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The Southeastern Librarian



Hurricane Andrew's Devastation

(see pages 64, 66 and 76)

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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 Steve Johnson, *SELn* Editor, Clemson University, Cooper Library, P.O. Box 1585, Clemson, SC 29634-30001.
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



photo credit:
Richard Johnson

COVER PHOTO

Hurricane Andrew's damage to the South Dade Regional Library of the Miami Dade Public Library.

Contributions are being accepted by the following institutions to assist staff:

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 101 West Flagler Street
 Miami, Florida 33130-1523

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 Miami, Florida 33199

President's Message

Looking back over the past biennium reminds me of the cliché "Time flies when you're having fun." That certainly has been true of the past two years, because the time has passed quickly, and for the most part it *has* been fun! A part of the fun has come from working with some of the greatest people in the profession and with an association which has had the highest respect from the time it began in 1920. Although space will not allow me to recount all the events of the past two years, it's hard to resist mentioning a few. One of the highlights would have to be the 1990 SELA/TLA Conference in Nashville. The opportunity to work closely with a capable and dedicated group who composed the Local Arrangements Committee, along with the SELA and TLA officers, in planning and directing this conference was truly a "mountain-top" experience which will not soon be forgotten.

The SELA Executive Board members during this biennium have been a remarkable group. Had it even been possible, I could not have chosen any better people to work with. They have been cooperative and supportive, and our meetings have been productive. The final board meeting of the biennium was held on August 15 in Atlanta along with the State Officers Meeting. At the latter, participants enjoyed various discussion groups and other presentations on selected topics of interest to association leaders. It was quite interesting to hear all the great things which are happening in the member states as a representative from each state made informative reports to the group.

Many of our members enjoyed the SELA/LLA Conference in New Orleans last March where we had an opportunity to plan a joint meeting with our newest member state. It was a fine conference, with many outstanding programs, and we are indebted to members of the Louisiana Library Association for all they did to make it a success. With the exception of 1986, all of our conferences since 1980 have been held jointly with member states, and for the most part, these have been highly successful.

It has been a joy to work with our journal editor, Elizabeth Curry, and associate editors, Raylynn Hughes and David Tucker. We are proud of the high-quality work they have produced and appreciate all they have done to provide us with a journal in which we can take pride. Please express your appreciation to these people. Elizabeth's term as editor will end with publication of the 1992 winter issue, and the new editor of *The Southeastern Librarian* will be Steve Johnson, of Clemson University. Steve was approved at the August Board Meeting, and I believe we can expect to see good things from him as he begins his work with the 1993 spring issue. Please give him the support you have given the past staff.

Linda Gill and Linda Perkins both have done an outstanding job as Treasurer and Secretary respectively, and we got a preview of what our Vice President/President-elect, Gail Lazenby, can do from her work with the 1992 SELA/LLA Conference. Sincere appreciation is expressed to Bernadette Storck for her fine work as Parliamentarian, and to Past President George Stewart for the good pace he set during the previous biennium. These officers are real professionals, and it has been an honor to serve with them.

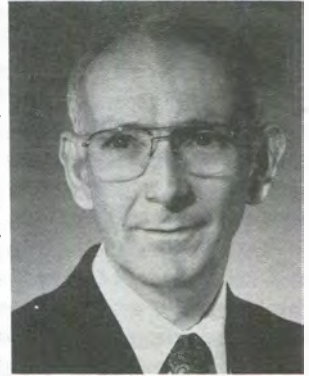
All of us are indebted to Wanda Calhoun, Neal Martin, and other members of the Handbook Committee for the remarkable job they have done in completely revising the *SELA Handbook*. You'll be very proud of this document, which should be ready to distribute at the 1993 spring Leadership Conference. Also, at that meeting we hope to have the new Conference Handbook, which is being developed by Annette Pilcher.

My final column would not be complete without mentioning the good working relationship I have enjoyed with our Executive Secretary, Claudia Medori, and Office Manager, Jo Anne Treadwell. Not only are these ladies efficient, hardworking, committed, and good representatives of SELA, but they are also "sort of" nice people, too! Working with both of them has been a delight.

Many of you have met my secretary, Athalie Thurmon, and know what a wonderful and efficient person she is. She has taken a special interest in SELA, has gone the "second mile," and there's no way I could have made it without her help.

It is becoming increasingly more apparent that in order to move forward and offer some of the services and programs we would like for members, additional income must be generated. Membership dues and conference income, our major sources of funds, are not sufficient to support many of the activities envisioned. A committee has been appointed to give attention to that, and hopefully much good will result. Along with this, the Planning and Development Committee, under the able leadership of Julia Boyd, completed a survey and presented priorities of the SELA membership based on results of that study. It is hoped that these will be pursued during the next biennium, along with the development of an applied strategic plan for the association as begun by this committee.

My first SELA conference was in Atlanta in 1966, and at that time I never would have believed that someday I would be president of this fine organization. I want to express my appreciation to you for giving me this opportunity and for your support throughout. It has been an enriching experience for which I'll always be grateful. May I encourage you to give the same support to our new president, Gail Lazenby, and the other 1993-94 officers, Joe Forsee, Ann Hamilton, and Bob Cannon. Together I hope we have and will continue to make a difference.



Jim Ward

Editor's Page

OBSERVATIONS ON HURRICANE ANDREW

Hurricane Andrew has deeply affected our library colleagues in South Florida. My family and I suffered no loss of health or property so it may seem strange for me to write about the experience, but I think it is the most important topic I can address right now. Press releases detailing the damage have been published in national and state library press. I would like to share some personal observations. Hurricane Andrew has given us all a lot to think about. It helped me remember what is truly important in life.

As a Florida native I was accustomed to hurricane warnings. Luckily, I was never close to tragedy until Andrew. This hurricane was worse than anything we could ever have imagined as we dutifully covered our desks, files and computers with plastic. It seems almost absurd now in retrospect. As I was taping the windows (and there are so many large windows and sliding glass doors in Florida) a radio announcer pointed out that winds of over 100 miles an hour will send a tree, or board or rock through your window regardless of the tape. That is when it really started to dawn on me.

