

## 2001 Biennial Conference

# LIBRARIES@future.now

October 2 – 5, 2001 • M.C. Benton, Jr. Convention Center & Adam's Mark Hotel • Winston-Salem, NC

### FIRST GENERAL SESSION SPEAKER: SCOTT CARPENTER

WEDNESDAY, OCTOBER 3

He was a Navy test pilot; one of the original Mercury Seven astronauts; then a Navy aquanaut who spent 30 days living and working on the ocean floor in the SEALAB II program. He has written two novels; now he serves on the board of NetLibrary. He is Scott Carpenter, an American hero, who addressed the First General Session of the 2001 NCLA Biennial Conference.

This man of varied experiences spoke on several topics. He pointed out that work on the Mercury project brought about new knowledge and allowed us to expand our vision as we looked on the earth from outer space. For him, the real meaning of Mercury flights was the triumph of the human spirit and intellect that made them possible.

While working in the NASA space program and the SEALAB program, Carpenter concluded that these programs were successful because of the excellent men and women who worked on them. "High risk brings out the best in people," he said. He stressed the importance of "people with excellence." These people have a robust thirst for knowledge and curiosity; they're loyal, team players; they set goals and pursue accomplishments; they have respect for others and a sense of humor. And last, but most important, he claimed, is "stick-to-it-ness," the ability to press on despite adversities.

Carpenter told of the warm relationships that have developed between the Russian cosmonauts and U.S. astronauts. He told several interesting stories of what happens when these two groups have their annual meeting.

People frequently ask him: "What does it feel like to go so fast?" "Nothing," he said, "speed is relative and depends on visual cues; there's no sensation of speed without the cues."

— Michael Van Fossen



Frannie Ashburn accepts the NCLA Distinguished Service Award in memory of Elaine Christian at the First General Session on Wednesday morning.



Above: Kevin Cherry applauds William S. Powell, recipient of the NCLA Distinguished Service Award at the First General Session on Wednesday morning.

Right: President Al Jones presents the NCLA Distinguished Service Award to Sue Ann Cody at the First General Session on Wednesday morning.



## The Web Came True: Now What Do WE DO?

### DOCUMENTS SECTION

Grace York, Coordinator of the Documents Center at the University of Michigan, gave a lively presentation on the challenges and uncertainties of documents librarianship in the 21st century.

"Beware of what you ask for," Grace said. In the early 1990s, documents librarians were asking: "When will the government use the Internet?" Now the question is "How do we preserve the Internet?"

The challenges facing documents librarians in the twenty-first century include coping with the enormous amount of government information distributed online, users who access the Internet for research off campus, merging of Documents Departments with other library public service units, and the disappearance of "library" courses from library and information science programs.

Government documents librarians will take on new roles in the new century. The Librarian as Publisher downloads information to local computer hard drives, produces CD-ROMs with specialized information, and prints copies of "Internet only" documents and binds them. In the Lobbyist/Collaborator role, the librarian gives direct input to agencies, communicates through e-mail listservs, serves on agency advisory groups, and speaks at conferences. The Subject Specialist deals with more in-depth reference questions and must become aware of resources in varying formats: print, microform, CD-ROM, DVD, and Internet. As an Author and Webmaster, the librarian teaches more sophisticated classes, writes more in-depth research guides and produces Web sites linking to government information.

—Michael Van Fossen



*Peggy Quinn presents the NCLA Life Membership and Distinguished Service Award to Bill Roberts at the First General Session on Wednesday morning.*

## State Library of NC's Kid's Portal

### CHILDREN'S SERVICES SECTION

Jim Rosinia, Youth Services Consultant State Library of North Carolina, informed participants about the new portal for children, and what it can do, and how it can be customized. The portal is available to any North Carolina library.

The portal is very "kid friendly" with colorful graphics and age-appropriate topics. It can be customized with a library's own images and can be used as a library's home page. There are three default links with the capability of changing to five local links. The links were selected by a team of librarians across the site and include 240 sites. Sites are reviewed at the State Library, and submissions for new sites is ongoing. A kick-off for the portal is set for November 1, 2001. Library registration for the portal was discussed.

Special features include "Grade It!" that allows users to rate the site, and trading cards that profile eight kids descriptions including their favorite books and Web sites. There are also monthly specials with featured sites. Google Safe Search is an option that can be added.

—Joan Sherif



*Incoming Executive Board (2001-2003): first row: Jim Carmichael, Laura Weigand, Diane Kester, Al Jones, Jean Rick, Peggy Quinn; second row: Ross Holt, Lib Laney, Teresa McManus, Sue Williams, Sherwin Rice, Evelyn Council; third row: John Via, Patrick Valentine, Terry Brandsma, Beverly Gass, Robert James, and Phil Barton.*



## How to Start a Friends Group

NCLA PUBLIC LIBRARY SECTION AND  
FRIENDS OF NORTH CAROLINA  
PUBLIC LIBRARIES

Successful and seasoned leaders of Friends of the Library groups from around the state shared their keys to victory in the world of fundraising, support winning, programming, and facility building in this interesting panel discussion. Barbara Walser (Friends of the Greensboro Public Library), Barbara Gore (Friends of Randolph County Public Library), and Elizabeth Skinner (Branch Manager of Walkertown Public Library, Forsyth County Public Library) set forth a compelling set of accomplishments which motivated attendees of this session to get involved with Friends groups. Barbara Walser told attendees that Vision is the Key; also vital is building a group of dedicated people who know what they want. "People want to support the public library; you just have to figure out how to involve them." Barbara Gore encouraged Friends groups saying, "You are a business, and you need to be business-like." Elizabeth Skinner reminded us that Friends groups can galvanize public support, and give librarians some "wiggle room" in their budgets.

— John Zika

## Survivor 3: Cataloging Electronic Resources

PUBLIC LIBRARY SECTION AND TECHNICAL  
SERVICES

SOLINET representative William Caine gave a broad overview of the AACR2 2001 amendments to Chapter 9, Computer Files, and the effect they will have on cataloging electronic resources. With helpful handouts, Caine led the capacity crowd through the changes affecting three major areas: local resources, remote resources, and e-Books. He outlined the changes to each area, answering questions as they arose. Caine's hour-long presentation included citations to several helpful cataloging resources, both in print and online. An additional handout by Bin Lin, Cataloging Coordinator, Georgia Office of Public Library Services, provided more specific details for the cataloging of DVDs.

— Jan Mayo

## School of the Arts Tour

PUBLIC LIBRARY SECTION

"Get on the Bus" was the invitation accepted by more than 50 NCLA conferees, while another 40 showed up on their own. All delighted in the transformative powers of the facilities, pointed out by the student docents — streets that appear to be highly urbanized, featuring the skyline of Winston-Salem in the background, become dead-end alleys with the slightest twist of the camera; a blue-painted loading dock becomes a lake or an ocean with the addition of water and a boat; grassy areas may serve as meadows or city parks. Inside, the high-tech laboratory, the stages, and the Foley sound effects demonstrations provided further insight on the filmmaker's art, and the theater seats gave weary viewers a restful place to watch the student films.

Fatigue disappeared with the first of the four short films — films so engrossing that no one wanted to take advantage of the intermissions. Storytelling, Butter Fisher told us, is the heart of movie-making and those films were exceptionally good stories — what could be more appropriate for an audience of librarians?! Why do they call it *show business*? It's about making money, as well as providing entertainment, and good business means getting value for effort expended. If the verbal comments and written evaluations are any indication, the School of the Arts is in for a very good year — it will be at the top of every librarian's "must see" list. A runaway hit!

The Public Library Section, in conjunction with the Audiovisual Committee, sponsored the North Carolina School of the Arts Tour on Wednesday, Oct. 3.

— Marie Spencer



Conference planners share the euphoria of success. Left to right: Ross Holt, Gerald Holmes, Vanessa Ramseur, and George Taylor.

## "She Said He Said" with Linda Belans

LIBRARY ADMINISTRATION AND MANAGEMENT SECTION

Belans, creator and original host of Public Radio's "The State of Things" and a coach who specializes in public speaking, media training, and effective communication, spoke to a large audience on the differences in communication styles of males and females. Most women are process oriented, talking problems to solutions, while most men are task oriented, taking to action to solve problems. These differences are manifested in both verbal and non-verbal communication, and are often misinterpreted by the opposite sex. Individuals should be aware of these differences so that they can correctly interpret communications from their colleagues. Women are generally cooperative, interactive, inclusive, consensual, and multi-taskers who use indirect language (what do you think?), don't look others directly in the eye, smile no matter what they are feeling, use submissive body language, and sit in ways that shrink their space (crossed legs). Men are generally competitive, independent, autonomous, hierarchical, and single-focused people who use direct language (I recommend), gaze directly at others, only smile when they feel like it, speak longer and interrupt more, and sit in a spread out way, claiming space. Belans noted that the trend of women coming into the workplace and adapting to the male-dominant paradigm (black business suit, serious, same office decor as men to indicate power) is slowly changing; some female top executives now smile more, wear more casual clothes, and have more "feminine" offices. Belans recommended *EVEolution: The Eight Truths of Marketing to Women* by Faith Popcorn (Hyperion, 2000) as a book everyone should read.

