The Southeastern Librarian

R E A D

T H I N K

D R E A M

B O O K   W E E K
N O V E M B E R   1 6 - 2 2   1 9 9 2

BOOK WEEK COMING SOON.

(see page 36!)

Southeastern Library Association Officers and Staff 1990-1992

President: Dr. James E. Ward, University Library, Box 4146, David Lipscomb University, Nashville, TN 37204-3951

Vice-President/President-Elect: Gail Lazenby, Director, Cobb County Public Library, 266 Roswell Street, Marietta, GA 30060

Secretary: Linda H. Perkins, 9707 Holiday Drive, Louisville, KY 40272

Treasurer: Linda S. Gill, N101 Forest Oaks, 1002 E. Northfield Blvd., Murfreesboro, TN 37130

Past-President: George R. Stewart, Birmingham Public Library, 2100 Park Place, Birmingham, AL 35203

Editor, *The Southeastern Librarian:* Elizabeth Curry, SEFLIN, 100 South Andrews Ave., Fort Lauderdale, FL 33301

Executive-Secretary: Claudia Medori, SELA Headquarters, P.O. Box 987, Tucker, GA 30085-0987

STATE REPRESENTATIVES TO EXECUTIVE BOARD

Alabama: Harmon Straiton, Jr., Box 132, Auburn, AL 36831

Florida: Dorothy H. Hope, 1930 SW 19th Way, Gainesville, FL 32608

Georgia: Irma Harland, Director, Chatham-Effingham-Liberty Regional Library, 2002 Bull Street, Savannah, GA 31499

Kentucky: Patty B. Grider, Caverna High School, Highway 31 W. South Horse Cave, KY 42749

Louisiana: Sybil A. Boudreaux, 860 Hidalgo St., New Orleans, LA 70124

Mississippi: Martha Booth, Box 1006, Mississippi State, MS 39762

North Carolina: David G. Fergusson, Asst. Dir. for Headquarters Services, Forsyth County Public Library, 660 West Fifth Street, Winston-Salem, NC 27101

South Carolina: Neal Martin, 525 Park Drive, Hartsville, SC 29550

Tennessee: Linda Hay, Director, Shiloh Regional Library, Hamilton Hill Shopping Center, Jackson, TN 38301

Virginia: Dean Burgess, Portsmouth Public Library, 601 Court Street, Portsmouth, VA 23704

West Virginia: Karen Goff, West Virginia Library Commission Science and Cultural Center, Charleston, WV 25305

SECTIONS

Library Education Section:
Joy E. Terhune, Chair, University of Kentucky, College of Library and Information Science, Lexington, KY 40506

Public Library Section:
Jerry Thrasher, Chair, Cumberland County Public Library and Information Center, 300 Maiden Lane, Fayetteville, NC 28301

Reference and Adult Services Section:
Trudy S. Jaques, Chair, Assistant Director, 12348 E. Sheraton Avenue, Baton Rouge, LA 70815

Resources and Technical Services Section:
Judith Shelton, Chair, Head, Serials Unit, Catalog Dept., Pullen Library, Georgia State University, 100 Decatur Street, Atlanta, GA 30303-3081

School and Children's Librarians Section:
Beverly Youree, Chair, 3567 Castlewood Drive, Murfreesboro, TN 37129

Special Libraries Section:
Mary Evelyn Gibert, Chair, 906 Monroe Circle, NE, Atlanta, GA 30308

Trustees and Friends of the Library Section:
Mary Royston, Chair, 2006 St. Charles St., Houman, LA 70360

University and College Library Section:
Winston Walden, Chair, Box 5066, Tenn. Tech. Univ.-Library, Cookeville, TN 38505

ROUND TABLES

Government Documents Round Table:
Maureen Harris, Chair, Head, Public Documents, Clemson University Library, Clemson, SC 29634-3001

New Members Round Table:
Martha Goodson, Chair, DeKalb County Public Library, Audio Visual Branch, 4065-A Memorial Drive, Decatur, GA 30032

Library Instruction Round Table:
Glenn Ellen Starr, Chair, P.O. Box 9, Todde, NC 28684

Online Search Librarians Round Table:
Littleton, Maxwell, Chair, Business Information Center, E. Claiborne Robins School of Business, University of Richmond, Richmond, VA 23713

COMMITTEE CHAIRPERSONS

Awards Committee:
Ellen Hellard, Department for Library and Archives; P.O. Box 537; Frankfort, KY 40602

Outstanding Southeastern Author Award Committee:
Carolyn T. Wilson, Crisman Memorial Library; David Lipscomb University; Nashville, TN 37204-3051

Outstanding Library Program Award Committee:
Bradley Carrington, Box 22472; Lexington, KY 40522

Rothrock Award Committee:
Mary Glenn Hearne, Director, The Nashville Room; Public Library of Nashville/Davidson County; 8th and Union; Nashville, TN 37203

President's Award Committee: TBA

Budget Committee:
George R. Stewart, Birmingham Public Library; 2100 Park Place; Birmingham, AL 35203

Committee on Committees:
George R. Stewart, Birmingham Public Library; 2100 Park Place; Birmingham, AL 35203

Conference Local Arrangements Committee:
Philip E. Leinbach, Howard-Tilton Library; Tulane University; New Orleans, LA 70118

Conference Site Selection Committee:
Barry Baker, Assistant Director for Technical Services, Main Library; University of Georgia; Athens, GA 30602

Constitution and By-Laws Committee:
Bernadette Storck, 1311 Termino Street; Tampa, FL 33612

Continuing Education and Staff Development Committee:
Bill Whitesides, Virginia State Library, 11th Street at Capital Square; Richmond, VA 23219

Exhibits Committee:
Beverly Youree, 3567 Castlewood Drive; Murfreesboro, TN 37129

Handbook Committee:
Wanda J. Calhoun, 2905 Arrowhead Drive, #C-1; Augusta, GA 30909

Headquarters Liaison Committee:
Sue Bergmann, 4038 Briarglade Way; Doraville, GA 30340

Honorary Membership Committee:
Glenda S. Neely, Ekstrom Library, University of Louisville; Louisville, KY 40292

Intellectual Freedom Committee:
Judy K. Rule, Cabell County Public Library; 455 Ninth Street Plaza; Huntington, WV 25701

Interstate Cooperation Committee:
Carolyn Sue B. Farr, State Library of North Carolina; 109 E. Jones Street; Raleigh, NC 27601-2807

Legislative Committee:
Myra Jo Wilson, 1604 Bellavista Road; Cleveland, MS 38732

Library Development Committee:
Julia G. Boyd, 1435 E. 10th Street; Cookeville, TN 38501

Media Utilization Committee:
Gretchen Neill, Dean for Learning Resources, DeKalb College; 555 N. Indian Creek Drive; Clarkston, GA 30021

Membership Committee:
James P. Cooper, Director, West Georgia Regional Library; 710 Rome Street; Carrollton, GA 30117

Nominating Committee:
Frances Coleman, 2403 Maple Drive; Starkville, MS 39759

Public Relations Committee:
Sandra Neerman, Greensboro Public Library; P.O. Box 3178; Greensboro, NC 27402

Resolutions Committee:
Martha Merrill, 1305 Berkshire Drive; Jacksonville, AL 35265

Southern Books Competition Committee:
Marvin Y. Whiting, Birmingham Public Library, Dept. of Archives and Manuscripts; 2100 Park Place; Birmingham, AL 35203

Workshop (ad hoc) Committee:
Charles E. Beard, 105 Briarwood Drive; Carrollton, GA 30117

The Southeastern Librarian

CONTENTS

Guidelines for Submissions to *The Southeastern Librarian*

1. *The Southeastern Librarian* seeks to publish articles, announcements, and news of professional interest to librarians in the Southeast. Articles need not be of a scholarly nature, but they should address professional concerns of the library community. *SELn* particularly seeks articles which have a broad southeastern scope and/or address topics identified as timely or important by SELA sections, committees or round tables.

2. News releases, newsletters, clippings and journals from libraries, state associations, and groups throughout the region may be used as a source of information.

3. Manuscripts should be directed to Elizabeth Curry, *SELn* Editor, c/o SEFLIN, 100 South Andrews Ave., Fort Lauderdale, FL 33301.

4. Manuscripts should be submitted in duplicate on plain white paper measuring 8½″ x 11″. Manuscripts should be 8-10 pages double-spaced (text and references).

5. The name, position, and professional address of the author should appear in the bottom left-hand corner of a separate title page.

6. Authors should use the *author-date* system of documentation. The editors will refer to *The Chicago Manual of Style,* 13th edition. The basic form for the reference within the text is as follows:
    (Hempel 1990, 24)
   The basic forms for articles and books in the reference list are as follows:
   Hempel, Ruth. 1990. "Nice Librarians Do!" American Libraries 21 (January): 24-25.

   Senn, James A. 1984. Analysis and Design of Information Systems. New York: McGraw-Hill.

7. Photographs will be accepted for consideration but cannot be returned.

8. *The Southeastern Librarian* is not copyrighted. Copyright rests with the author. Upon receipt, a manuscript will be acknowledged by the editor. Following review of a manuscript a decision will be communicated to the writer. A definite publication date will only be given just prior to publication.

Issue	Deadline	Published
#1 Spring	February 15	May
#2 Summer	May 15	August
#3 Fall	August 15	November
#4 Winter	November 15	February

COVER PHOTO

Fred Marcellino has created a full-color 17″ x 22″ poster encouraging readers to READ . . . THINK . . . DREAM . . . during the 1992 Book Week celebration, November 16-22. For a full-color brochure that pictures the poster and all other Book Week materials, please send a self-addressed, stamped (1 oz., 1st class) #10 envelope with a request for "Materials Brochure" to: Children's Book Council, 568 Broadway, Suite 404, New York, NY 10012.

President's Message

All who attended would agree, I believe, that the joint Southeastern Library Association/Louisiana Library Association Conference was "a winning combination." Appreciation is extended to Anna Perrault and other members of the Louisiana Library Association for being such good hosts, and New Orleans certainly lived up to its reputation as a choice convention city. Officers of the sections, round tables, and other substructures of both associations planned many excellent programs, and the entire conference program was coordinated beautifully by Gail Lazenby and Wilba Swearingen. Attendance was excellent, particularly in view of the budget problems throughout the country. Preliminary figures reflect a record attendance for LLA conferences. Special mention should be made of the great job which Beverly Youree and Beth Bingham did in securing a record number of exhibits. Tulane University Library Director Phil Leinbach directed the conference and did a masterful job, along with his excellent conference committee. From the opening general meeting, with former U.S. Congresswoman Lindy Boggs as the keynote speaker, to the closing session, featuring ALA President Patricia Schuman at her best, the conference was filled with many exciting activities. One of the highlights was the All-Conference Reception, held at the fascinating Aquarium of the Americas—truly one of the unique attractions of New Orleans.

This issue contains three excellent papers on CD-ROM Literacy which were presented at the conference during a meeting planned by the SELA University and College Library Section, the Louisiana ACRL. The three juried papers on various aspects of CD-ROMs and information access were (1) "Anxiety Layering: The Effects of Library and Computer Anxiety on CD-ROM Use," by Anne Fliotsos; (2) "Opening Pandora's Box: U. S. Government Information on CD-Rom," by Susan M. Ryan; and (3) "CD-ROM and Expert Systems: Where the Twain Shall Meet," by Sarla R. Murgai. Also, the current issue summarizes a few of the many good sessions cosponsored at the conference by the SELA Interstate Cooperation Committee and the LLA Interlibrary Loan and Resource Sharing Interest Group.

Ordinarily, when the SELA conference is held in the fall, terms of our officers expire at the close of the conference. However, when the conference is held prior to September, the new terms begin on December 1. One of the major focuses during the remainder of the biennium will be an effort to determine ways by which more income might be generated for the Association. A special committee has been formed to give attention to this matter. Any ideas for the project should be sent to me. We feel that it is necessary to increase our financial strength if we are to move forward in a meaningful way. Also, attention will be given to results of the survey recently conducted by Julia Boyd and the Planning and Development Committee, which was made in an effort to determine concerns of the membership for SELA and to provide background information for the development of a strategic plan for the Association. Appreciation is expressed to those members who responded to the survey.