Even in north Broward County where I live the winds were fierce that night and the weather reports were disturbing. The failure of power, telephone and the lack of safe water was difficult. However, none of us were prepared for the devastation. After the hurricane passed we listened to the media with battery operated radios and televisions. The reports of the dire situation in Dade County were hard to comprehend. Throughout the next week I found myself watching TV reports of the hurricane's aftermath for hours and hours. Although I constantly battled the survivor's version of post event depression — I had to watch the reports.

People lacked even the basics of food, clothing and shelter. Survival was their focus. The media was incredible in broadcasting calls for help. One example was the call for baby diapers, diaper rash ointment and bottles. At the same time there was a severe shortage of adult diapers. Babies were in serious danger of dehydration because there was no way to feed them. Disoriented senior citizens faced indignity as well as dangerous infection. I rushed to the nearest store only to find many items were sold out. Three stores later I found supplies which I could send down to the relief effort —but the store was rationing the items. It was great to see how people banded together and volunteered to help each other. It was frustrating because the destruction was so widespread that it was initially impossible to reach certain places with aid.

The worst problem for those of us outside Dade County was the fact that we could not reach people by telephone or even the computer network. We didn't know if our friends and colleagues needed help or were even alive. We couldn't communicate and we were told not to go down there for the most part. People from around the state, the region and the country were trying to get reports. Bits and pieces of information filtered through our informal networks. Some of it was accurate, some was garbled but we were all eager to know something about the libraries and the staff members. I realized that in the past 10 months of working at SEFLIN I had developed a strong personal feeling for the many library colleagues in different member institutions.

People who were in the midst of the destruction tell me that nothing they ever read, learned or experienced prepared them for surviving the storm or coping with the aftermath and clean-up decisions. Even with disaster policies in place, Hurricane Andrew created such widespread destruction that people had to create new ways of handling things and rely on their innate judgement to make decisions. In many cases the destruction was such that staff members couldn't even be found, let alone come to work. As soon as the libraries in Dade can get a bit more settled we look forward to learning more about their experiences in workshops. For example, after hearing Raymond Santiago of MDPL talk about the recovery process, the SEFLIN Collection Development Committee has realized how much there is to learn about insurance and valuing collections.

A reminder I'd like to make to everyone — things are better now but there is still a very long way to go. People's lives have been uprooted dramatically. Just last week I was sitting in a meeting, talking with someone who told me that her insurance claim was still pending and she was living in a makeshift trailer 8 weeks after the storm! The Thanksgiving and Christmas holidays will not be bright for many folks in Dade County this year. Recovery will take a long time.



Publications For The Library: Creating A Guide That Patrons Will Use

by C. Tom Sutherland

For more than ten years I have been collecting library handbooks, guides, and brochures. For at least five years I have been writing them. Until something better is invented, printed guides and library handbooks will be necessary. Not only do they help patrons when staff members are not available, but the guides also serve as a marketing device. For certain operations, such as how to search the online public access catalog (OPAC), they are indispensable. The "protocols of this form of the catalog are new and not yet standardized. For some time to come, the basic operation of any online catalog will not be intuitively obvious to (or manageable by) most OPAC users" (Hildreth 1982, 159).

There is considerable variety in how library guides look and what they contain. It seems clear, though, that there are certain standards of format, content, and style that can enable libraries to communicate better with patrons.

WHAT FORMATS ARE EFFECTIVE

The literature sometimes assumes that guides will be printed on 8½ by 11 inch paper. One article even suggests prepunched, three-hole paper that can be clipped in a notebook. This format may be appropriate for academic libraries, but special libraries should be guided by the commercial world. The ubiquitous four-by-nine-inch folder, like those used by tourist attractions and outlet stores is the commercial standard. This flyer can be printed on a standard piece of paper and folded twice. The narrow front and two folds help with display also; folders will stand up and not flop over. The folder format also implies that it will be quick and easy to use. Even graduate students will not read a full-size, multipage handbook, much less the busy patrons of a special library. As Carole Schildhauer said at the 1978 Special Libraries Association (SLA) Conference,

If you want your package to be used, it must be graphically attractive and brief. Good packaging is important. One or two pages is the limit. Consider what you know about advertising and marketing.

Remember that your guide is selling library services just as the commercial flyer is promoting goods or attracting tourists. Some advertising maxims that apply to library guides are: "An ad must be simple," "An ad

must look like it's worth paying attention to," "Make it easy on your reader," "Don't waste words," "Present tense, active voice," and "Don't try to do too much" (Malickson and Nason 1977, 82, 87).

In keeping with the need for brevity, libraries should consider a series of flyers with a standard layout for the front of each flyer. The layout will help the patron to identify the flyers as going together just as similar binding helps identify a related series of volumes. Although the cost of a slick color cover, like that of most commercial brochures, is still beyond the budget of many libraries, there are inexpensive ways to make low-budget brochures graphically attractive and "worth paying attention to."

The use of an eye-catching or familiar logo or heading helps patrons identify a library's literature, especially if the logo is used in other printed material for the library, such as letterheads and special request forms. By carefully choosing a color of ink that is dark enough to be used for text, such as navy or burgundy, and by choosing a color of paper, such as gray or beige, even a low-budget publication can be eye catching and attractive.

With a series of brochures, one of them can give general information, and the others can address specific topics, such as how to use the online catalog, how to reserve a book, or how to request an interlibrary loan. Several different flyers, each limited to a single topic, allow patrons to select the one that they need at the moment, rather than require them to search through a handbook. This advice does not mean acquiescence to the age of reduced-attention-span and sound-byte mentality; rather it follows Ranganathan's fourth law—"Save the Time of the Reader."

WHAT INFORMATION IS ESSENTIAL

What are the essential topics that a library guide or series of guides should cover? The literature provides several lists of essential topics. The similarities are striking and are a strong endorsement for including those topics in a library guide. My selection as the best list of essential topics is in *Guidelines for Library Handbooks* by the Federal Library Committee (1972).