— Suzanne Wise

## Preserving Library Collections

NORTH CAROLINA PRESERVATION CONSORTIUM, ROUND TABLE ON SPECIAL COLLECTIONS, AND THE RESOURCES AND TECHNICAL SERVICES SECTION

Dr. Abby Smith, Director of Programs for the Council on Library and Information Resources (CLIR), talked about the value of library collections as artifacts for education and research, and their importance in preserving access to our cultural heritage. It is impossible to predict what topics will be researched in the future. Libraries can't collect "just in case" anymore, but need to cooperate to preserve a broad range of materials. CLIR convened a task force of scholars, administrators, librarians, and an archivist to discuss this issue related to print, audiovisual, and digital formats. Most of the scholars had not previously considered the need to replace older materials; librarians need to educate their users about the problems of conservation. The scholars, especially those in the hard sciences, generally came to support preserving fewer copies of more titles through library cooperative ventures. Shelf browsing is necessary in the early stages of research, but most of the time the convenience and timeliness of remote electronic access is preferable to coming to the library. The fact that every use compromises the condition of audiovisual materials made the group aware of the need to find and preserve as many of them as possible. CLIR makes available grants to preserve "orphan films," those that are unpublished and uncataloged. The report, *The Evidence at Hand: The Report of the Task Force on the Artifact in Library Collections*, is available on the CLIR Web site at <http://www.clir.org/activities/details/artifact-docs.html>.

— Suzanne Wise

## Luncheon Featuring Margaret Maron

NCLA PUBLIC LIBRARY SECTION AND FRIENDS OF NORTH CAROLINA PUBLIC LIBRARIES

About 200 conference attendees shared an enjoyable lunch with Johnston County native Margaret Maron, who provided an after-meal repast of literary delights. The prolific mystery author's presentation featured a short but striking reading from a section of *Southern Discomfort*, and the spinning of a mood that invited the listeners to share in the author's feelings and labors that make up her writing craft. Ms. Maron described in considerable detail how she frequented a courtroom for insights and information about local justice, and raised the eyebrows and the curiosity of the attorneys, bailiff, and judge as to the reason for her presence there. This was a return performance at NCLA for Margaret Maron, but North Carolina librarians look forward to many more times with this notable and endearing writer.

— John Zika



New President Ross Holt and newly elected Vice President Pauletta Bracy (left) enjoy a conversation with Vanessa Ramseur and author David Levering-Lewis.

## Taking the Librarian's Aggravation Out of Aggregator Databases

(Table Talk)

RESOURCES & TECHNICAL SERVICES SECTION

This table talk featured Mark Stoffan, Assistant Technical Services Librarian, UNC-Asheville <mstoffan@unca.edu>, and Jill Ellern, Systems Librarian at Western Carolina University. Thirty-five participants listened with interest to Mark's summary of the pros and cons of strategies for maintaining bibliographic control of aggregator databases: a single catalog record, separate catalog records, or a separate title list extracted from the catalog. Mark then explained the modified single record approach adopted by the WNCLN (Western North Carolina Library Network), a consortium of Western Carolina University, UNC-Asheville, and Appalachian State University.

Before July 2001, WNCLN's access to aggregators was limited to title lists on Web pages and required patrons to look in three places. Inspired by the system used at UT-Knoxville, they now have access (brief records) via the catalog, providing immediate access to all aggregator titles they access through NC Live. Their vendor, SerialsSolutions <<http://www.serialssolutions.com>>, provides records (which are not yet in MARC format) with title, ISSN, brief holding data, and URL links for every serial title from each aggregator.

WNCLN has developed a customized, batch-automated program to create brief MARC records, providing ISSN, title, locally created GMD ("electronic version" instead of "computer file"), 856 link, code field for database containing full-text, locally supplied note for user guidance, brief summary holdings data, access restrictions in 856 note, and locally created key title (222 tag) derived from the 245 tag. A program is written to create one record for versions of a title. WNCLN added 8,286 new periodical title records and has contracted with SerialsSolutions for bimonthly updates. There is no subject access at this time. In conclusion, Mark stated that WNCLN now has "convenient, one-stop access to full-text aggregator titles without burdening staff."

— Page Life



## Children Are Our Future: Combining Fun with Languages at Storytime

REMCo

Jon Sundell and Carla Morales Clayton of Forsyth County Public Library presented a workshop that described their work with Hispanic children. They led several songs, stories, and fingerplays in Spanish and English, and distributed lists of recommended books and music resources.

Attracting an Hispanic audience to the library takes a great deal of time and repeated invitations, because reading and libraries are not generally part of their culture, and because competition for their energy and time is high. Bilingual story hours get the best attendance when they are scheduled in the evenings and promoted as an activity for the whole family. Serving food and giving away books are highly recommended. Asking people from the Hispanic community to help read or lead games or music can also be very helpful.

Jon Sundell may be reached at <J\_Sundell@forsyth.lib.nc.us> or 336-748-3088.

— Dorothy Hodder

## Funding for the Future

REMCO/STATE LIBRARY OF NORTH CAROLINA

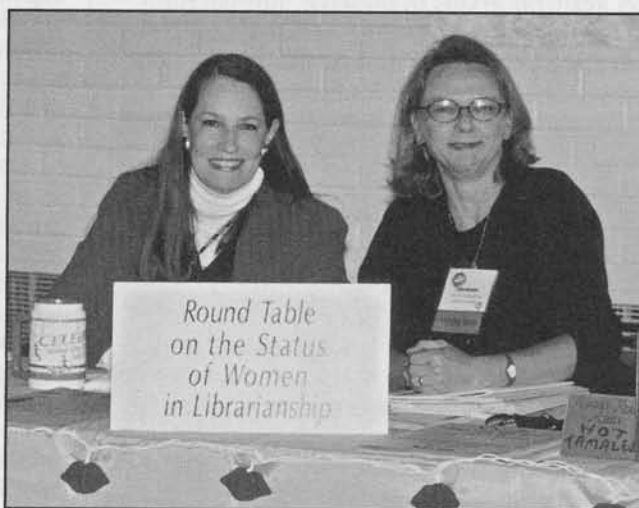
REMCo and the State Library of North Carolina organized a panel discussion on providing services to Hispanic and Latino populations. Jeanne Crisp from the State Library said applications for LSTA grants for Hispanic services projects in public libraries should be submitted in February for projects starting in July 2002. Attending a series of workshops will not be required, as it was last year. Grants may range from \$5,000 to \$50,000, and must include outreach activities, not simply collection development. In future years any type of library will be eligible to apply for funding for outreach activities to any underserved group.

Nancy Blood described a community meeting hosted by the Durham County Library, where members of the Hispanic community asked for Spanish and bilingual books for adults and children; library publicity targeted to Hispanics; audiovisual materials for language learning; English and computer classes; library catalog in Spanish; newspapers in Spanish; a Spanish computer; Spanish-speaking staff; bilingual story times; easier library card registration; library promotional brochures and signage in Spanish; Hispanic volunteers; and activities for

children. The library has been working toward these goals for several years, and has been awarded an LSTA grant to better publicize library services to the Hispanic Community this year.

Jon Sundell is Hispanic Services Librarian at the Forsyth County Public Library. He advised submitting a draft application for LSTA funds to the State Library well before deadline, so that questions or problems can be resolved in the final application. He described his job as very labor intensive; he has recently gotten some support staff through Americorps.

— Dorothy Hodder



Mary McAfee and Laura Weigand want to know how many hot tamales you can find in this picture?



The socializing around the exhibits provided comic relief for conference goers.

## New Resources for Middle and High School Students

DEPARTMENT OF PUBLIC INSTRUCTION

The North Carolina Department of Public Instruction reviews print, audiovisual, and electronic resources for use by teachers and students at all levels. In this highly informative session, Angela Leeper, evaluator of print materials for DPI, and Dan Sparlin, NC Wise Owl Webmaster, presented this year's "the best of the best" to conference-goers. Books highlighted were on hand for perusal after the presentation; video clips provided the audience with the flavor of those recommendations. Demonstrations of the chosen Web sites also served as an introduction for public librarians serving youth to the wealth of information available on NC Wise Owl. The complete list of recommended materials is available at <<http://www.ncwiseowl.org/handouts/ncasl/ncasl.htm>>.

