, military service (battles fought, imprisonment, and/or death), and postwar activities. Many anecdotes provide historical and genealogical insights into the era. For example, the capsule history for brothers William Perkins and Rufus Wiley Hardison recounts the love and affection that both brothers had for their cousin, Richilda Lee Hardison. She favored William, but after he died of a mortal wound at the Battle of Drewry's Bluff, Virginia, she married brother Rufus. Detailed uniform descriptions are given and often they provide clues to the military service.

The history capsule is followed by a description of the image itself. *State Troops and Volunteers* provides an excellent study of Civil War era photography. Most of the images are ambrotypes. Others include daguerreotypes, tintypes, and albumen prints. The capsule is completed with name of donor and list of sources. A more detailed index would be useful. For example, inclusion of counties by name would assist in quickly locating the men who enlisted there.

State Troops and Volunteers is an attractive oversize book, printed on high quality paper to enhance the photographs. It weighs four pounds and is best read at the table. The first printing is nearly sold out, and even with a promised second printing it will probably soon become a collector's item. It is hoped that volume two will soon follow. Recommended for all North Carolina libraries, especially those with an interest in North Carolina, Civil War, family, military, and photographic history.

— Beverly Tetterton
New Hanover Public Library

Greg Mast.

State Troops and Volunteers: a Photographic Record of North Carolina's Civil War.

Raleigh, N.C.: North Carolina Department of
Cultural Resources, Division of Archives and
History, 1995. Volume I, 381 pp. \$50.00.
ISBN 0-86526-264-0.



This is a delightful little collection for those of us who love ghost stories — and we are legion. The well-known tales are here, including the story of Samuel Jocelyn, a man buried alive, and that of the Maco Light, rumored to be the lantern of a decapitated trainman searching for his head. Others are more obscure: "Spirit from the Sea" tells of a mother's premonition of her son's death, and "The Return of the Harpist" describes how a ghost moves in to stay. Still others, such as "The Night Mama Struggled with the Ghost," are more personal. "In the Spirit of Things," for instance, is a first-person narrative, as told by a haunted friend. Another section consists of stories associated with

historic places and events in the area. Direct quotes from area residents, past and present, who live or have lived with ghosts, or have otherwise experienced them, give credibility to these "true" stories.

The author obviously has a fondness for these stories, and a long acquaintance with them. They are well written, but, more tellingly, read as though they were being told. In her preface, Preik reminisces about the part storytelling has played in her life, and her appreciation of that art carries over into her writing of those essentials of the repertoire, ghost stories. An enjoyable addition to any collection.

— Samantha Hunt
New Hanover County Public Library

Brooks Newton Preik.

**Haunted Wilmington
... and the Cape Fear Coast.**

Wilmington, N.C.: Banks Channel Books, 1995. 138 pp. \$9.95 paper. ISBN 0-9635967-3-X

"This story is terrifying, but it's fiction.
It hasn't happened yet ... But it will."



Durham resident Graham Watkins, a master of the horror genre, branches out into science fiction for his latest book, *Virus*. When internist Dr. Mark Roberts and psychiatrist Dr. Alexandra Walton realize that many of their patients are suffering from a newly-discovered worldwide epidemic of Computer Addiction Syndrome, they enlist the aid of colleagues in medicine and computer engineering to trace its source, which is revealed to be a computer program

enhanced by a virus. Soon it infects any computer connected to the Internet, with dire results. Watkins adroitly evades the fact that such occurrences are precluded by the shortcomings of present-day computer architecture by having the puzzled characters in his story reiterate that fact. This simple device effectively bridges what would otherwise be an unbridgeable credibility chasm.

The software, "PENULTIMATE," nicknamed "Penny," evolves into an artificial intelligence which interacts with its victims in a variety of ways. Victims are lured into staying online by keeping them just short of solving the ultimate problem. Days or weeks later, if they are lucky, they are found and brought to the hospital suffering from exhaustion and malnutrition. Penny causes computer games to become so realistic that they even kill the player. There is also a bulletin board, The Last Word, which leads participants to very real adventures in cyberspace. How can Mark and Alexandra save the world from Penny?

Meanwhile, Fletcher Engels, one of the developers of PENULTIMATE, realizes what has happened and begins to battle Penny on the Net. Fletcher and the team of doctors and scientists join forces to defeat Penny, using all of their academic and practical knowledge. The ending very satisfactorily leaves the reader wondering.

Virus is set at Duke Hospital in Durham, surrounding neighborhoods, and Research Triangle Park. The setting is perfect for the plot. PENULTIMATE is developed by a company in the Park and the solution to its demise is created by a team of Duke scientists following a biological model. Like the best speculative fiction, it begins with the believable and carries it into a new dimension. Who hasn't lost whole chunks of time while surfing the Net? The development of PENULTIMATE into Penny is clear even to one with limited technical knowledge. The characters, both scientists and victims, are developed enough to be interesting without being obtrusive. Penny herself is the most fascinating character in the book. She is many-faceted, ranging from an alluring helper to a peculiarly innocent killer.

Virus will keep the reader so thoroughly engaged that he forgets about meals, sleep, or work until the book is finished. This book is recommended for public and high school libraries.

— Anne Berkley
Durham County Library

Graham Watkins.

Virus.

New York: Carroll & Graf, 1995.
413 pp. \$25.00. ISBN 0-7867-0194-3.

In *The Province of the Heart*, author Phyllis McGinley writes, "The trouble with gardening is that it does not remain an avocation. It becomes an obsession." This is particularly true of Southern gardeners, who respond to the fertile soil, lush blooming plants, and mild climate by turning simple acres into havens of beauty. *Carolina Edens* is an illustrated guide to sixty-five such sites in North and South Carolina. The visited plots vary from elaborate, formal landscapes around mansions to smaller enclosures that add distinction to public or historic buildings.

The husband and wife team, Al and Cindy Spicer, are ideal chroniclers of Carolina gardens. They combined their interests in plants with their talents in photography and in writing to create *Carolina Edens*. The result is both a guide and a coffee-table book.

Cindy Spicer.

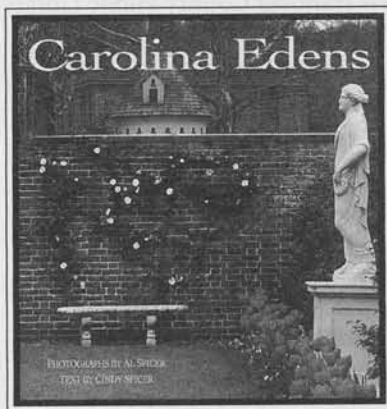
Carolina Edens.

Photographs by Al Spicer. Winston-Salem, N.C.:
John F. Blair, 1995. 176 pp. \$26.95. ISBN 0-89587-135-1.

Al Spicer, Director of Photography for the *Greensboro News and Record*, chose one hundred and four color pictures from thousands taken over three years' during visits to the various gardens. A history as well as hours, fee, size, special features, and directions to each garden are included in free lance writer Cindy Spicer's text. Her tips include information on handicap accessibility, annual events, and even advice on when to bring bug spray.

The book is handily arranged into separate sections for each state and subdivided alphabetically by city, with the gardens near each town described. The majority of the gardens are in North Carolina, but those in South Carolina are some of the most unusual. Among the plantations near Charleston, Middleton Place is considered the oldest landscaped garden in America. Brookgreen Gardens near Myrtle Beach contains more than five hundred sculptures by prominent nineteenth- and twentieth-century artists. The larger gardens, such as Asheville's Biltmore or Charleston's Magnolia Plantation Gardens, are illustrated with several images. Most of the smaller ones, created by colleges, civic groups, or individuals, are illustrated with one view that typifies the garden's plants or wildlife.

Carolina Edens is a resource to be added to the collections of public, academic and school libraries. This book will be requested by travelers planning side trips to out-of-the-way gardens as they meander from the coast to the mountains in the Carolinas. (A hyperspace book tour is on the Spicer's Web homepage, <http://www.infi.net/~spicer>.)



— Christine L. Thomson
Kenan Library, Saint Mary's College

Forty years ago Mary Lindsay Thornton issued the first installment in her comprehensive and monumental bibliography of North Caroliniana (official publications in 1954 and "unofficial publications" in 1958). At the same time, the late Hugh T. Lefler compiled the first of his select bibliographies keyed in a general way to the then standard history of the state written by him and Albert Ray Newsome, *Guide to the Study and Reading of North Carolina History*. Houston Gwynne Jones, long time state archivist and director of the then State Department of Archives and History, closed his public career after succeeding to Thornton's chair in the North Carolina Collection and Lefler's in the history department of the University of North Carolina at Chapel Hill. He has now compiled a state bibliography of more than eleven thousand books, pamphlets, and articles published before 1993, that has drawn on aspects of both predecessors without slavishly following either. His is the third in a series entitled "Bibliographies of the States of the United States," published by Greenwood Press.

H. G. Jones.

North Carolina History: An Annotated Bibliography.

Westport, Conn.: Greenwood Press, 1995. 796 pp.
\$95.00. ISBN 0-313-28255-2.

Jones's bibliography is divided into twelve sections, seven devoted to specific categories (Environment; Prehistory and Archaeology; First Americans, From Then Until Now; Exploration and Attempted Settlement, 1524-1650; General Works; County and Local History; and Historic Resources in North Carolina) and five to chronological periods (1650-1775, 1776-1835, 1835-1865, 1865-1945, and 1945-1992.) The chronological periods are subdivided into different areas of historical inquiry: bibliography; religious history; political history; ethnic history; economic history; social history;

science and medicine; language and literature; general history; description and travel; war, disputes, and violence; and autobiography and biography.

Jones combines much of the expansiveness of Thornton's bibliography and something of the convenient categorization of Lefler's without attempting the uncritical inclusiveness of the former

or the exclusivity of the latter. The subdivisions of the chronological sections ensure an attractive balance of the various historical genres for each period of the state's history. The compiler's extensive effort to include a wide choice of autobiographical and biographical writings is a most welcome and successful feature of the work.

The nonchronological sections of the bibliography are also subdivided to facilitate use. For example, the section on First Americans is divided by Cherokees, Lumbees, Tuscaroras, and so on. Similarly, the section on County and Local History opens with general sources and continues with separate listings for every county in the state. A subject index and separate author index is of the greatest possible assistance when the approach is neither chronological nor categorical.

Although this bibliography replaces neither of Thornton's volumes as standard reference tools, it altogether supersedes Lefler's *Guide to the Study and Reading of North Carolina History*. A copy ought to be available in every library in the state whose users are interested in the state's history.

— George Stevenson
Division of Archives and History

Kay Gibbons's fifth novel, *Sights Unseen*, is a powerful and affecting work. As in her previous novels, Gibbons writes with eloquence, compassion, and clarity about life and a cast of characters facing its complexity.

Set in Gibbons's native North Carolina during the summer and fall of 1967, the story is told by young Hattie Barnes. Hattie tells about her mother's dramatic battle with manic depression and its effect on the Barnes family. To the people of Bend of the River, North Carolina, Hattie's mother, Maggie, is "the Barnes woman with all the problems." To her family, she is troubled and erratic, flying from mania to depression. She is a neglectful wife and mother and a spoiled daughter-in-law.