- identification of the library
- days and hours of service
- mission of library
- services provided
- regulations regarding use
- description of major holdings

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- means of reaching library staff, (telephone numbers)
- methods of access to collections
- date of publication
- floor plans

Although *Guidelines* was published almost twenty years ago, the information is quite current. Only the addition of a facsimile number, electronic mail addresses, and instructions for the online catalog are needed to bring the list up to date. In only seven pages, *Guidelines* covers, in addition to the essential contents listed above, order of presentation, style of writing, and format and design. All preparers of library guides can benefit from checking their efforts against *Guidelines*.

LAYOUT

Guidelines addresses format and design, but the guidance is not as prescriptive as the list of topics. Too often layout information suggests options that present difficult decisions to the inexperienced or busy librarian. The following guidelines are from a class on print advertising by Dennis O'Shields, an Atlanta based advertising executive:

- *Put the selling message on the cover.* This is the most important point. Frequently people do not read past the headline, so be sure to put your main point here. This supports the concept of a family of guides, each one on a very specific topic.
- *Go first class.* Use the best paper, printing, and photographs you can afford. This is a point of particular importance in commercial advertising since the quality of the brochure is assumed to reflect the quality of the company and product it represents, an idea not without merit for libraries.
- *Plan a "Family look."* This means to select a style and layout and stay with it. If you have a logo, use it every time. These familiar elements will help patrons identify related brochures.
- *Use a single illustration on the cover.* Prefer a photograph to a drawing. People are interested in pictures of people. Several small photos will cost more than one larger one.
- *Highlight the important facts.* Use topical headlines and identify them with burger dots. O'Shields suggests using a sanserif font for headlines for a more contemporary look and using a serif font for more readable copy. Another preference of this is

to set type left-justified and ragged-right. I also prefer serif type for copy; sanserif is too informal for a library guide.

Finally, advertisers remind businesses to "ask for the order and tell them how to get in touch with you." For libraries that means do not forget to include your telephone number and hours of operation.

HOW TO COMMUNICATE WITH PATRONS

Most guides to writing offer standard advice about writing style including the need to use active voice, to know your audience, and to avoid jargon. One article which gives some practical examples is "The User-Friendly Library Guide," by William Jackson. This article discusses the University of Houston's efforts to produce useful and understandable guides. Of particular interest are the university's efforts to avoid jargon by holding training classes for the writers and reviews of the guides by faculty members. The University of Houston now uses topic headings such as these: *Getting Started, Finding Books, Finding Articles in Journals, Finding Government Publications, Finding Newspaper Articles, and Finding Statistics* (Jackson 1984, 470). From those examples, the pattern should be clear and should apply to the titles and topic headings of most libraries.

CONCLUSION

By evaluating their guides against the suggestions discussed, matching their topics against the lists, and rechecking the writing, preparers of library guides will develop comprehensive, clear, and informative guides. Reformatting guides to a handy size with an eye-catching design may even induce patrons to pick them up and use them.

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Student Assistants and Their Expectations

by Lois Walker and Ann Fliotics

Much has been written about student assistants and how to manage them effectively. However, a search of the literature revealed few articles about the students' attitudes toward their library jobs. While discussing attendance and tardiness issues with student employees in the reference department, we discovered their expectations differed from our own as supervisors. We sometimes found ourselves trying to enforce policies that students found unreasonable. By conducting a survey, we hoped to determine what the students thought were reasonable expectations. Using this survey, we could examine policies and make changes if necessary.

Dacus Library services Winthrop College, a liberal arts college of approximately 5,000 students. The library has a staff of 33 full time employees, including 13 library faculty. We are heavily dependent, as are most academic libraries, on student assistants. Last semester we started with 100 students and finished with 75. Over the last three years an increasing number of work-study students have transferred to less demanding jobs elsewhere on campus.

STAFFING. Donald G. Frank (1984, 56) summarized the hiring process by stating, "Selecting and hiring responsible student assistants are essential components in the maintenance of an effective student staff." While there is undoubtedly much truth to this, at our library, students are *assigned* to departments rather than selected. Student applications are screened by the campus Personnel Office for "special skills" such as computer or typing experience. Personnel then sends the number of students to the library necessary to fill the available positions.

When students do not perform in an acceptable manner, we have the option of firing them, but we may not be able to replace them. This forces us to retain students whose performances are marginal. In some cases, we lose students to other work-study positions on campus that allow them to study while on duty.

Since pay increases are determined by length of service rather than by merit, we as supervisors have no financial method of reward and motivation. Many work-study students' salaries go directly back to the school for tuition costs. This means students work without seeing tangible rewards. One student commented, "It really doesn't make a difference because I don't receive the money. It pays for school." Work-study students who

are fired or quit have the option to convert their work-study money to loan money or find another student position on campus.

Most work-study money is awarded to freshmen, with awards decreasing when the student becomes an upperclassman. The result is that we lose experienced workers who do not receive work-study awards. Obviously, the national work-study system is imperfect, but we as supervisors must find a way to overcome the obstacles it presents.

TRAINING William H. Williams studied student assistants in his masters thesis and concluded that they require "12 to 15 hours of professional supervision and instruction, with an additional 60 hours of learning per student" (White 1985, 96). In this case, theory and practicality clash. A 1987 University of Rhode Island survey revealed that 65% of the staff spent 1-4 hours training student assistants; 56.9% of the students perceived that they had received no formal training at all (Vocino, 8). Given the high turnover rate, a staff following Mr. Williams's advice would spend a good portion of their time doing nothing but training new employees.

We begin each semester with a mandatory general orientation session at which time we explain library policies and outline the student manual. The Public Services department makes use of an interactive computer software program *Shelving the LC Way* to train students. Further training is done on an individual basis in each department.

