

NCLA

North Carolina Library Association 1997 Biennial Conference

Raleigh Convention & Conference Center, Raleigh, North Carolina

Wednesday - Friday, October 8-10, 1997

First General Session — Wednesday, October 8

President David Fergusson opened the fifty-second biennial conference of the North Carolina Library Association on October 8 in Raleigh; the Conference theme was "Choose Quality, Choose Libraries." Vice President/President-Elect Beverley Gass introduced the members of the Conference committee.

The following awards were presented: Bill Roberts, Director of the Forsyth County Public Library, read an American Library Association resolution honoring North Carolina Governor James B. Hunt, Jr. for his support of libraries and library funding throughout his four terms as governor. A copy of the resolution was presented to North Carolina Department of Cultural Resources Secretary Betty Ray McCain who accepted it on behalf of the Governor. The resolution was passed by the ALA Council on July 1, 1997, at the annual meeting of the American Library Association in San Francisco.

Honorary NCLA memberships were awarded to Judge Robert Hobgood of Hillsborough and to Camilla McConnell of Waynesville. Judge Hobgood was cited for his handling of a case involving the prosecution of Richard Bland for theft of materials from North Carolina library collections. McConnell was honored for her work on behalf of the Friends of North Carolina Public Libraries.

Life Memberships were awarded to Ophelia M. Irving for her years of service at the State Library of North Carolina and her influence as a mentor to other librarians and to Dr. Marilyn L. Miller for her work in library education and services to children.

The Distinguished Library Service Award was presented to Dr. Gene D. Lanier for his work in assisting

libraries throughout North Carolina and the nation who are faced with intellectual freedom challenges. Dr. Marshall Keys, Executive Director of NELINET, Inc., was the featured speaker; his topic was "If Bill Gates Is So Smart, Why Is The Year 2000 Such A Problem?" Since today's libraries are being encouraged to emulate the business sector, Dr. Keys offered a comparison of how the values of businesses and libraries differ. Business values competition and winning;

libraries value collaboration and mutual benefit. In the end, Dr. Keys stated that libraries that practice good stewardship provide value to their users and pride to their communities.
— John Welch



Top left: The Best We Have to Offer: Susan Cannady, media coordinator at Grimsley High School, was presented the SIRS Intellectual Freedom Award for her courageous stand dealing with the Old Gringo. Earlier in the day, Dr. Gene Lanier of East Carolina University was presented the Distinguished Service Award for his work in assisting libraries throughout North Carolina and the nation faced with intellectual freedom challenges.

Top right: Camilla McConnell, NCLA Life Membership.

Bottom: Ophelia Irving, long-time Division of State Library employee, shares the excitement of her Honorary NCLA Membership. Photos by Joe Gierisch Photography



Chill Out with the Frozen Alive Band

Community and Junior College Section

The Frozen Alive Band entertained the Community and Junior College Section with original poetry and folk music at their Wednesday afternoon program. Band members Stephen Smith, Danny Infantino, and Alice Wilkins, all from Sandhills Community College, accompany themselves on guitar, bass, banjo, harmonica, kazoo, washboard, and other assorted instruments. Their songs and Smith's poems tell stories about talent night at the high school, fathers teaching sons to tie neckties, little brothers tagging along on skating dates, consumers struggling with telemarketers, and innocent boys taken in by mall chicks. For conference attendees who were actually able to locate the room, the program was a relaxing, quirky interlude.

Officers for the next biennium were elected at the section's business meeting. Martha Davis will serve as chair; Lynette Finch, vice chair; Alice Wilkins, secretary/treasurer; and Vance Harper Jones and Carol Freeman, directors.

— Dorothy Hodder

Why Is the Sky Blue? — Science in the Library

NC Association of School Librarians

Rhonda Dellinger, a media coordinator from the Gaston County Schools, shared a number of strategies for incorporating science into the teaching of library media skills. She feels that students learn better if they can investigate for themselves and can see education as more than a collection of facts. She encourages students to be observers, to predict outcomes, and to test their predictions. She infuses science into her media center with anthills, cocoons, stuffed monkeys hanging from camouflage netting, etc., and with activities based not only on her learning centers but also on literature and the Standard Course of Study as well. She also utilizes contests, science experiments, and surveys. This wide variety of projects keeps students' interest and makes her media center a place they look forward to.

— Diane Kessler

Library Instruction — The State of the Art

College and University Section

Bibliographic Instruction Discussion Group

Librarians from public, academic, and community college libraries attended this informal sharing of ideas and discussion of issues related to bibliographic instruction. Cindy Adams of UNC-Chapel Hill led the session and was assisted by the BIDG Steering Committee: Bobbie Collins, Wake Forest University; Donna Gunter, UNC-Wilmington; Paula Hinton, UNC-Chapel Hill; and Cynthia Levine, North Carolina State University.

On everyone's mind is, of course, the topic of technology—from the library perspective and the user perspective. Session participants discussed these questions: How do libraries get financial support to provide patrons with enough workstations in the library? What are effective activities to improve computer literacy of library users? How do we evaluate what's been found on the Internet? Is information correct or valid merely because it was taken from a computer database or found on a home page? In the future, will "research" mean simply searching the Internet and copying material?

There was a consensus that students at all levels have more library research assignments. With this in mind, participants discussed ways to educate faculty about library holdings, procedures, and, most importantly, what constitutes a good library research assignment. How do we reach new freshmen? How do school librarians prepare high school students for the transition to academic libraries? How does a small staff deal with numerous classes of required library instruction?

Student apathy toward library instruction appears to be a common problem. Does it do any good to require students to attend BI sessions? How can we jazz up our presentations to keep students interested? Can we plan staff development programs on giving effective presentations?

Providing user education to various populations was another common concern. All types of libraries are being used by relatively new groups, such as students involved in home schooling and charter school students. What are some of the ways librarians reach out to these groups and provide library instruction?

This was a lively, informative session for everyone who participated.

— Michael Van Fossen

Internet Access to Public Documents

Documents Section

An overflow crowd attended the NCLA Documents Section session on "Internet Access to Public Documents." Ann Miller, Duke University, presided and introduced speakers Mary Horton of Wake Forest University, Nancy Kolenbrander of Western Carolina University, and Linda Reida of Tuscola High School in Waynesville. The goal of all these presenters was to review resources from local, state, federal and international government agencies of use to school, public, and academic libraries.

Mary Horton presented key resources from state, federal, and international organizations. She pointed out that the full texts of many government publications are being posted daily to the Internet. For government documents librarians, keeping up with changes is currently a major challenge. Throughout her talk, she used her documents home page at Wake Forest University to demonstrate various sites. Going to the home page of a documents section is an effective way to find out the various methods of finding government information: by level of government, by title, or by subject.