Suffering delusional episodes, Maggie attempts to run over a pedestrian in her car because she thinks that the red swing coat that the woman is wearing is her own. Although her wealthy and well-connected father-in-law manages to free her from legal problems, Maggie's mental health continues to deteriorate. Finally, she is committed to the psychiatric ward of Duke Hospital where she undergoes electroshock and drug therapy. Maggie is finally able to stabilize her life and moods and begins to regain her family.

Sights Unseen depicts a dysfunctional family struggling with the chaos and pain caused by mental illness. Yet, love and a desire for normalcy echo throughout the novel as young Hattie says about her mother, "I wanted her to be laughing-well in her occasional state in which everything seemed to bring her joy."

Kaye Gibbons.

Sights Unseen.

New York: G.P. Putnam's Sons, 1995. 209 pp.
\$19.95. ISBN 0-399-13986-9.

Gibbons knows her characters and their background well. Raised in Nash County, Gibbons captures the flavor of rural North Carolina in the 1960s. She evokes sights, sounds, and smells that carry the reader along with her. The reader can hear the characters talking and see where they live. Gibbons is also able to balance the grimness of their problems with levity and even humor.

Other characters in the book are rich and well-developed. Pearl, the housekeeper, is particularly remarkable as she is somehow able to keep the Barnes household together during Maggie's most turbulent times and provides an anchor for Hattie and her brother Freddie. Hattie's father, Fred ("a gentleman farmer"), is a loyal and long-suffering husband. Mr. Barnes, Maggie's father-in-law ("a man of means, a rural capitalist"), pampers Maggie at every opportunity. Miss Josephine Woodward, who "kept company" with Mr. Barnes since his wife's death, Aunt Menefee, and Uncle Lawrence round out the family.

Kay Gibbons writes with charm and grace. Her small books are packed with explosive feelings and deep sentiments expressed with precision and economy. She endows her narrator, Hattie, with both the innocence of childhood and insights learned through pain and longing. She draws an intricate picture of family relationships with humor and feeling. Ultimately, her realization that mental illness can be effectively treated and family love restored offers hope to her readers.

Reading a book written by Kay Gibbons is a glimpse into the hearts and souls of her characters. *Sights Unseen* is a book to be treasured. Recommended for all libraries.

— Joan Sherif
Northwestern Regional Library



On the dust jacket of this provocative book, a stern-looking Edmund Ruffin peers through a break in a photograph of a stand of cypress trees on the bank of the Perquimans River, near Hertford. It is as though Ruffin, a Virginian who promoted scientific farming practices during the antebellum period, is evaluating the extent to which his vision for development of the South has been realized. In this broad study of the interaction of humans and the landscape in southeastern Virginia and northeastern North Carolina from pre-history to the present, Jack Temple Kirby skillfully weaves different threads of history to fabricate a convincing view of physical changes that would be perhaps pleasing and perhaps appalling to Ruffin.

The title derives from the Algonquian word meaning "swamp-on-a-hill." Pocosins, as they are known today, are wetlands found at higher elevations than swamps. They are valuable as nurseries for young fish and as a filtering system for waterways in the coastal region. They are usually associated with forests of conifers and evergreen shrubs. The area Kirby studies, the subregion between the James River in Virginia and the Albemarle Sound in North Carolina, contains many pocosins. The largest area of this kind, contained within the Great Dismal Swamp, is a focal point of this book.

Jack Temple Kirby.

Poquosin: A Study of Rural Landscape and Society.

Chapel Hill: The University of North Carolina Press, 1995. 293 pp. \$39.95 cloth. ISBN 0-8078-2214-0. \$17.95 paper. ISBN 0-8078-4527-2.

Much of *Poquosin* describe the people of two distinct areas of the James-Albemarle subregion. The cosmopolitans, who lived near rivers or in port towns, promoted progressive agricultural techniques and took advantage of waterways to transport shingles or other lumber products to distant markets. Handicapped by obstacles to efficient transportation, people of the hinterlands resisted agricultural improvements and participation in the economic system of the cosmopolitans. Both groups, however, had an impact on the landscape: forests were cut, swamps were drained, and such linear forms of transportation as canals and railroads were built.

In the twentieth century, mechanization, government policy, and increasingly large lumber and paper companies hastened change in the subregion. Farms grew larger as the number of farm families decreased. Gigantic loblolly pine plantations supplanted cropland and deciduous forests. Agricultural runoff and wastes from manufacturing plants poisoned rivers, and the drainage of wetlands led to water shortages in such cities as Virginia Beach. While Edmund Ruffin might have admired Southerners' newfound industriousness, the impact of their labors would have saddened him.

Kirby, author of *The Countercultural South* (University of Georgia Press, 1995) and *Rural Worlds Lost: The American South, 1920-1960* (Louisiana State University Press, 1987), teaches history at Miami University. In *Poquosin* he has synthesized a wide variety of secondary sources as well as manuscripts, maps, census records, and oral history. These sources are included in useful endnotes, but the lack of a bibliography makes it difficult to determine the scope of the research. Though most appropriate for academic libraries, this very readable (if sometimes ungrammatical) study will appeal to many patrons of public libraries in the Albemarle region.

— Maurice C. York
East Carolina University

7

First time novelist Jaffe jumps out of the starting gate with a narrative not too different from a hundred other equine mysteries. A valuable jumping horse is slashed to death on the eve of sale, a disreputable trainer is found dead at his feet, and a well-groomed stable boss seems to be responsible for both. Voluble and volatile Natalie Gold,

amateur equestrian and fashion reporter for the *Charlotte Commercial Appeal*, sees the incident as a potential springboard to writing features if she can convince desirable WASP Pulitzer Prize-winner and single father of two, Henry Goode, to let her in on the story.

Of course, he's convinced after she shows him that the horse's shoeprints were incorrectly situated on the trainer's body. Of course, any number of people in Camden and the entire horse-jumping world had motive to do it. Of course, Nattie's best friend and rabid horse enthusiast, Melissa, is the prime suspect. And, of course,

Jody Jaffe.

Horse of a Different Killer.

New York : Fawcett Columbine, c1995. 279 pp. \$21.00. ISBN 0449909972.

Nattie gains Henry's respect and growing affection.

She nails the real killer, too, and it's not who you think it might be. But two more people get killed, she breaks her leg twice, and the reader's interest dissipates. Nattie uncovers a prime piece of evidence that implicates Melissa's involvement, but, goshdarnit, so many things keep happening in her life that it takes another one hundred pages before Nattie can question Melissa about the connection. This provides time enough to win a major equestrian competition, consummate her romance, and have several transcendent experiences—on horseback and in her dreams.

Jaffe's depiction of the local equestrian industry may stand for the sham and shallowness that pervades the Carolinas. It may stand for the decadent and hypocritical lives old money can buy. Or it may stand for the author's inability to scratch beneath the surface of her characters and locale. She's more eloquent describing clothes than depicting personality traits. Local institutions and events come off banal or contrived such as her description of the cuisine at a local restaurant whose "vegetables were big and delicious as usual and the banana pudding was a religious experience." Mean streets for Jaffe are those that don't have sidewalks on both sides. She saddles the reader with a mystery of questionable staying power, serviceable to pass away a Saturday afternoon, nothing more.

— William Fietzer

University of North Carolina at Charlotte

7he time is 1944; the place, a small town near Wilmington. Holly Rachele Hill, nineteen, is engaged to Billy, who's in the Navy, fighting somewhere in the Pacific. Her brother Bobby is off fighting with the Marines. But Holly, who isn't sure she wants to be engaged to Billy, and Elsie, her best friend, are mainly fighting boredom. They hang out at Ben's, a local dive, where they flirt and talk and smoke and usually reject eager young men who seek their company. The routine is shattered when Bobby is wounded and comes home shaken and changed forever; and Billy, after Holly has broken their engagement, comes home in pieces in a box—both casualties of a war that reaches out from the Pacific to touch even small towns in North Carolina.

The central theme of the novel turns out not to be growing up bored in a small Southern town during World War II, however, but race, specifically the impossible odds facing an interracial couple in North Carolina in the mid-1940s. Midway through the book the author introduces Elias Euritides Owens, a black Army veteran and former aspiring classical musician whose career and attitude toward life have been shattered by the loss of an arm. Elias and Holly form a strangely matched pair: he is artistic, sensitive, educated, the son of a musician and a professor at Howard University; she is uneducated, poor, has had few opportunities, and has shown little interest in anything but amusing herself. The war, however, has wrenched them both outside their traditional boundaries, and for a very short time they exist together in a magical, unrealistic happiness, until the inevitable and tragic consequences crash in on them.

Some readers will find that French's style gets in the way of the story and seems artificial. Dialect, run-on sentences, and constantly changing tenses push the boundaries of conventional style and require a lot from the reader. An example: "What ever Um goin ta wear, Ah ain't wearin no stockings wit it, too damn hot for them things' Elsie sayin."

It is difficult to follow a story such as *Billy*, French's critically acclaimed first novel. This story says a lot about race relations in general, but too little about Holly and Elias specifically — they are on stage together for far too brief a time. Nevertheless, watch for more from Albert French: he has talent and creativity and a distinctive style. Adult fiction collections in North Carolina libraries may want to add this title, both for the subject and for the local flavor.

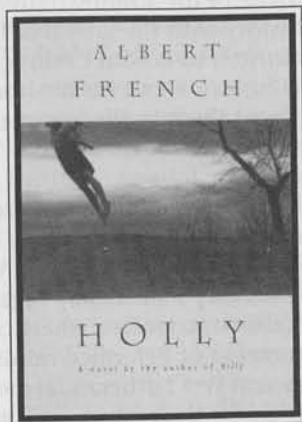
— Alice R. Cotten

University of North Carolina at Chapel Hill

Albert French.

Holly.

New York: Viking, 1995. 307 pp. \$22.95. ISBN 0-670-85746-7.



"There is something inherent in recorded images from the past that touches us at our very centers."

7

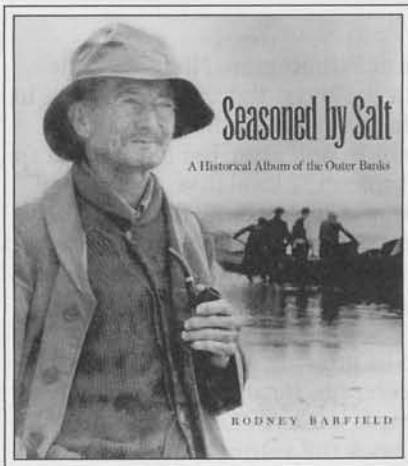
his prefatory quote by Rodney Barfield is based on his observation of the arresting effect of exhibits of historical photographs on visitors to the North Carolina Maritime Museum in Beaufort, where he serves as director. The author has collected more than two hundred photographs and drawings, many of them never previously published, to create this overview of the Outer Banks and Coastal North Carolina.

The book takes the form of fourteen pictorial essays grouped under four large chapters: "An Overview of the Outer Banks," "The Civil War," "Storms and Shipwrecks," and "Sharpies and Other Boats." Each short essay illustrates some aspect of the history, geography, economy and social life of this distinctive region. The photographs, drawings, and engravings were selected from a variety of sources, primarily the North Carolina Division of Archives and History, the North Carolina Collection at UNC-Chapel Hill, the North Carolina Maritime Museum, the Outer Banks History Center, and the National Park Service. Most date from the late nineteenth century to the very early 1900s. All are annotated, and the contextual detail included in these annotations form the substance of the work.