— Angela Boone

## Security Issues Within Libraries

NORTH CAROLINA LIBRARY PARAPROFESSIONAL ASSOCIATION

In a lively, entertaining, and extremely useful presentation, William Graham, the Director of Security for the Public Library of Charlotte and Mecklenburg County, described types of behavior problems and security issues that librarians may encounter. He began by outlining the essential elements of a successful security program:

- Written rules for library use that include enforcement provisions and that are understandable and supported by the library administration.
- Consistent and even-handed enforcement based on patrons' behavior, not by their appearance.
- Documentation of ALL incidents (and possibly even all *potential* incidents). This is the basis upon which you can have someone barred from the library and it serves as backup if any incident should go to court. Documentation will help in getting the administration to make changes to rules or facilities; it also provides data to evaluate practices, policies, and procedures (following clear guidelines about sharing the information among staff). One central person should handle this paperwork.
- Staff security orientations with regular reviews and documentation of both. Everyone is responsible for security. Make it an integral part of everyone's job. Staff can use realistic role-playing to become more comfortable in dealing with tense situations. Problem behaviors that might be acted out include patrons sleeping at tables, complaints about poor service, bathing in the library's bathroom, insults, and curses.
- Access control. Control the issuing of keys. Re-key the building every 10 years, more often if you have high staff turnover. Control access to areas not in use and staff areas.
- Periodic review of all security procedures.

Regarding enforcement, Graham suggested that staff have a positive attitude, think in advance about their approach to the problem behavior, and evaluate their actions once the problem is resolved. He noted that most people will comply with a request to stop rule-breaking behavior. He urged those enforcing the rules to be calm, speak softly, be objective and firm, and use caution when dealing with people they don't know. If someone appears to be under the influence of drugs or alcohol, call the police immediately; the library is an inappropriate place for all such persons, no matter the circumstances. Further, he advised enforcers to turn a deaf ear to insulting language and to be prepared to be accused of some kind of prejudice. Finally, one should not argue about a behavior problem; the best way to say "no" to a patron is directly and without apology, by telling the patron what is required ("We need you to move your car from the no-parking zone"), explaining the situation ("This area must be kept free for deliveries"), and presenting the alternative ("You will be towed"). A call to 911 or a security officer may be required when dealing with belligerent or out-of-control patrons.

Graham also offered some general safety tips for library staff:

- If you are alone, stay alert and aware, keeping involved duties to a minimum
- Let people know you know they are there
- Don't handle money at the front desk or talk about it
- Check the bathrooms before closing
- Follow your intuition
- Develop a good relationship with the local police
- Never let unauthorized people into the building before or after closing
- Never leave a pocketbook or keys where patrons can see them
- Lock money drawers when they are not in use
- Be careful with your deposits
- Do a regular security survey of the building, scanning levels of lighting inside and outside, looking for dark corners

— Joline R. Ezzell

## 2001: An AV Odyssey

NCLA PUBLIC LIBRARY SECTION AND THE  
AUDIOVISUAL COMMITTEE

Libraries@future.now face hard decisions about dealing with special collections and emerging formats. Just as audiobooks on CD and films on DVD are becoming a part of public library and community college collections, MP3 is being touted by some publishers as the newest media format. What's a poor (in today's fiscal climate, that is not a rhetorical adjective) librarian to do? Baker and Taylor's Senior Institutional Marketing Manager, Christopher Kouzes, provided a panel of AV librarians and interested others with a glimpse of the future. Fortunately, it appears that both CD and DVD are here to stay for the foreseeable future, while MP3 and its fellow digital formats are some time away from being commercially viable. Since it is the portability and durability of the existing formats that make them so attractive to libraries and will sustain them as newer technologies emerge, Audiovisual Committee members discussed techniques for acquiring, processing, and protecting these items. Developing collections hinges on what individual communities are ready to accept, while funding for multiple formats may be a major factor in the decision-making process. Lists of vendors, publishers, and useful Web sites, along with a display of processing materials accompanied the discussion, which diverse audience members commended as being "just what I needed to know."

— Marie Spencer



New Officers for 2001-2003: (left to right) Martha Davis, Secretary; Diane Kester, Treasurer; Teresa McManus, Director; Vanessa Ramseur, Director; Ross Holt, President; Pauletta Bracy, Vice President, President-Elect.



## Queen Victoria and the Victorian Novel

COMMUNITY AND JUNIOR COLLEGE SECTION

Carol Freeman, chair of the Community and Junior College Section, introduced Elliot Engel as the section's luncheon meeting speaker. Dr. Engel said Queen Victoria herself was not particularly literary. He called her ascent to the throne in 1837 unlikely, as she was the only legitimate grandchild among the 44 produced by George III's 15 dissolute children.

Over 40,000 novels were published during the Victorian period. Dr. Engel attributes this blossoming to young Charles Dickens's idea of serializing his first novel, releasing three chapters per month over a span of two years. His idea made money because he ended each segment with a cliffhanger (he called the device "procrastinated suspense"), thus inventing the soap opera, and many authors copied the idea.

A Victorian lady was required to faint if she heard the name of any body part located below the neck, a great inconvenience when serving chicken at the dinner table. Dr. Engel says their prudishness was a reaction against Charles Darwin, who noted that humans and apes display similar physical instincts for sex and eating. The Victorians deified women, denied their sexual urges, and served elaborate 42-course dinners to prove their superiority over the apes. Their most brilliant novelists, therefore, developed their skill at writing the sexual passion of their characters between the lines, most notably in *Wuthering Heights* and *Tess of the D'Urbervilles*.

Elliot Engel's many literary lectures may be ordered on audiocassette or compact disc at 800392-4434 or <[www.authorsink.com](http://www.authorsink.com)>.

— Dorothy Hodder

## Electronic Journals: What Are You Really Getting?

RESOURCES & TECHNICAL SERVICES SECTION

RTSS Vice-Chair Dr. Margaret Foote introduced the keynote speaker, Dr. Carol Tenopir, professor at the UT-Knoxville School of Information Science, prolific writer, and author of the *Library Journal* column "Online Databases." Dr. Tenopir offered help for librarians who want to make wise electronic serial purchases and frequently ask: "Is the title I need available electronically? What is included in the e-version? Can I cancel the print?"

Good direction can be found in two useful sources:

*Directory of Scholarly Electronic Journals and Academic Discussion Lists*, ed. D. W. Mogge and P. Budka (Washington, D.C.: Office of Scholarly Communication, ARL, 2000-) (for electronic journals either "born digital" or having a chiefly "digital presence.")

*Fulltext Sources Online*, ed. D. T. Hawkins and M. B. Glose (Medford, N. J.: Information Today; semi-annual) (for electronic journals "born print" with digital versions).



Above: Outgoing President Al Jones receives a pottery vase from Seagrope.

Below: Incoming President Ross Holt presents the LAMS lamb to a lucky winner.



Dr. Tenopir characterized the differences between the major scholarly electronic publishers and the major electronic journal aggregators — which themselves may be subdivided into general, specialized, news and business, and free (or partially free) categories — especially with reference to "stability" of content. She stressed that we must keep in mind that, in addition to the familiar "journal" model (title, editor, publisher, issue numbers, item held by the institution), there is now the "article" model (use of search engines, search by topic, articles "removed" from their contexts). She discussed electronic journals on a scale of 1 to 5 with the following characteristics: 1) paper byproduct; text only; document delivery; linked to indexing; full text searching; 2) text and graphics of full articles; image; document delivery; linked to indexing; print still dominant; 3) electronic journals; print still dominant; most of journal is online (e.g. ads, letters); may be less than print; 4) electronic journals; offer substantially more than print; print still available; multimedia; interactivity; may be limited; and 5) fully electronic; no print; multimedia; interactive; direct from publisher.

In weighing their electronic options, librarians must consider many factors, including coverage, pricing policy, licensing restrictions, present and predicted stability (will it be there tomorrow? if not, will it matter?), and — not least — user preferences. She feels that, as a group, undergraduates want full text with graphics and may resist librarians' best efforts to steer toward appropriate print indexes. We are in a "transition" period that may last for many years; and we can expect that electronic/print "redundancy" will continue in core collections for some time. In future, however, we should emphasize counting "access" ("I have access to X number of titles ...") rather than counting physical items in a collection.

See Dr. Tenopir's extensive bibliography at <<http://web.utk.edu/~tenopir/tenopir.html>> mailto: <[ctenopir@utk.edu](mailto:ctenopir@utk.edu)>.

— Page Life

## Second General Session Ogilvie Lecture

Thursday, October 4, 2001

Oralia Garza de Cortes, immediate past president of REFORMA (National Association to Promote Library and Information Services to Latinos and the Spanish-Speaking), in giving this year's Ogilvie Lecture on professional issues in librarianship, said the public library's mandate is to serve all the public, not just those who can read, not just those who enter the library, and not just those who are citizens. She quoted a Yiddish saying about an overwhelming task: "You are not bound to finish your work; nor are you free to give it up."

Mrs. Garza de Cortes became interested in the public library when she realized how few books about her culture were available for her young daughter at their local branch. She began a quest to change the face of libraries, to make them more friendly and responsive to newcomers, to see that more and better and more culturally sensitive books were made available in Spanish. She began by doing outreach for a branch library in San Antonio, but with the encouragement of the librarian was soon enrolled in library school. She has gone on to be an advocate for library services to the Spanish-speaking through REFORMA and ALA.