The last major activity planned for the biennium is the SELA Board/State Association Officers Meeting, scheduled for August 14-15, 1992, in Atlanta. In addition to the SELA Executive Board, this meeting includes presidents, presidents-elect, secretaries, treasurers, executive directors/ secretaries, and journal/newsletter editors of the various member states.

It is not too early to begin thinking about the next SELA conference, which is scheduled for October 25-29, 1994, in Charlotte, North Carolina. The 1996 conference is planned for October 22-27 and will be held jointly with the Kentucky Library Association in Lexington. At its meeting in New Orleans, the Executive Board voted to accept the invitation from the Alabama Library Association to hold the 2000 conference as a joint meeting in their state. A specific site has not yet been selected.

During the same meeting mentioned above, members of the Board were challenged to join in helping to make SELA an even stronger organization. The same challenge is issued to each member of the Association. Let's capitalize on the cooperative spirit which has been characteristic of SELA through the years as we strive to improve librarianship in the region so that our citizens may see that "Libraries and Readers" are truly "A Winning Combination" in the Southeast. Together we can make a difference.

Jim Ward

Opening Pandora's Box:
U.S. Government Information on CD-ROM

by Susan M. Ryan

Introduction

Technology has sparked a revolution in the distribution of government information on CD-ROM. Librarians need to be aware of the impact that this development may have on the access to government information. Vast new government information resources on CD-ROM are becoming available to the public. Unfortunately, vast library resources will be required to support and maintain these databases. The issues are new and complex and need to be explored not only by documents librarians, but by all librarians who use federal information.

The Depository Library Program is a cooperative effort between the federal government and selected libraries to ensure that U.S. Government publications are accessible to the public as mandated in Chapter 19 of Title 44 of the *United States Code*. Federal agencies are required to submit their publications to the Government Priniting Office (GPO), the agency that is responsible for processing and distributing government documents to despository libraries. The present despository system includes nearly 1,400 libraries located throughout the country.

Traditionally, depository libraries have received government publications in either paper or microfiche formats. During the past two years, however, depository libraries have begun to receive government information on CD-ROMs and floppy diskettes. In 1989, only one CD-ROM was distributed through the Depository Library Program; in the first three months of 1991 alone, 26 CD-ROMs were sent to depositories (Fugitive documents . . . 1991).

The Nature of Depository CD-ROMs

Most librarians are familiar with bibliographic CD-ROM databases. The vast majority of CD-ROM databases distributed to depository libraries, however, have been complex statistical data files. In order to access these databases, search and retrieval software must accompany the files. The Commerce Department has chosen to put most of its CD-ROMs in dBASE III format, a program that is powerful but not appropriate for inexperienced end users. Some CD-ROMs contain menu-driven software that is user-friendly, but does not allow data manipulation. Others do not have any search and retrieval

Susan M. Ryan is Government Documents Librarian, Stetson University, Deland, FL 32720.

software at all. Although the CD-ROMs themselves are free to depository libraries (and often reasonably priced for other libraries) the software needed to manipulate the data can be costly. And to use the technology to its fullest potential, commercial software is necessary.

Commercial vendors may eventually develop and provide software that will allow the databases to be more easily manipulated. It is doubtful, however, that the ease of use will ever approach that of the bibliographic or textual databases on CD-ROM. Elizabeth Stephenson (1990) has pointed out that search and retrieval software for data files "has been slow to be developed, and the system requirements are more complex than for textual or bibliographic information." The lack of standardized formats, the wide variety in the quality of the software and documentation, and the complexity of the files have all contributed to the frustration in dealing with these products.

Use of the depository CD-ROMs requires extensive staff training; in many cases, more training than is available within the library. Advanced search skills are required and are not easy to maintain without frequent use. Most reference librarians who do not work with government CD-ROMs on a regular basis would find it difficult to maintain the level of skill needed to work with these databases. Even for the most user-friendly bibliographic CD-ROM databases, increased staff time devoted to instruction has become a factor in providing reference service. Given the added complexity of the government CD-ROMs, most patrons, unless highly computer-skilled, would find the databases intimidating and far beyond their level of expertise.

These CD-ROMs also require expensive equipment. Even if the library has CD-ROM workstations, the existing computers may not have enough memory or speed to handle the tremendous quantity of information in the databases. In many cases, files in the databases will have to be sorted or indexed before they can be accessed properly. Libraries will need computers with the biggest memory and the fastest speed that they can afford (Electronic corner 1991). Given the drawbacks and the expense involved in providing these CDs to the public, librarians must further define the collection development and service priorities for their libraries.

The Role of Government CD-ROMS

Many of the CD-ROMs that have been made available

to depositories contain information previously stored only on data tapes and unavailable to all but the largest research libraries. The Census Bureau will still distribute the paper reports that depositories are accustomed to receiving, but now even the smallest depository can also receive the detailed decennial census information found in the Bureau's Summary Tape Files (STFs). A big advantage of the STFs is the cross-tabulated data that they contain. Sophisticated demographic research is now possible with the CD-ROMs, and most of the files have been intentionally designed with an open architecture that will allow the data to be manipulated by different software packages.

The distribution of maps is also being revolutionized by CD-ROM. A computer-readable map database known as the TIGER files (Topologically Integrated Geographic Encoding and Referencing files) has been distributed to many depository libraries. The TIGER system is basically a digitized street map of the United States that has a wide range of uses in business and government. The final CD-ROM version costs $250 per disc, or $10,000 for the entire set. The computer tape version sells for more that $87,000. Depository librarians can choose the TIGER CD-ROMs for their collections at no cost. The drawback to this database is that hardware, software and special printer equipment must be purchased; this can be a substantial investment, but would allow access to huge map files never before available.

Using commercial software, some of the data from different government CD-ROMs can be linked together. Geographic Information Software enables the TIGER files to be combined with other files, such as the PL94-171 discs (a Census Bureau product containing 1990 reapportionment census data) or the STF files, to create both analytical and map output (Summary 1991). Data from many of the Commerce Department CDs can be downloaded and put ito spreadsheets using software such as Lotus 1,2,3. Many more innovative applications will be possible as more commercial software is developed and produced.

Other depository discs are CD-ROM versions of titles that are currently available in print. The CD of the 1988 *County and City Data Book,* for example, corresponds to the print version.

Government information on CD-ROM is becoming an important resource for many libraries. As librarians discover the wealth of information that the CD-ROMs contain, they will also discover the need for providing different types of reference and instruction for the discs. A wide range of choices exist for providing reference service for these databases; it is worth looking at a few of the options.

Options for CD-ROM Reference Service
Purchasing CD-ROM discs for the circulating collection

is the easiest way to provide government information to the public without having to buy equipment and software or to train staff. The obvious drawback is the possibility of loss or damage to the disc. Also, circulating the discs would limit their use to those who have access to powerful personal computers and CD-ROM readers. Circulation is a viable option, however, for libraries that cannot afford to offer on-site access to the discs.

If a computer workstation with a CD-ROM reader is available in the library, a simple alternative would be to rely on the menu-driven software that is on most of the government-produced discs. This type of software is simple to use and provides basic access to the information although it greatly limits the applications of the database. Librarians report that users like the menu-driven software because the data can be retrieved quickly and easily (County and city . . . 1990). Unfortunately, menu-driven software will not work with some of the CD-ROMs, such as the TIGER files.

If a decision is made to fully embrace the new technology, library resources will have to be devoted to implementation of quality reference service. Equipment and software are only the beginning of the commitment; staff time will most likely be the single largest investment that the library will make. Training in standard software packages, such as dBASE, is essential. A large block of time must be given to at least one librarian to become proficient with the software. Documentation must be studied and hands-on practice is a must. The continuous arrival of new databases will make training an ongoing concern; databases are structured differently and each will need to be analyzed separately.

Actual use of the databases may take up large blocks of time at a workstation. Many libraries limit the time that patrons may use commercially-produced CD-ROMs; time limits on many government-produced CDs may not be practical. Large data extractions of multiple variables could possibly take two or three hours using dBASE III or similar software (Jackson 1990).

Offering extensive reference service will not be easy, but can be accomplished if the library is willing to explore innovative alternatives. To deal with these CD-ROMs, librarians need to abandon traditional reference methods and be creative in their approach to training, service, and instruction. Networking with area depositories, cooperative collection development and training, and new bibliographic instruction (BI) strategies should all be explored.

Divide and Conquer
One of the advantages of cooperation and networking is that it can close the gap between the ability of the small and large libraries to provide access to government information. Small depositories have always had an

important role in areas of the country that may not have any other means of access. Unfortunately, the ability of smaller libraries to provide such a service may be threatened by the arrival of the electronic formats. Cooperative agreements allow small depositories to maintain their role as local information providers.

Although there are some government CD-ROMs that most depositories will want to have on-site, many other CD-ROMs will receive little use in most libraries. A cooperative collection agreement would ensure that all of the CD-ROMs were available in the area without placing a great burden on any one library. A local or regional documents group would work best for this type of cooperation; libraries in the network would need to be within reasonable physical distance from one another so that librarians could meet and so that patrons could be referred to one of the participating libraries. Responsibilities could be divided in several different ways.

Each library could choose to collect all the CD-ROMs produced by selected government agencies. An academic library with a social science emphasis may want to collect Department of Commerce and State Department CD-ROMs, whereas a library with a technical or physical science emphasis would collect CD-ROMs from the Energy and Defense Departments. Librarians would select and evaluate the CD-ROMs that fell under their agencies of responsibilities, prepare guides and reference aids for the databases, and be available to provide reference service to patrons referred from other libraries. [*The newly-formed Government Documents Interest Group of the Central Florida Library Consortium is exploring just such an arrangement. Their goal of cooperative collection development for all federal documents may extend to include CD-ROM databases. Each documents librarian would commit to learning one or two of the databases. With funding from the Consortium, they then hope to plan workshops to train other librarians on the databases that they have mastered. The diversity of the databases and the time-consuming nature of providing service for the CD-ROMs will not allow many librarians to become experts on them all. Through cooperative arrangements, however, librarians can rely on other documents librarians in their region as local sources of expertise.*]

Cooperative collection development based on collecting the products of particular agencies may not work well in some areas. Instead, librarians may choose to collect CD-ROMs based on the level of service that their libraries can offer. A large library with sufficient equipment, software, and staff may be willing to collect the most complex databases, while smaller libraries with limited resources may be willing to collect those databases that can be best utilized with menu-driven

software. The small libraries would benefit from having some of the CD-ROMs on-site, but would also have the support of the larger libraries to help them meet their patrons' information needs.

Cooperative grant-writing is another strategy that could be explored. Providing enhanced access to government information is tailor-made for federal grant funding. If a group of libraries have made a commitment to participate in cooperative CD-ROM collection development, a grant proposal could be made to ensure that all participating libraries had the necessary equipment to utilize the CDs. The grant proposal could include a provision for hiring temporary staff to take over certain duties while regular staff use release time to work with the databases or provide training to others. Endless possibilities exist; the key to success is innovative thinking and the commitment to make cooperation work.

Unfortunately, cooperative agreements do not usually extend to bibliographic instruction. With the exception of the menu-driven software, BI for government CD-ROM databases will pose especially difficult problems for librarians to solve. For most potential uses of the government CD-ROMs, the nature of the files and the lack of user-friendly software make traditional BI impossible. Given the complexity of the available software (such as dBASE III), in-depth instruction for all patrons will not be practical unless tremendous staff time is devoted to the project. Realistically, already busy librarians will not be eager to take on such a project. Librarians will therefore need to start from scratch to develop instructional methods designed especially for individual CD-ROMs and for the groups that are most likely to use the databases. (For example, users studying international trade would be a perfect target group for the *Imports and Exports of Merchandise* CD-ROMs).