Rodney Barfield.

Seasoned by Salt : A Historical Album of the Outer Banks.

Chapel Hill: University of North Carolina Press,
1995. 192 pp. \$34.95 cloth.
ISBN 0-8078-2231-0. \$18.95 paper.
ISBN 0-8078-4537-X.



Several essays should be of interest even to those readers possessing a general familiarity with the Outer Banks. These passages document the importance of land-based whaling to the local economy in the eighteenth and early nineteenth centuries, the extensive use of windmills on the islands and adjacent mainland in the nineteenth century, and the development and evolution of native boatbuilding designs suitable for the local sailing conditions.

It will also be news to many readers that pro-Union sentiment was so pervasive among the "Bankers" in 1861 that a number of disgruntled Hyde County residents assembled at Hatteras to proclaim an independent government, denounce secession, and elect a representative to the U.S. Congress. Barfield attributes this anti-Confederate sentiment to the geographic isolation of the Outer Banks which alienated the islanders from the state government, and to the insignificance of slavery in the local economy. He concludes that the inhabitants have more resemblance to mountain region Carolinians than to their closer geographic cousins of the Coastal Plain and Piedmont.

The book contains a few errors in dates and numbers which would have been caught by more careful editing. These minor flaws do not significantly detract from the overall quality of the work. Barfield successfully uses these stark photographs to illuminate the severity of the natural environment of the Outer Banks, and the tenacity and independence of its people. Recent overdevelopment and overpopulation have largely erased the past revealed in this album, but the book offers a window into that earlier time and place which should be of interest to a wide audience. Recommended.

— Paul King
Peace College

7

his Lutheran chronicle is ably written by Raymond M. Bost, a former Synod Historian, and Jeff L. Norris, a member of the administrative staff of Lenoir-Rhyne College. They begin their history with the arrival of the Rev. Adolph Nussmann, a German Lutheran minister, in Rowan County, North Carolina, in 1773. Nussmann was under no illusions about his mission in North Carolina, writing that "God had placed them in the 'remote forests' of a land on 'the most distant border of the civilized world.'"

Nussmann, accompanied by Johann Gottfried Arends, came to America to minister to the growing number of German Lutheran settlers. Most of these had left the crowded colony of Pennsylvania, making their way south through the Shenandoah Valley to central North Carolina. Before 1750, they had already organized several churches in Rowan and Cabarrus counties, where occasional services were held by traveling Moravian or Reformed ministers or missionaries. Eventually the settlers sent two Lutheran laymen to Germany to recruit a pastor and a teacher for their youth, and as a result Nussman and Arends, both of whom would have great influence in the developing Lutheran Church in the state, arrived.

Raymond M. Bost and Jeff L. Norris.

All One Body: The Story of the North Carolina Lutheran Synod, 1803-1993.

Charlotte, N.C.: Delmar Printing Co., 1994. 441 pp.
\$29.95. ISBN 0-961126-0-4.

By the turn of the nineteenth century, there were twenty-seven Lutheran churches in the state and a chronic shortage of pastors. The North Carolina Synod was organized in Lincolnton in 1803 to give voice, support, and unity to the few scattered Lutheran ministers. John Gottfried Arends, who had been ordained after his arrival in America, was the first president. Unity among the churches proved fragile. In 1820, a schism developed over the controversy of confessionalism versus Christian unity, resulting in the organization of the separate Tennessee Synod.

The North Carolina Synod survived the sectionalism and slavery questions of the Civil War period and its aftermath. During these difficult times, the Synod began providing higher education for its youth, first opening the Western Carolina Male Academy (later North Carolina College) in 1855, and the Mount Pleasant Female Seminary about a decade later. Today, Lenoir-Rhyne College in Hickory, North Carolina is an example of this same strong commitment to higher education.

In 1921, the North Carolina Synod and Tennessee Synod reunited at conventions held in Salisbury, ending one hundred years of division. In subsequent years, the Synod would go through two national Lutheran mergers culminating in the organization of the Evangelical Lutheran Church of America in 1988.

All One Body is very well documented and contains a superb bibliography and index. Photographs and illustrations of prominent clergymen and churches follow each chapter. Lists of Synod Presidents and annual conventions are included.

No understanding of the history of North Carolina can be complete without a discussion of the significant influences of our various religious denominations. This volume is a worthy addition to that understanding, and should be available in libraries throughout the state.

— Ann Hewlett Hutteman

Archivist, St. Paul's Evangelical Lutheran Church, Wilmington

Dim Grimsley's second novel, *Dream Boy*, following the critically acclaimed *Winter Birds*, presents a compelling but bleak testament to the redemptive powers of adolescent love. Nathan, a precocious high school sophomore, has recently moved with his parents to a new home near Potter's Lake. His neighbors have a son, Roy, two years Nathan's senior, who is immediately drawn to the younger boy. Compared to Nathan, Roy leads an idyllic life. He is a school bus driver, member of the baseball team, has a steady girlfriend, and belongs to a triumvirate of close-knit buddies. Meanwhile, Nathan must endure the furtive existence of a child whose family is frequently forced to relocate.

His father is an alcoholic, abusive, Bible-thumping tyrant; his mother, a timorous, insubstantial presence, little more than a ghost in her own house. What the two boys have in common is a need for warmth, affection, a gentle touch.

Roy makes the first overture, casually seeking Nathan out at school, including him at lunch group with his pals, Randy and Burke, and crossing the yard to Nathan's house at night to seek help with his homework. Within days, the two of them become lovers.

During the ensuing weeks, Nathan must balance his desire to be with Roy against the more pressing need of avoiding his own father's clutches. He takes to the woods at night, then to the comfort of Roy's barn — anywhere to escape the wretched life that awaits him at home.

Within Grimsley's beautifully evoked natural landscape, the boys find some comfort. But even nature offers only a temporary reprieve from the harshness of life in provincial Potter's Lake. To achieve a lasting deliverance, they must first survive Nathan's martyrdom and subsequent resurrection.

Dream Boy is suffused with spiritual overtones, both in its reverence for nature and in the mystical bond it ascribes to the two lovers. However, the boys' nearly instantaneous coupling, as well as the repeated allusions to a more abiding love — when what the novel offers as evidence are painstaking descriptions of their sexual encounters — almost undermine this very spirituality. Yet, in spite of these imperfections, *Dream Boy* still delivers an eloquent affirmation of love's triumph over seemingly insurmountable odds.

— Reid Newnam

Greensboro Public Library

Jim Grimsley.
Dream Boy.
Chapel Hill: Algonquin Books of Chapel Hill,
1995. 195 pp. \$18.95. ISBN 1-58512-106-6.

OTHER PUBLICATIONS OF INTEREST

I Shall Never Speak, by Gina V. Kaiper, is the first in a proposed series of four novels about North Carolina women of different generations. Its heroine is Dorcas Howell, who looks back over her life as she tends her dying husband in November of 1860, and ponders a secret she has never been able to tell him. (1995; The Days & Years Press, P.O. Box 10667, Pleasanton, CA 94588; 187 pp; paper, \$11.95; ISBN 0-9645206-2-1.)

Kill the Hundredth Monkey is Richard Hill's third Gat Sierra mystery. Hill sets his action in Hallsboro, Lake Waccamaw, the Green Swamp, and the North Carolina mountains, as well as in Atlanta, and kicks things off by killing a UNC basketball star. (1995; St. Martin's Press, 175 Fifth Avenue, New York, NY 10010; 230 pp; \$19.95; ISBN 0-312-11843-0.)

Regency romance novel *The Valentine Legacy*, by Catherine Coulter, features a hunt for Blackbeard's treasure on North Carolina's Outer Banks, as well as horseracing, sex, and repressed memories. (1995; G.P. Putnam's Sons, 200 Madison Avenue, New York, NY 10016; 354 pp; \$19.95; ISBN 0-399-14094-8.)

My Pee Dee River Hills: A Remembered Place is a memoir of farming in the Sandhills in 1919 by Chris Florance. (1995; Down Home Press, P.O. Box 4126, Asheboro, NC 27204; 234 pp; paper, \$13.95; ISBN 1-878086-41-3.)

John Egerton's *Speak Now Against the Day: The Generation Before the Civil Rights Movement in the South*, originally published by Alfred A. Knopf, is available in paperback, and is an important purchase for all state history collections. (1994; The University of North Carolina Press, P.O. Box 2288, Chapel Hill, NC 27515-2288; 704 pp; paper, \$18.95; ISBN 0-8078-4557-4.)

A Seneca Indian in the Union Army: The Civil War Letters of Sergeant Isaac Newton Parker 1861-1865 fills in an often neglected area in Civil War history. Author Laurence Hauptman has provided an illustrated introduction, and extensive notes to the letters. (1995; Burd Street Press, a division of White Mane Publishing Co., Inc., P.O. Box 152, Shippensburg, PA 17257; 120 pp; paper \$12.00; ISBN 0-942597-57-5.)

Ironclad of the Roanoke: Gilbert Elliott's Albemarle weaves together the stories of the Confederate ironclad ram *Albemarle* and that of its builder, Gilbert Elliott of Elizabeth City, North Carolina. Author Robert G. Elliott is a cousin of the builder. (1994; White Mane Publishing Co., Inc., P.O. Box 152, Shippensburg, PA 17257; xiv, 372 pp; \$29.95; ISBN 0-942597-63-X.)

Already distributed free of charge to public libraries and to art and history museum libraries, *Time, Talent, Tradition: Five Essays on the Cultural History of the Lower Cape Fear Region, North Carolina*, documents a joint exhibition at the Cape Fear Museum and St. John's Museum of Art in Wilmington in 1992. Essayists are Alan Watson, on history; Ed Turberg, on building styles; Sherrill Martin, on music; Stephen Cymbalsky, on literature; and Tony Rivenbark, on theater. (1995; Cape Fear Museum, 814 Market Street, Wilmington, NC 28401; 109 pp; paper, \$10.00; no ISBN.)

The Way We See It: Documentary Photography by the Children of Charlotte is a moving glimpse into the world of inner city schoolchildren, and a monument to their creativity as well as that of the teachers who conceived the project. Text is by the father-daughter team of Frye Gaillard and Rachel Gaillard, based on extensive interviews with the child photographers. (1995; The Light Factory, Photographic Arts Center, 311 Arlington Avenue, P.O. Box 32815, Charlotte, NC 28232, in association with Down Home Press, P.O. Box 4126, Asheboro, NC 27204; 80 pp; paper, \$11.95; ISBN 1-878086-46-4.)

Central Piedmont Community College: The First Thirty Years, is a handsomely produced and meticulously compiled account by Carol L. Timblin. (1995; CPCC Foundation, Inc., P.O. Box 35009, Charlotte, NC 28235; 340 pp; \$23.70 includes shipping; ISBN 0-9644976-0-3.)