Leaders operate out of passion, political skill, risk-taking, and a sense of democracy, Mrs. Garza de Cortes said. She encouraged librarians to involve members of their communities in decision-making in order to grow a civil society, saying that a civil society has been defined as one where individuals do not humiliate one another; a decent society as one where institutions do not humiliate individuals. She mentioned literacy, English as a second language, citizenship, driving, and employment as areas where new Spanish-speaking immigrants are likely to need help from their public libraries. These needs have not always been met well in other areas of the country, she said, but North Carolina libraries have the opportunity to learn from those experiences as they prepare to serve the state's growing Hispanic population. She urged her listeners not to ignore the human need to know.

Theresa Colletta of AMY Regional Library was awarded the SIRS Intellectual Freedom Award at the program.

—Dorothy Hodder

## Breaking Issues in Library Instruction

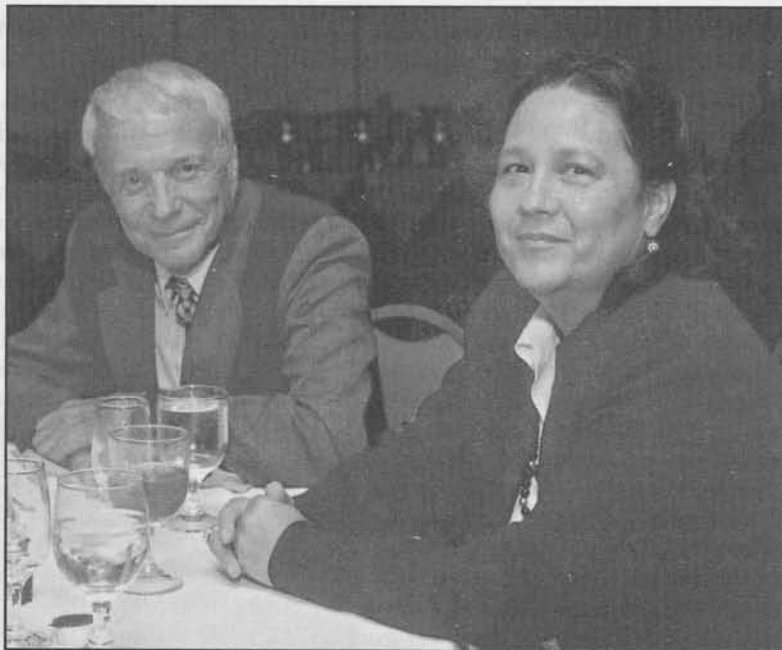
COLLEGE AND UNIVERSITY SECTION

As part of a panel of librarians from the section, Josh Boyer, Distance Education Librarian at North Carolina State University, launched this program by highlighting some of the differences between traditional and distance students. Boyer noted that distance learners most often never meet together, making traditional classroom-based library instruction impossible. Web-based instruction becomes a necessity. Distance learners generally barely have time to take classes, much less to take instruction or come to the library. Distance learners are often in their late 20s or early 30s, and often graduate students.

Other panelists and audience members quickly entered the discussion. Several noted the importance of letting faculty know what services the library can provide, through orientation sessions for new faculty or "staffing" days, when staff of academic departments are taught how to use the library. Others suggested targeting specific classes and first-year seminars. Many agreed on the importance of doing a good job the first time and relying on word of mouth to publicize the library instruction program. All agreed that much social effort is required at the beginning, with librarians going to where the faculty are.

Several remaining questions emerged from the discussion. What is the library's role in trying to create a community for distance education people? How do we measure the quality of distance education and particularly the library component? How does it measure up to an on-campus class?

—Joline R. Ezzell



General Session speakers, Scott Carpenter and Oralia Garza de Cortes, enjoy meeting each other at the President's Dinner on Tuesday

## Reading, Writing, and Rhythm: Carole Boston Weatherford

NEW MEMBERS ROUND TABLE

A full house, which very shortly became "our house," greeted Carole Boston Weatherford's post-luncheon readings on Thursday. Within minutes, audience members were engaged in the rhythm and rollick of her poetry, listening, clapping and calling out, appreciating the opportunity to be interactive. From *Juneteenth Jamboree* and *Remember the Bridge to Sink or Swim*, the story of Outer Banks lifesaving crews, Ms. Weatherford verbally sketched vignettes of a people's history, as well as a picture of how each of her books developed. With *Sidewalk Chalk* and *The Sound That Jazz Makes*, the play of poetry took center stage. But it may have been her reading of *Princeville: the 500-Year Flood* that had the strongest emotional impact — Hurricane Floyd remains poignantly clear in everyone's memory. The audience's appreciation for Ms. Weatherford's warmth and ability to engage her listeners will no doubt be reflected in a significant number of invitations to speak at libraries all over the state.

—Marie Spencer



## Mary Calhoun Breakfast

CHILDREN'S SERVICES SECTION

The speaker, Mary Calhoun, author of the *Katie John* juvenile fiction books and the *Henry* (*High Wire Henry*, *Henry the Sailor Cat*, *Hot Air Henry*, and more) picture books series, centered her talk on the voice of the storyteller in literature. She explained to attendees how the voice of Katie John had evolved from her own remembered young voice and that of her girlhood best friend. Mrs. Calhoun also touched on the lively character and adventures of Henry and announced that the next Henry book, *Henry the Christmas Cat*, would be coming in fall 2003. (Note: the Children's Services Section annual breakfast opened with a brief business meeting transferring the president's gavel from Ann Burlingame to Mel Burton.)

— Angela Boone

## TLC = Trustees Learning and Communicating

NC PUBLIC LIBRARY TRUSTEES ASSOCIATION

Presenter Gwen White provided useful, humorous tips on communicating the library message to the community. She discussed various ways people communicate and stressed the importance of motivation, attitude, and determination in communication with the community. The many changes in libraries, especially dealing with technology, have frightened some people, and it is the role of the library to win the trust of the public. It is important for the library to remain a place where people are comfortable and to offer them information through programs and exhibits. As libraries change, they must reach out to the community and change thinking to meet community needs. Trustees are in key positions to convey the message of the library to the community and to help the community feel ownership in the library.

Other ways to create better communication include developing a message for the public, giving the message at every opportunity, and creating programs to showcase the library. She also discussed ways to promote the library with newspapers, speakers, direct mail, and promotional items.

— Joan Sherif

## The Schizophrenic World of Internet Policies

PUBLIC LIBRARY SECTION

At the Public Library Section's panel, Bob Cox <rcocx@nhcgov.com>, Head of Reference at New Hanover County Public Library, estimated that 80% of his problems with patrons, including surfing for pornography and fighting over turns in line, come from the Internet. He mentioned a number of software programs that help with some of the problems associated with public terminals, including Menu Builder, Secure Solution, Pharos, and Cybrarian, saying, "Technology got me into this problem, and I'm hoping it will get me out."

Betty MacLean <bmaclean@wilson-co.com> from Wilson County's one-person branch in Black Creek reported a more positive experience with patrons, who have used her four terminals primarily to test their need for computers before buying. She described several situations where common sense and bending policies saved her from confrontations and resulted in positive public relations for the library. Tech support is at least 20 minutes away, and she and other branch librarians network so as not to bombard the Main Library with the same questions. Noting that the Internet revolution is said to be only five percent complete, she says she is determined to "suck it up and not have an attitude."

Tim Owens <towns@library.dcr.state.nc.us> from the State Library said that no action is expected this year on the proposed North Carolina Internet Filtering Law; ALA and the ACLU have filed suit against the federal Children's Internet Protection Act (CIPA). Nevertheless, in order to continue to qualify for E-Rate and LSTA funding, libraries must hold a hearing and have their policy and filters in place by July 1, 2002. Since CIPA is an unfunded mandate, balancing the cost of filters against the benefits of E-Rate and LSTA presents a management decision. E-Rate funds cannot be used to pay for filters. As Tim remarked, "It's a little confusing."

— Dorothy Hodder



Al Jones presents REMCo's Road Builder Award to Miriam Ricks, retired NCCU library school faculty member.

## Planning for the Future: Our Library and Diversity

ROUND TABLE FOR ETHNIC MINORITY CONCERNS

The Round Table for Ethnic Minority Concerns presented a panel discussion on library diversity committees. Amy VanScoy of North Carolina State University moderated the discussion presented by Tamika Barnes (NCSU), Robert Canida, II (University of North Carolina-Pembroke), and Rosalyn Raeford (Duke University).

The panelists compared the focus, support, specific activities, and challenges their committees have faced. The NCSU committee focuses on education and partnerships with other committees, organizing prejudice-reduction workshops, and participating in the annual Human Rights Week. At Duke, the committee is very process-oriented and has articulated a set of workplace behaviors to promote respect for diversity (available at: <<http://staff.lib.duke.edu/diversity/diverse.htm>>). At UNC-P, the committee is just beginning its work, which is focusing on developing a new multicultural center for the campus. All of the panelists emphasized that diversity is not just about race and culture; it is about differences and how we deal with them. The greatest success is achieved when diversity considerations are part of everyone's work and not an "add-on" effort.