The ultimate goal for BI with the CD-ROMs must be to expose the audience to the potentials of this information in CD-ROM format. The goal cannot be complete instruction in all aspects of any particular database; the users will have to take on some of that responsibility themselves.

The Future of CD-ROMS in Depository Libraries

Government information on CD-ROM is here to stay, at least for the foreseeable future. Commercial vendors will undoubtedly begin to develop and market software that will make the CD-ROMs more manageable. Both the CD-ROM industry and the federal government are working to develop standards that will result in the production of CD-ROMs that can be "accessed with any computer operating system, with any disc indexing structure, and with any compliant user interface" (Response to fall . . . 1991). The goal of a CD-ROM data exchange standard is to enable *universal inter-*

operability. Universal interoperability would result in system-and-software-independent CD-ROMs. If the standards are enacted, users will be able to retrieve data from the CD-ROMs with their choice of any software that has the accepted protocols.

The proliferation of government information on CD-ROM and other electronic formats may also mean the advent of decentralization in the depository community. Depository libraries may be forced, for economic reasons, to rely more heavily on neighboring depositories and other outside information sources. It may no longer be feasible for depositories to provide on-site access to as much government information as in the past. On the other hand, if librarians are dividing up resources to improve expertise in selected areas, patrons may be better served.

A new phase in the dissemination of government information is just beginning. Librarians do not yet have all the answers on how to deal with government CD-ROMs. This is an opportunity, however, to collect vast information resources and it should not be overlooked. Librarians, especially government documents librarians, who are concerned about the implications of electronic information in their libraries need to take an active role

in its use. Innovation and activism will be the key to success with these databases. The future of electronic government information will no doubt include many challenges, but it should be worth the effort to meet those challenges.

References

"County and City Data Book, 1988 and Van Gogh Revisited." 1990. *CD-ROM Professional* 3 (May): 98.

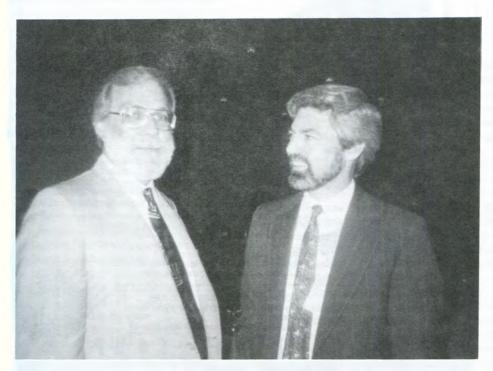"Electronic Corner." 1991. *Administrative Notes* 12 (January 15): 4.

"Fugitive Documents: Strategies for Renegades." 1991. *Administrative Notes* 12 (May 15): 17.

Jackson, Kathy. 1990. 'CD-ROM Databases From the U.S. Government — Some with Minimal Software." *Laserdisk Professional* 3 (March): 96.

"Response to Fall 1990 Depository Library Council Recommendations." 1991. *Administrative Notes 12* (April 15), 19.

Stephenson, Elizabeth. 1990. "Data Archivists: The Intermediaries the Census Bureau Forgot: A Review Essay of 'The Role of Intermediaries in the Interpretation and Disseminaton of Census Data Now and in the Future.' " *Government Publications Review* 17 (September/October):443.

"Summary, Fall Meeting: Depository Library Council." 1991. *Administrative Notes* 12 (February 29):19.

Gary Rolstad (rt.) of Louisiana State Library talks with Winston Walden (left) of Tennessee Tech University. Thanks to Winston, Chair of SELA University and College Library Section, for his efforts to have the CD-ROM papers published in this issue of *SELn*.

CD-ROM and Expert Systems:
Where the Twain Shall Meet

by Sarla R. Murgai

Introduction

CD-ROMs have revolutionized the concept of the library, enhanced our image, and changed the way we provide service to our library patrons. The challenges of learning to use the new technology, teaching its use to patrons, and keeping up with new developments have kept reference librarians busy, excited, and alert. Artificial intelligence (AI) has proved useful in data management, data organization, and data retrieval especially with the huge databases such as those available on CD-ROM. Efforts are now being made to use *expert systems* to improve the quality of library/information service by analyzing the collections as a whole, profiling individual documents, and indexing patron requests so that the system will electronically produce a match between resources and the patron's needs.

Artificial Intelligence and Expert Systems

The aim of Artificial Intelligence is to make the scarce expertise of experts—psychologists, scientists, researchers, writers, politicians, and librarians—available to students and practioners alike, at all times. Expert systems (ES) or knowledge based systems are an outgrowth of AI research. ES are computer systems designed to simulate the behavior of human experts. The systems involve a knowledge base (KB), inference engine, and an explanation module. The KB consists of facts, rules, and rules of thumb used by experts to make their inferences and often includes uncertain knowledge as well.

The knowledge is obtained from experts in the field through interviews by computer experts called *knowledge engineers*. The *inference engine* makes use of the knowledge contained in the knowledge base and the facts supplied by the user to solve the problem at hand. In the *explanation module*, the user can ask the expert system to explain how a certain conclusion is reached, and the system can display the rules that lead to the decision. In some modules, the user can modify the knowledge contained in the database.

Knowledge Systems (KS) can incorporate significant quantities of human knowledge to solve problems electronically—problems that ordinarily would require

Dr. Sarla R. Murgai is Associate Professor, University of Tennessee at Chattanooga, Lupton Library · Reference, 615 McCallie Avenue, Chattanooga, TN 37403-2598.

human intelligence. In this way, knowledge engineers today genuinely engineer knowledge.

Expert systems increase accessibility and consistency and can help contain training costs. They are useful in situations when:

1) Experts can't be present at many places at once.
2) Experts can't be on duty all the time.
3) Expert advice differs from one day to the next.
4) Training new people takes a long time and costs too much.

CD-ROMS, Expert Systems, and Libraries

Expert Systems have the potential for application in the following areas of librarianship: acquisition, cataloging, indexing, reference, referral, online database searching, document delivery, inventory control, access to full text, training/bibliographic instruction, and management. The following is a sampling of products for use in the library.

Acquisition

- *Books in Print* Software will generate orders, accounting records, and monitor the status of all orders.
- *GRUNDY* (Rich, 1986) recommends novels. It asks the user specific questions. It also draws on the record of previous uses of the system by the user. It then constructs a user model. The knowledge system matches the user model with the profile of novels in the database and recommends new titles. This user model has a high success rate in recommending acceptable titles of novels.
- *DANABASE* is another expert system for advising library patrons on the selection of novels.
- *LaserQuest* includes Library floor plans, giving the user a map of any book's location. Their intelligent catalog applies inference techniques to search titles, subjects, and authors, and makes recommendations of additional subject material or titles it "thinks" the user will enjoy.
- *Chatham Experiment:* Micco and Smith (1989) enhanced some 6,000 MARC records with the table of contents and studied the impact of enhancement. By adding chapter level references, the retrieval increased by 400%, with an acceptable level of false drops. The system did not slow down. At present, 20% of the collections provide 80% of the user satisfaction.
- *OCLC Project:* Stuart Weibel and others (1988) at

OCLC are working on a feasibility project for an automated rule-based expert system of cataloging. Machine readable files will be created from the title page or the verso of the title page. The rules employed by the expert system will translate the information into a catalog entry. Such files could be created at the publication stage to speed up the process, as well as standardize the entry that appears on the verso of the title page in most books.

Indexes

The National Library of Medicine is playing a leading role in this area. ES could catch many indexing errors, inconsistencies, standardize terminology, indexing rules, and other inter-indexer inconsistencies. There is also a need to standardize the structure of the remote databases and the search strategies. An expert system that can incorporate the differences in truncation and appropriate keywords could facilitate online searching of databases. The ES could also broaden, narrow, or clarify the search for a reader who does not understand Boolean logic.

- *CANSEARCH:* Pollitt (1987) developed CANSEARCH to generate legitimate search statements acceptable on the MEDLINE database, and to relieve the end user of the necessity of learning diverse, elaborate, and confusing search system protocols.
- *EP-X* (Environment Pollution Expert) is being developed to interact directly with end users of *Chemical Abstracts* online, in place of an intermediary (Aluri and Riggs 1990).
- *EXPIRE* is an artificial intelligence approach to recover information from a picture file, together with related descriptive material (Crehange et al 1984).

Reference

- *PLEXUS:* Vickery Brooks developed PLEXUS as a referral tool for gardening at the British Library, University of London, in 1983. The system refers the users to resources found in guides to reference sources and to directories of online databases. The system interacts with the user to develop an effective search strategy, searchers the database, and evaluates with the user the results of the search. It has the capacity to exclude concepts from the user's query and makes intelligent use of equivalent terms/synonyms to broaden the search and suggest sources of information useful to the patron.
- *ANSWERMAN:* This system was developed at the National Agriculture Library (NAL) by Samuel Waters (1988). It analyzes the reference sources in agriculture and leads the user to the reference work that is likely to answer the user's question. It can provide access to a database of bibliographic citations, full text files, a reference to a book, and an actual answer to a question. It includes a feedback component that eventually leads to specific pages in the suggested reference sources. Access to other database files such as the American Chemical Society's journals on the BRS system and CD-ROM is also possible.
- *POINTER:* It was developed with the cooperation of a faculty member in the computer science department and Karen Smith at Syracuse University. The KB of Pointer consists of 50 or so most useful reference sources in the domain of government documents. In response to the menu questions, the user makes appropriate choices, and the system responds with the names of specific reference sources, their call numbers, and brief instructions about using them. The user can leave the request on the system if not satisfied, and the librarian will get in touch with the user (Smith 1986; 1989; Hewitt 1988).
- *Information Machine* is another microcomputer based system developed at the University of Houston Library to provide reference assistance to patrons, when the reference desk is busy or is closed, by providing interacive tutorials on the basic library information seeking process. It profiles information on policies of the library, hours of service, how to find books, articles, and other special materials. The presentation includes multiple choice tests with immediate feedback. Information can be updated easily and statistics can be generated. (Faddell and Myers 1989).

Limitations

Expert systems have their limitations, of course. They are artificial enough that they cannot represent knowledge cybernetically, using common sense reasoning, the way human beings think. They do not have the ability to recognize the limits of their abilities. There are few experts who can extract "rules" and develop ESs, so the development of the system becomes costly and time consuming. But, by using artificially intelligent text analysis software, natural language processing, information transformation methods, and expert shells, researchers have been able to develop prototype expert systems for information retrieval in library/information science.

Conclusion

It is evident that expert systems can analyze, synthesize, and correlate universal ideas resident in information across the boundaries of disciplines, and CD-ROMs with their mass storage capacity and random access have made this electonic analysis possible. With the help of expert software, we can also extract rules used by the author of the text and incorporate them for further analysis and decision making, just as an expert in

the field. There is a great future for CD-ROM technology and expert systems together. The human race has already progressed from the Stone Age to the Information Age. Now that we are on the forefront of the Information Age, we are already seeing the next major milestone in human progress, the dawn of the Optical Age: one in which all information will be created, processed, transmitted and stored optically, and CD-ROMs will play a major role in this transition (Holder 1988, 75).

References

Aluri, R. and D. E. Rigs, eds. 1990. *Expert Systems in Libraries.* Norwood, New Jersey: Ablex Publishing Corp.

Crehange, M. et al. 1984. "EXPRIM: An Expert System to Aid in Progressive Retrieval from a Pictorial and Descriptive Database." In *New Applications of Databases.* Edited by G. Gardarin and E. Gelenbe. London: Academic Press: 43-61.

Fadell, Jeff and Judy E. Myers. 1989. "The Information Machine: A Microcomputer-Based Reference Service." In *Expert Systems in Reference Services.* New York: Haworth Press: 75-111.

Hewitt, Joe A., ed. 1988. *Advances in Library Automation and Networking: A Research Annual.* 2:1-43.

Holder, S. 1988. "The New Gutenberg." In *The CD-ROM Handbook.* Intertext Publications, New York; McGraw-Hill: 51-76.