Federal Internet sites of interest to school librarians were the focus of the talk by Linda Reida and Nancy Kolenbrander. Many federal agencies are adding special sections to their home pages that are focused on sources of interest to students and teachers. The National Aeronautics and Space Administration (NASA) site is one good example. In addition to beautiful images from Mars or the Hubble Space Telescope, various educational programs and curriculum support products also are available for teachers, including information on how to acquire surplus equipment (computers) for schools.

— Michael Van Fossen

Perspectives on Outsourcing of Technical Services Operations

Resources and Technical Services Section

Arnold Hirshon, Vice Provost for Information Resources at Lehigh University, addressed what is to many—in the words of Janet Flowers, outgoing chair of the Resources and Technical Services Section, who introduced him—a “controversial and emotional topic”: outsourcing. He emphasized that “outsourcing may be an outcome, but it is not an objective”; rather, outsourcing may be a tool employed to achieve all or part of an outcome. His clear, polished, and balanced presentation of all aspects of the outsourcing issue gave the audience a better understanding of how outsourcing might be a credible tool for change. A library must carefully consider its goals, needs, resources, and administrative and staff structures before deciding whether outsourcing is a suitable tool for achieving greater productivity and quality of services.

Hirshon discussed the potential benefits of both in-house processing and outsourcing; reasons why a library might best make the decision not to outsource; and the steps a library should take if and when the decision to outsource is made. He placed great emphasis on the importance of writing a good RFP (Request for Proposal), selecting and contracting with the right vendor, maintaining good communication with staff, and assisting staff relocated (usually within the library) to new job duties. The human side of outsourcing is a critical factor in the decision whether or not to outsource. Staff must be informed on a timely basis of all decisions affecting their work and their jobs. Effective communication and the elimination of ambiguity are key factors in preparing staff for change.

The process of considering the pros and cons of outsourcing is one that Hirshon sees as beneficial in helping a library assess and evaluate its services, internal needs, and future direction. Audience receptivity showed clearly that Hirshon succeeded both in decreasing the fear surrounding discussion of this topic and in demonstrating that outsourcing is neither viable nor desirable for all libraries.

For more information:

<http://www.lehigh.edu/~arh5/bookad.htm>

Or contact Dr. Hirshon by e-mail: arh5@lehigh.edu

— Page Life

Wake County Children's Bookmobile

NC Paraprofessional Association

Parked right outside the convention center, the Wake County Children's Bookmobile was open for tours throughout the afternoon. With an occasional appearance of “Muddy,” the Mudcat, visitors learned how Ed Voliva, Wanda Cox-Bailey, and Delores Douglas provide library services to day cares, pre-schools, Head Start programs, Library Power schools, after school programs, and in public housing areas. The service also includes storytelling training for day care providers. The 32-foot Thomas bus has wheelchair access and a PA system to announce its arrival. Monthly calendars are provided with the special events highlighted. The WCPL staff demonstrated portable programming techniques and entertained the conference visitors with their stories about children getting excited about reading and books.

— Diane Kester

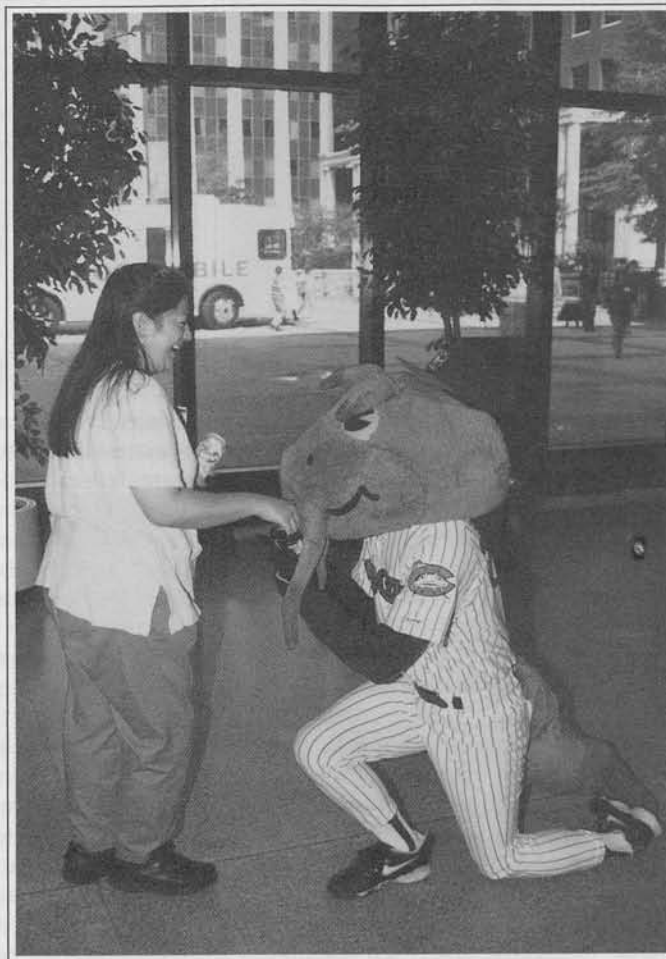
NC Live Initiative

*College and University Section
Community and Junior College Section*

Susan Nutter, Vice Provost and Director of Libraries at North Carolina State University, Pamela McKirdy, Director of Library Services at Greensboro College, and Dr. Ed Shearin, LRC Director at Carteret Community College, presented a brief overview and update of the NC LIVE (North Carolina Libraries in Virtual Education) initiative. NC LIVE is a joint venture by four library communities of interest—the UNC libraries, the Community Colleges, the Center for Independent Higher Education (representing independent academic libraries) and the State Library of North Carolina (representing the state's public libraries). Participating libraries will become gateways to electronic resources and will provide equal access to those resources for all citizens.

Presently, there are four committees (Publicity, Resources, Technical Matters, and Training) working on various aspects of NC LIVE, which is scheduled to be up and running on January 30, 1998. The Resources Advisory Committee has completed its review of potential resources, and negotiations with potential vendors will occur this fall. The priority order for resources is (1) indexing, abstracting, and full text of periodicals, (2) access to a database aggregator, (3) an electronic encyclopedia, and (4) other reference resources as funds for them are available. Updated NC LIVE information is available at the URL <http://www.dcr.state.nc.us/hottopic/nclive/nclive.htm>.

— John Welch



Muddy Mudcat makes his move. Photo by Joe Gierisch Photography

What Is It About Those Southern Writers?

NC Paraprofessional Association

Novelist Lee Smith spoke to a packed room about contemporary Southern writers on Wednesday afternoon. Reading from her latest collection of novellas and stories, *News of the Spirit*, she discussed the relationship between actual and imagined experience in her novella "Live Bottomless." Smith quoted Anne Tyler, "I write because I want to have more than one life," and said that she is convinced that storytelling is a way to make sense of life and is as important as food, clothing, and shelter. She praised the Southern habit of presenting information as anecdote.