For cookbook collections, Amy Rogers has compiled *Red Pepper Fudge and Blue Ribbon Biscuits: Favorite Recipes & Stories from North Carolina State Fair Winners*. (1995; Down Home Press, P.O. Box 4126, Asheboro, NC 27204; 159 pp; paper, \$13.95; ISBN 1-878086-43-X.)

Naturalists will want to take note of *The Nature of the Outer Banks: A Guide to the Dynamic Barrier Island Ecosystem from Corolla to Ocracoke*, by Dirk Frankenberg. (1995; The University of North Carolina Press, P.O. Box 2288, Chapel Hill, NC 27515-2288; xiii, 157 pp; paper, \$14.95; ISBN 0-8078-4542-6.) Also of *Venomous and Nonvenomous Snakes of Southeastern North Carolina*, by David J. Mense and J. Raymond Smith, of the Biology Department at Southeastern Community College. This brief field guide is illustrated with excellent color photographs. (1995; Southeastern Community College, P.O. Box 151, Whiteville, NC 28472; 48 pp; paper, \$5.00; no ISBN.) And on a controversial subject, Charles R. "Buster" Humphreys maintains, based on many corroborated sightings, that great cats exist as a viable population in the heavily forested Coastal Plain of North Carolina. His book is *Panthers of the Coastal Plain*. (1994; Fig Leaf Press, 1132 Princeton Dr., Wilmington, NC 28403; 200 pp; \$19.95; ISBN 0-9621623-1-0.)



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 - Earning \$35,001 to \$45,000 \$35
 - Earning \$45,001 and above \$40
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Highly Relative Literature: Four Notable North Carolina Genealogy Journals

by Thomas Kevin B. Cherry

In a 1990 issue of the *Rowan County Register*, editor and nationally known professional genealogist, Jo White Linn, encouraged potential writers for her journal to have their pieces read by another genealogist and "a retired college Freshman English teacher" before mailing them for her perusal.¹ Unfortunately, not every genealogist has access to a former red-ink splasher from academe.

Most genealogical journals are produced by volunteers working for local societies from articles submitted by individuals to whom the rules of grammar, punctuation, and documentation of source are considered a little less than mere suggestions. As a result, the quality of genealogical periodicals varies widely, leaving those librarians who must judge what will grace the shelves of their genealogical collections with a small puzzle. It is hoped that a general checklist of attributes will help in evaluation.

Rule #1. Geography rules this evaluation process.

– **Locality.** All of us know that no matter how awful the hometown publication might be, it is essential for the local library's holdings. It follows that, if a neighboring county's publication routinely misspells the word "genealogy" and contains frequent family lineages charting ancestors back to characters prominently discussed in Genesis, it is still more valuable to a local collection than an award-winning journal from the other end of the state.

Rule #2. If it lacks an index, it will gather dust.

– **Indexing.** Scanning lists of names is the family historian's hobby and physical exercise. Proper name (first and last name) indexes, of course, are what is hoped for, but surname only indexes seem to predominate. In addition, a small amount of subject indexing would prove helpful. For example, if a journal lists a school roll from the 1830s, it would be appropriate to place the name of the school in the index, as well as the names of the individual students. A publication that does not index its pieces on a regular basis, and lacks interest in ever creating some sort of compiled index, just transfers inaccessible information from one source into another hiding place.

Rule #3. Only Heckman's likes filler.

– **Content.** The more creative the journal is in finding sources (a listing of customers in an early coffin maker's register, for example) or the more dogged in pursuing the indexing of those standard hulking government records, the better. This isn't to say that other types of material such as local histories and humorous snippets from old newspapers aren't valuable to readers of genealogical journals; it's just that most folks who pick up these sorts of journals hope to find the type of information churned up by the "creative" and "dogged." In a related matter, individual family histories, abstracts of court records, cemetery listings, genealogi-

cal society news, book reviews, family Bible records, and the like sometimes must compete with a "goodly portion" of items that smell a whole lot like filler. Some filler is inevitable, but a publication should never allow white space and filler to predominate. Still, white space is preferable to hand-drawn word games that use the surnames of founding fathers as clues.

Rule #4. Avoid publications that appear to be giant "seek 'n' finds" overlaid by some sort of treasure map.

– **Page design and layout.** A publication might publish a family Bible record that traces the Cherry family of Lincoln County back to Charlemagne's great-aunt, but if this information is scattered throughout one issue without any visual method of tying it all together and separating it from neighboring pieces, a reader would have a difficult time in discovering the royal blood lurking about the edge of the Catawba River. Dividers created from lines of keyboard symbols can never take the place of titles, explanatory subheadings, and "continued from" statements.

Rule #5. Footnotes are your friend.

– **Source documentation.** If, indeed, a periodical publishes a family Bible record that traces the Cherry family of Lincoln County back to Charlemagne's great-aunt, it certainly would be nice to know where the original resides. Published abstracts should routinely note the "edition" of the microfilm from which the information was taken, the location of the original (if known), and any special editing procedures that may have taken place during the compilation. Did the citizens appearing in the 1810 township census happen to build their homes in alphabetical order or did the compiler regroup them? Was the cemetery listing from the First Dunking Church drawn from the grave markers themselves, or some waterlogged written record? The validity of a documented and explained source is easier to judge.

Rule #6. It's good to be regular.

– Maintenance of publishing schedule.

As has been noted, genealogical publications are often created by volunteers, and we all know how difficult it is to get writers to meet deadlines, even when they aren't volunteering. Still, what begins life as a monthly soon becomes quarterly and often mutates into a thrice yearly affair with issues one and two bound together. Even when the issues are mailed regularly, the infinite possibilities for numbering lend these periodicals' volume and issue designations a chimerical quality that can drive a librarian to drifting glassy-eyed about the stacks. In a genre so plagued, any periodical with a publication schedule that is maintained, and a numbering system that is consistent, is to be praised.

There are good local genealogical journals out there. North Carolina is fortunate to have a disproportionate share of these worthy journals.² Many local societies have turned what essentially were glorified newsletters into substantive periodicals, containing relevant, previously inaccessible information that is now proving to be not only useful for those involved in family research, but also for those interested in a broader picture of the past. For example, an increasing number of social historians are beginning to consult the works of local family researchers.

Despite these helpful hints, those of us involved in genealogy collections will still add to our shelves those publications that cover our geographic area of interest or those that come to us free or through the good offices of that inspired collection development tool, the exchange program. But that doesn't mean that we each can't make suggestions to our local creators of these serials: **index, eliminate filler, pay attention to page layout, document sources, and stay regular.**

References

¹Jo White Linn, "Editor's Page," *Rowan County Register* 5 (Feb. 1990): 968.

²The four journals featured in this review were chosen for their geographic distribution (northern coastal plain, southern coastal plain, piedmont, and mountain) as well as for being good examples of this article's evaluation criteria.

Thomas Kevin B. Cherry,
B.S., M.A., M.S. in L.S., UNC-Chapel Hill;
Local History Librarian, Rowan Public Library

Northern Coastal Plain

Pamteco Tracings. Publisher: Beaufort County Genealogical Society, P. O. Box 1089, Washington, NC 27889-1089. Semiannual. \$15/yr.

With both old and present-day Beaufort County as its geographic range, *Pamteco Tracings* carries a proper name index in each issue, but includes no subject indexing. No filler, contains standard information. Design varies from article to article, but in such a way as to still present the information in a clean and precise manner. Documentation of source varies from article to article as well, with some pieces including a thorough discussion of the sources and others containing only the bare minimum. It maintains a regular publishing schedule.

Southern Coastal Plain

Clarendon Courier. Publisher: Old New Hanover Genealogical Society, P. O. Box 2536, Wilmington, NC 28402-2536. Quarterly. \$15/yr.

With southeastern North Carolina under its purview, the *Clarendon Courier* is indexed yearly with a four-year compiled index for the years 1989-1992. Scattered among the court records, voter registers, and lists of armed service veterans are some local history articles. The page layout is pleasing to the eye and maintains an order to the information presented. Source documentation is adequate although location of originals, filming information, etc. could be more complete. It appears regularly.

Piedmont

Rowan County Register. Publisher: Jo White Linn, P.O. Box 1948, Salisbury, NC 28145-1948 [ISSN 0885-8454]. Quarterly. \$25/yr.

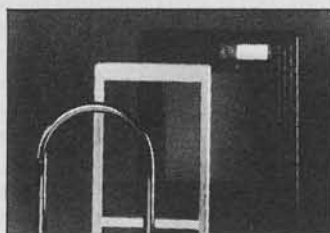
Covering both old and present-day Rowan County, this publication's annual index is by proper name and contains some subject indexing. No filler, creative sources of information abound. Excellent page design, breaks in articles are clear, and "continued" statements are readily evident, although long lists of names or abstracts are frequently divided within an issue to make best use of space. Each article contains an introduction that cites sources, makes note of editorial activities, and often goes on to explain the intricacies of how this information might be used to further a reader's research even if his or her ancestor's name might not make the issue. It appears like clockwork.

Mountain

The Burke Journal. Publisher: Burke County Genealogical Society, P. O. Box 661, Morganton, NC 28655. Quarterly. \$10/yr.

With the Burke County area as its "jurisdiction," each issue of this journal contains a surname index. Burke County's journal includes a good bit of the "dogged" variety of information, regularly featuring abstracts of land records and court records. The information within each article is usefully arranged, but the visual separation between pieces could be better. Each article carries basic source documentation. It is mailed on time.

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NORTH CAROLINA LIBRARY ASSOCIATION SECTION AND ROUND TABLE BIENNIAL REPORTS

Editor's Note: *Unedited, unabridged committee, section, and round table reports have been filed in the NCLA Archives. We regret that space and money constraints prevent publication of unedited reports in NORTH CAROLINA LIBRARIES.*

COMMITTEE ON AIDS MATERIALS AWARENESS

The Committee on AIDS Materials Awareness has accomplished the following in the 1993-1995 biennium:

Presented a program at both the NCLA and NCASL conferences.

Continued to evaluate fiction, nonfiction, and nonprint media to update the AIDS materials bibliography and distributed it throughout North Carolina and in other states when requested.

Completely re-evaluated the existing list of AIDS resources and removed outdated and inaccurate materials from the list.

Began networking with other AIDS agencies across the state to let them know about our interest and expertise.

— Frances Bryant Bradburn

ARCHIVES COMMITTEE

The Archives Committee accomplished one of its long-term goals early in the biennium when all records previously processed were transferred to the North Carolina State Archives. Approximately 100 boxes of records, scrapbooks, photographs, tapes, and bound volumes, covering the years 1904-1985, were included in the transfer. Any researcher needing to use the Association's early records must now make arrangements to use the materials in the Archives Search Room. A small records center is still maintained in the State Library of North Carolina, and any records processed after 1985 may be used in the State Library's reading room.

The current objectives of the Archives Committee are to solicit records from officers and organizations withing NCLA and to process these records once they have been received. During the biennium, approximately ten large boxes of materials were received in addition to other smaller accessions. The committee met on July 18, 1994, at the State Library to process records.

— Cheryl McLean

ALA CHAPTER COUNCILOR

At the end of the second year of a four year term for the ALA Chapter Councilor, NCLA membership and Executive Board have:

Been represented in ALA Council and Chapter Relations Committee meetings at ALA Midwinter in Los Angeles, February 1994 and Philadelphia, February 1995 and ALA Annual Conference in Miami Beach, June 1994 and Chicago, June 1995.