SCHEDULING. Students choose their own work schedules with the aid and advice of their supervisors. Once a schedule is agreed upon, the employee has two weeks to make changes. (This allows for course additions and unforeseen conflicts.) Once the two-week period is up, the schedule becomes permanent. Although attendance policies in the library vary slightly from department to department, in general, students must notify their supervisor if they miss a scheduled shift. In most departments, the students are told they are responsible for finding a replacement or making up the time. Some students honor this rule and others do not.

SURVEY PROCEDURE. We conducted the survey by leaving forms near the student time clock for a one-week period at the end of the spring semester. Supervisors encouraged all students to participate. To ensure anonymity, completed forms were collected in a box near the time clock. Of the 75 students still employed, 50 responded.

Lois Walker is Reference/III librarian and Ann Fliotics is Reference Librarian and Online Search Coordinator, Dacus Library, Winthrop College, Rock Hill, SC 29733

The survey consisted of two parts. The first section, an employee profile, included department, hours per week, funding, and grade level. The second part consisted of several Likert-type scale and multiple choice questions covering work schedules, job satisfaction, attendance and work ethic. Students were encouraged to write comments.

SURVEY RESULTS. The profile section indicated the average student had work-study funds (78%), worked in Circulation (54%), and was scheduled 9.7 hours per week. The work force was almost evenly divided among Freshmen, Sophomores and Juniors, with only six Seniors and one Graduate Student. Students had worked an average of 3.32 semesters at Dacus Library, and for most (86%) this was not their first job.

In the second section, our intent was to identify levels of student satisfaction. Over 50 percent strongly agreed that their work schedules worked well with their class schedules and other activities; only 10 percent disagreed. A few students commented on the flexibility of the work schedules as an advantage.

Forty percent agreed or strongly agreed that the pay was adequate. Budget and work-study pay is minimum wage with \$.10 increases each semester. Please note that the survey was conducted immediately after the minimum wage was raised from \$3.35 to \$4.25, which may have influenced their level of satisfaction.

The question concerning work load revealed 76 percent agreed or strongly agreed that it was reasonable. Those who disagreed used such terms as "overwhelming" and "far past reasonable." It is difficult to determine whether negative responses are the result of poor student attitudes or poor working conditions.

When asked if their attendance was important to the library, 30 percent were uncertain. Comments included, "There are enough students working to pull the weight of those absent." The preceding comment came from a Circulation student, and that department has the bulk of the students. However, this attitude is not limited to Circulation; a Technical Services student wrote, "I'm told that, but I don't see how what I do affects the whole library except for rare occasions." During the orientation session and in the *Student Employee Handbook*, we stress their importance to the daily functions of the library.

A query about time on task revealed 42 percent admit to spending 10 to 20 percent of the time not working. We broke down the statistics on a departmental basis and found that all Reference and Technical Services students report spending *more* than 80 percent of their time on library work. By contrast, 48 percent of the students in Circulation spent *less* than 80 percent of their time performing work duties. Since Circulation employs over half of all student assistants, their students may not receive enough feedback and individual

supervision. By comparison, some supervisors have only one student assistant and are able to work more closely with the student.

In answer to a question regarding absences, the majority of students reported they were absent an average of 2-3 times per month. A high percentage (34%) also reported being absent only 0-1 times per month. This question includes *any* absence from the regular work schedule; made-up time is still considered an absence. When considering that most students only come a few days each week, an absence of 3 times per month could constitute 25 percent of their work time.

We asked students to rank the reasons they most frequently missed work. Sickness and studying ranked at the top of the list with little statistical difference between the two. Judging from the responses, the students put studying on a par with sickness as a reason for missing work. Poor study habits appear to have a direct effect on employee attendance. Our *Student Employee Handbook* states in the opening paragraph, "If you are scheduled to work just prior to a test, you will need to figure out when to finish your studies ahead of time. While you are a student first, you are also a library employee and need to honor your obligations here."

Dorothy-Ellen Gross, Associate Dean at North Park College and Seminary in Illinois, suggests a group meeting with students to address absence problems. She has found peer pressure works as a means of controlling absences. We intend to try this approach in the coming semester.

Along the same line as absences, 34 percent of the students reported being late more than three times per month. When asked how many tardinesses should be allowed each month, answers ranged from one to 20 times per month, with an average of four times per month. Obviously this creates more problems in some departments than in others. In Circulation on Sundays, a student may be the only person scheduled on the desk.

Student comments addressed the fact that classes sometimes run late and the student has no control over being late. Another student liked her job but was "always tardy because I am constantly running back and forth between jobs and classes."

We asked whether the students wished to return to their library jobs next semester. Fifty percent said yes, 32 percent said no, and 18 percent were uncertain. Of those who said no, 56 percent were not returning to school. Overall the comments were favorable. One student said, "I am very satisfied with my employment here and my supervisors are very nice to me and treat me with respect." A few students were very dissatisfied and one remarked, "The library has been looking like a Kindergarten or Day Care center lately . . . Every week there is a *new rule*."

In a final comment section, we encouraged feedback. Some students complained because they were not allowed to study on the job. Students commented that other work-study positions on campus allow studying while on the job. Some students were even confused by the term work-study. One wrote, "I feel that we should be allowed to study if we finish our work. I mean what does work-study mean?"

FINDINGS. While there were random complaints about supervisors and workload, overall, students were satisfied with their duties. Their major objections related to maintaining their work schedule, which coincides with our major concern. Due to the unsteady flow of their class assignments, keeping a regular schedule is a problem. Their absences create problems for the library since our busiest times coincide with their midterms and finals.