Micco, M. and Irma Smith. 1989. "Designing A Workstation for Information Seekers." In *Expert Systems in Reference Services.* New York: Haworth Press: 135-153.

Pollitt, Steven. 1987. "CANSEARCH: An Expert System Approach to Document Retrieval." *Information Processing and Management* 23:119-138.

Rich, Elaine. 1986. "Users are Individuals: Individualized User Models." In *Intelligent Information Systems; Progress and Prospects.* Edited by R. Davies. Chichester, England: Ellis Horwood: 184-201.

Smith, Dana E. 1989. "Reference Expert Systems: Humanizing Depersonalized Service." In *Expert Systems in Reference Services.* New York: Haworth Press: 177-190.

Smith, Karen F. 1986. "Robot at the Reference Desk." *American College and Research Libraries* 47:486-490.

Waters, Samuel T. 1988. *Planning the Development of a Library Expert System.* Paper presented at 1988 ALA/LITA preconference.

Weibel, Stuart. 1988. *Planning the Development of a Library Expert System.* Paper presented at LITA/ALA Preconference.

Speaker William Gray Potter, University of Georgia Libraries, moderator Dorothy Rosenthal, University of Miami and speaker Joseph Boykin, Clemson University Libraries (right-left) presented a program at the SELA/LLA Conference on "The Potential for Interstate Sharing of Databases." (See page 50.)

Anxiety Layering: The Effects of Library and Computer Anxiety on CD-ROM Use

by Anne Fliotsos

There is no arguing that CD-ROM has arrived in today's library and will continue to be a presence in the near future. Some experts even predict that CD-ROM will overshadow online services in the years to come (Fischer 1990). While compact disc technology is a boon to the speed and accuracy of searching for information, it can present problems for students, faculty and librarians.

In the 1980s the term *computer anxiety* became a buzz word as the general public found themselves increasingly faced with terminals in place of paper sources. Within the past five years, *library anxiety* has become a recognized barrier associated with new library users in particular. The combination of these fears can contribute to frustration, intimidation, and avoidance on the part of library patrons when using CD-ROMS. Librarians are affected by the patron's fears as well as their own responses to change in the workplace.

LITERATURE REVIEW

A review of the literature indicates that humans are resistant to change, even if the change is perceived as positive (Fine 1982). Psychological factors can become barriers when dealing with change of any kind. Psychologist Paul Faerstein states, "Arguing about making changes, showing resentment at suggestions, and not quickly learning what is required are manifestations of such anxiety" (Faerstein 1986,14). He also identifies concerns that technological change can bring: confusion with equipment capabilities, information overload, raising skill requirements, organizational and job changes, workload, added responsibilities, and physical hazards (Faerstein 1986, 14-15).

Computer anxiety and library anxiety have been studied separately, but rarely together. Mary Ellen Sievert's 1988 study focused on an academic library staff's anxiety associated with a computer training program. Contrary to previous studies in computer anxiety, age, gender, and education had no direct influence on the level of computer anxiety the staff experienced. Only those who had taken formal computer classes were "significantly less anxious than those who had not" (Sievert 1988, 250). Sievert admits to several limitations in her study. She points out that only people who *chose* to participate in the workshops were members of the study. In short, people with computer anxiety *avoid* contact with computers; this can skew

Anne Fliotsos is Reference Librarian and Online Search Coordinator, Dacus Library, Winthrop College, Rock Hill, SC 29733.

survey results. In addition, only a very small number of those participating in her survey had no computer experience whatsoever. While college students were not included in Sievert's study, other research indicates that they also have less anxiety if they have previous computer experience.

Constance Mellon developed her theory of library anxiety after experimenting with "freewriting" in her bibliographic instruction classes at Eastern Carolina University. She found that 75 to 85 percent of the students described their first library experiences in terms of fear (Mellon 1986, 160). Expressions such as "scary, overpowering, lost, helpless, confused, and fear of the unknown" appeared consistently (Mellon 1986, 162). We tried a similar writing exercise in one bibliographic instruction class at Winthrop College to see how our students viewed the library. One student who felt embarrassed by his lack of library knowledge said, "Actually, I felt like a fool walking around in a donkey costume with sausages hanging out of my nose."

Further probing by Mellon (1986,161) revealed that students think (1) they have inadequate library skills and that they are alone in this deficiency, (2) their inadequacy is "shameful and should be hidden," and (3) asking questions would only reveal their inadequacy. Mellon found that students are frustrated when presented with too many options; they want one simple answer.

I recently attended one of Mellon's workshops on library anxiety. Small group discussions on the subject focused on the students' lack of self-confidence in conducting library research. Many in the group felt that students come into the library with research anxiety that develops in the classroom. One librarian noted that students have difficulty using the online catalog and online periodical indexes. This difficulty only fuels the students' sense of frustration and inadequacy.

CD-ROMS AND STUDENTS

Our faculty liason in the English department surveyed the *Writing 101* students who had all received library instruction. Overall, the students felt more comfortable using the library and online catalog after the instruction. The one area they still felt they needed help with was using the CD-ROM indexes. The unique complications associated with compact disc technology prompted me to use the term "CD-ROM anxiety."

Vendor differences create havoc for the librarian and student alike. Search strategy and language differences (such as truncation, proximity operators, and Boolean capabilities) make proficiency difficult at best. General

search strategies vary greatly for common products such as *Wilsearch, Dialog OnDisc, and Silverplatter*. With so many systems to master, it is no wonder the cry for standardization has been present almost as long as the technology itself.

Long lines at *InfoTrac* and other CD products indicate that students like and accept the new technology, but librarians who observe these students know that there are problems. To the student whose only computer experience is word processing, the online catalogs and CD-ROM indexes do not offer the fulltext capabilities s/he expects. Often novices assume that all of the computers in the library are the same. Once that assumption is made, the student accepts a computer "halo effect" and believes that *everything* is in the computer; if the student does not find what s/he is searching for, it must not be available.

Admittedly, many of these mistakes stem from a basic lack of library knowledge. What is a periodical index? What is a periodical? These timeless questions lie at the base of understanding how to use today's automated library. Also, students must understand that library holdings are not guaranteed when they use a national index such as *Reader's Guide.*(Vendors such as *UMI* and *InfoTrac* have partially overcome that problem now with a serials holding field). And, once the index concept is mastered, students need to be taught the pros and cons of computer versus paper searching.

CD-ROMS AND FACULTY

Faculty reaction to CD technology can run the gamut from fanaticism to frustration. To those faculty who are already computer literate, stand alone CD indexes are not enough. They want networked, dial-in access 24 hours a day. Some want to purchase CD-ROM indexes for their departments, forcing librarians to closely examine the library's jurisdiction in such cases. Winthrop College's School of Business wanted to pay for a subscription to *Compact Disclosure*. Several years after it was purchased, the school cut back their contribution, thereby forcing the library to pay for the majority of the subscription. Often CD-ROM policy problems are trickier than first anticipated.

There are also faculty members who are hesitant to use computers. Though many are simply afraid to admit their ignorance of new technology, there is another reason that faculty prefer traditional print sources. Recently, *The Chronicle of Higher Education* reported that technology does not always mesh with the needs of the humanities researcher. Their interview with Douglas Greenberg, Vice President of the American Council of Learned Societies, explained that humanists do not use a linear research style. Mr. Greenberg stated: "When we use a book, we tend to browse through it. We make quick comparisons of text in the front and the middle and the

back . . . . The way humanists tend to work is not suited to the current availability of text in electronic form" (Watkins 1991, A21).

CD-ROM AND LIBRARY STAFF

As the CD maintenance person in my library, I can confirm that compact disc technology produces a variety of headaches for the reference staff. Dealing with students' anxiety is only one of the added problems with new technology. Library schools offer little if any training in disc maintenance, software installation, hardware assembly, networking issues, vendor licensing agreements, and general troubleshooting. Librarians are not trained as computer technicians, but are regularly faced with these kinds of issues and dilemmas. The jargon and hands-on experience must be picked up independently from reading incomprehensible manuals, phoning for customer support, and attending training sessions.

We are, perhaps, like the students in that we want one simple answer. Unfortunately, librarians are faced with more choices now than ever before. Collection development choices are multifaceted, involving vendor customer support, trial options, software ease, hardware requirements, licensing agreements (including network options), and often long-term budgeting. Budget crunches along with new technological developments, such as multimedia compact discs, keep us wanting more and affording less. The fear is that what we buy today will be obsolete tomorrow.

The number of CD products has exploded in the past few years. Estimates range from 1500 to 3000 CD-ROM databases currently available on the commercial market (Tenopir 1991). A workshop leader at the Online/CD-ROM '90 Conference and Exposition advised that each librarian be assigned to one CD-ROM system as a product manager. Product managers are responsible for the user manuals, help sheets, and general expertise on their assigned system. This discourages the "jack of all trades, master of none" mentality that reigns at many a reference desk.

Network options are a source of anxiety in themselves. In a 1990 ARL survey, 26 percent of the libraries surveyed had networks, and all had CD-ROMs. Of those not currently networked, 86 percent were planning to network. Of those with networks, 19 percent were dissatisfied, and 19 percent said it was too soon to tell (LaGuardia 1990). After an initial period of success with thir network, Oregon State University reported, "Later we encountered hardware difficulties and software incompatibility problems, with resultant increasing downtime . . . The vendor's response to service assistance was poor, and we essentially became a beta test site for their software" (Scott 1990). Reports such as these are frightening to those of us examining network options.

ADDRESSING CD-ROM ANXIETY

Perhaps the most difficult part of dealing with anxiety is finding a means of relief. The first step is realizing that you are not alone in your discomfort. Anxiety is real and is a response to external stimuli. For the incoming freshmen, anxiety can be partially relieved when they understand that they are not alone in their confusion. Our bibliographic instruction sessions must stress that we are there to help them, and that no question is stupid. We must work to foster positive responses to the library, its staff, and its equipment. Hands-on computer time in small groups will help the student take that first step toward success with library automation. Immediate connection to a class assignment helps motivate the student to learn to search the CD-ROMs effectively. Finally, clarifying the basic functions of periodical indexes in the library helps the student de-mystify the search process.

CD-ROM anxiety in faculty members is perhaps the most difficult problem to address. Every institution has faculty who fight the advent of new technology. Because of their stature, they have "more to lose" by asking for help in the library. Again, those people with computer anxiety will *avoid* computers and promote negative attitudes toward automation. However, some faculty may be reached by special focus sessions held only for professors and graduate students. Others may find that by being present in the classroom during regular bibliographic instruction sessions, they can help themselves as well as their students.

Staff anxiety can also be addressed with hands-on training and demonstrations. Simply reading about products cannot compare with actual search experience. Visiting other libraries and talking with librarians can help us understand the pitfalls associated with certain vendor products and can also alleviate the feeling of facing the technology alone. Furthermore, librarians should try to use CD-ROMs when conducting their own research. This will refresh their memories on the specialized search functions that are infrequently used. Finally, librarians with a great number of CDs may want to consider the "product manager" option in which each librarian becomes an "expert" on one CD-ROM.

The advent of new technology is at once exhilarating and baffling. As librarians, we must recognize psychological barriers to chance and work to overcome these barriers. It is wonderful to watch people discover the power of computer searching. Being sensitive to user needs and fostering positive attitudes toward new technology can promote library use and reaffirm faith in the library as the gateway to knowledge.

References

Faerstein, Paul H. 1986. "Fighting Computer Anxiety," *Personnel* 63 (January): 12-17.

Fischer, Margaret. 1990. "The Information World: Where We Are Going in Interactive, Multimedia Electronic Information Services." Online/CD-ROM '90 Conference, 5 November, Washington D.C.

Fine, Sara. 1982. "Human Factors and Human Consequences; Opening Commentary." In *Information Technology: Critical Choices for Library Decision Makers*, ed. Allen Kent and Thomas J. Galvin. New York: Marcel Dekker: 209-224.