— Sue Ann Cody

## Showcase of Family Literacy: North Carolina Best Practices

LITERACY COMMITTEE

Steve Sumerford introduced the Literacy Committee's program by saying that more literacy programs are offered at this conference than at any previous meeting of NCLA, thanks to Dr. Pauletta Bracy. First to speak on the panel was Nancy Gaj, President of Motherhead, Inc. Nancy read the picture book *Seven Blind Mice*, by Ed Young, making the point that family literacy programming takes many forms. She said all of these activities are particularly well-suited to public libraries, and that public libraries are literacy advocates every time they open their doors because of their comprehensive, family-centered services.

Literacy Coordinator Trish Bean described how Vance County's H. Leslie Perry Memorial Library has built a New Reader collection, a tutoring program, "Time for Tots" for kids and parents, and outreach to clients at the Health Department's prenatal and child health programs. Children's Librarian Loree Pennock described Cumberland County Public Library and Information Center's Smart Start-funded "Read to Me" outreach to Fayetteville area daycare centers. CCPL also offers Motherhead; a "New Horizons" book club for adult new readers; a new project called "Pairs," which will team second graders from three elementary schools with reading coaches from three high schools; and regular storytimes. Public Services Librarian Dorothy Hodder reported on two national grant projects that New Hanover County Public Library launched in Wilmington this year. "Mother Goose Asks 'Why?'" was developed by the Vermont Center for the Book to train parents or caregivers to use picture books to teach simple science concepts to young children. "Prime Time Family Reading Time," developed by the Louisiana Endowment for the Humanities, offers a series of storytelling and discussion programs for families in public libraries.

— Dorothy Hodder

## Book Thieves and Building Renovations: Protecting Our Special Collections

SPECIAL COLLECTIONS ROUND TABLE

Lindy McCurdy, Director of Research Services in the Rare Book, Manuscript, and Special Collections Library at Duke University, talked about Duke's experiences with book thieves. She noted that most thieves are bland, anonymous-looking people who do not attract attention, so written policies and procedures must be in place and followed scrupulously to foil them. With Internet auctions abounding and television shows like *Appraise It!* making more people aware of the value of items, there are likely to be more attempts to steal library materials. Thieves say that video surveillance is a major deterrent. McCurdy provided the audience with copies of Duke's Security Checklist, Instructions to Staff on Dealing with a Thief, and Ethics Policy.

Robin Brabham, the Associate University Librarian for Special Collections and Public Programs at the University of North Carolina–Charlotte, shared his experiences during the two years UNCC's special collections were moved several times during building renovations. Collections are particularly at risk because building crews work after closing hours, prop doors open, eat and drink in sensitive areas, etc. Construction crew and other individuals who are not special collections staff members should be required to sign in and out when entering the area to discourage theft. He recommended that the Library have a good relationship with the institution's facilities manager and closely supervise the physical move so that workers don't take items (UNCC did lose some medals). Doing the moving yourself is preferable to using a professional moving company for this reason. It is important to have a disaster prevention and recovery plan in place before construction begins.

— Suzanne Wise

## Family Literacy in the Library: It Just Makes Sense

LITERACY COMMITTEE, CHILDREN'S SERVICES  
SECTION, AND PUBLIC LIBRARY SECTION

Dr. Carole Talan, Library Literacy Programs Coordinator at the California State Library, spoke at the Literacy Committee's luncheon. She cited research showing that reading at home is key to loving reading, and said that far too many parents view literacy as the responsibility of the schools.

Family literacy programs attempt to break the cycle of illiteracy or aliteracy (and problems linked to low literacy such as unemployment, underemployment, poverty, crime, prejudice, poor health, and lack of well-being) by teaching reading skills and sharing information about the importance of reading. Dr. Talan described family literacy programs in prisons, saying they work "because the adults care about their children, even in cases where they no longer care about themselves."

For family literacy to succeed, the whole community needs to work together to reinforce the value of reading. A variety of agencies may work on the key goals, which are to (1) address the literacy needs of adults, (2) address the emerging literacy skills of children, (3) provide intergenerational programs, and (4) present basic parenting information.

Adult literacy programs in California assumed at first that students would bring their children with them into public libraries. When asked why this did not happen, students answered that they were afraid the kids might be bored or misbehave in the library, or that they themselves might be called on to do something beyond their skill. Realizing that programs were needed to introduce the love of reading to the whole family, the state has allotted funds for this purpose. Dr. Talan said she can think of no better host for such programs than public libraries, reminding her audience that illiteracy is the greatest form of censorship, and of the public library's long and proud history in literacy work and service to children. The program concluded with a short film about a literacy student, *Enrique's Story*. It was nominated for an Academy Award, and is available for sale from the California State Library Foundation, 916-447-6331.

— Dorothy Hodder



The noble Scotsman Dave Fergusson  
dons his Balmoral for the REMCo  
luncheon on Friday.



## Programs @ Your Place

NC PUBLIC LIBRARY TRUSTEES ASSOCIATION

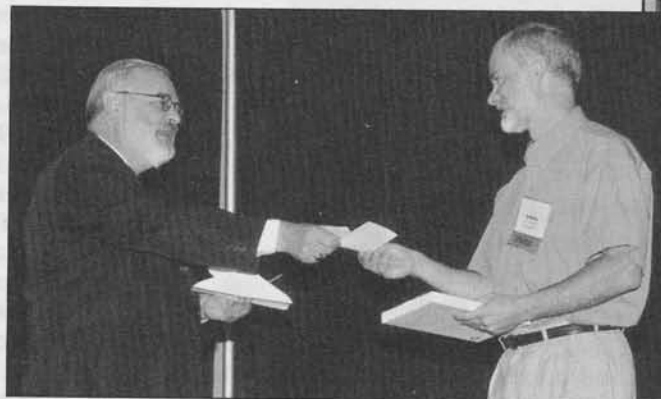
The North Carolina Public Library Trustees Association invited Dr. Jim Clark, Director of the Humanities Extension/Publications Program at NCSU, and Frannie Ashburn, Director of the North Carolina Center for the Book, to talk about funding programs in libraries. Dr. Clark announced the good news that NCSU wants to be involved in humanities and social sciences programs throughout the state, including author visits, and "We have money!"

Frannie Ashburn's job is to coordinate these programs from her office at the State Library of North Carolina. Some of them, like "Let's Talk About It," "Voices and Visions," and "From Rosie to Roosevelt," are ready to go, with materials and manuals ready to loan. "Live @ Your Library" is an ALA-funded program to place national authors in residencies in local communities. There will be a major focus on North Carolina poets starting next April with a new program series called "North Carolina Reads North Carolina."

Both NCSU and the Center for the Book are eager to help with locally-developed programs as well, including forums on national and international issues of current interest. Dr. Hank Kennedy of Wake Forest University, an expert on Pakistan, presented a sample program. Speaking only two days before the United States began making air strikes against Afghanistan, Dr. Kennedy advised against engaging in military action because the situation lacked clearly defined goals and targets, a process for deciding when the mission has succeeded, and a way to end the action and withdraw. He argued that the mission will be costly no matter how it is carried out and runs the risk of destabilizing Pakistan and escalating throughout the region. Dr. Kennedy recommended *Afghanistan's Endless War*, by Larry Goodson, for further reading.

Contact <jim\_clark@ncsu.edu>, 919-515-4351, and <fashburn@library.dcr.state.nc.us>, 919-733 2570.

— Dorothy Hodder



Above: Molly Rawls of the Forsyth County Public Library receives the Doralyn J. Hickey RTSS Best Article Award from Al Jones.

left: Al Jones presents the RTSS Significant Contributions Award to Tim Bucknall of UNC-G.

## Tape vs. Disk: How to Find the Balance

RESOURCES & TECHNICAL SERVICES SECTION

This table talk (sponsored by the RTSS Acquisitions Interest Group) featured Sherrie Antonowicz and Kathy Shropshire of the Greensboro Public Library before an audience of twenty-three librarians eager to share their experiences with audiobooks on tape and disk. They discussed budgets and budget priorities; whether and under what circumstances they replace lost or damaged tapes; the pros and cons of purchasing audio books on tape or disk (or both — *Harry Potter*, according to one participant, is a "must" candidate for both); problems with children's collections (for example, the problem of keeping a book and tape together, often referred to as the problem of "missing parts"); issues such as labels and abridged vs. unabridged texts (most patrons want non-fiction in *abridged* form, but, to no one's surprise, prefer the most popular category of audiobooks, fiction, in *unabridged* form); and — of immediate concern to a number of participants — how to accommodate a growing Hispanic population and best meet its needs for adult beginner English language tapes.

While purchases of audiobooks on CD are becoming more common, tape is still king, primarily because of its lower cost and the fact that many library patrons do not own CD players. Antonowicz and Shropshire encouraged the audience to visit the Web site of the APA (Audio Publishers Association) <<http://www.audiopub.org>>. It is a "great place to find trends," including the APA's "2001 Audiobooks Biennial Market Survey."