SUGGESTIONS. Because it is difficult to replace and retrain students, it is to our advantage to interact with the students to improve their work habits. As a result of the survey and research we have done, we recommend the following as steps:

- 1) It is important to let students know on a continuing basis how vital they are to the operation of the library. Positive reinforcement by supervisors and perhaps recognition by the library as a whole could be a strong motivator.
- 2) Merit raises could be instituted to replace automatic raises. Not only would this increase student motivation, but also student attendance; too many absences could disqualify students from receiving the rating required for a merit raise.
- 3) The supervisors need to discuss attendance policies and standardize as many rules as possible. Departmental policy differences can lead to dissatisfaction among workers who often see these differences as unfair. When rules *must* vary, justification should be made to the students.
- 4) When absence problems recur, departments should consider student group meetings to discuss the problem. Group discussion may help the delinquent student see how their behavior increases their peers' workload.
- 5) Implementing time management workshops in the library could help students arrange their study hours more effectively, thereby avoiding last minute absences. Learning good time management would help not only the library, but would benefit the students throughout their lives.
- 6) Student evaluations could be used to help students

examine their own strengths and weaknesses. Rather than telling the students how they are doing, we could ask them which areas they think need improvement. The supervisor and student could discuss these areas together and agree on an attainable goal for the next semester.

LIMITATIONS. One limitation of the survey methodology is the inability to get 100 percent participation. It is possible that the students who chose not to answer our questionnaire were atypical of those who did answer. In such a case, survey results would be skewed. Our survey was also limited to Winthrop College, and is not generalizable to the nation as a whole. Every school has different procedures with student assistants; we recommend libraries examine their student employment system and consider a similar survey to better understand the needs, concerns, and attitudes of their students.

CONCLUSIONS. Student assistants are an integral part of the library structure, and it is imperative to use them as effectively as possible. We believe the survey we conducted has helped us implement decisions that will benefit both the students and the library. Conducting a survey or discussing issues in small groups can open channels of communication between students and supervisors and promote a more positive working atmosphere.

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From the Suggestion Box

by Sally Ann Strickler

Many model business organizations include in their participatory management process the involvement of employees or customers in decision-making activities. A method often used to solicit innovative ideas and solutions to problems is the traditional "Suggestion Box" to receive suggestions, information, disagreement, and criticism.

Suggestion programs have been around since horse-and-buggy days. Creative ideas generated at the workplace have been used to raise output, contain costs, improve service quality, and facilitate the development and introduction of new technologies and processes. Some organizations reward outstanding suggestions with silver dollars. Fifty dollars is awarded to top entries in the "Ideas for Efficiency" program on our campus. But surprisingly, few such programs have been reported in the literature of librarianship.

The Western Kentucky University (WKU) Libraries installed suggestion boxes at its main library complex and two of its branch libraries in 1987, and the response has been a constant flow of suggestions, complaints, lewd comments, and well-received compliments from faculty, students, and staff. Much of this response to the suggestion boxes has enabled the Libraries to improve services, repair or update facilities, and enhance collections.

In the main library complex, a suggestion box is located at the exit with a supply of suggestion slips located nearby. Suggestions and replies are dated and posted on a convenient bulletin board where color-coded answer slips are changed, either by season or as the board fills. At almost any time the main library is open, there is someone at the bulletin board reading the suggestions and replies.

As might be expected, the suggestions range from serious/well-thought-out to obscene/shoot-from-the-hip. Often they are not signed. However, if a repeat suggestion is written, the writer almost always signs it.

The majority of suggestions concern requests for specific titles to be ordered (which we usually do); air conditioning/heating complaints (which we try to solve); noise (which we pass on to area supervisors), and requests for extending late hours for all libraries (which we respond to as best we can with budget-wise explanations). Many suggestions are either complimentary or critical; the favorable normally outweigh the unfavorable.

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Over the years, we have received the usual obnoxious and rude comments—even including requests to fire certain individuals! And, cryptic comments often appear, such as "Why are we here?" "I can't study here . . . why?" and "Fly enormous crates of venomous spiders in from the tropics . . . and put them in the urinals."

We receive many workaday suggestions. To these we reply quickly with appropriate action when possible, and administrative discussion/wishful thinking when not. These suggestions include requests to offer recycling programs for paper and cans; purchase additional computers; subscribe to more serials; hire more staff; bring back student-use typewriters (word processors were made available—typewriters were always broken); replace ancient draperies and missing restroom signs; fix pencil sharpeners; stop using powdered soap in washrooms; sell condoms in the men's restrooms; allow soft drinks in the stacks/study areas; serve crackers and cheese on Thursdays, and "as an alternative to bars, could you set aside a singles night?"

Several suggestions for which we have been able to find solutions include the following:

- Installation of an electronic exit security system, eliminating the need for an often irritating search of personal belongings in purses, book bags, backpacks, and brief cases
- Completion of the conversion of our catalog of holdings from COMCAT (microfiche) to TOPCAT (online), acknowledging requests to "put the microfiche into computers" and "get older materials online"
- Opening a non-smoking study area where patrons can study and snack, as well as designating additional non-smoking areas in response to numerous suggestions from students
- Training circulation desk student assistants to issue Special Borrowers cards when a full-time staff member is not present, ending an annoyance to our non-University borrowers
- Extending time for checking out materials just prior to the midnight closing time, easing a frequent exasperation to students
- Convincing advisors to Greek organizations that required library study hours were not effective for their pledges
- Recommending to the basketball coaching staff that an assistant coach or advisor accompany the team members when they are in the library for their required evening study hours, a big assist to the

students studying in the periodical reading room where the players congregate

Additional responses to suggestions include daily local newspaper delivery; entrance signage placed high enough for 6'1" persons; plastic book bags for carrying library materials on rainy days; designation of a library area for quiet study during exams, and replacement of out-of-date telephone directories for Kentucky communities, major cities, and areas adjacent to the University.

Many ideas that cannot be utilized at this time will be considered in the future when planning a new main library. These include an often-requested 24 hour study area/lounge; larger areas for research and study; merger of all branch libraries into one main location, and restricting periodical use to one large reading room containing copiers to cut down on lost or misplaced issues.

Some suggestions will not be utilized including "Re-open the Helm Library exit" (one exit was closed to implement the new electronic security system); "Close the Libraries on Easter Sunday" (which inspired a vociferous bulletin board debate on the separation of church and state), and "Tear down the library and put the swimming pool back in!" (one library building is built over the site of the old campus pool). We refuse to be discouraged when urged to "Close for good," and we are able to resist requests for "a porno section in the Media Retrieval Center" and "MUZAK would be lovely," and we could only sympathize with the plaintive "Are you hiring?"

