

north carolina libraries

ISSN 0029-2540

TABLE OF CONTENTS

THEME ARTICLES: REFERENCE SERVICE

- 201 Just What Is Reference Service? *Ilene Nelson*
- 202 *Vox Populi, Vox Dei*; or Measuring the "Goodness" of College Libraries: A Case Study, *Plummer Alston Jones, Jr.*
- 209 From Library Student to Library Professional: Smoothing the Transition for the New Librarian, *Nan McMurry*
- 214 Collection Development: Necessarily a Shared Enterprise, *Shelia S. Intner*
- 219 The Challenge of Automation and the Library Instruction Program: Content, Management, Budget, *Elizabeth Bramm Dunn*
- 223 Rip Van Winkle at the Reference Desk? *Anna Donnally*
- 228 Use of Technology in a Rural Public Library Setting to Provide Both Traditional and Nontraditional Reference Service, *Marcia Joyner Clontz*
- 231 Beyond Referral—Providing Business Reference Service in the Information Age, *Coyla Barry*
- 237 Hanging Together: Local Cooperation and Role Expectations Among Different Types of North Carolina Libraries, *Jeanie M. Welch and Lorraine W. Penninger*

FEATURES

- 198 From the President
- 245 North Carolina Books
- 252 NCLA Minutes
- 255 About the Authors

Cover: Elizabeth Bramm Dunn, "The Challenge of Automation and the Library Instruction Program: Content, Management, Budget," *North Carolina Libraries* 46 (Winter 1988): 219.

Advertisers: Ebsco, 217; Faxon, 208; H.W. Wilson, 200; Phiebig, 221; Quality, 239; SIRS, inside front cover; Southeastern Microfilm, 225.

RECEIVED
JAN 31 1989
LIBRARY - PERIODICALS
EAST CAROLINA UNIVERSITY