Received written reports of activities at these conferences.

Received the results of a survey mailed to 457 N. C. ALA members regarding their opinions on the composition of ALA Council.

Had the survey results shared in the ALA Council/ALA Executive Board work sessions and caucuses.

Endorsed a resolution presented and passed at Council.

Chapter representation has been especially important in the last two years because ALA Council members have been considering possible changes in the organizational structure of ALA (including the composition of Council itself) and the controversial findings of the ALA Self Study Committee. Council also endorsed ALA Goal 2000 which called for a dues increase and development of a foundation to support the expansion of the ALA Washington Office.

— Martha Davis

CHILDREN'S SERVICES SECTION

During the past biennium, the Children's Services Section (CSS) was faced with many challenges and met with many successes.

Midway into the biennium several key officers resigned their positions, calling for the reassignment of duties. New officers met this challenge and successfully fulfilled their new duties.

CSS members continued to be represented on the NC Book Award Committee. Under the guidance and hard work of the co-chairs, a new category was added to the award—this being the juvenile fiction category. This new segment reaches the fourth through sixth grader.

The quarterly newsletter, *The Chapbook*, had a new look this biennium. Not only did it contain first hand reports from members who attended workshops and conferences, but it also contained book reviews. Each issue focused on a different topic; members from across the state responded with informative reviews.

CSS continues its liaison with the Paraprofessional Round Table. As a result of this cooperation, the two sections cosponsored a reception at the 1995 conference. CSS looks forward to the sections working together in the future in order to offer educational workshops across the state.

In order to keep itself visible, CSS members staffed a membership table at the statewide summer reading workshops. We offered information about the section and NCLA, as well as recruited new members.

In April 1995 librarians and teachers from across the state met at Brown Summit for our spring seminar, "A Potpourri of Issues In Youth Services." Keynote speakers included Frances Bradburn and Roger Sutton. The seminar highlighted various issues including censorship, book selection, new technologies, and home schooling.

The 1993-1995 biennium came to a close with CSS offering two workshops and our traditional Friday morning conference breakfast. One workshop will feature programming ideas for the third through sixth grader; another, which is cosponsored with NCASL, will highlight the NC Book Award. The breakfast will feature author/illustrator Brian Pinkney.

— Beth Hutchinson

CONSTITUTION, CODES, AND HANDBOOK REVISION COMMITTEE

The Constitution, Codes, and Handbook Revision Committee has continued to diligently nitpick the actions and proceedings of the North Carolina Library Association at all levels during the biennium. One of the first projects for the committee was to guide the Technology and Trends Committee through the process of becoming an official round table of the association. The NCLA Executive Board voted to establish this new round table in April 1994. The CCHRC worked with the organizers of the new round table to draft bylaws, recruit members, and conduct elections.

The CCHRC is responsible for drafting amendments to the Constitution or Bylaws of the association. At the committee's recommendation, the Executive Board agreed to adopt for approval by the membership an amendment to the Bylaws to provide for amending the Bylaws by mail ballot. The CCHRC felt that this amendment was needed to avoid the problem of actions going into effect before the Bylaws could be amended. The need for other small amendments resulted from the approval by the members of annual membership renewal.

During the biennium, the President of the association appointed a subcommittee of the CCHRC to draft a conference handbook. This subcommittee, chaired by NCLA Past-President Janet Freeman, completed a handbook to guide the work of future conference committees in February 1995.

Other significant studies during the biennium resulted in actions which were reviewed by the CCHRC. The procedures drafted by the Finance Committee to govern NCLA operating funds were adopted by the Executive Board in July 1995 and are still being reviewed by the CCHRC at this time to determine what changes and updates will be needed for the Handbook. The CCHRC is of the opinion that these procedures should not necessitate amendments to the Constitution or the Bylaws.

Also in July 1995 the Executive Board received the report of the President's Task Force to Study Governance of the NCLA Executive Board. The current CCHRC has discussed the contents of the report and has determined that work on this project will fall to the next CCHRC.

During the biennium, the CCHRC advised on the appropriate method for merging the Marketing and Public Relations Committee with the Publications Committee, and assisted the North Carolina Association of School Librarians and the NC Library Paraprofessionals with updates to their respective bylaws,

— Kem B. Ellis

COLLEGE & UNIVERSITY SECTION

The College & University Section is the North Carolina Chapter of the Association of College & Research Libraries (ACRL). The Section sponsored three continuing education programs during the 1993-95 biennium.

On May 10, 1994, the first workshop of the Academic Curriculum Librarians Interest Group on "Mess or Mesh: Working Together to Acquire State-Adopted Texts" was held at Guilford College in Greensboro. Bob Hill of the North Carolina Educational Publishers Association spoke on some of the difficulties members of that organization face in meeting the needs of academic curriculum librarians to have copies of state-adopted textbooks in their curriculum materials centers.

On September 30, 1994, the Section sponsored a workshop on "Collection Development in an Electronic Environment," which was held at the University of North Carolina at Charlotte. The workshop included a keynote address by Merrily E. Taylor, University Librarian at Brown University, and a panel discussion with Robert Galbreath (UNC-G), Nancy Kolenbrander (WCU), Ronnie Pitman and Julie Nye (NCSU), and Teresa L. McManus (Pembroke).

On May 19, 1995, the Bibliographic Interest Group sponsored a workshop on "Surfing and the BI Turf: The Internet as a Complement to Instruction and Research," which was held at the University of North Carolina at Chapel Hill. The four featured speakers were Tim Bucknall (UNC-G), Tom Nixon (UNC-CH), Jim Pickens (Elon), and Rita Moss (UNC-CH).

For the Biennial Conference, the Section presented a session on "Restructuring Academic Libraries," which featured a keynote address by Shelley Phipps, Assistant Dean for Team Facilitation at the University of Arizona, and a panel discussion with Ann Stone (Duke), David Goble (NCSU), and Pat Farthing (ASU). The Academic Curriculum Librarians Interest Group presented a session entitled "Is There a 'Doc' in the Curriculum," which addressed the problems of acquiring resources and communicating with local and state education offices. The Bibliographic Instruction Group presented a session entitled "Instruction for Instruction: Should Bibliographic Instruction Be Included in the Library School Curriculum?"

— Plummer Alston Jones, Jr.

DOCUMENTS SECTION

Workshops

Three workshops were held during the biennium. The first was held on May 13, 1994, at the McKimmon Center in Raleigh, "Geographic Information Systems." The workshop was opened by Dr. Hugh Devine, Associate Director for GIS, NCSU Computer Graphics Center, NCSU, who presented an introduction to Geographic Information Systems and the potential for this technology in the electronic library. The next speaker was Lisa T. Abbot, Social Sciences/Data Resources Librarian, NCSU, who provided information on implementing GIS services in a library, as well as product demonstrations. Margaret Brill, State Documents and Map Librarian, Duke University, followed with a presentation of GIS and the depository system, including demonstrations. The next speaker was Cheryl McLean, Head Special Collections Management Branch, State Library of NC, who discussed mapping services at the State Library. The closing speaker was Karen Siderelis, Director, State Center for Geographic Information and Analysis, Office of State Planning, NC Governor's Office.

The Second workshop was held on December 9, 1994, at the McKimmon Center in Raleigh, "Government Documents and the Internet." The Speakers were John Little and Ann Miller, both of the Public Documents and Maps Department of Duke University.

The third workshop was held on Friday, May 12, 1995, at the McKimmon Center in Raleigh, "Electronic Processing of Federal Documents: An Update on What North Carolina Libraries are Doing." The morning session covered cataloging Federal Documents using commercial vendors. The afternoon session covered automated shelflists.

Conference Program

Cheryl McLean, Vice-Chair/Chair-Elect planned the conference program, "State Government Electronic Information: Linking Libraries, Business, and Government," held on Friday morning, October 6, 1995, at the Koury Convention Center in Greensboro. The speakers were Joel Sigmon, Head, Government and Business Services Branch, State Library of NC; and Jim Nichols, Assistant Director, Marketing and Research, Business/Industry Development Division, NC Dept. of Commerce.

Publishing

The Docket (ISSN 0198-1048) continues to be the official newsletter of the Documents Section of the North Carolina Library Association. Marilyn Schuster of UNC-Charlotte has served as editor during the biennium.

— Richard Fulling

ROUND TABLE FOR ETHNIC MINORITY CONCERNS

The Round Table for Ethnic Minority Concerns (REMCo) Executive Board completed many tasks this biennium. Our main focus of channeling resources toward recruiting new members while keeping the old proved successful. We grew by two.

Sandra Peterson produced two newsletters that featured a variety of issues related to ethnic literature and a new member profile section.

Several members of the Executive Board attended the Second National Conference of African-American Librarians in Milwaukee, WI, August 1994. REMCo coordinated travel arrangements for attendees statewide.

REMCo supported the 25th Anniversary Celebration of the ALA-Black Caucus in Chicago in June 1995, with an advertisement in their souvenir booklet.

Our program committee made the necessary connections with APPLE BOOK CATALOG and confirmed Joyce Hansen for the 1995 NCLA Biennial Conference. Mrs. Hansen is the author and 1995 recipient of the Coretta Scott King Honor Award for *The Captive*.

REMCo presented a joint program with the Round Table on the Status of Women entitled, "Stop Talking and Start Doing: Recruitment, Retention, and Advancement of Women and Minorities in North Carolina Libraries." This program addressed NCLA's vision to attract "...exemplary professionals including women and minorities at all levels of administration."

Our 1995 Biennial Roadbuilder Awards recipients are:

Barbara Best-Nichols (Special Libraries)
Dr. Pauletta Bracey (Library Education)
Wanda Brown Cason (Academic)
Sherwin Rice (Public Libraries)

— Cynthia N. Cobb

GOVERNMENTAL RELATIONS COMMITTEE

The Governmental Relations Committee's primary responsibility this biennium was planning and executing successfully Legislative Days in Washington, D.C.

1994

The NCLA delegation to Legislative Day 1994 met in Washington, DC on April 18th at the office of Senator Jesse Helms. In attendance were Carol Southerland, Gwen Jackson, David Fergusson, Sandy Cooper, Augie Beasley, Karen Gavigan, Ross Holt, Pat Langalier, Phil Shore, Martha Tumey, and Margaret Blanchard. Ronald Deans arrived later.

On April 19th NCLA hosted a continental breakfast for the North Carolina Congressional delegation. The American Library Association and most state associations hosted a buffet reception in the late afternoon.

NCLA's attention was focused on the following three items:

1. Retaining the school library resources clause in ESEA reauthorization;
2. Funding the construction component of LSCA;
3. Funding the Higher Education Act, Ch. II, college libraries.

1995

After months of planning, NCLA participated in National Library Legislative Day, cosponsored by the American Library Association, May 9, 1995, in Washington, DC. The focal point of the day for NCLA was a luncheon for the North Carolina Congressional delegation. We focused on three main issues:

1. Simplifying the Library Services and Construction Act by reducing eight titles to two key priorities (a) information access through technology and (b) information empowerment through special services. The Act would be renamed Library Services and Technology Act (LSTA).
2. Funding library programs at \$1.00 per person (current level is \$.57) to include support for Higher Education Act, Title II; for School Library Media Resources Program (ESEA III-F); and for public library construction (LSCA);
3. Supporting the bipartisan Snowe-Rockefeller-Kerrey-Exon Amendment to ensure telecommunications access to schools and libraries at affordable rates.