Smith noted that we have just celebrated Faulkner's 100th birthday and reminded the audience that each of his 19 novels was an innovative experiment in narrative style and technique. She said that Southern writers like Clyde Edgerton, Lewis Nordan, Barry Hannah, Ellen Gilchrist, Jill McCorkle, Kaye Gibbons, Doris Betts, and Charles Frazier are carrying on this tradition of searching for new ways to present narrative fiction. Asked about the particularly active writing scene in North Carolina, she mentioned the influence of writers who teach in the state, including Fred Chappell, Doris Betts, Reynolds Price, and James Applewhite. As her readers all know, her own name also belongs on that list.

— Dorothy Hodder

Increasing User Input in Developing and Managing Collections

Resources and Technical Services Section

For this Table Talk session, the group broke into three sections, each representing a different library constituency. At the college and university group discussion, one of the central questions asked by its trio of facilitators was how librarians concerned with the selection and management of collections currently involve their users (and most often "users" was defined as faculty members) in those processes; conversely, they asked what effects faculty involvement in collection development policies and services had on the various libraries.

Everyone participated at some point in the discussion, whether it was to relate his or her own experiences, techniques, tricks for engaging the faculty in selection, to point out the pros and cons of encouraging faculty input—both successful and unsuccessful, for a wide variety of reasons—or to question the reasons and purposes behind what was generally accepted to be the current "politically correct" trend of engaging users in selection. The lively give-and-take offered everyone a chance to share sometimes widely different personal and institutional experiences.

— Page Life

Should Libraries Choose Audio Leasing?

Public Library Section
Audiovisual Committee

More than 50 participants attended the Public Library Section's Audiovisual Committee panel discussion. The topic featured the vendors Taped Editions, Brodart, and Landmark Audiobooks. Librarians Mardi Durham (Iredell County Public Library), Darla Johnson (Forsyth County Public Library), Kim Huskins-Webb (Washington County Library), and Deborah Marrs (Columbus County Public Library) talked about leasing from the customer's perspective, music to the

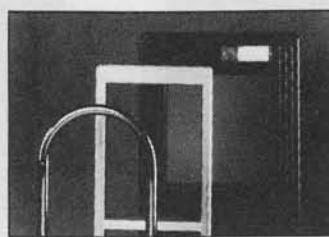
ears of the vendors, for the most part. Thanks to drawings by Brodart and Landmark several lucky conferees will discover the joys of audiobook leasing free of charge. Stephanie Davis of Union County Public Library won the Brodart drawing. Landmark gave away a free lease plan to Susan Adams of Southeast Regional Library System in Garner, another to Stacy Hagarty of Chapel Hill Public Library, and seven audiobooks to Catherine Moore of High Point Public Library.

— Marie Spencer



Local arrangements chair Sue Moody's smile of relief reflects the careful coordination of people, equipment, and room assignments — a job well done! Photo by John Welch.

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— Second General Session —

During the Second General Session, the following awards were presented: Sheila Johnson, representing the Round Table for Ethnic Minority Concerns (REMCO), presented REMCO Roadbuilders awards to Brenda W. Stephens, Director of the Hyconeechee Regional Library; Dr. Robert M. Ballard, Professor of Information and Library Science at North Carolina Central University; Dr. Clarence Toomer, Director of Libraries at UNC-Pembroke; and Dr. Benjamin Speller, Dean of the School of Information and Library Science at North Carolina Central University.

Janet Flowers, representing RTSS, presented the RTSS student award to Carey McLean, a student at North Carolina Central University. The RTSS award for best *North Carolina Libraries* article dealing with technical services went to Robert Galbreath of UNC-Greensboro for "Nailing Jell-O to the Wall."

Sylvia Sprinkle-Hamlin presented the Public Library Development award to Sheila Anderson of the Cumberland County Public Library and Information Center for her successful project

"Teen Read."

Frances Bryant Bradburn presented the Ray Moore Award for the best article about public libraries printed in *North Carolina Libraries* during the preceding biennium to Dr. Patrick Valentine for his article "The Spread of Public Libraries: The Community of the Book in North Carolina, 1900-1960."

Judith Krug, Director of the ALA Office of Intellectual Freedom, gave the Ogilvie Lecture; her topic was "Intellectual Freedom and the Internet: What's Next?" Ms. Krug noted that in 1996, ALA added a clause to the Library Bill of Rights affirming free, unfettered access to electronic services by any patron regardless of age. In support of that new clause, ALA went to court in 1997 challenging and ultimately defeating the Communications Decency Act's "indecentcy" provision which would have restricted access to certain parts of

the Internet. Libraries must be wary of having Internet access only to information suitable for a child. Library users should be able to choose what they want to view on a computer screen. The Internet deserves the same protection as print. ALA took a public stand against filtering software while affirming that parents must teach their children how to be safe on the Internet. The Internet brings reality to the vision that the framers of the Constitution had when they wrote the First Amendment.

— John Welch



Pictured above: Chair Janet Flowers presented the RTSS student award to Carey McLean, a student at NCCU.



Left: Dr. Robert Galbreath "nailed" the Resource and Technical Services Section Award for Best North Carolina Libraries article, here presented by RTSS member Ginny Gilbert.



REMCO chair Sheila Johnson presented 1997 Road Builder Awards to Hyconeechee Regional Library director Brenda Stephens (pictured above), NCCU Professor Robert Ballard (right), and St. Augustine Library Director Clarence Toomer (far right).

Photos this page by Joe Gierisch Photography.



Book-A-Peel

NC Association of School Librarians

Lou Doss and Pepie Jones, media specialists with the Gaston County schools, presented this Thursday program on labels. Lou and Pepie are in love with labels, not only to make the collection easier to manage, easier to work with, and visually pleasing, but also to help meet the requirements for Southern Association accreditation.

The label programs reviewed were *My Label Designer* and *Labels Unlimited* (both very well liked) as well as *Microsoft Works*, *Microsoft Word* and *Microsoft Publisher*. While *Labels Unlimited* takes some time to set up, beautiful spine labels can be created for all your library's books, giving the collection a more uniform look.

What can you label? The presenters suggested files, cabinets, shelves, manuals, computer labs, audiovisuals, books, novel sets, and big books, just to get you started. If you are going to re-label your whole collection, the suggestion was made to either 1) close the library for a couple of weeks or 2) work through the summer. Parent volunteers were very helpful to both presenters.

The label programs are available from Hart, Inc. in Asheville or Software Express in Charlotte. Costs were usually listed at under \$50.