Griswold, Phillip A. 1985. "Difference between Education and Business Majors in Their Attitudes about Computers." *AEDS Journal* 18 (Spring): 131-138.

LaGuardia, Cheryl et al. 1990. "CD-ROM Networking in ARL Academic Libraries: A Survey." Online/CD-ROM '90 Conference, 6 November, Washington D.C.

Mellon, Constance. 1986. "Library Anxiety: A Grounded Theory and Its Development." *College and Research Libraries* 47 (March): 160-165.

Scott, Shirley R. et al. 1990. "Networking CD-ROMs in a University Library." working paper.

Sievert, Mary Ellen et al. 1988. "Investigating Computer Anxiety in an Academic Library." *Information Technology and Libraries* 7: 243-252.

Tenopir, Carol. 1991. "Changes Wrought by CD-ROM." *Library Journal* 116 (December): 108+.

Watkins, Beverly T. 1991. "Scholars, Librarians, and Technologists Urged to Join in Using Electronic Information." *The Chronicle of Higher Education 38* (27 November): A21.

SELA Resource Sharing and Cooperation: Summary Reports of Conference Programs.

The following brief reports summarize programs cosponsored by the SELA Interstate Cooperation Committee, LLA ILL Resource Sharing Interest Group and ILL Discussion Group. Thanks to Sue Farr, Chair of SELA Interstate Cooperation Committee for coordinating this effort to share programs with *SELn* readers. (Editor's note-E.Curry)

THE POTENTIAL FOR INTERSTATE SHARING OF DATABASES
Reported by Connie L. Phelps

Joseph Boykin, director of the Clemson University Library, gave a very brief history of library automation, concluding the history with a discussion of loading database tapes unto local mainframe computers. Boykin mentioned a few points to consider when doing this: 1). database selection—which ones to load. Clemson has loaded general databases and two research databases. 2). How much computer space will be required. 3). What search engine to use. Clemson uses BRS Search. Boykin concluded that since all databases cost money, one way to reduce costs is to share with other institutions.

William Potter, director   the University of Georgia Libraries, spoke from t. ir perspective on loading databases locally. Potter pointed out that if periodical indexes are loaded into an online catalog, and use the same search engine as the catalog, less user training is needed. This allows for faster response time than CD ROM indexes, and allows for more users than even CD ROM networks. Potter suggested a three-tier setup: loading most-used databases locally on the mainframe, using CD ROM indexes for less-used databases, and using commercial vendors for little-used databases. Potter said that locally-loaded databases can provide better service to faculty and students in offices. Also, locally-loaded databases might allow libraries to cancel some periodicals if the library can provide abstracts.

Potter said that the University of Georgia Libraries are willing to share their databases with other libraries, especially in Georgia. He would expect the other libraries to cover any increased costs. He also pointed out some additional issues of concern for potential sharing of databases across state lines. One of the issues is how to connect to the other library. Connection could be made through the Internet, but dedicated phone lines are more reliable. Other issues to be considered are database licensing fees; overhead costs on machines; communication protocols, which can be different; and the necessity of teaching and learning new command structures.

Frank Grisham, Executive Director of SOLINET, made some observations about the proposed sharing between University of Georgia and Clemson, and sharing in general. Grisham thinks that sharing will start from the bottom up with agreements like Georgia and Clemson. As local systems are loaded to capacity, institutions will begin to share. There may be a regional level, with a role for SOLINET, and a national level with a role for OCLC or RLG. SOLINET'S role could be to handle training, to identify funding for connection lines, and to do the billing. Grisham said accreditation questions may be raised because of sharing, but neither Potter nor Boykin think that will be a problem. Grisham asked about the librarian's role if more sharing is done. Potter said that the more libraries do for people, the more people will use them.

Connie L. Phelps is ILL Librarian, Earl K. Long Library, University of New Orleans Lakefront, New Orleans, LA 70148

NREN: THE EVOLVING NATIONAL NETWORK, ITS USES AND APPLICATIONS.
Reported by Fran Middleton

Paul Evans Peters, Director, Coalition for Networked Information; explained the evolution and implications of NREN (the National Research and Education Network). He began his presentation by explaining that progress is made when vendor specific technology becomes open or generic. Initially technology supports the efforts of a closed population of users whose primary purpose is to enhance service to an institution. This "closed" service becomes "open" when it is applied to meet the personal demands of individuals who are not directly affiliated with a single institution.

Evans then traced the ancestry of NREN as a technological descendent of ARAPNET, the Department of the Army Network Advanced Research Project, which was established in 1973. In 1986, the National Science Foundation (NSF) established NSFNET to distribute information to researchers in the sciences via computers using packet-routing, thus technology was redirected to meet the needs of individuals, not institutions. NSFNET grew explosively and is the prototype of NREN, which has adopted NSFNET's generic protocols. The establishment of NREN further broadened the use of technology

to include education.

The National High Performance Computing Technology Act of 1989 created NREN a "library" which would electronically link educational institutions. Though permitting linkages, no funds were appropriated. The President's Science Advisor directs NREN and must report annually on the network's maintenance and use, future operations, commercial value, effect on copyright and policies.

Before beginning the second half of his program,. Peters urged librarians to write to their legislators urging funding for NREN and to get other scholarly organizations involved. He then showed a video demonstrating how a researcher uses the WAVES system to access information. Though impressive and very useful to the needs of the individual researcher, the information she needed was unstructured, whereas the information in libraries is highly structured.

The establishment of NREN will be invaluable to research institutions and research libraries if the federal government will fund it adequately and consistently, a rare situation where libraries are concerned. Smaller academic and public libraries might benefit marginally if they would be permitted minimal access at little or no cost.

Fran Middleton is ILL Librarian, Ellender Memorial Library, Nicholls State University, Thibodaux, LA 70310.

INTERLIBRARY LOAN TODAY: MATCHING THE RESOURCES TO THE DEMAND
Reported by Dorothy B. Rosenthal

SELA Interstate Cooperation Committee and LLA ILL/Resource Sharing Interest Group invited Virginia Boucher, ILL Cousultant and Professor of Libraries Emerita of the University of Colorado, Boulder to speak at this well-attended program. Professor Boucher was Head of the Interlibrary Loan Department which processes an average of 59,000 ILL requests annually. What follows is a summary of her remarks.

Other libraries' ILL departments are in similar situations, with small staffs and an ever-increasing volume of requests. In order to provide the best service possible, written policies for both borrowing and lending must be developed. Other remedies are containment measures and keeping up with the field.

Policies provide a course of action, a guidance principle, an overarching plan, and define the boundaries of service. Policies also provide the material for library brochures which may be distributed to ILL patrons.

Containment measures might best be discussed in a brainstorming session with ILL staff. The ideas should then be rated to determine whether or not the measures would be feasible, desirable, and fit the goals, objectives and practices of the library. All suggestions

should be discussed no matter how far-fetched they may seem.

Keeping up with the field requires staff attendance at conferences; membership and participation in consortia, ILL interest groups, networks, and discussion groups; reading the professional and research literature relating to ILL; and participating in the ILL-Interlibrary Loan Discussion Group on E-Mail.

Recommendations as a result of these discussions and activities should be made to the libraries' administrators for their approval, rejection or recommendations. All ILL departments operating without policies should waste no time in composing them and providing brochures for staff and patrons.

A lively and enlightening question and answer session concluded the program.

Dorothy B. Rosenthal is ILL Librarian, University of Miami, Richter Library, Coral Gables, FL 33124.

INTERLIBRARY LOAN DISCUSSION GROUP
Reported by Anthony E. Barnes

When interlibrary loan librarians gather for an unstructured discussion session, the topics are many. Issues raised, discussed, and debated included the following:

*use of union lists: most find the lists cumbersome and inaccurate.

*OCLC Microenhancer barcode capabilities: some libraries are using but having trouble with incompatible scanning equipment.

*procedures for duplicate filled requests and duplicate bills: discussion led to a session on the best procedure for dealing with an interlibrary loan office in another library that is failing to correct duplicated invoices; is it best to involve that library's administration if no satisfaction can be reached with the ILL staff?

*CD ROM stations and interlibrary loan volume: ILL department needs to file an impact statement to administration on the effects of CD ROM/online searching on ILL volume.

*Name Address File policies in OCLC: the use of "please condition costs" as part of an OCLC ILL request slows down the whole operation; borrowing library should check NAD themselves and know ahead of time what charges will be.

*student workers in ILL operations: which duties can be effectively handled by students? depends on student and their abilities; best policy is to have well developed guidelines that anyone can follow.

*circulation duties: done in ILL or circulation desk? evenly split.

*mailing: evenly split between handling in ILL and separate mail facilities.

*insured mailing: most ILL depts choosing not to insure all packages.

*bibliographic instruction about ILL services: often included within broader BI classes.

*direct ties between ILL and collection development departments: most ILL staff did have formal contact with CD staff; many libraries use OCLC software (such as SAVIT) to gather statistics on frequently borrowed subjects.

*marketing of ILL services to your patrons: reference desk handouts or attached to online search results; newsletters;BI classes; overall concensus is no ILL department can really seriously market services because they are already overextended and cannot handle additional workload.

Discussion groups among interlibrary loan librarians are important to further enhance resource sharing. Many of us have frequent contact via electronic communications only, with perhaps an occasional phone call. The chance to meet face to face, establish new relationships and expand existing reciprocal borrowing agreements between our libraries allows us to make our efforts to cooperate more effective.

Anthony E. Barnes is ILL Librarian, New Orleans Public Library, 219 Loyola Ave., New Orleans, LA 70140.

SOLINET, STATE OF THE NETWORK
Reported by Annelle R. Huggins

"Solinet, State of the Network" program was presented by Frank Grisham, Executive Director of SOLINET, the not-for- profit OCLC Regional Network which serves the southeastern United States. Mr. Grisham began his presentation by stating that SOLINET must become more dynamic in an ever changing environment, keeping in sight a vision, but maintaining the realization that fiscal constraint is a major force in our present environment. In response to this charge, the SOLINET Board of Directors has developed a Long Range Strategic Plan which sets the goals for the organization. (Each SOLINET department and staff member have established objectives to carry out these goals.)

1. Continue current services
2. Maximize member involvement
3. Continue to improve financial strengths
4. Implement programs which enhance library services
5. Expand membership

In outlining these goals, Mr. Grisham emphasized several current programs, including the Membership Advisory Committee which is being chaired by Linda Phillips, University of Tennessee at Knoxville. This Committee is to study and report on the conditions of membership, the responsibilities of membership, the incentives for membership and the different types of membership which are and should be available. He also spoke to the Board of Directors' new emphasis on programs to enhance small libraries and electronic libraries. He emphasized the continued improvement in SOLINET's financial condition, including the recent move to new quarters which resulted in 46% more space for 23% lower cost.

Mr. Grisham concluded by stating that these goals mean a stronger organization with new programs and quality service for each member. To help meet these goals each member should support the SOLINET programs by enlisting SOLINET's aid in various projects and by participating in the organization via meetings and committees. In so doing, we are building on tradition to accomplish much by pooling our resources and working together to be more effective in the present as well as the future.

Annelle R. Huggins is Associate Director, Memphis State University Libraries, Memphis, TN 38152.

PRISM ILL: OCLC'S REDESIGNED ILL SUBSYSTEM
Reported by David Guillory

Joanne Kepics, Solinet's senior marketing representative for OCLC services, described OCLC's Prism ILL Subsystem. All OCLC ILL users will be switched to the new Prism ILL subsystem on Monday, December 14,1992. The ILL subsystem will be down the preceding Saturday, December 12, 1992. Version 2.0 of the Passport software will be distributed this summer and will be used for Prism ILL. New Prism ILL authorization numbers and passwords will also be distributed well in advance of the cutover date.

The process for using Prism ILL will be much the same. For instance the traditional search keys will still be used. However, there are several new features which should simplify ILL work. For example, there are two new search keys. The title browse key allows users to scan the title index and should facilitate retrieval of generic-word and brief titles. The combined search key provides a more precise search.