Several participants expressed satisfaction with the Landmark Audiobook approval service. Landmark's website is <<http://www.landmarkaudio.com>>.

— Page Life

## TDD and Beyond

PUBLIC LIBRARY SECTION

One of the most select groups at NCLA, the audience who came to hear Lorene Roberson and Mike Loyzysky discuss technological resources for the deaf and hard of hearing were warmly receptive and appreciative of the advice presented, despite difficulties identifying the meeting room. "TDD and Beyond" was a highly interactive program, with Mike demonstrating how much sign language the audience already knew and Lorene providing a hands-on exhibit of monitors, alarms and other assistive devices. Sensitivity to the psychological needs of this clientele was also covered. Suggestions ranged from simple solutions like maintaining eye contact, speaking slowly or writing down complex transactions, to the more elaborate, like flashing blue lights during emergency procedures and provide signers at library programs. The outstanding information packets and slide show generated positive evaluations, as did the good news that this kind of demonstration and training is free for the asking just by contacting the Division of Services for the Deaf and Hard of Hearing in Raleigh.

— Marie Spencer

## What is a Library When You Don't Have to Go There?

COLLEGE AND UNIVERSITY SECTION

Deanna Marcum, President of the Center for Library and Information Research (CLIR), was the speaker for this well-attended program. She highlighted the continuing growth in distance education with the following statistics. In 1995 33% of American institutions of higher education offered some type of distance education; in 1999 that figure had risen to 85%. In addition to traditional higher education institutions, new virtual universities have appeared, such as the University of Phoenix.

Marcum described the results of a survey of ARL libraries recently undertaken by Denise Troll, distinguished fellow at CLIR. The study revealed that students' use of print resources is declining while their use of video and other media is increasing. Students appear to be looking for "good enough" information on the Web. The following services show declining statistics: circulation of reserve items, reference questions, library instruction sessions, the gate count, and photocopying. Interlibrary loan use is rising, often quite dramatically, as is use of electronic resources (especially older scholarly journals) and printing from computers.

The Troll study addressed only on-campus students. The challenges are even greater when students no longer look for library services in a physical place. When the main door to the library is the Internet, that main door needs to be well-built, with the support of library technology staff and university administrators. Of import also is the content of the collections libraries make available in digital form. Licensing arrangements with vendors must include distance learners.

Marcum feels that scanning projects in most libraries are not designed to benefit the majority of students. They digitize special collections, rather than the basic books, reference materials, and journal articles that undergraduates need. She suggested that libraries work together to create a "digital commons" of basic materials, instead of competing to digitize what most distinguishes them. Finally, Marcum urged librarians to get into the space where the users are and demonstrate that we can do better than Google.

In the question and answer session following, audience members discussed the challenge of reaching adjunct faculty, who number 60% of the faculty in some institutions, and who spend little time on campus. Some audience members wondered if we have lost the war to Questia, while others asked whether — all personal aspects, such as loss of jobs, aside — Questia is acceptable.

— Joline R. Ezzell



Theresa Colletta receives the SIRS Intellectual Freedom Award from Tim Lovelace, SIRS (left) and Jerry Thrasher (right) for her effective defense of intellectual freedom in resisting filters on Internet computers for the public in the Avery-Mitchell-Yancey Regional Public Library.

## Is Real-Time Virtual Reference Right for Us?

SOLINET

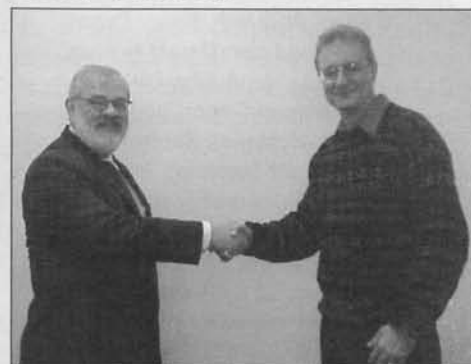
"The delivery of personalized reference resources to users outside the physical library..." — This definition (quoted from Marshall Breeding, "Providing Virtual Reference Service"; *Information Today*, Issue 4, April 2001) kicked off an eye-opening discussion of the latest developments in reaching outside the library walls with information services. Virtual Reference changes the long accepted paradigm of a stationary library and a remote patron, and makes the library patron stationary and the library remote. This change was described not as a paradigm shift, but rather as a paradigm "shove." Jean Crisp of the State Library of North Carolina briefly described a statewide effort involving 14 North Carolina librarians, who are working toward making a recommendation by Spring of 2002 regarding the implementation of Virtual Reference in North Carolina.

— John Zika



Above: Al Jones presents the RTSS Student Recognition Award to Shirley Outlaw, who works at the College of the Albemarle and attends Central Carolina Community College.

Below: Al Jones congratulates Willie Nelms on receiving North Carolina Libraries' Ray Moore Award for his article, "One Public Library's Response to the Storm of the Century" (Fall 2000).





## Catcher in the Rye? What Else Should I Buy: Collecting and Promoting Materials for Teens

CHILDREN'S SERVICES SECTION/

YA ROUND TABLE

Presented by Shelia B. Anderson, Library Director of the Dover Public Library, Dover, Delaware; member of the YALSA Board of Directors; and a YALSA Serving the Underserved trainer, delivered a fast-paced and thought-provoking look at collection development and marketing for young adults. Anderson stressed the importance of demographics in serving teens; she gave the audience a host of factors to consider ranging from where teens are hanging out to what percentage have library cards. In addition, she explained, library professionals need an understanding of the typical stages of adolescence, which she broke down into early (ages 11-14), middle (ages 15-16), and late adolescence (ages 17-18). Anderson urged that each of these stages have their own definite developmental characteristics and needs that translate directly into practice. She urged professionals to think outside the box for selection tools, going beyond standard review media to Amazon.com, bookstore visits, and teen feedback. In addition, she advocated selecting non-traditional materials, genres, and formats including picture books, comics, and computer game software. Anderson concluded her presentation with a number of ideas for promoting collections. Shelia Anderson welcomes inquiries and can be reached at <sanderso@kentnet.dtcc.edu>.

— Angela Boone

## The Digital Collection: Pushing the Boundaries of Research

RESOURCES & TECHNICAL SERVICES SECTION

Paul Gilster is a perennially popular speaker. His thoughtful, provocative remarks leave his listeners with fresh perspectives on the topic at hand, an awareness and understanding of new trends, and a sense that the clouds of the technological crystal ball are not as murky as they seem. This RTSS program was no exception. Gilster, who proudly calls himself a "humanist," was trained as a mediaevalist and has been both a pilot and wine shop owner, though he is best known as author of numerous books on the Internet and writer of the Raleigh News and Observer "Computer Focus" column <gilster@mindspring.com>.

He explored ways in which the Internet has extended scholarly research and communication and challenged the definition of "collection." Collections no longer reside in a single place or on a single medium and are now surrounded by a "halo" of connected resources that enhance their value. Technology has likewise dramatically altered the publishing industry, but most conspicuously, it has blurred the distinction between "content" (traditionally the bailiwick of libraries) and "communication." The Internet has "changed the rules" by making it possible to store communication otherwise lost and by encouraging one-to-one and one-to-selected group interactions.

The challenge to the library community, he says, is manifest. Excellent references may now be found on the homepages of scholars; moreover, much research is being conducted outside of conventional venues, outside of what we term "collections." In adapting to the Internet, we will make a key mistake, Gilster believes, if we apply the "publisher/editor" filter to our perceptions of electronic communication or if we look at Web sites as simply the online version of a print version. The distinction between content and communication is increasingly irrelevant. The problem of storing/archiving this burgeoning knowledge and information (for example, scientific proceedings conducted via digital methods; scholarly newsgroups) is critical, and we must develop tools to archive such sources as part of our future collections.

Librarians cannot wait for tools to be developed. Technology is changing without regard for conventional collection management, and many of us are too occupied with the World Wide Web as a source and could be more effective in directing researchers to information outside this "well-trodden path." To enhance collections, we must move outside of tightly edited content and look to scholarly mailing groups (find how to use them one at a time); download list descriptions and locate their archives, if they exist; and master the art of filtering out "spam" by using available software tools. Gilster believes the future of the Internet is file sharing — the exchange of data one-to-one ("a legitimized napster"). It will be an environment in which today's search engines cannot operate and will require adapting our collections to a "content-rich, not content-driven Internet." Librarians, he claims, "must track net developments with same fervor that hapless news columnists do," for we are all on *terra incognita* now.

— Page Life

Outgoing Executive Board, 1999 – 2001 (front row): George Taylor, Carol Freeman, Diane Kester, Al Jones, Ross Holt, Peggy Quinn; second row: Gerald Holmes, John Zika, Lib Laney, Laura Weigand, Bao-Chu Chang, Teresa McManus, Bobby Wynn, Patrick Valentine, John Via; Third row: Susan Smith, Dave Fergusson, Jerry Thrasher, Kevin Cherry, Phil Barton, and Robert Canida.