— Rhonda Holbrook

Joel Achenbach of The Washington Post

Reference and Adult Services Section

"Show me the evidence," said Achenbach to an attentive luncheon gathering. Widely known for his weekly *Washington Post* column, "Why Things Are," and his frequent commentary on National Public Radio's "Morning Edition," Achenbach drew upon examples from his current research on extra-terrestrial life as he described the research pitfalls in our increasingly information-rich society. A lot of "bad" information and widely disseminated, unsubstantiated rumors are presented as facts. Hard evidence and current scientific fact are needed. Librarians can serve as mediators to tell inquirers where the original information can be found and to help them analyze the quality of data.

— Suzanne Wise

Copyright and Internet

NC Paraprofessional Association

The advent of the Internet and the digital library have made copyright more of an issue than in the past, according to Simone A. Rose, Professor of Law at Wake Forest University. With information now disseminated so quickly among a large number of users, the existing copyright law is no longer adequate to protect intellectual property rights. Rose began by tracing the copyright law from its origins in English common law, through the United States Constitution and the 1909 Copyright Act, to the present Copyright Reform Act of 1976.

How do libraries operate in light of the copyright holder's exclusive right of distribution (sec. 106)? Libraries already lend tapes, books, software, etc., because they are legally recognized by law: under the "first sale" doctrine of sections 106(3) and 109(a), whereby once a work is first transferred by sale, lending, gift or trade, the copyright law does not prevent further transfers of that copy. Basically, once a library buys a copy of a book or other material, it is free to lend that copy to library users. On the other hand, a library cannot make multiple copies of purchased works, for the "fair use" doctrine (sec. 107) protects the copyright holder on the one hand, yet allows reproduction of multiple copies for classroom use.

The factors that determine fair use are the amount and substantiality used; the nature of the copyrighted work (the more factual and less creative a work is, the more allowance is permissible); the purpose and character of the use (e.g., for non-commercial rather than commercial purposes); the market effect; and other considerations that the courts want to evaluate. "When in doubt, ask permission," Rose added.

In most cases, librarians can reproduce no more than one copy or phonorecord of a work for non-commercial purposes (sec. 108) and are absolved of responsibility for private copying in the building as long as the material displays a copyright notice, such as a warning placed on copying machines. On the other hand, section 117(h) excludes most A-V works — including compact discs — from the library's right to reproduce.

How do we handle traditional copyright law and electronic works, including information on the Internet? Are existing rules workable given the "ethereal" and "highly liquid" nature of the work? Congress commissioned a study by the National Commission on New Technological Uses of Copyrighted Works (CONTU), which concluded that "we don't need to change the language too much," Rose said. The current law regarding electronic works is a direct analogy of the first use of print material: electronic works used in libraries function as "home uses" — a copy can be read by a library patron, so long as no more than one copy is used simultaneously. If a library wishes to have more than one active copy of an electronic work, it can either arrange for a software "site license" that allows the use of more than one active copy at once, or it could pay a royalty fee to the Copyright Clearance Center.

The key "Internet White Paper" (1995) provisions for proposed changes to the Copyright Act would amend the distribution right to make it clear that the digital transmission falls within the exclusive distribution right of the copyright owner; expand the definition of "transmit" in sec. 101 to include transmissions of reproductions; make clear that digital transmission of a work into the U. S. by others violates the copyright owner's exclusive importation rights; and abolish the "first sale" rule for digital transmission.

Rose concluded by offering some food for thought: What is the role of the ALA "Electronic Bill of Rights" of 1996? What should be the role of libraries in pushing for a change in the copyright law? How can we preserve the constitutionally mandated balance of the incentive to create versus the free dissemination of ideas/speech?

[Note: The information in this report is not intended to be legally binding. Anyone with a question of interpretation of the copyright law is encouraged to seek professional legal advice.]

— Michael Cotter

Planning Your Opening Day Collection

NC Association of School Librarians

Thursday's session, "Planning Your Opening Day Collection," was a must for representatives of school systems anticipating new schools. Frances Bradburn and Gerry Solomon cleverly led the attendees through the necessary steps in planning a new media center collection.

The process begins with the selection of a media coordinator—ideally a year ahead—who in turn identifies key teachers and curricula. Next an automation vendor will have to be selected. All automation system companies and their programs should be reviewed for strengths and weaknesses. Service, reliability, technical support, and cost should be considered.

If an old library is being moved to a new facility, weeding will have to be completed. Then a print vendor will have to be chosen. Also, selection tools will have to be collected and curriculum guides should be used. In North Carolina, we are lucky to have the Evaluation Services Center to assist us in our preparations.

I left the session thinking, "Wow, this would be hard, but I could do this!"

— Anna Fay Campbell

K-5 Resources Update

NC Association of School Librarians

Janice Johnson, Gerry Solomon, and Frances Bradburn from the Information Technology Evaluation Services of the North Carolina Department of Public Instruction presented an overview of current multimedia resources that fit into the K-5 curriculum. They divided the resources into three elementary curricular areas—Canada, Science, and Early Learning Activities. In each area they introduced print materials, non-print materials such as CD-ROM, and Web sites which have been reviewed in *InfoTech*, providing demonstrations of the different resources. They discussed various ways of presenting the materials in each area to accommodate children's differing learning styles.

— Diane Kessler

"Oh, Yes! We've Been Here a Long Time":

A Panel Discussion on

Writing the History of Tarheel Libraries

Round Table on Special Collections

Three speakers discussed their experiences researching and writing histories of libraries and librarianship in North Carolina. Dr. Patrick Valentine, director of the Wilson County Public Library, approached the topic by saying that "history helps us to explain the present and foresee the future." By asking ourselves questions about the nature of public libraries in the state, their similarities and differences, their public role, the characteristics of the librarians themselves, and their relationship to their communities, we can contribute to the writing of local library history. In doing so, we cannot "ignore or sweep aside the baser aspects" of the economic, geographic, social, and cultural setting, which in the South includes the "denigration ..., disrespect, and worse shown and meted out to the blacks." Valentine said that we should look at the role of librarians and libraries in this situation; the perception that "librarians prefer to deal with the white middle classes have historical roots that cannot be ignored."

Some studies of library history at the national level do exist, he said, such as those by Wayne Wiegand. Those interested in studying library history of North Carolina have a "special opportunity" with its four library schools and their faculties and graduate students investigating research topics; the "innovative and groundbreaking work" of Jim Carmichael at UNC-Greensboro and the "wide-ranging and substantial" work of Ed Holley at UNC-Chapel Hill; the "well-organized and accessible archives, plus the splendid manuscript and historical records at Chapel Hill"; and a number of centennial observations of public libraries occurring at this time. Valentine suggested that "histories of local libraries must be the real base of large-scale library history for local research" which gives life and substance to the larger, national picture.