We have found the suggestion box to be a terrific source of useful ideas that have proved beneficial to the Libraries, assuring a quick response to problems and giving support to our short and long range planning. We believe that by this commitment to suggestions for change, and by replying in a friendly informative fashion, WKU's Libraries have encouraged our users to be involved in the communication of problems and ideas to those persons who can make things happen.

The suggestions and questions from the suggestion box continue to give us encouragement and immediate feedback from our patrons. After all, we would never have dreamed of "open keg parties for people that don't have overdue books" as an incentive, or "let patrollers carry guns — that would shut people up!" to relieve the noise problem. During a recent budget crisis we were pleased to receive several suggestions to "Keep all the librarians!" and "Do not fire or lay-off any of the employees of the library!"

Each week's collection of suggestions contains its slings and arrows, but then one day comes that long-awaited applause, the standing ovation. We must be doing something right when an anonymous friend writes "I love everyone in the library" or takes the time to say "I am very pleased with the service and friendliness of the library staff. *Everyone*, without exception has been extremely courteous and helpful! Keep up the *great* work!" or observes that "WKU couldn't improve on greatness. You are doing a great job! Keep it up!" On those days, it seems hard to argue with success.

NEW SELA EDITOR SELECTED



Steve Johnson

Steve Johnson will be the new editor of SELn. The current editors will compile the issue to be published in January/February 1993 (Volume 42, number 4 Winter 1992). Steve will begin with Volume 43, number 1 Spring 1993 to be distributed in May 1993. All *articles* should be submitted to him effective immediately. Announcements or press release should be directed to either the current editor or Steve depending on the time period covered. Steve Johnson, Clemson University/Cooper Library, P.O. Box 1585, Clemson, SC 29634-3001, (803) 656-3027.

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STATESIDE VIEW

FLORIDA



Miami-Dade P.L. copes with Andrew's aftermath

The devastating impact of Hurricane Andrew continues to be felt at the Miami-Dade Public Library System, where preliminary estimates indicated more than \$20 million worth of damage to the library's 31 branches.

Two of the four regional libraries in the system, South Dade and West Kendall, suffered the heaviest damage and will require extensive repairs. Worst hit was South Dade, which lost a large section of the roof and most of its windows, causing irreparable damage to the collection. Structural damage included missing walls and fallen ceiling tiles. Damage there was estimated at \$10 million. West Kendall, the newest regional library in the system, and the busiest, suffered water damage to the collection, furniture and equipment as a result of roof damage. Looters ransacked several branches, resulting in the loss of valuable equipment.

In the week following the hurricane, six libraries were used as food collection sites for Dade County's relief efforts, and some non-essential library employees were reassigned to county-wide emergency duties that included collection and distribution of food and medical supplies. The library system's storytellers, "Imagination Factory," provided outreach entertainment at several emergency relief shelters. The wrecked South Dade Regional Library was turned over to the Army for use as a command center.

A system-wide food and clothing drive was implemented to help library employees affected by the hurricane. Sixty-eight employees completely lost their homes or needed major repairs.

Storm-Ravaged Miami-Dade Public Library System saves thousands of books

Library administrators acknowledge the successful restoration efforts would not have been possible if not for the hard work demonstrated by the dedicated library staff during the critical hours after the storm. In many cases, employees whose own homes were severely damaged by Andrew, were busy at libraries helping with salvaging efforts. Impossible conditions, such as blocked roadways, lack of electricity and phone service and

dangerous working conditions, made recovery efforts difficult, if not sometimes impossible. These 'Hurricane Heroes' were recently recognized with a special 'Thank You' party.

In the days following Hurricane Andrew's devastation, quick-working library staff of the Miami-Dade Public Library System removed books, furniture and other materials from severely damaged libraries, greatly reducing the amount of library materials lost to the storm.

Wearing hard hats and galoshes, staff and other volunteers spent the hours after Hurricane Andrew carting away materials that received little or no damage from the storm. Preservation and insurance personnel were also on hand to offer advice on which materials could be saved, and which items could most cost-effectively be replaced. More than 137,000 materials were sent to freeze-dry facilities in Central Florida. Additionally, thousands of salvaged books not needing special preservation were relocated to a 35,000-square-foot warehouse. More than 60 percent of all damaged furniture, shelves and desks are undergoing restoration. The Library System has been busy working with the library collection's private insurance carrier to expedite the process of replacing the damaged books and other covered materials.

Due to pre-Hurricane preparations and the immediate response by the staff, almost 70 percent of the Homestead Branch's 65,000 item collection was saved. Most of the furniture, stacks and desks from this facility, located in the hardest hit area of South Dade, was also recovered with little damage.

With falling ceiling tiles and ankle high water, library staff at West Kendall Regional Library spared 61 percent of their collection. South Dade Regional Library, which suffered \$10 million in damages, saved half of its 233,000 item collection. Most of the lost collection was from the adult and young adult fiction collection. Coral Reef Branch, the other library closed indefinitely due to extensive damage from the storm, had 53 percent of its collection saved.

GEORGIA



Library sponsors Family Literacy Fair

The DeKalb County Public Library, in conjunction with the Metro Atlanta Literacy Network, sponsored the First Annual Family Literacy Fair in September. Ap-

STATESIDE VIEW

proximately 60 agencies, representing the area's major literacy providers and community agencies, provided information at the fair about literacy services, refugee services, and housing and health issues.

The fair was aimed at potential learners, those who need help to learn how to read, increase their reading skills, learn English as a second language, get their GED, or receive basic skills such as spelling and math, at potential volunteers who wanted to learn more about literacy agencies, and at families who could receive information about the importance of reading and learn how to teach their children early literacy skills.

Although the aims of the Literacy Fair were serious, the Fair itself was designed to be a positive and enjoyable experience for participants. Throughout the day, professional storytellers, costumed characters, guest speakers, music and door prizes of books, videos and toys made the Fair fun for the participants and their families.