A new qualifier /dlc will speed retrieval of Library of Congress records. Another new feature is that the searcher's state's holdings will show up first on the Display Holdings screen. An interesting new feature is that the beginning of a bibliographic record will show the total number of libraries holding the item.

The workform command to initiate a borrowing request will change. On Prism ILL the command will be wf and a space instead of wf and a slash. Subfields n and p of titles will transfer to the Prism ILL workform. Also the borrowing and lending notes fields will expand to allow longer messages. Users will be able to "complete" a transaction from any status except "recall."

SOLINET will distribute new documentation to assist in Prism ILL training. Among these items will be a computer-based training package, a command table with basic ILL commands, and a quick reference guide for searching called Prism Reminders. Also a new micro-enhancer package will be available, but it must be specifically requested.

Future enhancement will include a link between First Search, Epic, and ILL. This link will allow someone using First Search or Epic to initiate an ILL request. Such a request will go into a "review" status until cleared by the ILL staff.

David Guillory, McNeese State University, Frazar Memorial Library, Lake Charles, LA 70609.

STATESIDE VIEW

What's going on in YOUR state? *SELn* would like to know! Send newspaper clippings, photos, press releases, etc. to the editor.
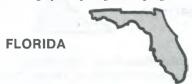
ALABAMA

Patrons learn computer skills

Several branches of the Birmingham Public Library are participating in a new program which is bringing computers and computer instruction to their communities.

A number of neighborhood groups, under the auspices of the City Participation Program, have been using HUD funds appropriated by the city of Birmingham to purchase computers which are placed in local libraries. The Birmingham Community Education Program, a division of the Board of Education, is providing support for computer classes which are held in the libraries. The classes are advertised in the community school brochure, with registration handled through the school. The Community Education Program is also providing instructors, at no charge to the library.

In addition to providing facilities for the equipment and the instruction, the libraries are also acquiring new patrons through participating in the program.

FLORIDA

Collection development policy wins award

The Library Collection Development Committee at St. Petersburg Junior College has been awarded a 1992 Community College Learning Resources Achievement Award by ACRL.

The $500 award recognizes the committee's efforts in designing procedures for a collection development policy to meet the changing needs of the college community. The policy explains how materials are selected to support the curriculum and how a community college library functions to serve its patrons' informational needs.

"This is an outstanding collection development policy," said award committee chair Marilyn McDonald. "Each member of the selection committee responded identically—'I want a copy of this policy.' "

GEORGIA

Library gives patrons transaction receipts

The Flint River Regional Library in Griffin has installed "Point-of-Sale" printers to provide library users with receipts for check-out and fine payment transactions.

As barcodes are read into the computer system by the library staff, the POS printer responds by printing out the library's name and phone number, the card-holder's name, the time and date, the titles of the books and the date the books are due back in the library. Receipts are provided for fines and a duplicate record is maintained by the library for accounting purposes.

Patron response has been extremely favorable. "You made this just for me," said a typical parent. "Now I don't have to search all over the house. I know just what books my kids check out and when they must be returned."

James R. Myrick, the library's Assistant Director for Technical Services, designed and wrote the program modules for the system.

KENTUCKY

State Library demystifies ADA

The Kentucky Department for Libraries and Archives has been working with librarians and trustees around the state concerned about the implications of the Americans with Disabilibies Act. KDLA has prepared a book, *Kentucky State Government Overview: Americans With Disabilities Act*, which was distributed to libraries throughout the state, and is also preparing checklists for physical accessibility and architectural barriers, and a general guide to complying with ADA administrative requirements.

KDLA has been warning librarians not to rely on sales people who claim to have available everything necessary to fulfill the legal requirements, and encouraging them to rewrite job descriptions to bring them into compliance. Sample job descriptions were sent to library directors around the state this summer.

MISSISSIPPI

Library opens fundraising bookstore

The Lee County Library is now the first library in the state to have a bookstore designed solely to raise funds for the library.

The 10-by-20 foot facility, located near the library entrance, sells used and donated books, pens, pencils, paper, Friends of the Library T-shirts, bookbags, calendars, and crafts by Northeast Mississippi residents.

Volunteers staff the bookstore, which is scheduled to be open four hours a day, five days a week. Proceeds will be given to the library to fund needed equipment and improvements.

NORTH CAROLINA

State journal wins ALA award

'North Carolina Libraries," edited by Frances Bryant Bradburn, won the 1992 H. W. Wilson Library Periodical Award from ALA.

According to award jury chair Kathleen de la Pena Heim, the journal "demonstrates thorough and careful attention to crucial issues facing librarians throughout the nation, while focusing on North Carolina." Also mentioned were the organization of theme issues, and the use of appropriate illustrations.

SOUTH CAROLINA

State library launches preservation campaign

The South Carolina State Library has launched an 18-month preservation education project designed to raise the awareness of both librarians and the public about the importance of preserving library and local history materials.

The State Library awarded a grant to the Charleston Museum to develop the project. The museum's Archivist/Librarian, K. Sharon Bennett, will serve as project consultant, conducting a variety of preservation education activities throughout the state.

"For many years, the term preservation has applied primarily to rare book and manuscript collections, and was viewed as only necessary for archival materials," Bennett said. "We now realize that a number of basic library operations, such as the technical processing of books and the way patrons handle library materials, have a great impact on their longevity."

TENNESSEE

Library opens Small Business Center

Responding to statistics which show that more than 80% of small businesses do not survive their first year, the Memphis and Shelby County Public Library and Information Center, in cooperation with a local bank, has opened the First Tennessee Small Business Center inside the library. The center will serve as a resource for people operating, planning, or thinking about starting a small business.

According to library director Judith Drescher, "the center is just one more way the library responds to the informational needs of the people of Memphis and Shelby County. We're part of the community and anything we do to improve the business climate in Memphis helps us too."

The idea for the center came from Business and Science Department Manager Barbara Shultz, who noted the frequency of requests for such information. The library submitted a successful federal grant proposal which raised some of the funds needed, then supplemented with corporate sponsorship.

VIRGINIA

Author David Poyer visits library

Best-selling author David Poyer (*The Med, The Gulf*) was the featured speaker at the annual book/author luncheon of the Friends of the Norfolk Library. Poyer, who called it "pure coincidence" that his novel *The Gulf* came out during the Persian Gulf conflict, described his background as the son of a mentally ill parent who grew up in poverty and noted, "Without books, we'd be nothing more than savages and those now deprived of reading and books are little more than savages . . . and equally dangerous."

Poyer's comments about the importance of public libraries were warmly received by his listeners, aware of the fiscal constraints now being placed on such services.

BULLETIN BOARD

MLA Southern Chapter to meet

The Southern Chapter of the Medical Library Association will hold its annual meeting October 3-6 in Columbia, SC. Hosted by the University of South Carolina School of Medicine Library, the conference will take place at the downtown Marriott. For more information, contact Tom Lange, School of Medicine Library, University of South Carolina, VA Medical Center, Columbia, SC 29208, (803) 733-3344.

Paraprofessional group plant conference

The Library Paraprofessional Development Group, founded at the University of Florida in 1990, will hold its first annual conference Feb. 20-21, 1993 in Gainesville, FL. Workshops, lectures, panel discussions and roundtables will focus on such topics as children's services, interlibrary loan, participative management, and preservation. A keynote address will focus on "Paraprofessionals and Technology." Registration fees are tentatively set at $60.00. For more information, Tinker Massey, 300 Smathers Library, George A. Smathers Libraries, University of Florida, Gainesville, FL 32611, fax (904) 392-7251.

PLA honors Southeast libraries

The Public Library Association has introduced National Achievement Citations this year to recognize significant, innovative activities that improve the organization, management, or services of public libraries. Among the 23 libraries and programs honored by PLA were:

The Gaston County Public Library, Gastonia, NC, "Art Quests: A Community in the Arts."

The Mobile (AL) Public Library, "Small Business Library."

The Kanawha County Public Library, Charleston, WV, "Food for Thought, Food for Fines."

The Miami-Dade (FL) Public Library, "McDonald's Library Card Challenge."

The Lake Lanier Regional Library System, Lawrenceville, GA, "Center for Special Needs."

The Orange County Library System, Orlando, FL, "MAYL—Mailbox Access to Your Library."

Jefferson Cup awarded

The Children's and Young Adult Round Table of the Virginia Library Association has awarded the 1992 Jefferson Cup to *The Wright Brothers: How They Invented the Airplane*, by Russell Freedman. The Jefferson Cup is given annually to honor books written for young people in the fields of U.S. history, historical fiction and biography. The award committee also named as an honor book *I Am Regina*, by Sally Keehn.

Subscription rate increases projected

Periodical subscription rates are likely to increase 10 to 15 percent due to publisher price increases for 1993, according to projections developed by EBSCO Subscription Services. The projection are based on general economic conditions in the U.S. and Europe, as well as discussions with major publishers. "Our advice is to budget for *at least* a 10 to 15 percent increase for both U.S. and non-U.S. published journals," said F. Dixon Brooke, Jr., EBSCO's Vice-President and Division General Manager.

NEW AND USEFUL

Nonprint cataloging skills explained

Soldier Creek Press has released three new books which are designed to help catalogers deal with nonprint materials.

Subject Access to Films and Video, by Sheila S. Intner and William E. Studwell, includes a 70-page list of LC subject headings and cross references pertaining to motion pictures and videos. Also included are a chapter on general principles for subject access, a section on developing video collections, and a bibliography. The 120-page paperback is priced at $25.00.

Cataloging Computer Files, by Nancy B. Olson, offers 40 examples, including many for CD-ROM computer files, some of which are interactive. Each example shows a copy of the information from which the cataloger must describe the item, the complete bibliographic record created from that information, discussion of the problems presented, and MARC coding and tagging for OCLC input of the record. LC classification numbers and subject headings are given for each example. This paperback is priced at $25.00.

Cataloging Unpublished Nonprint Materials: A Manual of Suggestions, Comments and Examples, by Verna Urbasnski with Bao Chu Chang and Bernard L. Karon, demonstrates rational patterns to use in adapting AACR 2 rulings to these types of materials. The book also offers advice on when to catalog an unpublished item, and when not to do so. It is priced at $22.50.

For more information, contact Soldier Creek Press, P.O. Box 734, Lake Crystal, Minnesota 56055-0734.

Book explores art of illustrations

"Every school and library is a treasure house of small works of art—[that of] picture books," says Sylvia S. Marantz, author of *Picture Books for Looking and Learning: Awakening Visual Perceptions through the Art of Children's Books*, now available from Oryx Press.

Marantz analyzes the artwork of more than 50 award-winning picture books from cover to cover, showing teachers and librarians how to discuss the art of each book with students. Illustrators featured include Tomie de Paola, Susan Jeffers, and John Steptoe.

The book is available for $24.50 from Oryx Press, 4041 N. Central, Phoenix, Arizona 85012-3397.

ACRL publishes essays on education

The Association of College and Research Libraries has published *The Evolving Educational Mission of the Library*, a series of essays which identifies strategic issues that challenge the development of instructional programs in academic libraries, and suggests roles for librarians in the educational processes of their parent institutions.

The essays cover topics such as the impact of the information explosion on information organization and access in the curriculum, new educational constituencies being created, and the impact of changes in academic libraries on information science curricula.

The publication can be ordered from ALN at (800) 545-2433, and is priced at $29.95 ($19.95 for ACRL members).

Series books indexed in new guide

Young Peoples Books in Series: Fiction and Non-Fiction, 1975-1991, by Judith K. Rosenberg and C. Allen Nichols, is now available from Libraries Unlimited.

Covering books for readers in grades 3-12, this guide includes more than 1,000 series including such popular paperbacks as the *Sweet Valley High* series. All series are evaluated: fiction by quality and appeal, non-fiction by format coverage, expertise and content.

The 424-page book is available for $27.50 from Libraries Unlimited, P.O. Box 3988, Englewood, Colorado 80155.