Pat Ryckman, of West Charlotte High School and formerly Technologies Manager at the Public Library of Charlotte and Mecklenburg County, reviewed her experiences in conducting research for *The Public Library of Charlotte and Mecklenburg County: A Century of Service* (1989) and *An African-American Album* (1992). She thinks the real value of these publications is that they caused the librarians to bring order to the existing materials, so that someone can write a definitive history of the library some day. She used a variety of materials, such as taped interviews with former staff and long-time library patrons and photos, scrapbooks, and clippings. Ryckman concluded by saying that she would not have been able to do anything if the materials had not been saved over the years.

Dr. Beverly W. Jones, Professor of History at North Carolina Central University, spoke of her association from childhood with the Stanford L. Warren Branch Library in Durham and her observations of its role in the community. People tend to think of libraries as depositories for materials, but the Warren library is a center of the community, a "safe place for children." The librarians are more than librarians—they are "surrogate parents" and "part of an extended family." The library plays a central role in the culture of the community. This was especially important in the age of Jim Crow, when the library was established by three leading families in Durham to serve the community. It offered (and still does) after-school academic support, a place for young people to gather in a supervised and caring environment, and an opportunity to encourage them to "move forward despite discrimination and segregation," she added.

Jones said that in her research she used interviews with former and present library board members and the Warren, Beard, and Merrick families; documentation from vertical files, board minutes, and annual reports; and photographs of the library and librarians, who were a "central part of the library." The book includes many photographs, especially important for the many in the community who are visually-oriented rather than print-oriented; in addition, a taped version was produced for the Library Corner for the Blind.

She said that it is "very clear that when we look at institutions, we look at histories of communities." As it has in the past, the community served by the Warren library and librarians can still motivate young people today and "re-shape and give focus to lives to those who may not be directed."

— Michael Cotter

What Will They Want from Us?: How to Prepare for NCATE and DPI Accreditation Visits

Academic Curriculum Libraries Interest Group

Dr. Pauletta Bracy, representing the National Council for Accreditation of Teacher Education (NCATE), and Donna Simmons of the North Carolina Department of Public Instruction (NCDPI) discussed the criteria for accreditation by these groups and its application to academic curriculum libraries and librarians. The visit is conducted jointly with NCATE focusing on the teacher preparation unit while DPI looks at the licensure program; they determine how the standards are being met and cite strengths and weaknesses.

Participants were advised to find out when the visits are to occur and to be involved from the beginning. Because most visitation teams will not include a librarian, the curriculum librarian must know the conceptual framework and provide handouts and other comprehensive documentation covering such topics as trends in budget support and comparison with other library units, intellectual and physical access to material, the age of the collection (how current is the material) and its fit with the conceptual framework, and services to patrons. It helps to be systematic in order that data can easily be retrieved from regular reports, statistical compilations, and timelines. "Where two or more are gathered together, keep minutes," says Donna Simmons.

The goal is to show steady gains in collections and services. Refer to the NCDPI standards and NCATE indicators for guidance. Where there is a perceived deficiency, have a written plan for taking care of it.

— Suzanne Wise

Buildings, Books & Bytes: Libraries and Communities in the Digital Age

*North Carolina Public Library
Directors Association*

Laura Weiss, Senior Program Associate at the Benton Foundation, discussed the implications of a study commissioned by the W. K. Kellogg Foundation on the role of libraries in the digital age. The Kellogg Foundation, which is interested in helping public libraries communicate with their communities to maximize services, was concerned that libraries lacked a unified voice to speak to their publics. The "Buildings, Books & Bytes" study was modeled on previous studies done by the Public Agenda Foundation that had identified gaps between public sentiment and leadership agendas.

The Benton Foundation analyzed the written vision statements from several public libraries and, in April 1996, used a national polling firm to interview 1,050 citizens on their perceptions of the public library. The overall results showed that Americans 1) love their public libraries; 2) want access to computers and the Internet; and 3) at the same time want libraries to keep book collections current, support children's programs, and maintain traditional services. Public librarians were urged to apply the Benton Foundation research to their own situations and use it as a tool to enlist public support for library goals and objectives.

— John Welch

Middle School Advisory-Media Center Cooperative Effort

NC Association of School Librarians

A recent middle school concept provides special activities in a program called AA — Advisor/Advisee. At Southwest Guilford Middle School, Joy Hoke, media specialist, has worked as an active participant by collaborating with the teachers to create special programming during the AA period.

The monthly schedules include book talks, poetry, North Carolina art, read-aloud sessions, speakers, folk singers, and programs for the transition into high school. Slides and handouts highlighted the year-long program of activities integrating media services with the AA program.

— Diane Kester



Young adult author Theodore Taylor signs books after addressing an overflow audience of NCASL luncheon-goers on Thursday. Photo by Joe Gierisch Photography.



In spite of all their presentations, NCDPI consultants John Brim, Janice Johnson, and Gerry Solomon took time to check out the exhibits.

Photo by John Welch.

Read To Your Bunny!

Children's Services Section
Literacy Committee

The featured speaker at this Thursday morning breakfast program was Rosemary Wells, whose children's books include *Bunny Cakes*, *Max's Dragon Shirt*, *Morris's Disappearing Bag*, and *Noisy Nora*. Wells began with a tribute to librarians stating, "It's you who stand between a child and a life of ignorance." She stated the need for literacy and reading aloud to children. In order for children to become responsible parents and citizens, they must develop critical thinking skills and good attention spans. Without early exposure to lots of language, critical pathways in the brain are not formed. For those parents who say they're too tired to read to their children, Wells's response is, "It's the most restful thing in the world."

Wells said that she cared so deeply about the country and its children that she wrote the book *Read To Your Bunny* and is promoting reading aloud "as the most important 20 minutes of your day!" The American Booksellers Association has become a co-sponsor and has funded the printing of 150,000 copies of the book for doctors to give away. Any profit from books that are sold will be used for grants of up to \$10,000 to fund reading promotion programs in rural communities. Three Trade Secrets workshops to be presented this fall by the State Library of North Carolina will give further information about the Read To Your Bunny program. The book, *Read To Your Bunny*, ends with this encouragement, "Read to your bunny often and your bunny will read to you."

— Mel Burton

It Takes a Vision

NC Paraprofessional Association

The speaker at this Thursday program was Ed Martinez, the editor of *Library Mosaics*, the magazine for library support staff news and issues. His speech combined personal anecdotes with published sources. The book, *Built to Last: Successful Habits of Visionary Companies*, was recommended. The speaker stressed looking at things instead of *for* things, finding the essence of what we do, accepting that failures will occur, and being willing to take risks. We need to know what our core ideology is—who we are, our purpose, our values, our vision of the future, our dreams.