The Fair was held at DCPL's newly reopened 53,000 square foot Decatur Library. The grand opening of the library in late August marked the successful completion of the library system's five-year, \$29 million bond expansion project.

KENTUCKY



Summer programs mark Bicentennial

Libraries across Kentucky helped children celebrate the state's 200th birthday with a summer reading program built around the theme, "READiscover Kentucky." Carol Baughman, Children's Services Consultant at the Kentucky Department for Libraries and Archives, edited a program manual, nearly 400 pages long, which helped librarians around the state promote the bicentennial through an array of activities. Two years of advance planning went into the summer's events, with cooperation from children's librarians across the state as well as representatives from numerous other agencies and organizations.

LOUISIANA



Library collects coins for videos

Patrons who wanted to see more videos at the Lafayette Public Library were given an opportunity to do

something about it recently when the city gave the library an old parking meter. The parking meter was mounted in a recycled and repainted waste container and placed in the library's Browsing Room, near the video shelves, where it now serves as a "collection box." Money placed in the meter by library patrons will be used to purchase new videos for the collection.

MISSISSIPPI



Toy library serves disabled children

Disabled children and their families in three counties on the Mississippi coast can now borrow specially designed toys at the Toy Library-Coast. The library has an inventory of more than 300 toys which are activated by voice, motion, breath, or gentle touch. These afford disabled children an opportunity for learning and play which is often denied to them because they cannot successfully manipulate standard toys.

The library, which opened in the fall of 1990 with a grant from the Hasbro Children's Foundation of New York, offers a room full of toys, from which children and parents can select 3 or 4 and take them home for up to a month at a time. The library serves children with special needs in Harrison, Jackson, and Hancock Counties, and provides consultation to other communities interested in creating a similar program.

Toy libraries in the United States date back to the Depression, when the first one was created to serve families who could not afford to purchase toys. Today there are more than 250 toy libraries across the country, and a U.S. Toy Library Association has been established.

Details on the Toy Library-Coast can be found in an article, "A Puff of Breath, A Tilt of the Head, and . . . PRESTO! . . . It's a Toy Library for Children with Disabilities," by library director Sara Jackson, Assistant Professor of Special Education at the University of Southern Mississippi. The article appears in the Fall 1992 issue of *Mississippi Libraries*.

NORTH CAROLINA



UNC, Duke given "medical informatics" grant

A grant to provide a training program in the field of medical informatics has been jointly awarded to the University of North Carolina at Chapel Hill and Duke

STATESIDE VIEW

University. The National Library of Medicine grant was the only one awarded in the Southeast of 10 nationwide.

The five-year grant, of at least \$216,000 per year, will support tuition and stipends for predoctoral and postdoctoral students.

"Medical informatics is a very diverse field that centers on the application of computer technologies to the practice of medicine and the education of medical practitioners," said Dr. Charles Friedman, principal investigator on the grant and professor and director of the Office of Educational Development at the UNC-CH School of Medicine.

"Information technology has tremendous potential to enhance medical practice and education," he said. "The program will enable students to create computer software that will increase our ability to manage and to retrieve medical information or provide medical treatment. Students will learn how to improve upon currently available computer systems and will study the effects these computers have on health care."

TENNESSEE



Grant funds services for seniors

A \$20,000 grant from the Durham Foundation will make library service possible for some residents of the Memphis area who can't get to the library. The grant given recently to the Memphis Shelby County Public Library and Information Center will be used to buy large print books, videotapes, and cassette tapes for senior citizens living in group residential settings. The material will be delivered to 20 selected sites by the library's bookmobile staff.

Although the library system already has a radio station that reads printed material for the print-impaired, and a television station that provides community programming, the staff realized that many seniors in group residential settings want to read, but cannot easily come to the library. Plans call for new supplies of materials to be delivered to each site every two months.

VIRGINIA



Statewide union catalog goes online
The Virginia State Library and Archives has contracted

with VTLS Inc. for the CAVALIR ONLINE Database Creation Project, which will create an online union catalog containing holdings of all participating libraries in the state of Virginia.

The statewide union catalog, called CAVALIR, will be one of six databases that reside on the Virginia State Library and Archives system, which operates on a Hewlett-Packard Series 3000/Model 960 minicomputer. Eventually, the catalog may reside on a dedicated computer. Once online, the union catalog, which will contain about 4 million bibliographic records, can be used for copy cataloging and interlibrary loan by libraries throughout Virginia.

CAVALIR is to be mounted online as the first stage in the implementation of the Virginia Library and Information Network (VLIN).

WEST VIRGINIA



Libraries support "College Scouts"

Librarians and others interested in helping young people in West Virginia maximize their educational opportunities are supporting "College Scouts," part of the West Virginia Economic Justice Project. The project consists of recruiting and training community-based volunteers to help potential students of all ages apply for college admission and financial aid.

"Our message about college is very simple to any West Virginian who wants to go: you can get there from here and we'll be there to help you do it," says project director Rick Wilson, a former librarian.

West Virginia Library Commission director Frederic Glazer is among the project's supporters, as is Governor Gaston Caperton. Glazer sees College Scouts as an important component in full-service public libraries. "We have a vision of library service that includes helping children learn to love reading, helping adults who need it with literacy and GED tutoring, and, through the College Scouts, helping them all move on into higher education."

The pilot program was launched in 1991 at the Hamlin Library in rural Lincoln County, and programs now exist in several other sites. Workshops, direct services or other activities have been held or are planned in additional sites, and the demand is growing.

NEW AND USEFUL

NOTIS introduces PACLink

NOTIS Systems, Inc. has announced a new product which offers libraries expanded access to resources using the "open systems protocol" Z39.50.

Called PACLink, the product interconnects a library's Online Public Access Catalog (OPAC) to other libraries' holdings through an OPAC to OPAC connection and automatically processes requests for document delivery and interlibrary loans. PACLink is fully integrated into the current OPAC and communicates with remote libraries using Z39.50 via the TCP/IP Internet.