NCLA representatives attending ALA Legislative Day were Carol Southerland, John Welch, Gwen Jackson, Augie Beasley, Karen Gavigan, Dave Fergusson, Sylvia Sprinkle-Hamlin, and Ben Speller.

On the State Legislative level, the NCLA Governmental Relations Committee found that other "bodies" were active in the "lobbying effort" for libraries, i.e., the State Library, the State Department of Public Instruction, the Department of Community Colleges, NCLA's Association of School Librarians, and especially NCLA's Public Library Directors Association.

The Committee recommends that efforts of all of these groups be consolidated to compile and support one NCLA legislative platform each biennium, or at least that such a proposal be considered.

— Carol Southerland

PERSONNEL WORK GROUP

The NCLA Personnel Work Group was formed at the 1993-95 Executive Board Retreat on January 27-28, 1994 to discuss personnel issues relative to NCLA and the profession, to develop a vision statement, and to brainstorm strategies to forward that vision during the 1993-95 biennium. The results are as follows:

Committee Members: Martha Davis, Cynthia Cobb, Wanda Brown Cason, Sheila Bailey, Anne Marie Elkins.

Vision: NCLA and the library profession will be represented by exemplary professionals including women and minorities at all levels of administration.

Activities of the Committee: Collected readily available statistics on N.C. librarians by gender and ethnic background and reported to the NCLA Executive Board. Conducted a literature search and developed a bibliography on the status of professional women and minorities at all levels of library administration. Prepared a letter to be sent to the N. C. Library School Deans to suggest the collection of comprehensive statistics on the status of women and minorities in the profession in N. C. as a masters or PhD research project.

Strategies Developed for NCLA Committees Regarding Personnel Issues:

1. Conduct a conference session on the recruitment and retention of minorities into the profession (REMCO/RSWL- sponsors, to be held Friday, October 6 at the NCLA Conference).
2. Develop guidelines for a scholarship fund available for women and minorities to seek additional professional training in library administration (a draft has been written but not yet edited).
3. Visit library schools, high schools, and career fairs to promote the profession and NCLA (Membership Committee attended a career fair in Chapel Hill in February).
4. Develop at least one new piece of promotional literature for NCLA/and or the profession (Membership Committee developed a membership poster).
5. Encourage *North Carolina Libraries*, *Tarheel Libraries*, and *Notes from NCLA* to publish articles on personnel issues.

— Martha Davis

INTELLECTUAL FREEDOM COMMITTEE

Intellectual Freedom Incidents Investigated/Handled/Referred:

Requests in North Carolina (over 150)

Asheboro; Asheville; Barco; Boone; Canton; Carrboro; Cary; Chapel Hill; Charlotte; Cornelius; Cullowhee; Davidson; Durham; East Flat Rock; Eden; Elizabeth City; Elizabethtown; Fayetteville; Forest City; Gastonia; Goldsboro; Greensboro; Greenville; Henderson; Hillsborough; Kenansville; Kinston; Lexington; Louisburg; Morehead City; Morrisville; Pilot Mountain; Pinetops; Raleigh; Reidsville; Rocky Mount; Salisbury; Siler City; Southport; Tarboro; Warrenton; Washington; Wilmington; Wilson; Winston-Salem

Titles Giving Problems in North Carolina

<i>Advocate</i> (newspaper)	<i>Face the Milk Carton</i>	<i>Jungle</i>	<i>Sniper at Zimba</i>
<i>American Heritage Dictionary</i>	<i>Fairy Tale Treasury</i>	<i>Kid's First Book About Sex</i>	<i>Some Swell Pup, or Are You</i>
<i>Bats In The Belfry</i> (play)	<i>Falcon's Cry</i> (student newspaper)	<i>Killing Mr. Griffin</i>	<i>Sure You Want A Doc?</i>
<i>Be Smart About Sex</i>		<i>Last Mission</i>	<i>Spooky Night</i>
<i>Being, Being Happy, Being Gay</i>	<i>Family Secrets</i>	<i>Legend of the Blue Bonnet</i>	<i>Sport</i>
<i>Being Homosexual</i>	<i>Fantastic Voyage</i>	<i>Lesbian Relationship</i>	<i>Sports Illustrated</i> (magazine)
<i>Best Laid Plans</i> (video)	<i>Fear of Flying</i>	<i>Little Lame Prince</i>	<i>Staying Power: The Nature of the Lesbian Relationship</i>
<i>Big</i> (video)	<i>Female Eunuch</i>	<i>Looking for Mr. Goodbar</i>	<i>Straight Talk</i> (telephone program)
<i>Birds</i> (video)	<i>Five Chinese Brothers</i>	<i>Masculine/Feminine</i>	<i>Stupids Die</i>
<i>Black Boy</i>	<i>Forever</i>	<i>The Masque of the Red Death</i>	<i>Sway Monsters</i>
<i>Black Is Brown Is Tan</i>	<i>Foxfire</i>	<i>Meet the Werewolf</i>	<i>Sylvester and the Magic Pebble</i>
<i>Blue Trees, Red Sky</i>	<i>Gay Fireside Companion</i>	<i>Mommy Laid an Egg</i>	<i>Tale of the Three Trees</i>
<i>Bridge to Terabithia</i>	<i>Getting Ready for a New Baby</i>	<i>More Scary Stories to Tell in the Dark</i>	<i>Three Billy Goats Gruff</i>
<i>Cask Of Amontillado</i>	<i>Give and Take</i>	<i>Murder on the Orient Express</i> (video)	<i>Thy Neighbor's Wife</i>
<i>Cat Came Back</i>	<i>Go Ask Alice</i>	<i>My Special Best Words</i>	<i>Unnatural Affections</i>
<i>Celebrating the Day Of the Dead</i> (video)	<i>Good Dog Carl</i>	<i>Nativity</i>	<i>Vanguard</i> (magazine)
<i>Changing Bodies, Changing Lives</i>	<i>The Great Gatsby</i>	<i>Of Mice and Men</i>	<i>Visitors Who Came to Stay</i>
<i>The Cherry Tree</i> (video)	<i>Heather Has Two Mommies</i>	<i>Oh, That's Ridiculous</i>	<i>Walking Across Egypt</i>
<i>The Chocolate War</i>	<i>High Cheekbones</i>	<i>The Old Woman and Her Pig</i>	<i>Wall Street</i> (video)
<i>A Chorus Line</i> (play)	<i>How Green Was My Valley</i> (video)	<i>Once A Mouse</i>	<i>Watchers</i>
<i>The Color Purple</i>	<i>How the Leopard Got His Spots</i>	<i>Other Bells For Us To Ring</i>	<i>Weird Sara's Alphabet Book for Paranoid Children to Stay Awake</i>
<i>The Crucible</i>	<i>How To Eat Fried Worms</i>	<i>Our World</i>	<i>When the Wicked Seize a City Where Do Babies Come From?</i>
<i>Daddy Is A Monster ... Sometimes</i>	<i>How To Save Your Own Life</i>	<i>Paper Doll</i>	<i>Where the Wild Things Are</i>
<i>Day No Pigs Would Die</i>	<i>I Know Why The Caged Bird Sings</i>	<i>Papillon</i> (video)	<i>Whispers</i>
<i>Dead Birds Singing</i>	<i>I Saw Esau</i>	<i>Pigs</i>	<i>Whistling Skeleton</i>
<i>Dear Garbage Man</i>	<i>I Want To Keep My Baby!</i>	<i>Psycho Beach Party</i> (play)	<i>Wind Rose</i>
<i>Death Be Not Proud</i>	<i>In A Dark, Dark Room</i>	<i>The Quitting Deal</i>	<i>Wish Giver</i>
<i>Death of a Salesman</i>	<i>In Her Day</i>	<i>The Raven</i>	<i>Witch of Backbird Pond</i>
<i>The Devil's Storybook</i>	<i>In the Night Kitchen</i>	<i>Revolt Rhymes</i>	<i>Witches</i>
<i>Dictionary of American Slang</i>	<i>Indian Summer</i>	<i>The Robber Bridegroom</i> (play)	<i>Wonderful Pelican</i>
<i>Duffy and the Devil</i>	<i>Interview With the Vampire</i>	<i>Rolling Stone</i> (magazine)	<i>Year of the Boar and Jackie Robinson</i>
<i>Duke Who Outlawed Jellybeans</i>	<i>It's Perfectly Normal</i>	<i>Scary Stories to Tell in the Dark</i>	<i>Years of Lighting; Day of Drums</i>
<i>Ebony</i> (magazine)	<i>Jack and Old Raggedy Bones</i>	<i>Schindler's List</i>	
<i>Education of Little Tree</i>	<i>Jack and the Bean tree</i>	<i>Shadows</i>	
<i>Elements of Literature</i>	<i>Jack and Honeybunch to Heaven</i>	<i>Sisterhood Is Powerful</i>	
<i>Eric</i>	<i>Jennifer, Hecote, MacBeth, William McKinley, and Me</i>		
<i>Esquire</i> (magazine)	<i>Elizabeth</i>		

— Gene Lanier

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LITERACY COMMITTEE

The Literacy Committee has been very active this biennium. We have met about 10 times, and we have worked on a variety of projects.

The primary areas of the Literacy Committee works are:

- 1) Networking – This is particularly important since the committee has members from all over the state from a variety of library situations. Networking provides a valuable function.
- 2) Problem-solving – Library-based literacy programs have their own particular set of problems, and this is the only opportunity that librarians have to discuss their problems.
- 3) Partnerships – During the last two years, representatives of our committee have worked closely with several other agencies and institutions including the community college system, MOTHEREAD, Literacy South, State Literacy Resource Center, North Carolina Literacy Association, etc.
- 4) Special Projects – Frequently our committee has been a resource for special projects. We worked closely with the librarians involved in the Smart Start programs, helping them design library-based literacy projects, several of which were funded by grants from the Smart Start program.

— Steve Sumerford

MARKETING COMMITTEE

The NCLA Executive Board charged our committee with the following mission:

Libraries and librarians are recognized as the prime information source empowering the people of North Carolina to become lifelong learners.

The work of this committee has focused on moving the association to the merger of the Publications Committee and the Marketing Subcommittee to form a NCLA Marketing Committee. This vote will be brought to the association on October 6 at the NCLA Biennial conference to complete this action.

In accomplishing this benchmark, the two committees:

1. Presented a workshop, "Creating a Nice Reflection," marketing with the printed piece (Sept. 23, 1994);
2. Recommended the NCLA Conferences theme, "Libraries Link Lives";
3. Developed goals and strategies for the merged NCLA Marketing and Publications Committee;
4. Worked with the North Carolina Public Library Directors Association to develop a public awareness packet to educate library advocates and funders of the importance of increased state aid.

— Sandy Neerman

LIBRARY ADMINISTRATION AND MANAGEMENT SECTION

The focus for the Library Administration and Management Section during the 1993-95 biennium was on membership recruitment and leadership development.