Author David Levering-Lewis presents the address at the Third General Session.

## Third General Session: David Levering-Lewis

FRIDAY, OCTOBER 5, 2001

How many people do you know who'd get up for an eight o'clock meeting on the last day of a conference? That there were more than 300 of us gathered to break fast, participate in the induction of next biennium's officers and, by the way, hear the two-time Pulitzer Prize-winning biographer of W.E.B. DuBois David Levering-Lewis speak should provide a strong argument for the value of breakfast meetings. From the start, one could see that this was a much-anticipated event — conversation never lagged and laughter (!!) could be heard echoing from the corners, until the day's business got underway. It was an emotional morning — warm affection was exhibited for the outgoing officers, and deep appreciation was expressed by those elected for the upcoming biennium. A strong statement of unity and an avowed commitment to bridging differences within the organization lent a serious tone to President-Elect Ross Holt's address, echoed in Dr. Pauletta Bracey's introduction of the keynote speaker. Dr. Levering-Lewis, with an aside on the problems of air travel, post-September 11, spoke for more than an hour on the pleasures and perils of academic research. One longed to meet the French librarian, *d'une certain age*, who wielded tremendous power over his early research, and the others whose efforts he praised. His description of seeking out a colonial-era document locked in a library vault was worthy of a Graham Greene novel. In the end, he said, while technology is important and vital and wonderful, it is still the human factor that makes librarianship of greatest value to researchers.

— Marie Spencer

## Aggregators from the Cataloging Perspective

RESOURCES & TECHNICAL SERVICES SECTION

This table talk (sponsored by the RTSS Cataloging Interest Group and organized by Frieda Rosenberg, Head of Serials Cataloging, UNC-CH) featured Celine Noel, Science and Electronic Resources Cataloger at UNC-CH <cnoel@email.unc.edu>, who, before leading discussion, offered a substantive overview of the serious cataloging issues posed by electronic resources and aggregator databases. Catalogers no longer see the journal; and there is no longer a "chief source of information." Given these facts, catalogers have often resorted to the print record, adding a link to the aggregator. In some ways this was an economical solution: no new record was required, only the addition of a contents note and URL (Universal Resource Locator); users were content to find a single catalog record (and no long hitlist!).

Yet, she concluded, the single record technique may be a problematic short-term solution, and her audience of thirty-five chuckled when she posed the question: "Will this be the next generation's retrospective conversion project?" Another problem — an unpleasant bibliographic afterthought — what if vendors decide to discontinue the print version? With the advent of electronic resources, she continued, we see serial problems creep into monographic cataloging. Many monographic series, which users and vendors may think of as serials, now bear the "one record" approach (she cited the example of OCLC record #45958355), in which 530 and 856 link fields are added. Such records, often created by OCLC Techpro, may be going through copy cataloging units, their links unchecked, and patrons may find they cannot get to the link. A shared catalog is based on the assumption that we all want the same kind of records. The addition of such links in the master shared record may, for many libraries, create a partially invalid record. Celine closed her discussion by noting changes in AACR2 chapter 9 ("Computer Files") to be implemented by the Library of Congress on December 1.

Celine's remarks prompted an animated discussion among the thirty-five present, who were eager to hear how other libraries were coping with the challenges of attempting to exert "bibliographic control" over electronic resources; the problem of single vs. multiple records and/or Web lists; and the uses being made of the 830, 856, and other MARC fields by different institutions. Intense interest focused on UNC-G's "Journal Finder" project, developed by Tim Bucknall (Electronic Resources Librarian at UNC-G and recipient of this year's RTSS "Most Significant Contribution" award), as explained by Mary Jane Conger, Head of Cataloging at UNC-G. Check out "Journal Finder" at <<http://library.uncg.edu/journalfinder>>.

— Page Life

## North Carolina ECHO

ROUND TABLE ON SPECIAL COLLECTIONS

NC PUBLIC LIBRARY TRUSTEES ASSOCIATION

Kevin Cherry, Consultant for Special Collections at the State Library of North Carolina and Project Manager of North Carolina ECHO, *Exploring Cultural Heritage Online*, presented an overview of North Carolina ECHO, the statewide collaborative digitization initiative. Beginning with a brief survey of the treasures held by North Carolina's libraries, museums, and archives, Mr. Cherry discussed the desire of the state's cultural caretakers to provide greater access to their holdings and their decision to use digital technologies to provide that access. He gave a brief "walk-through" of ECHO's Web portal <[www.ncecho.org](http://www.ncecho.org)>, discussed the process by which a set of standards for digitization and preservation of digital creations was adopted, and briefly presented information about the two-tiered continuing education program, which is designed to support the creation of this digital access. He also described the ECHO survey, thought to be the most comprehensive survey of a state's cultural repositories ever attempted. North Carolina ECHO has identified more than 750 cultural collecting agencies (library special collections, museums, and archives) in the state, ranging from the Museum of the Cherokee in Murphy to Roanoke Island Festival Park in Manteo.

— Kevin Cherry



## Clueless in the Library: Young Adults and You

YOUNG ADULT COMMITTEE/PUBLIC LIBRARY SECTION

Serving teens is attracting increased attention in library journals and on library listservs; everyone is interested but not everyone is sure how, why, or where to begin. Speaker Pat Mueller, Youth Services Consultant at State Library of Virginia and trainer for the Young Adult Library Services Association (YALSA) of ALA, focused on ways that library staff can interact positively with teens — to the extent, even, of making a permanent difference in their lives. Mueller opened by challenging her audience with a question: why serve teens? The audience responded that teens are potential future readers, future taxpayers, future leaders, part of our service population, in the library constantly, and are impressionable/vulnerable with legitimate needs. Next, speaker and audience explored some of the stereotypes that hamper communication between adults and teens. From the teen perspective, adults are “mean,” “boring,” “stuffy,” “out-of-date,” and “don’t understand”; from the adult perspective, teens may be perceived as “noisy,” “rude,” “anarchist,” “lazy,” and “tech savvy.” To break apart these stereotypes, Mueller offered various statistics relating to topics such as teen pregnancy and teen suicide. The focus then shifted to a list of 40 “developmental assets” provided to attendees. These assets, said Mueller, offer a springboard for practice and programming. In addition, she enumerated seven developmental needs of young adults and how the library could respond to them. Included were the need for creative expression (writing workshops, poetry coffeehouses) and positive social interaction (volunteer opportunities). Several handouts from the ALA Web site, the Serving the Underserved workshops, and other sources, provided participants with a great starting point for designing their own service initiatives following the conference.

— Angela Boone



A parade of hats added fun and finery to the REMCo luncheon.



Sylvia Sprinkle-Hamlin models her finery at the REMCo Luncheon on Friday.

## REMCo Luncheon

The authors of *Crowns: Portraits of Black Women in Church Hats*, spoke at the Round Table for Ethnic Minority Concerns luncheon. Michael Cunningham, a commercial photographer living in Winston-Salem, showed slides of some of his 50 portraits of women from North Carolina's Triangle region. He traced his interest in women's hats to his evangelist mother, who never loaned a hat because she wouldn't want it back if the borrower looked better in it than she did.

Craig Marberry, a journalist living in Greensboro, interviewed the subjects of *Crowns* and recorded their stories for the book. A grandson of a former Presiding Bishop of the Church of God in Christ (COGIC), he said the Apostle Paul invented the church hat by ordering women to cover their heads when they pray. He also noted the African tradition that the head is the seat of wisdom and deserves special adornment. Hats are about faith, sisterhood, fashion, human stories, status, and remembering to wink at life, he said. Styles differ along denominational rather than regional lines, Baptist hats tending to be more conservative than COGIC hats. He described the “Hit Ya Hat” — one with lots of stuff that jumps out at you; hat rules — don't touch the hat, and don't hug too close; and COGIC hat sizes — large, larger, and “Why'd you have to sit in front of me?”

During the luncheon Denise Hartsfield narrated a parade of casual, social, and church hats modeled by several women featured in *Crowns*, as well as by librarians, including Sylvia Sprinkle-Hamlin. The program concluded with a vocal selection by Casaundra McCloud Durant.

— Dorothy Hodder



*Iwana Guess Ridgill brought humor to the fore throughout her "Take This Job and Love It" session.*

## Take This Job and Love It!!

ROUND TABLE ON THE STATUS OF WOMEN IN LIBRARIANSHIP

Iwana Guess Ridgill told the Round Table on the Status of Women in Librarianship to "Take This Job and Love It!!" — or at least try to think of it with less antagonism. Dr. Ridgill, a training consultant from Columbia, SC, said many employees predict bad days at work for themselves by indulging in "Monday moanin'," and that, once caught in the cycle of negative self-talk, they quickly lose sight of their customers and mission.