Martinez told about a conversation with his friend Art just before he died. Art asked, "Who are you?" and the answer was "Ed Martinez," but then Art responded, "Who is Ed Martinez?" Martinez stated that the message was to go back to the core of who we are.

— Mel Burton



Poetry Spoken Here: Carole Boston Weatherford

Public Library Section
North Carolina Center for the Book

Introducing this Thursday afternoon session, Frannie Ashburn described humanities programs available to public libraries through the Center for the Book, including "Let's Talk About It," "Choices for the 21st Century," "Poets in Person," and "Voices and Visions."

Carole Boston Weatherford is a poet, children's author, and business writer who lives in High Point. Her program included selections from other poets, notably Ruth Foreman's "Poetry Should Ride the Bus," as well as from her own children's books and poetry, which she gives intriguing titles like "Once I Cried a River, Now I Make Waves," "The Conductor Was a Woman: For Harriet Tubman," and "The Tar Baby on the Soapbox." She involved the audience in the performance through music, mime, and refrains. Weatherford is the winner of the NC Writers Network Harperprints Chapbook Competition for her collection, *The Tan Chanteuse*, and she received the NC Poetry Society's 1997 Caldwell Nixon, Jr. Award for her children's poem, "The Griot's Tale." She is available to lead a variety of workshops and programs for children and adults.

— Dorothy Hodder

Pictured left: Author Carole B. Weatherford signed books for numerous conference attendees.

Pictured below: Sylvia Sprinkle-Hamlin, backed up by President Dave Fergusson, presents Shelia Anderson with the youth services award for her dynamic YA programming at the Cumberland County Public Library.

Photos by Joe Gierisch Photography.



Before her Olgivie Memorial Lecture at the Second General Session, ALA Office of Intellectual Freedom director Judith Krug chats with North Carolina's own intellectual freedom advocate and NCLA Distinguished Service Award winner, Dr. Gene Lanier. Photo by Joe Gierisch Photography



Whack That Web

NC Association of School Librarians

What exactly is an off-line browser, what are its potential uses, and what are its pluses and minuses? These were the questions that Janice Johnston and John Brim from Information Technology Evaluation Services addressed in "Whack That Web." Off-line browsers such as WebWhacker and Teleport Pro allow the user to locate Web pages and their links and copy them for later use. The Web pages then actually reside on the user's hard drive or server. Some of the advantages in using this way of accessing Web information are better speed of access, more reliable access, and portability. The user also can have the information even when Web access is not available.

The disadvantages include the fact that once the information is gathered it is as current as it is ever going to be; storage space on hard drives and servers can be a problem; and legal issues such as copyright in this area are cloudy at best. The most sensible recommendation is to ask for permission before downloading a Web site. Identify your library as a non-profit, K-12 educational institution and state why you want to use the site. Have an extensive list of Web sites you may want to use, and then download only the ones for which you receive permission.

— Diane Kessler

Bibliomania and Button Hooks

NC Association of School Librarians

Lou Doss and Pepie Jones, media coordinators from Gaston County, presented two sessions on Thursday: "Bibliomania" and "Button Hooks." In the first they shared the method they use for developing bibliographies using Follett's Unison system and Microlif disks. They begin by transferring the data into Microsoft Word or another software package and then organizing the entries into bibliographies in a more attractive format than the original. Finally, they construct brochures incorporating the bibliographies to use with students and teachers in promoting new materials, a particular author, or a certain genre.

In "Button Hooks" they described how they utilized the Badge-a-Minit machine, along with a digital camera and software such as "Microsoft Publisher," to create buttons that will entice people into the library. Some of the buttons they showed were used to identify members of the Accelerated Reader Club, school volunteers, and media assistants. Others were made to use at open houses or on field trips. The list of possible uses for the buttons was virtually limitless.

— Diane Kessler

Lunch with Dori Sanders

New Members Round Table

Dori Sanders addressed the New Members Round Table at its Thursday luncheon program, describing her life on a South Carolina peach farm and the events that led her to write her first novel, *Clover*. She said that the main luxury old-fashioned life on a farm affords is time to read, by kerosene lantern light if necessary, after all the work is done. Even though her home was "a wide opening in the road," she was able to go everywhere through reading and books. She recalled her father saying that nothing prepares the mind like reading, and quoted Pasteur, "Chance favors the prepared mind."

Sanders' income from writing, she told her audience, has made it possible for her and her brother to keep their farm when other small farmers have failed. Her brother takes equal credit — "We wrote us a book" — although he hasn't read any of hers, which now include the autobiographical novel *Her Own Place* and *Dori Sanders Country Cooking*. Sanders speaks with pleasure and self-deprecating humor about her publisher, Algonquin Books of Chapel Hill; about working with a Boston food editor on her cookbook; about visiting the set of the Hallmark television movie version of *Clover*; about her correspondence with book club ladies "with thin Republican smiles" in Palm Beach, and with schoolchildren; and about her recent trip to lecture in Denmark. She is presently writing a book about her father.

The New Members Round Table announced the election of their officers for the next biennium, and voted to change their bylaws to drop their standing committees on publicity and bylaws.

— Dorothy Hodder



Pictured above: My library is bigger than your library. The SIRS reception enabled public library directors David Paynter, Richard Wells, Margaret Blanchard, and Willie Nelms to catch up on the latest. Photo by John Welch.

Right: Wilson Public Library Director Patrick Valentine was presented the Ray Moore Award by North Carolina Libraries editor Frances Bradburn for his carefully researched article on the history of public library development in North Carolina. Photo by Joe Gierisch.



Developing a North Carolina Collection for your Elementary School

NC Association of School Librarians

This program was presented by Wake County elementary media specialists Rusty Taylor and Nancy McNitt.

Taylor and McNitt are involved with opening day collections in the Wake County Schools, specifically in the area of North Carolina materials. An extensive bibliography of materials particularly appropriate to the fourth grade NC curriculum was given to each participant.

The list included print and Internet resources that have received solid reviews, will fit into many budgets, and are readily available. The fiction materials do not have to mention North Carolina specifically. Appropriate materials also do not have to be located in the NC collection at a school. Many folktales as well as materials on hurricanes, endangered frogs, and red wolves, which would be kept in the regular non-fiction collection, were included on the bibliography.

Many media specialists face the problem of a classroom full of students all coming to research the same obscure NC fact. To handle this, our presenters suggested collaborative instruction with teachers well before assignments are made, classroom vertical files (having a copy of every travel brochure available in each classroom) and use of travel guides.