ALA's Chapter Relations newsletter debuts

The first issue of "Chapter Relations: Newsletter for and about the Chapters of ALA" has been published by ALA's Chapter Relations Committee.

The newsletter will be published twice a year, and is designed to increase communications between ALA and state associations as well as facilitate communications between the chapters.

The first issue includes an article on how chapters celebrate centennials and a report on the 1991 ALA World Book Goal Award that was awarded to the Chapter Relations Committee. The newsletter also covers ALA meetings of interest to chapter members and advice on tapping the resources of ALA.

To be added to the mailing list for this free publication, contact Julie Ann Geissler, Chapter Relations Office, (800) 545-2433, ext. 4281.

PEOPLE

Mary Edna Anders, retired Executive Director of the Southeastern State Cooperative Library Survey and recipient of SELA's Rothrock Award, is one of this year's recipients of the Distinguished Alumni Awards at the University of North Carolina School of Information and Library Science. □ **Janet Azeklas**, formerly Information Services Librarian, is now Branch Manager, St. Andrews Branch, at Richland County (SC) Public Library. □ **Cecil Beach**, Director of the Broward County (FL) Public Services Department, retired in June. Before being promoted to that position in 1989, he had been Broward County Libraries Director since 1977. He had also served as Director of the Tampa-Hillsborough Public Library System (1965-72), and as Florida State Librarian (1972-77). □ **Carole Burke** has been named Interlibrary Loan Librarian at the University of Alabama. □ **Susan Campbell** has joined the Chesapeake (VA) Public Library System, as Assistant Area Librarian at the Greenbrier Library. □ **Frances Neel Cheney**, Professor Emerita from Vanderbilt University's Department of Library and Information Science, is the 1992 recipient of RASD's Louis Shores-Oryx Press Award. The award is given to recognize excellence in reviewing of books and other library materials. According to award committee chair Elaine Zaremba Jennerich, Cheney "has been our profession's most important reference books reviewer for more than 40 years." □ **Melissa Creighton** has been appointed Catalog Librarian at the Richland County (SC) Public Library. Creighton recently received the Herbert Goldhor Award for Public Librarianship, established in 1992 by the Friends of the Urbana, Illinois, Free Public Library. The award recognizes the graduate of the University of Illinois Graduate School of Library and Information Science who has shown excellence in scholarship and a strong interest in the field of public librarianship. □ **Janet DeForest** is now Assistant Government Documents Librarian at the University of Alabama. □ **John N. DePew**, Professor, SLIS at Florida State University, is the author, with C. Lee Jones, of *A Library, Media and Archival Preservation Glossary*, published in July by ABC-CLIO. □ **Miriam A. Drake**, Director of Libraries and Professor at Georgia Institute of Technology, is the 1992 recipient of the Hugh C. Atkinson Memorial Award, given by ALA for outstanding accomplishments of an academic librarian who has worked in the areas of library automation or library management. According to award committee chair Michele Dalehite, Drake "has been in the forefront of the movement to change the way in which users interact with the information resources of the library and the campus." □ **Sue Farr** is now Assistant Chief of the Information Services Section at the State Library of North Carolina. She previously served as Head of the Resource Sharing Branch. □ **Kathryn S. Ginanni** has been named Serials Librarian at the Old Dominion University Library. □ **Dr. Edward G. Holley**, a 1992 recipient of SELA's Rothrock Award, has also been honored by the Special Libraries Association, which has awarded him Honorary Membership "for exceptional service to special librarianship." The award recognized Dr. Holley's efforts in establishing an internship program between the University of North Carolina, Chapel Hill's School of Information and Library Science and the Environmental Protection Agency. □ **Ridley Kessler, Jr.**, Documents Librarian in the Business Administration/Social Sciences Department, Davis Library at the University of North Carolina, Chapel Hill, received this year's ALA Government Documents Round Table Documents to the People Award, for his efforts in increasing use of documents and improving access to them. □ **Anne Kraus,** Director of the Nolichucky Regional Library in Morristown, TN, retired in June. □ **Elizabeth Laney** has retired from her position as School of Information and Library Science Librarian at the University of North Carolina, Chapel Hill. □ **Dai Li** has joined the Chesapeake (VA) Public Library System, as Assistant Area Librarian at the Russell Memorial Library. □ **John David Marshall**, Professor, Todd Library, Middle Tennessee State University, was this year's recipient of the Tennessee Library Association Honor Award for "his significant contribution to the improvement of library service in Tennessee." □ **Joan Sorensen** has been named Interim Director of the Greenville County (SC) Library. She had been Deputy Director since 1985. □ **F. William Summers**, Dean of Florida State University's School of Library and Information Studies, and Christine Koontz are the 1992 recipients of ALA's Carroll Preston Baber Research Grant. The $7,500 grant will be used to study library services offered by public libraries in communities where the majority of residents are from minority groups, and the use made of libraries in those communities. □ **Christine Thompson** is now Head of Cataloging at the University of Alabama. □ **Carolyn T. Wilson**, Collection Development Librarian at David Lipscomb University in Nashville, received the 1992 Frances Neel Cheney Award from the Tennessee Library Association for "outstanding contributions to the world of books and librarianship."

DEATHS

Carolyn B. Brooks, Head Librarian at Clear Creek Baptist Bible College, died in May. □ **Anthony Messineo**, recently retired Director of the Greenville County (SC) Library, died May 2, 1992. A graduate of Syracuse University, Messineo had been Director since 1980, and also served as Visiting Lecturer in the School of Information and Library Studies at State University of New York at Buffalo. □ **Robert Ellis Potter**, Head of Technical Services at the Dunedin (FL) Public Library, died February 7, 1992.

Welcome to New SELA Members
(As of June 3, 1992)

Alabama
Susan D. Murrell
Birmingham

John P. Myrick
Cullman

Rachel W. Polhill
Birmingham

Calberta O. Atkinson
Birmingham

Donna S. Chow
Montgomery

Frances L. Dates
Talladega

Melissa L. Ducote
Huntsville

Nancy A. Farnum
Birmingham

Jerry D. Gallups
Pell City

Veronica S. Gossom
Birmingham

Deborah J. Grimes
Northport

Linda S. Harris
Fairfield

Wanda K. Hendrix
Decatur

Joyce M. Holman
Dolomite

Irma J. Madison
Birmingham

Elizabeth B. Pollard
Huntsville

Catherine C. Proctor
Birmingham

Leslie E. Richard
Decatur

Sharon E. Whalen
Tuscaloosa

Del M. Wilson
Irondale

Florida
Charles A. Boutall
Merritt Island

Jenniffer Hudson-Bethel
Boca Raton

Bonnie L. Ray
Clermont

Deborah B. Maher
Tallahassee

Andrew L. Pearson
Lakeland

Georgia
Jack M. Black
Atlanta

Louisiana
Kenneth K. Awagain
Lake Charles

Susan M. Cortright
St. Rose

Barbara D. Reilly
Shreveport

Kentucky
Nancy J. McKenney
Lexington

North Carolina
Patricia A. Rogers
Wake Forest

Lizzie A. Reeder
Greensboro

Elizabeth S. Holtzclaw
Charlotte

South Carolina
Tom A. Burrows
Greenville

Loren L. Pinkerman
Greenville

Tennessee
Ernest R. Hall
Ooltewa

Report on SELA Planning and Development

by Julie G. Boyd, Chair of SELA Library Development Committee

The Planning and Development Committee's purpose is to serve as the overall strategic planning agency of the Association with the following responsibilities:

1) To identify trends and issues of concern to librarians and librarians in the Southeastern region.

2) To recommend a long-range plan to the SELA Executive Board.

3) To identify additional sources of support for the Association.

4) To collect strategic plans from member states.

In order to carry out the above mandate, the Committee decided the first step was a survey of the membership in order to ensure that recommendations reflect the concerns of the membership.

Three hundred thirty-nine responses were received with the following results:

SELA should place a high priority on:

1) cooperation among libraries in the Southeast

2) communication among SELA libraries

3) continuing education

4) Intellectual Freedom

5) library funding

6) membership recruiting

7) professional development workshops on managerial skills.

All of the remaining topics on the survey, when tallied, averaged out to "SELA should pursue these topics if possible". The Committee will now begin the task of developing rationale, goals, and objectives in these seven areas.

For further information on the SELA Planning and Development Committee or survey results contact Julia G. Boyd, Upper Cumberland Regional Library Center, 208 Minnearr St., Cookeville, TN 38501; (615) 526-4016.

Bernadette Storck (rt) from the Pinellas County Library Cooperative chairs the SELA Constitution and By-Laws Committee.

John A. McCrosson (left) from the School of Library and Information Science, University of South Florida is the SELA State Representative of Florida.

SOUTHEASTERN LIBRARY ASSOCIATION MEMBERSHIP FORM 1992

The information in the address box below should be your preferred mailing address. Please return form with dues payment. Make check payable to: **Southeastern Library Association**. Mail to: **SELA**, P.O. Box 987, Tucker, GA 30085-0987.

Type of Library with which you are associated:

- ☐ A-College/University
- ☐ B-Library Education
- ☐ C-Public
- ☐ D-School
- ☐ E-Special
- ☐ F-Retired
- ☐ G-Other
- ☐ H-Exhibitor

☐ New Membership 19 _____

☐ Renewal 19 _____

Annual Dues Schedule
(Based on Annual Salary)

Membership Year
January 1-December 31

Type of Membership	Amt. of Dues	Amt. Paid
Any FIRST TIME Membership	$10.00	_____
$10,000 and Under (Includes Students, Trustees Friends, Retired Members and Exhibitors)	$10.00	_____
$10,001 to $20,000	$15.00	_____
$20,001 to $30,000	$20.00	_____
$30,001 to $40,000	$25.00	_____
$40,001 and up	$30.00	_____
Sustaining Membership	$40.00	_____
Contributing Membership	$60.00	_____
Additional Section/Round Table	$ 4.00 ea.	_____
TOTAL AMOUNT PAID		$ _____

Name _____ / _____ / _____
   First Name   Initial   Last Name

Mailing Address _____
                  Street/Apartment/P.O. Box

_____

        City   State   Zip   Telephone: ☐ Home ☐ Business

Place of Employment _____

Position/Title _____

SECTION AND COMMITTEE/ROUND TABLE AFFILIATIONS

Please indicate Section/Round Table and Committee choices in priority order.

Your SELA membership includes affiliation in **TWO** (2) of the following **Sections/Round Tables.**

(A) Library Education
(B) Public Libraries
(C) Reference and Adult Services
(D) Resources and Technical Services

(E) School and Children's Libraries
(F) Special Libraries
(G) Trustees and Friends of Libraries
(H) University and College Libraries

(I) Library Instruction Round Table
(J) New Members Round Table
(K) Government Documents Round Table
(L) Online Search Librarians Round Table
(M) Preservation Round Table

If you wish to affiliate with more than TWO of the above, include $4.00 for each additional section affiliation.

MAXIMUM of FOUR (4) section affiliations.

*Section Membership Affiliation: 1st Choice _____ 2nd Choice _____ 3rd Choice _____ 4th Choice _____

Committee(s) on which you have an interest in serving. Limit your selection to THREE (3).