Warning signs of stress overload include inefficiency (including forgetfulness and making piles instead of files), fatigue, sleep problems, verbalizing dissatisfaction, and physical illness. The audience took a brief, self-scored Burnout Quiz to determine whether they were generating: no fire, sparks, smoke, flame, or full-scale burnout on the job. Dr. Ridgill discussed the stress of working with different types of coworker personalities, including Expressives, Drivers, Joe Fridays, Mr. Spocks, Amiables, and Analyticals. She encouraged her listeners to define success for themselves, stating that a high I.Q., formal education,

successful family background, money, and luck are not prerequisites. Her principal prescriptions for coping with stress are to ditch the Superwoman costume, practice saying "No" to more demands on one's energy, cultivate a sense of humor, and let go of anger.

— Dorothy Hodder

## Conference Closing Event featuring NC Poet Laureate Fred Chappell

NCLA AND NC CENTER FOR THE BOOK

The first all-conference closing dessert reception celebrating North Carolina literature featured, appropriately enough, the state's Poet Laureate, Fred Chappell, a professor in the creative writing program at the University of North Carolina at Greensboro and one of the country's noted poets. The event also served to kick off the tenth anniversary celebration of the North Carolina Center for the Book, which promotes humanities programming in the state's libraries. Frannie Ashburn, Director of the Center, briefly discussed opportunities for humanities programming available to libraries and announced that as a part of its tenth anniversary, the Center for the Book would be sponsoring "North Carolina Reads North Carolina," a reading and discussion program featuring North Carolina poets and poetry. She noted her colleagues in the field from the North Carolina Writers' Network and the North Carolina Humanities Council who were present, discussed how partnerships with them and other organizations in the state can benefit library programming, and introduced Mr. Chappell.

Mr. Chappell began by alluding to the change in the world brought about by the September 11, 2001, terrorist attacks, and then read his response to the attack and this change, a poem titled, "The Attending." The suspension of any movement of, or any words from his audience following this poem's close spoke eloquently its perfect pitch, tone, and content. "I want a copy of that poem," was frequently heard as those who attended left the reception.

Mr. Chappell then read the poem that was commissioned for the closing event, "Midnight." "I thought of our culture and how it was under attack and how I wanted some way to protect its work, and somehow, I ended up with this," he said. "Midnight" features a library cat, making her nighttime rounds through the stacks. Mr. Chappell stayed to sign limited edition copies of the poem, which were made available only to those attending the event. The conference planning committee hopes to make the closing reception honoring North Carolina literature, complete with literary keepsake, a conference tradition.

Those attending the reception enjoyed a variety of cobblers and cakes, as well as the sweet taste of North Carolina literature.

— Kevin Cherry



*Fred Chappell reads his commemorative poem at the final event of the Conference on Friday afternoon.*



**Editor's Note:** North Carolina Libraries is grateful to Mr. Chappell for allowing us to publish his speech, delivered at the dessert reception that concluded the 2001 NCLA Biennial Conference.

## Conference Closing Event Dessert with North Carolina's Poet Laureate, Fred Chappell

Day before yesterday, October 3rd, Governor Mike Easley, at a ceremony over in Raleigh, proclaimed October "Arts and Humanities Month," following some sort of act of Congress that few people have heard about. Actually, Governor Easley did not make the proclamation. He had to be in some committee room, battling with legislators over finances, and so a group of smart students from Enloe High School took turns reading the proclamation. Perhaps you will be pleased to know that the document, boiled down to essentials, said that the arts and humanities were good things to have around.

I was asked to write a poem for that occasion and set to work on the task immediately. My poem was designed to celebrate the endurance of those particular parts of our American culture and to look forward to their future. Then, on September 11th, everything changed — and my little poem changed too, without my willing for it to do so.

### *The Attending*

— Fred Chappell

Let us, in this time of bitterest lament,  
Go awhile apart and meditate  
And reverently attend the ancestral choir  
Of prophets, sages, founders of the state,  
Who lend us strength and solace when the world is rent  
And everywhere besieged with fire.

Let us linger, as we may, within the grove  
And hear those voices in the heat of day  
Speak like gentle winds stirring the silence  
Softly in their never-ceasing play  
Of loving variations on the theme of love  
And weary descant against violence.

For we are nothing without the ones who came before,  
They who with palette, loom, and graceful pen  
And sculpted stone, with treatise and debate  
Built up our world and built it up again  
When it was brought to rubble by incendiary war  
And the towering, sword-blade flames of hate.

And let us join with them in spirit by going to  
Their words and deeds that make our history  
A matter of some pride, if we will know  
The best of it, foregoing vanity  
And boast and doing calmly what we ought to do,  
As they did then, a world ago.

The events of that doomful day made me realize once again how precious our cultural heritage is and has been to us, and so the poem began to take a backward, rather than a forward, look. It was called "The Attending."

Now this is not the poem that Frannie Ashburn asked me to plague you with today. We'll come to that one in a moment.

But events conspired to cause me to try to measure once again the profundity of my personal gratitude to certain of our cultural institutions — and the library is one of the chief objects of my gratitude.

I came from a small town with a correspondingly small library — yet it was very dear to us, with its thousand volumes or fewer. That was in its earliest stage that I remember and it seemed just the right size for a boy of eleven years and the first instant I entered it, I vowed to read all the books it contained. But I never did.

When I went as a freshman to Duke University, the main library was overwhelming. But there was a smaller one on the women's campus and I thought about reading it straight through, starting with the authors under 'A.' But since it was on the women's campus, distractions distracted me.

Then, about forty years ago, when I first came to the University of North Carolina at Greensboro as an instructor, the same fancy came over me again. I would read the whole collection, starting on the top floor and working my way down. So far I have not accomplished that ambition and now I no longer hope to do so. On Monday the Walter Clinton Jackson Library celebrated the acquisition of its 1,000,000th volume, William Blake's *Illustrations for the Book of Job*. For this occasion, too, I was asked to compose a poem. If I were to read that

poem here today, you'd be getting three poems for the price of one. But, since for a lot of people three poems for the price of one is like getting three hernias for the price of one, I shall refrain.

A million volumes is a figure too steep for me. Too steep, I would think, even for Thomas Wolfe, who reports the same outlandish ambition as mine in his novel, *Look Homeward, Angel*. When I came across the paragraph that records Eugene Gant's fancy, I understood that it was not unique. I asked some of my scholarly and non-scholarly friends if they had ever entertained such a notion and some of them confessed to it. It is probably a common dream among us non-sensible types.

But it is not just an empty desire. It indicates, among other things, the pride we take in our history and in our cultural achievements. These, after all, are the outward and visible signs of the inward spirit of our society, our nation, and our American character. And in what we take so much pride, we must take pains to protect.

The cataclysm of September 11th brought home once again how dear our heritage is and in what it truly consists. If our enemies wanted to destroy us as Americans, they would not target trade centers or military strategic complexes. They would have to go to our ideas. But since ideas cannot be destroyed, they would have to be content with destroying the symbols for ideas. They might try to target libraries, since these hold the documents that are the outer husks of our ideas.

That would not succeed. Our enemies have burned libraries before and the more they put ideas to the torch the more often and the more brightly those ideas have shone out upon the world. Barbarians can destroy books; they cannot destroy the souls of books.

Even so, the thought of such destruction, the mere image of it, makes one heartsick. I began to think about the problem of library security. And, being as how I am me, unpresentable Fred, the poem that evolved is much less threatening and portentous than the considerations that led to it — less portentous certainly than this meandering introduction.

When I tried to picture the ideal nighttime security guard of a library, I knew immediately that only my friend Nora could fill the post. No one else could be so alert, punctilious, attentive, and — studious. Here she is at work:

## *Midnight*

— Fred Chappell

It's midnight in the main branch library,  
The time when Nora makes her faithful rounds,  
Noting the smells, investigating sounds  
That might mean threats to the security  
Of the stiff wisdom of laborious sages  
Who sputtered ink on all these frowsty pages.

She's silken black and melts into the blacks  
That lie in oblongs on the lobby floor  
From the streetlamp outside the windowed door  
And plunge to brooding darkness at the stacks,  
Wherein she enters now with stealthy tread  
Amid the dog-eared Read and crisp Unread.

Their voices surround her in the night:  
Suave whisper of love poet, stentorian  
Rumble of commentator and historian,  
Novelists who pander or affright,  
Those who write their own life stories down  
Or hand them over to some as-told-to clown.

These she never heeds; her duty is  
To listen for the nearly silent swish  
And skitter of mouse and moth and silverfish,  
The creeping of computer viruses,  
And other foes of books whose keenest joy  
Is finding some intelligence to destroy.

Her itinerary takes her down the stair  
Out of General Circulation into  
The narrow aisles where visitors are few,  
Past Maps and Special Collections (where  
The founder's letters slumber in a box),  
And the labyrinthine mazes of GovDocs.

At last her tour is finished and she finds  
In the dark farthest corner her secret nook  
Where she relaxes, sits to read a book  
And hold commerce with those congenial minds  
That every cat feels privileged to know:  
Sherlock, Dupin, Miss Marple and Poirot.