In an attempt to generate new membership, we mailed the first of four newsletters to the entire membership of NCLA and produced a membership brochure which was distributed at the NCASL Conference, the SELA Conference, and the biennial NCLA Conference. An analysis was done of the membership of NCLA to determine which members with "director" in their job title did not belong to the section and where there was overlap in membership with other sections. No targeted recruitment has yet been done, however. The section did realize a net gain in membership for the biennium, although the total picture of the size of the increase was not available at the time this report was prepared (prior to the conference).

The section's leadership development activities began in December 1994 when we offered a workshop entitled "Out of Bureaucracy, Into Leadership," led and keynoted by Dr. Elfreda Chatman with presentations by Janet Flowers, Robert Burgin, and Sandy Cooper. We attempted to offer a Ropes Course in April 1995 but did not generate enough interest. We took on the task of initiating a biennial NCLA Leadership Institute. A planning committee, under the leadership of Sylvia Sprinkle-Hamlin and Gwen Jackson, has been formed and will bring this dream to fruition in Fall 1996. As precursors to this institute, the section sponsored LAMA's Leadership Survival Kit as an NCLA preconference and will explore various aspects of leadership in the Summer 1996 issue of *North Carolina Libraries*.

The theme of networking was added to the leadership theme for section-sponsored activities at the biennial conference. A session led by George Porter of NCSU presented information on lists, news groups, gophers, and Web sites on the Internet of interest to library managers. Dr. Charles McClure, Pat Ryckman, and Pat Langelier spoke on "Managing in a Networked Environment," approaching the networked environment from the state and national perspective, the community perspective, and the institutional perspective. The section then experimented with a new concept for NCLA — networking dinners, Dutch treat dinners featuring discussion of a variety of management issues.

The section continued to participate actively with the Council of LAMA Affiliates (LAMA COLA). With the help of Joline Ezzell, Dale Gaddis served as secretary in 1994-95 and designed a membership brochure for the Council.

The work of the section this biennium could not have been possible without the active participation of its officers, directors, and the following individuals: John Zika, Elaine Christian, Shirley Gregory, Carol Myers, Lynn Thompson, Phil Morris, Sally Ensor, Janet Freeman, Naomi Galbreath, Jean Johnson, Marion Lindsay, Teresa McManus, Doris Mitchell, Jane Moran, Sherwin Rice, Cal Shepard, Sylvia Sprinkle-Hamlin, and Anna Yount. Crucial financial assistance was provided by Yankee Book Peddler, BroDart, Ingram Book Company, Library Services and Construction Act Grant, and NCLA Conference Grant.

— Dale Gaddis

RESOURCES AND TECHNICAL SERVICES SECTION

The 1993-1995 biennium saw the Resources and Technical Services Section offer a variety of programming, covering both "traditional" and "new frontier" technological applications in the rapidly changing world of technical operations in libraries. Our programming began in September 1994, when the Section co-sponsored the Freenets Teleconference with the Technology and Trends Roundtable. The Section continued to address issues of electronic communications and access when the Southeastern Library Association Biennial Conference met in Charlotte in October 1994. As part of that conference, the Section sponsored a well attended and well received program on the "North Carolina Information Highway: A Prototype for the Region."

During the 1995 NCLA Biennial Conference, RTSS sponsored two programs and two table talks. The first program was "The Evolving, Integrated Technical Services Environment: Resources, Tools, and Platforms for the Next Generation." Funded by a Project Grant, we were able to have as our speaker, Michael Kaplan, Harvard College Library, Harvard University. The second program was "Re-tool Time for Technical Services," with Peggy Morrison, Health Sciences Library, UNC-CH, and David Goble, NC State. The table talks offered were: "Collection Development in the Electronic Environment: A Discussion of Practical Steps" and "The Effect of the Increased Purchasing of Electronic Materials on the Acquisitions Budget."

Two RTSS awards were presented as part of the Conference Awards Ceremony. David Olson, North Carolina Department of Cultural Resources, was awarded the RTSS Best Article Award for his article "North Carolina Paper Preservation: Ninety Years of Leadership" published in *North Carolina Libraries*, Spring 1994. Sylvia Buckner was awarded the RTSS Student Award.

— Catherine L. Wilkinson

NORTH CAROLINA LIBRARY PARAPROFESSIONAL ASSOCIATION

Serving as Chair of NCLPA has been a pleasure. The Executive Board consisted of hardworking and interesting people who made it effective and enjoyable. We lost three valuable persons simultaneously, including Melanie Horne, Karen Wallace and Sheila Skinner. Finding good replacements was quite a chore. We welcomed Lou Bryant, Gail Buchram and Ann Thigpen to replace the three key positions. We also lost a major committee, Certification, that had been the focal point of our association since we organized. It remains as an ad hoc committee. Since certification is no longer the primary interest, we concluded that we should elaborate in other areas. We revised our vision statement to 1) Who We Are: We are about promoting the development and recognition of the paraprofessionals as an important and vital member of the library workforce; 2) What We Do: Sponsor two programs/training sessions for each of the two years of the biennium. Each program or training session will be held in each of the four regions of the state; 3) Where We Are Going: The executive committee of the North Carolina Library Paraprofessional Association will continue to build and enhance the image and status of the paraprofessionals. We will do the necessary bonding that's needed in sharing a common interest that will provide recognition and respect as library employees.

Programming

Four workshops were held between 1994 and 1995:

- Stress Management in the Workplace (presented at two sites);
- Maryland Model & Customer Relations (presented at four sites).

Summary: Participation was average, but the comments were very good. The committee raised \$780.00 from these workshops.

Membership

During this biennium, the NCLPA Membership Committee's goal was to increase membership. To improve awareness and attract members, the committee mailed sixty letters to county library systems who requested brochures. Membership forms were sent to each contact person in each system.

Summary: Four responses were received. The Committee recommends that the next committee contact school and regional libraries in the state.

Publication

The publications committee accomplished the following during the 1993-95 biennial year.

- Roster of Members containing the names, titles, addresses and phone numbers of all members
- Fact Sheet promoting the Roundtable's activities on "Who We Are, What We Do and Where We Are Going."
- Manual for Officers and Committees.

By-Law Committee

The By-Laws Committee worked on the revision of the By-Laws to allow for elections of officers by mail. The proposed change to the by-laws will be presented to the membership on October 4, 1995.

Conference Committee

The conference committee began planning for the 1995 NCLA biennial conference in October 1994. By April 1995, all conference speakers were confirmed. In June, a conference grant was approved and issued by NCLA. A reception was planned in conjunction with the Children's Services Section. A business luncheon was also scheduled.

Financial Report

As of July 13, 1995, MCLPA has a balance of \$3,516.38. The conference grant is not included in this balance.

— Joan Carothers

SCHOLARSHIPS COMMITTEE

The first task for the 1993-95 Scholarships Committee was to complete the awards process for the 1993-94 academic year. The NCLA Memorial Scholarship was presented to Yalonda Carson, a student at North Carolina Central University. The Query-Long Scholarship was awarded to Janet Bass from East Carolina University.

The winner of the Query-Long Scholarship for 1994-95 was Jennifer Lynne Hinton, who was working on a Master's Degree in Library Science at North Carolina Central University. Traci Wood, a student at UNC-Greensboro, was the recipient of the NCLA Memorial Scholarship. Two students loans were also awarded.

For the first time in 1994 the North Carolina Library Association participated in Baker and Taylor's Grassroots Grant program which offers a \$250 award to an outstanding library science student to attend the state library association conference. The Scholarships Committee handled the selection process. Mary Tyndall from East Carolina University received her grant at the NCASL Gala on Thursday, October 6, 1994. Unfortunately, the program was suspended because of funding difficulties.

At the request of the NCLA Personnel Work Group the Committee also developed proposed guidelines for a scholarship fund available for women and minorities to seek additional professional training, especially in the area of administration. The Association is still considering the strategy as a way to increase the number of women and minorities in all levels of library administration, but no funds have been awarded.

The Scholarships Committee completed its tasks during this biennium by selecting Laura Micham to receive the 1995-96 Memorial Scholarship and naming Lynn Zimmerman as the Query-Long recipient. In addition, three students loans were awarded.

— Sandra Smith

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PUBLIC LIBRARY SECTION

Accomplishments during the biennium included:

The continuing quarterly publication of *Grassroots* by the Young Adult Committee with Kathleen Wheelless as chair. (Kristine Mahood took over the chair of the committee near the end of the biennium).

The Adult Services Committee, with Maureen Fiorello as Chair, completed a survey on I&R services in public libraries, providing the committee with the information that only 8 public libraries in NC have I&R services. For the conference the committee made the survey available to disseminate this information to interested librarians.

The Technical Services Committee with Beth Gibbs, Chair, and Barbara Bolden, Vice Chair, conducted and compiled a survey concerning library automation systems. At the conference, this active committee sponsored several table talks and worked with RTSS to provide a program entitled "The Evolving Integrated Technical Services Environment: Resources, Tools, and Platforms for the Next Generation".

The Public Library Development Award competition was successfully completed by the Section's Development Committee chaired by Dan Swartout. The 93-95 award was presented to Terry Marquez of the Wayne County Public Library for their new program "Story Tote." Conference activities included the presentation of the Development Award. Late in the biennium the committee sent out an "experts database" which includes information based on previous development award winners.

Governmental Relations Committee co-chaired by Richard Wells and Nancy Bates worked with other organizations, including NCPLDA NCLA to plan lobbying efforts to encourage the General Assembly to give more support to the State Library's budget request, to increase State Aid to Public Libraries, and to fund public library construction. A very successful Legislative Day was held in Raleigh on May 10.

The Audiovisual Committee updated their earlier published *Directory of Audiovisual Services in North Carolina Public Libraries*. Copies of the new directory were mailed out free to all NC public libraries late in the biennium. Sherrie Antonowicz chaired this committee, which visited AV departments in six different libraries during the biennium. The committee collaborated on a videography on the topic "youth and violence" that was published in the Summer 1995 issue of *Grassroots*.

The Public Relations committee sponsored their "Catch the Wave...PR Power" workshop on March 29-31 at Atlantic Beach. Thirty-nine participants attended the workshop and gave high ratings to all speakers and presenters.

The Trustee/Friends Committee, with Ed Sheary and Carol Wilson as co-chairs, conducted and compiled a survey for trustees on continuing education needs. They worked with staff of the State Library to urge the reinstatement of trustee workshops and a revision of the *Trustees Handbook* by the Institute of Government.

The Personnel Committee compiled information through a survey to create a database about staff development programs in the state. This information is to be made available to interested libraries by the State Library.

The Section was able to sponsor two programs during the conference. David Molpus, Southeast correspondent for National Public Radio, talked about intellectual freedom issues affecting both libraries and NPR. Dr. Julie Tetel, Duke University linguistics professor and established romance author, discussed her views on writing romantic novels.

During both years of the biennium, the Section was represented in Washington on ALA Legislative Day. During the biennium, meetings were held at 5 new libraries, giving the Section members an opportunity to visit new facilities.