— Rhonda Holbrook

Guiding Libraries Through Changes: Creating and Achieving the Exciting Future

Technology and Trends Round Table

Dr. Richard M. Dougherty, Professor of Information at the University of Michigan, Ann Arbor, discussed the nature of change in libraries. Noting that most libraries had already experienced profound changes, Dougherty predicted that the pace of change will intensify. Transformational, rather than incremental, change is needed so that libraries can meet twenty-first century challenges. Specifically, libraries must be prepared to meet customer needs by being able to deliver services at any time. Organizational flexibility is a must if libraries are to navigate "white-water" challenges and produce real-time changes. Library leaders must become skilled in the ability to manage at multiple levels, and they must recognize that the biggest obstacles in any change process are managing organizational politics and changing the organizational culture.

— John Welch

Dilbert Meets Dewey: Library Workplace Afflictions

Library Administration and Management Section
New Members Roundtable

With the goal of entertaining, amusing, stimulating, motivating, and spurring the audience to action, David S. Ferriero, Vice Provost for Library Affairs and University Librarian at Duke University, discussed the cynicism in the workplace that is portrayed by two popular comic strips. Both "Dilbert," created by Scott Adams, and an earlier comic strip, "Work is Hell," created by Matt Groening, convey a distrust of management. Dilbert's nameless, pointy-haired boss is both incompetent and uncaring. Groening's boss, the Lonely Tyrant, is not only inept, but mean as well.

Ferriero sees both these comic strips as riding the crest of cynicism in America today, with individuals both pessimistic and resigned to alienation. Institutional values, however, may help to combat this cynicism. Values are beliefs in action. They shape individuals' behavior and underpin organizations. They determine how business is conducted.

The ALA Code of Ethics is a set of values for the library profession. In addition, many libraries have developed their own statements of values. Ferriero reported that as part of the library's strategic planning effort, Duke Library staff members have recently identified a set of core values, which include respect, fairness, honesty, creativity, recognition, service, quality, risk-taking, fun, and loyalty. Ferriero believes that library employees may be less cynical if the institution's values are clearly identified, used well, and embraced by all the staff.

— Joline Ezzell



NCLA President Dave Fergusson installs 1997-1999 officers President Beverley Gass, Directors Jackie Beach and Ross Holt, Treasurer Diane Kester, and Vice President/President Elect Al Jones. Photo by Joe Gierisch Photography

Technostress

Reference and Adult Services Section

Sally Kalin and Katie Clark of Pennsylvania State University, authors of *Technostressed Out?: How to Cope in the Digital Age*, found an attentive audience for their lively discussion of "technostress" in the library: what it is, what causes it, what we can do to cope with it, and how we can learn to adapt to and live with technological change. Technology, they stressed, is neither good nor bad; it is a tool, and a tool that we can manipulate. The term "technostress"—defined as "a modern disease of adaptation caused by an inability to cope with new technologies in a healthy manner"—was first used by Craig Brod in his 1984 book, *Technostress: The Human Cost of the Computer Revolution*.

Typical "technostress" reactions include "technofear" ("There's all that stuff out there and never enough time to learn it!"); over-identification with technology (such as conducting an elaborate online search for facts readily available in the print source on the shelf right behind you); use of e-mail to the point where face-to-face interactions with

colleagues become few; and cyberphobia (avoidance of technology and refusal to learn new systems). Reactions may take the form of physical symptoms such as back pain and carpal tunnel syndrome, or even behavioral problems such as temper tantrums.

The causes of technostress are real: constant change; a seemingly endless number of systems to learn; possibly unresponsive and insensitive managers who fail to communicate the who, what, when, where, and most importantly, the why of change; and accelerated pace in the workplace as exemplified by e-mail and the expectation of immediate response. There are, moreover, hardware and software issues (especially when systems are "down"), inadequate technical support, and inadequate training and education.

What can be done? Kalin and Clark urged that the issues are not technological, but rather human and organizational. Solutions may be found by tackling the human element. Managers should realize the

importance of good communication and listening skills; set an example by being good role models; hire the "right" people; upgrade equipment and software regularly; provide adequate technical support (expertise and personality are both significant factors); and offer proper training and education. Training and education cannot be emphasized enough. To be effective, training must be appropriate and well-timed, be backed by commitment from both administration and staff, and incorporate the important principle that different people have different learning styles.

The speakers described the 12-hour AST (Automated Skills Training) program instituted at the Pennsylvania State University libraries which introduces new staff members to the machines they will use; provides instruction in e-mail, Internet, and OPAC systems; offers a technology showcase of how technology is being applied in the library; and maps out individual training programs.

— Page Life

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Why Librarians Should be Pastmasters: The Importance of Library History Studies

Round Table on Special Collections

Renowned library historian Dr. Wayne A. Wiegand spoke on the importance of library history and suggested new methodologies for making this history more relevant to the present and future development of libraries. After a brief overview of American library history since 1876, Wiegand described how the incorporation of reader-response theories and a new interest in alternative information cultures could shed light on previously unexplored areas of library history. For example, the reaction of readers to popular fiction, a genre long disparaged by librarians, is an area in need of more research. Wiegand's own research on the role of small public libraries in their communities was, as he described it, an attempt to study how users of libraries view these institutions and make use of the information provided by library professionals. He concluded the session with a plea for librarians of the present to be more diligent in saving records of their own institutions, which may be invaluable to future historians.

—Megan Mulder

Think Standup Comedy and You Can Do YA Booktalks

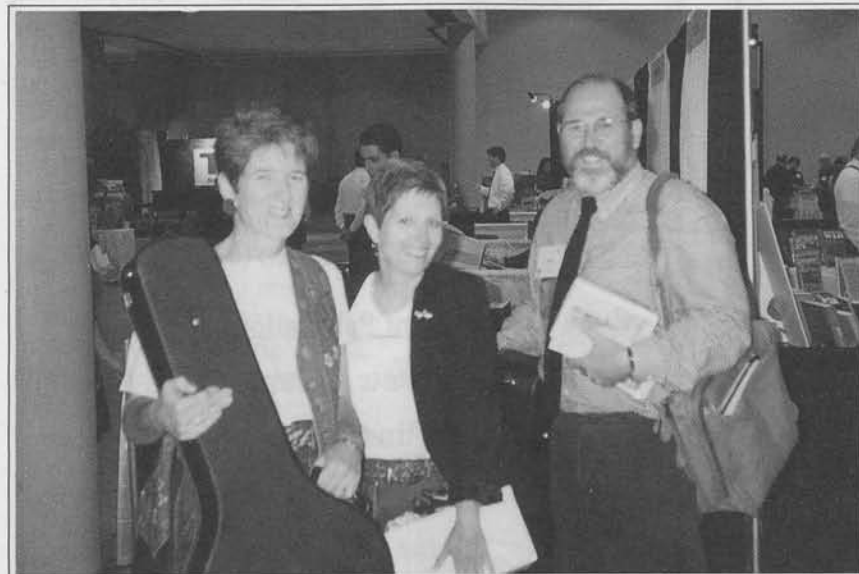
Public Library Section/Young Adult Committee

I entered this session just a little late, but the audience was already sitting on the edge of their seats. There were listening to Sheila Anderson, Young Adult Librarian at Cumberland County Public Library, as she demonstrated tips for book talking with middle school and high school students.