(2A) Outstanding SE Author Award
(2B) Outstanding SE Library Program Award
(2C) Rothrock Award
(2D) President's Award
(4) Committee on Committees
(5) Conference (Local Arrangements)
(6) Conference Site Selection
(7) Constitution and By-Laws

(8) Continuing Education and
      Staff Development
(25) Exhibits
(10) Handbook
(11) Headquarters Liaison
(12) Honorary Membership
(13) Intellectual Freedom
(24) Interstate Cooperation

(14) Legislative
(15) Planning and Development
(17) Media Utilization
(18) Membership
(19) Nominating
(21) Public Relations
(22) Resolutions
(23) Southern Books Competition

*Committee(s) Selection(s):   1st Choice _____   2nd Choice _____   3rd Choice _____

SOUTHEASTERN STATE EDITORS

Alabama
Barbara Bishop
The Alabama Librarian
400 So. Union St. #255
Montgomery, AL 36104
(205) 262-5210

Florida
Samantha Kelly Hastings, Editor
Florida Libraries
724 W. Lafayette
Tallahassee, FL 32304

Georgia
Joanne Lincoln, Editor
Georgia Librarian
Professional Library
Atlanta Public Schools
2930 Forrest Hill Drive, SW
Atlanta, GA 30315
(404) 827-8725

Kentucky
Carmen Embry, Editor
Kentucky Libraries
University of Louisville
Ekstrom Library
Belknap Campus
Louisville, KY 40292

Louisiana
Florence Jumonville, Co-Editor
LLA Bulletin
7911 Birch Street
New Orleans, LA 70118
504/523-4662

Rosalee McReynolds, Co-Editor
LLA Bulletin
Loyola University Library
6363 St. Charles Avenue
New Orleans, LA 70118

Mississippi
Carol Cubberley, Editor
Mississippi Libraries
Cook Library
University of Southern Mississippi
Hattiesburg, MS 39406-5053

North Carolina
Frances Bradburn, Editor
North Carolina Libraries
Joyner Library
East Carolina University
Greenville, NC 27858

(Newsletter)
John Welch, Editor
Tar Heel Libraries
N.C. State Library
109 E. Jones Street
Raleigh, NC 27611

South Carolina
Steve Johnson
News & Views of SCLA
Clemson Univ./Cooper Library
P.O. Box 1585
Clemson, SC 29634-3001
(803) 656-3027

Tennessee
Marie Garrett, Editor
Tennessee Librarian
c/o John C. Hodges Library
The University of Tennessee
1015 Volunteer Boulevard
Knoxville, TN 37996-1000

Kathy Breeden, Editor

TLA Newsletter
Lupton Library
University of Tenn. at Chattanooga
615 McCallie Avenue
Chattanooga, TN 37403

Virginia
Patsy Hansel, Editor
Virginia Librarian
Williamsburg Regional Library
515 Scotland Street
Williamsburg, VA 23185

Barbara Smith
VLA Newsletter
Assistant Documents Librarian
Alderman Library
University of Virginia
Charlottesville, VA 22903

Newsletter
Virginia State Library and Archives
11th and Capitol Streets
Richmond, VA 23219-3491

West Virginia
Yvonne Farley, Editor
West Virginia Libraries
St. Albans Branch Library
6th Avenue and 4th Street
St. Albans, WV 25177

LATE-BREAKING NEWS

SELA election for officers for the 1992-94 biennium:

Vice-President/President-Elect, Joe Forsee, Director of Public Library Services, Georgia Department of Education, Atlanta, GA

Secretary, Ann Hamilton, Associate Director of Libraries, Georgia Southern University, Statesboro, GA

Treasurer, Robert Cannon, Director, Public Library of Charlotte and Mecklenburg County, Charlotte, NC.

Board appointment of new *SELn* Editor:

Steve Johnson, Clemson University, Cooper Library, Clemson, SC. (Effective December 1, 1992)

Calendar

1992-1994

1992

October 7-9	KY	KLA Annual Conference. Drawbridge Inn, Ft. Mitchell, KY
October 15-17	WV	WVLA Annual Conference. Holiday Inn, Parkersburg, WV
October 21-23	SC	SCLA Annual Conference. Columbia, SC.
October 29-31	MS	MLA Annual Conference, Holiday Inn, Jackson, MS
November 4-7	GA	GLA Conference, Savannah, GA. (Joint conference with GLMA, GAIT and GAMR).
November 12-14	VA	VLA Annual Conference, Richmond, VA.

1993

March 23-26	LA	LLA Annual Conference —Shreveport, LA.
April 13-16	AL	ALLA Annual Conference, Huntsville Hilton and Von Braun Civic Center, Huntsville, AL.
April 29-May 1,	TN	TLA Annual Conference, Stouffer Hotel, Nashville, TN.
May 11-13	FL	FLA Annual Conference, Daytona Beach Marriott, Daytona Beach, FL.
October 13-16	GA	GLA Biennial Conference, Jekyll Island, GA. (Joint conference with GLMA, GAIT and GAMR).
October 14-16, 1993	WVLA	
October 19-22	NC	NCLA Biennial Conference. Benton Convention Center, Winston-Salem, NC.
October 27-29	KY	KLA Annual Conference, Hyatt Regency, Lexington, KY
October 27-29	MS	MLA Annual Conference. Natchez, MS.
December 8-10	SC	SCLA , Omni, Charleston, SC

1994

October 26-28	MS	MLA Annual Conference, Coliseum Ramada Inn, Jackson, MS.
October 25-29	SELA	SELA Biennial Conference, Charlotte Convention Center, Omni and Marriott Hotels, Charlotte, NC.

STATE LIBRARY ASSOCIATION OFFICERS — SELA AREA

Alabama Library Association

President: Jane Keeton, Birmingham Public Library, 2100 Park Place, Birmingham, AL 35203

President-Elect: Deborah J. Grimes, 1625 Northwood Lake, Northport, AL 35476

Secretary: Annie Lucas, 302 S. Main Street, Tuskegee, AL 36083

Treasurer: Carol C. Johnson, 585 S. Forrest Drive, Birmingham, AL 35209

Executive Director: Barbara Black, 555 So. Perry Street, #305, Montgomery, AL 36104, (205) 262-5210

Florida Library Association

President: Ann W. Williams, Alachua County Library District, 401 East University Avenue, Gainesville, FL 32601

Vice-President/President-Elect: Susan Anderson, St. Petersburg Junior College, 8580 66th Street North, Pinellas Park, FL 34665-1299

Secretary: Betty A. Scott, State Library of Florida, R. A. Gray Building, Tallahassee, FL 32399

Treasurer: Arthur Viders, 7906 Hopi Place, Tampa, FL 33634-2418

Executive Secretary: Marjorie Stealey, 1133 W. Morse Blvd., Suite 201, Winter Park, FL 32789, (407) 647-8839

Georgia Library Association

President: Sharon Self, Hardaway High School, 2901 College Drive, Columbus, GA 31995

First Vice-President/President-Elect: Donna Mancini, DeKalb County Pub. Lib. System, DeKalb County Administration Bldg., 1300 Commerce Drive, Fifth Floor, Decatur, GA 30030

Secretary: Kristina C. Brockmeier, Clayton State College Library, P.O. Box 285, Morrow, GA 30260

Treasurer: Richard Leach, East Central Georgia Regional Library, 902 Greene Street, Augusta, GA 30907

Executive Secretary: Robert Richardson, Director, Duckworth Libraries, Young Harris College, P.O. Box 38, Young Harris, GA 30582 (404) 379-3526

Kentucky Library Association

President: Rose Gabbard, P.O. Box 313, Beattyville, KY 41311 (502) 464-8126

Vice-President/President-Elect: Candace B. Wilson, P.O. Box 370, Russell Springs, KY 42642

Secretary: June Martin, John Grant Crabbe Library, Eastern Kentucky University, Richmond, KY 40475

Executive Secretary: Tom Underwood, 1501 Twilight Trail, Frankfort, KY 40601 (502) 223-5322

(No Treasurer — Handled by Executive Secretary)

Louisiana Library Association

President: Earl D. Hart, 2026 Robert Street, New Orleans, LA 70115

Vice-President/President-Elect: Grace Moore, 4554 Whitehaven, Baton Rouge, LA 70808

Secretary: Carla Bowlin, 213 Lake Wood, Lonroe, LA 71203

LLA Office Manager: Carol McMahan, Louisiana Library Association, P.O. Box 3058, Baton Rouge, LA 70821 (504) 342-4928

Mississippi Library Association

President: Kendall P. Chapman, Evelyn Oswalt Library, Copiah-Lincoln Junior College, Wesson, MS 39191

Vice-President/President-Elect: Sherry Laughlin, Head of Reference, Cook Library, University of Southern Mississippi, Hattiesburg, MS 39401

Secretary: Tommy Covington, Branch Librarian, Ripley Public Library, Ripley, MS 38663

Treasurer: Sue Maisel, Assistant Director, Eudora Welty Public Library, Jackson, MS 39204

Executive Secretary: Sharon L. Buchanan, Mississippi Library Association, P.O. Box 20448, Jackson, MS 39289-1448 (601) 352-3917

North Carolina Library Association

President: Janet L. Freeman, College Librarian, Carlyle Campbell Library, Meredith College, 3800 Hillsborough Street, Raleigh, NC 27607-5298, 919/829-8531, Fax (919) 829-2830

Vice-President/President-Elect: Gwen Jackson, Instructional Specialist, Southeast Technical Assistance Center, 2013 Lejeune Blvd., Jacksonville, NC 28546, 919/577-8920, Fax (919) 577-1427

Secretary: Waltrene M. Canada, Head, Public Services Division, F. D. Bluford Library, Documents Department, NC A&T State University, Greensboro, NC 27411, 919/334-7617, Fax (919) 334-7783

Treasurer: Wanda Brown Cason, Head of Cataloging, P.O. Box 7777 Reynolda Station, Wake Forest University Library, Winston-Salem, NC 27109-7777, 919/759-5094, (919) 759-9831

Administrative Assistant: Martha Fonville, c/o State Library of North Carolina, 109 East Jones St., Raleigh, NC 27601-1023 (919) 839-6252 (Voice and Fax)

South Carolina Library Association

President: David Cohen, College of Charleston, 66 George Street, Charleston, SC 29424, (803) 792-5530, Fax (803) 792-8019

Vice-President: Claude Blakely, Greenville County Public Library, 300 College Street, Greenville, SC 29601, (803) 268-2891, Fax (803) 268-8912

Secretary: Mary Lynn Moon, Clemson University Libraries, Clemson, SC 29634-3001, (803) 656-5168, Fax (803) 656-3025

Treasurer: Maureen Harris, Clemson University Libraries, Clemson, SC 29634-3001, (803) 656-5174, Fax (803) 656-3025

Executive Secretary: Drucilla Reeves Raines, South Carolina Library Association, P.O. Box 219, Goose Creek, SC 29445 (803) 764-3668, (803) 761-86000 (W), (803) 899-3658 (FAX)

Tennessee Library Association

President: Patricia L. Watson, Knox County Public Library, 500 West Church Avenue, Knoxville, TN 37902, (605) 544-5701

Vice-President/President-Elect: Carolyn Daniel, Library Media Specialist, McGavock High School, Nashville, TN 37214

Treasurer: Charles A. Sherrill, Director, Cleveland Public Library, 795 Church Street, NE, Cleveland, TN 37311,

Executive Secretary: Betty Nance, P.O. Box 158417, Nashville, TN 37215 (615) 297-8316 (FAX) 615-269-1807

Virginia Library Association

President: Steve Matthews, Director, Currier Library, Foxcroft School, Middleburg, VA 22117, (703) 687-5555

First Vice-President/President-Elect: Liz Hamilton, Campbell County Public Library, P.O. Box 310, Rustburg, VA 24588, (804) 332-5161

Secretary: Linda Farynk, Library-Administration, Room 405, Old Dominion University, Norfolk, VA 23529

Treasurer: Caroline Parr, Central Rappahannock Regional Library, 1201 Caroline Street, Fredericksburg, VA 22401

Executive Secretary: Deborah H. Trocchi, Virginia Library Association, 669 So. Washington St., Alexandria, VA 22314 (703) 519-7853

West Virginia Library Association

President: Pamela Ford, James E. Morrow Library, Marshall University, 400 Hal Greer Blvd., Huntington, WV 25755, (304) 696-2320

First Vice-President/President-Elect: Matt Onion, Cabell County Public Library, 455 Ninth St. Plaza, Huntington, WV 25701

Secretary: Judith Duncan, Kanawha County Public Library, 123 Capitol Street, Charleston, WV 25301

Treasurer: R. David Childers, West Virginia Library Commission, Cultural Center, Charleston, WV 25305

Contact Person: WVLA President

The Southeastern Librarian
P.O. Box 987
Tucker, GA 30085-0987