— Margaret B. Blanchard

NORTH CAROLINA ASSOCIATION OF SCHOOL LIBRARIANS

Although declining membership is a concern of the NCASL Executive Board, the organization continues to focus on the educational needs of the students of North Carolina. Working with the North Carolina PTA, NCASL has become a charter member of the United Forces for Education, a group of educational associations and other organizations interested in educational concerns across the state.

In addition to meeting with the United Forces for Education, NCASL continues to attend the monthly meeting Superintendent of North Carolina Public Schools, Bob Etheridge, has for association leaders. At these meetings, NCASL continues its close working relationship with NCAECT. Together the two associations continue to fund a lobbyist in Raleigh and to work to insure technology funds for school library media centers.

In addition to working closely with the PTSA and NCAECT, NCASL has begun working closely with People for the American Way as it attempts to educate people to the dangers of intolerance.

The NCASL Executive Board also has worked diligently to create new and innovative ideas. For example, the board encourages school library media specialists to present at other conferences, such as those for guidance counselors, English teachers, and even math teachers. Recognizing the importance of technology in the school library media center, NCASL has added an ad hoc technology committee to the executive board. This committee will work to educate our members to the use of newer technologies such as the Internet.

This biennium NCASL Executive Board co-sponsored a Media Fair with North Carolina Central University to encourage students from across the state to submit projects using various types of technology such as video, multimedia, still photography, and sound slide presentations.

Another innovative decision made by the NCASL Executive Board is to hold the 1996 Biennial Conference in August and one-day conferences in August during the years that NCLA holds its biennial conference.

— Augie Beasley

REFERENCE & ADULT SERVICES SECTION

The goal of the Reference & Adult Services Section is to provide a forum for discussion of reference service in an ever-changing environment and to sponsor programs that are stimulating, challenging, and relevant to library staff interested in reference and adult services.

The NCLA/RASS program at the Biennial Conference 1993 in Winston-Salem, North Carolina challenged us to envision new models of reference services. "Paradigms Lost, Paradigms Regained: Images of Reference" featured a showing of Joel Parker's intriguing film, "The Business of Paradigms" followed by a lively panel "reaction" discussion with James Rettig of the College of William & Mary, Virginia Commonwealth Library Director Barbara Ford, and Anna Yount, then Head of Reference at the Charleston County Public Library. The panel was moderated by Charles Gilreath, past president of ALA's Reference and Adult Services Division.

In response to the increasing interest in the Internet among reference and adult services staffs, RASS presented a program in April 1995 at the Bonnie Cone Center of the University of North Carolina at Charlotte called "Tool or Toy: The Role of the Internet in Information Services." Keynote speaker was State Librarian Sandy Cooper, followed by a panel discussion entitled "How I Am Currently Using the Internet and How I Would Ideally Like to in the Future." Panelists were Pat Langelier of the Institute of Government in Chapel Hill, Melanie Collins of Harnett County Library System in Lillington, and Steve Sumerford of the Greensboro Public Library System. After lunch, several smaller sessions were offered. Steve Snow of *Charlotte's Web* explained and demonstrated the freenet based at the Public Library of Charlotte & Mecklenburg County. A second session on teaching Internet resources featured Robert Dalton of Davis Library at UNC-Chapel Hill, Ernie Evangelista of the Public Library of Charlotte & Mecklenburg County, and Mark Schumacher of UNC-Greensboro. Record-breaking attendance at this day-long workshop confirmed to the RASS Board that additional programming in this exciting new arena will be welcome.

— Bryna Coonin

NEW MEMBERS ROUND TABLE

Over the last two years, the officers of the New Members Round Table have focused on providing workshops on the Internet and increasing interest in NMRT.

In April and November of 1994, the New Members Round Table presented the workshop "Basic Principles of the Internet." Bob Gotwals of MCNC did an excellent job teaching the participants Internet fundamentals.

NMRT has focused on providing an excellent program for the biennial conference. Laura McLamb Hamilton presented "Customer Service: Bloodline to Success" on October 5th. A reception, partly sponsored by the North Carolina Association of School Librarians, was held on Tuesday, October 3, to help kick off the conference.

A message was posted in the NCLA listserv and flyers were sent to all new members of NCLA to encourage participation in NMRT as an officer. We had some great responses! In addition, at the instigation of the NCLA Membership Committee, the NCLA executive board approved a measure whereby all new members of NCLA are new members of NMRT at no additional charge. Eventually, membership applications will be changed to reflect the new situation.

During the last two years, we, the NMRT officers, have learned a great deal. We expect the next biennium to bring even more and better changes!

— Maria Miller

TECHNOLOGY AND TRENDS ROUND TABLE

In July 1994, the Technology and Trends Committee became Technology and Trends Round Table. TNTRT was formed to unite in this group North Carolina Library Association members interested in the advances and uses of technology, to provide an opportunity for discussion and activity, and to seek to fulfill the purposes of the North Carolina Library Association. Since then, we have witnessed a steady increase in membership.

Being advocates on issues in technology, the TNTRT Executive Board has managed to demonstrate the benefits of technology by meeting online and conducting teleconferences on various issues concerning accessing information.

In September 1994, TNTRT presented a "Freenets! Community Access to Information" teleconference via NC-REN at nine sites with Dr. Tom Grundner as the keynote speaker. The panelists included Steve Snow, Judy Hallman and John Annen. RTSS and InterPath of Capitol Information Services, Capitol Broadcasting of Raleigh co-sponsored the program.

In May 1995, TNTRT presented a "Copyright in Cyberspace: A Discussion of the Issues" teleconference via NC-REN at 11 sites throughout the state. Speakers included Rosemary Talab, Elaine Maisner, Paul Jones and Katherine White.

Two programs being sponsored by the Round Table at the 1993-95 Biennial Conference are "Freenet Forum: Access to a World of Information" and "Imaging in Libraries: Publishing, Teaching, Reserves & Production." TNTRT gratefully acknowledges the financial support received from North Carolina Library Association Project Grant for the programs.

— Christina Yu

ROUND TABLE ON THE STATUS OF WOMEN IN LIBRARIANSHIP

During 1993-1995, the officers of the Round Table on the Status of Women in Librarianship were: Anne Marie Elkins, President; Elizabeth Meehan-Black, President-Elect; Mary McAfee, Past President; Elizabeth Laney, Secretary; Dale Cousins, Membership Chair; Dr. Marilyn Miller & Mattie Mitchell, Directors; Joan Sherif, *North Carolina Libraries* representative and *MsManagement* Editor, Rex Rlett, *MsManagement* Editor.

Activities of the Round Table included a workshop held in Winston-Salem, North Carolina on September 9, 1994. The topic of the workshop was "Understanding Yourself and Others: Communicating on an Optimum Level." The presenter, Laura McLamb, helped participants discover how to identify and maximize their strengths, how to identify and minimize their weaknesses, how to identify other's behavioral tendencies, how to communicate more productively with others, and how to learn how to surround oneself with others who have abilities one does not possess.

The Round Table presented a program at the NCLA 1995 Biennial Conference in conjunction with the Round Table for Ethnic Minority Concerns entitled "Stop Talking and Start Doing: Recruitment, Retention, and Advancement of Women and Minorities in North Carolina Libraries."

The Round Table on the Status of Women in Librarianship also published the newsletter *MsManagement* on a quarterly basis.

— Anne Marie Elkins

PUBLICATIONS COMMITTEE

A major activity of the committee this biennium was the continuance of the NCLA newsletter, *News From NCLA*. We were able to move from corporate gift funding to having a regular line in the NCLA budget. The newsletter appears within one month after each executive board meeting as news is submitted. Some quarters there had not been enough news to warrant an issue. The newsletter consistently has been costing about \$500 per issue to reproduce and mail. In 1994, when the electronic list NCLA-L was created, the newsletter was also distributed electronically.

Angela Murphy-Walters, with the assistance of Doris Sigl, completed an updated inventory of NCLA publications. This list appears as an appendix in the *NCLA Handbook*.

On September 23, 1994, the Publications Committee jointly sponsored a workshop with the Marketing and Public Relations Committee. The workshop was called "Creating a Nice Reflection" and was devoted to educating NCLA members responsible for newsletters, flyers and other publications of their sections and round tables.

In October 1994, the Publications and Marketing and Public Relations Committees formally put forth a motion to the Executive Board requesting a merger. The question was referred to the Handbook, Constitution & Bylaws Committee for further study. In January 1995, the report came forth advising the Executive Board on how to handle the request. Since the Marketing and Public Relations Committee was ad hoc and the Publications Committee was a standing committee, it was suggested that Marketing be abolished and the standing committee's name be changed. President Gwen Jackson abolished the Marketing and Public Relations ad hoc committee during the Executive Board meeting in Beaufort in January 1995. The Publications Committee became the Marketing and Publications Committee, informally however, until the Biennial Conference in October 1995, when the official name was voted upon by the membership.

This merger was inevitable and had been worked for by both committees for some time. A new charge was drafted in the 1995 (see attached). At the April 1995 joint meeting, a proposal to subdivide the functions of the new committee into three areas was proposed:

1. Advocacy Training: core members of the committee would be trained and then would go out and train others in NCLA. This is a marketing program sponsored by ALA.
2. Communications: This includes executing the newsletter and coordinating e-mail communication and the telephone tree.
3. Promotions and Public Relations: Includes starting up a materials clearinghouse, promoting graphics, standards and arranging workshops.

The new "joint" committee planned a program for the Biennial Conference in October 1995. Joyce Richman, a career consultant, will be the featured speaker for "It All Starts With You," 3:30 pm on Wednesday, October 4, 1995.

The two committees are filing separate reports this biennium, but much of what we report will overlap. We look forward to being a single committee in the future with a strong purpose. We are proud of our accomplishments together and separately this biennium, and we look forward to a bright future serving NCLA next biennium.

— Eleanor I. Cook

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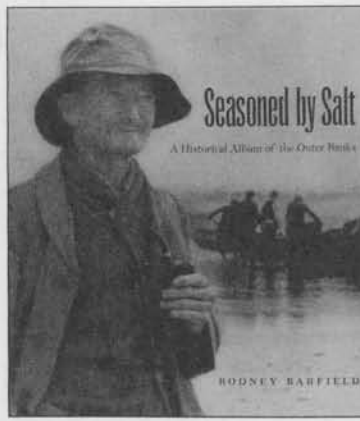
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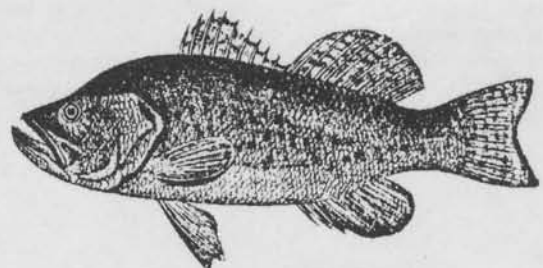
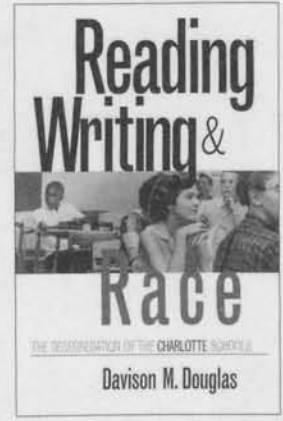
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