Sarah Hudson from the Public Library of Charlotte and Mecklenburg County and Gwendolyn Davis, Durham County Public Library, each took a turn involving the audience in the session. Just as the program promised, they demonstrated their techniques that have mesmerized crowds in the toughest rooms on the circuit: middle and high school classrooms.

Some of the tips: find the ringleader and get him/her into some interaction; avoid early mornings; booktalk on busses; end with a bang. Suggestions for booktalkers included involvement with readers' theaters, reading aloud with members of the audience, and using the audio books to learn dialogs.

—Diane Kester



Grey Currin, Markey Duckworth, and Ron Jones were only three of the many storytellers who delighted a huge conference breakfast crowd on Friday morning.

Photo by John Welch.

Passport for Windows

*Resources and Technical Services Section:
Cataloging Interest Group Table Talk*

It may have been the final hour of this year's NCLA conference, but no one observing the large group waiting to hear Margaretta Yarborough share information and tips about the OCLC "Passport for Windows" interface would have ever guessed that fact. Interest in the topic was even warmer than the room. Yarborough navigated the deep and often treacherous waters of Passport for Windows to give helpful tips about systems recommendations, how to get online help, what she called "bells and whistles" of the interface (such as automatic logins), and the star attraction macros: how to write, record, and copy them.

The group was eager to learn more about how macros could simplify and streamline cataloging procedures. Members of the audience then shared accounts of their own successes and failures using Passport for Windows. As of January 1, 1998, Yarborough warned, Passport for DOS would no longer be supported by OCLC, so any libraries that have not yet switched to Passport for Windows software should be planning now for that transition. The date of the next release of Passport for Windows is uncertain, though it might come in late 1998. She cited a number of useful articles and home pages which offer both basic help with Passport for Windows and specific help with the creation of macros.

—Page Life

The North Carolina Children's Book Award

Sponsored by the Children's Services Section and the North Carolina Association of School Librarians, the North Carolina Children's Book Award is given each year in two categories: Picture Book and Junior Book. Books are nominated annually for these awards and must have been published within the last three years to be eligible. Children across North Carolina have the books read to them or read them themselves and then vote in March for their favorite. An activity booklet to use with teaching and/or reading these books is sent each fall to every public library and school system in the state. The fifteen nominations for Picture Book and the ten nominees for Junior Book were all presented and book talked at the conference by Jackie Pierson and Vicki Stanfield, media coordinators in Winston-Salem/Forsyth County, who also suggested activities to use with each title.

—Diane Kessler and Mel Burton

Virtually North Carolina

NC Association of School Librarians

John Brim from Information Technology Evaluation Services of the NC Department of Public Instruction demonstrated two new electronic resources, "Carolina Clips" and "Virtual Visits." Designed for use by teachers and school media specialists, these resources use maps, text, and digital photographs to provide North Carolina information that is especially useful for fourth and eighth grade history class projects or papers. Copyright clearance has been obtained for all information and photographs on both sites, and both are available over the Internet. "Carolina Clips" URL is <http://www.itpi.dpi.state.nc.us/caroclips>; "Virtual Visits" URL is <http://www.itpi.dpi.state.nc.us/vvisits>. They can be downloaded to run on local servers or laptop computers and are compatible with Hyperstudio for classroom presentations.

"Carolina Clips" focuses on the state's lighthouses, waterfalls, and the major state government buildings in central Raleigh. Some of the photos, such as those of the original State Librarian's office in the old State Capitol Building or the interior of the Governor's Mansion, are the only ways to see places that no longer exist or that are not open to the general public.

"Virtual Visits" focuses exclusively on the state government buildings and museums in central Raleigh and contains more detailed information and photographs than "Carolina Clips". "Virtual Visits" has sections designed to aid teachers who are planning trips to Raleigh by providing detailed planning information and contact points. This resource also incorporates a special feature called QuickTime virtual reality. QuickTime allows a 360-degree panorama view of an individual site so that a student can get an idea of the total surroundings in an area.

— John Welch

The ultimate network: the Friday morning conference breakfast was a highlight for all attendees.

Photo by John Welch.

The Web in Technical Services Operations

Resources and Technical Services Section
Technology and Trends Round Table

Eleanor Cook and Alan Keeley led a very informal, lively discussion session of sharing useful information about current and potential uses of the World Wide Web in technical services operations. Cook introduced the AcqWeb site developed at Vanderbilt University and the ACQNET listserv developed at Appalachian State University, which she described as "the electronic gathering places for librarians and others interested in acquisitions and collection development." She gave AcqWeb high marks as a model technical services site, from which it is possible to find links to practically anything a technical services librarian might wish.

Alan Keeley gave practical tips on construction of local library Web pages. He encouraged technical services departments to develop internal Web sites building from a basic page as items are developed. Other topics discussed were ordering via the Web, using search engines, cataloging information, the relationship between the Web and the publishing industry, and tips for construction of Web sites.

To subscribe to ACQNET: listserv@listserv.appstate.edu

Visit AcqWeb: <http://www.library.vanderbilt.edu/law/acqs/acqs.html>

— Page Life

A North Carolina Storytelling Festival

All Conference Breakfast

After the installation of officers and adoption of changes to the NCLA bylaws and constitution at the final general session at Friday's all-conference breakfast, it was time for a storytelling festival. Ron Jones, Youth Services Consultant for the State Library and for many years the coordinator of the Wake County Storytelling Festival, kicked off with a Mother Goose medley on guitar. Susan Adams told "Rendercella," a tongue-twisting tale full of Spoonerisms. Pat Stepney followed with "The Cow Tail Switch," an African folktale, and Grey Currin and Markey Duckworth (aka the Grey Duck Tellers) spun a tall tale of cowboys and "The Great Turtle Herd." Terry Rollins told Paul Green's story about "Izzy Izzard and the Crows." Ron Jones came back to tell "Uncle Jake's Pet Rattlesnake," and exhorted the audience, "Don't content yourself with being a plain ordinary person—learn to tell stories" as Grey and Markey took us out with "You Can Get Anything You Want at Your Local Public Library," apologies to Arlo Guthrie. (Step right in, get yourself a card, check out a book—it's not too hard. You can get anything you want at your local public libraree!)

— Dorothy Hodder