According to NOTIS president Jane Burke, the new product "gives libraries expanded access to resources at the patron level and offers a platform for cooperative collection development."

For information, contact the company at 1007 Church Street, Evanston, IL 60201-3622, (708) 866-0150.

VTLS develops integrated encyclopedia

VTLS Inc. has developed a prototype of an electronic encyclopedia that incorporates full text now and will soon incorporate image into the current VTLS software. The development of the prototype was made possible by a technological demonstration grant from BRA BOCKER, publishers of the Swedish National Encyclopedia. Using existing VTLS features and the current database structure, the prototype allows users to search for information in an online encyclopedia just as they would search for a book or periodical in the library's catalog.

A Hewlett-Packard 3000 computer stores the file indexing system and acts as a file server for the data, which is maintained in a separate database. The HP computer stores full text (and soon images), which can be accessed from the VTLS software running on a microcomputer.

Access to the encyclopedia is integrated with the VTLS online public access catalog. A user is able to browse an alphabetical index of the encyclopedia, pull

up full text, and through hypermedia links, find related materials contained in the library's collection.

Book explains proposal process

How to Write Proposals That Produce, by Joel P. Bowman and Bernadine P. Branchaw offers practical techniques for writing internal and external proposals through a step-by-step guide broadly designed for individuals, businesses, technical writers, governmental agencies, and nonprofit organizations.

The authors define a proposal, its purposes, and its types, describe and analyze a variety of proposal audiences and their communication styles, and outline strategies for writing successful proposals.

The book is available for \$23.50 in paperback from Oryx Press, 4041 N. Central, Phoenix, AZ 85012-3397, (800) 279-6799.

RFP documents for automation available

RMG Consultants, Inc. of Chicago is now licensing RMG's documents to libraries that are planning or procuring automated systems and related services. RMG's *Licensed Document Service* makes available to libraries the use of RMG's proprietary procurement documents, especially the *Request for Proposal for Automated Systems and Services*. RMG is a library automation consulting firm established in 1980.

The *Licensed RFP* is available in machine-readable and paper form, and the service includes telephone consulting time to answer questions or resolve problems. Cost of the service varies, depending on the size of the library. The document defines requirements for systems and related services, and includes RMG's standardized configuration and cost forms which allow an "apples-to-apples" comparison of system costs proposed by vendors.

For information, contact Barbara Kopystecki, Manager of Client Services, RMG Consultants, Inc., at (312) 321-0432.

BULLETIN BOARD

Seminar to study "virtual collections"

"Virtual Collections: Only Key Strokes Away" is the theme of the North Carolina State University Libraries' fourth I. T. Littleton Seminar, to be held February 26, 1993 in Raleigh. Speakers and program sessions will explore issues related to developments in document delivery and cooperative information resource development.

The day-long program will include demonstrations of the newest network-based document delivery systems, the role of commercial delivery services, the Triangle Research Library Network's model document delivery system and sessions on factors shaping library development of powerful cooperative resource sharing programs. Special guests include keynote speaker Jan Kennedy Olsen, Library Director of Albert R. Mann Library at Cornell University.

A new feature to the seminar series is the Poster Session Program. Librarians from around the country have been invited to submit an application to showcase innovative programs, services and/or technologies for improving access to information. Applications will be accepted until December 18, 1992; contact Tracy M. Casorso at (919) 515-3339 for details.

Registration fee for the seminar is \$50 per person (\$15 for library school students). Registration deadline is February 12, 1993. For a program brochure or additional information, contact Tracy M. Casorso, NCSU, The Libraries, P.O. Box 7111, Raleigh, NC 27695-7111, (919) 515-3339, fax (919) 515-3628, or via E-mail: Tracy_Casorso@NCSU.edu.

Medical Library Association offers scholarship

The Medical Library Association sponsors a \$2000 scholarship for minority students who are pursuing a graduate degree in library and information science with an emphasis on health sciences librarianship. The purpose of the MLA scholarship for minority students is to encourage candidates showing excellence in scholarship and potential for accomplishment in health sciences librarianship.

The scholarship will be awarded to a Black, Hispanic, Asian, Native American or Pacific Island American student entering or continuing at the master's level. The application deadline is February 1, 1993.

For application and further information, contact the Professional Development department at the Medical Library Association, Suite 300, Six North Michigan Avenue, Chicago, IL 60602-4005, (312) 419-9094.

Children's lit research grant offered

The Ezra Jack Keats/de Grummond Collection Children's

Literature Research Fellowship Program awards grants to scholars engaged in research projects based substantially on the holdings of the de Grummond Collection. The purpose of this program is to encourage imaginative and productive research in children's literature and specifically to encourage and facilitate scholarly use of the resources of the de Grummond Collection. This collection contains books and original materials that focus on American and British children's literature, historical as well as contemporary. Grants of up to \$1200 may be made to applicants of any discipline who engage in projects which require substantial use of the collection. Fellowship applications must be submitted before March 31, 1993; applicants will be notified of decisions by April 30, 1993. For more information and an application form, contact Dee Jones, de Grummond Collection, Box 5148, University of Southern Mississippi, Hattiesburg, MS 39406-5148, (601) 266-4349.

SOLINET receives microfilming grant

The Southeastern Library Network (SOLINET) has received a \$2.4 million grant from the National Endowment for the Humanities to support a cooperative preservation microfilming project. Planned in conjunction with the Association of Southeastern Research Libraries (ASERL), the project will microfilm 28,057 volumes (22,289 titles) over the next three years through a centralized service at SOLINET. According to Ralph Russell, Director of Libraries at Georgia State University and Chair of ASERL, "endangered, brittle volumes that otherwise might be lost forever will now be preserved, continuing to be available to scholars through this unique regional effort."

Fifteen libraries will film deteriorated history and literature collections of the U.S., Latin America and Africa through SOLINET's Preservation Microfilm Service. Established in 1990 to support the first SOLINET/ASERL Microfilming Project, the Service prepares material for filming, contracts for filming, catalogs filmed titles, and provides post-filming inspection and quality control. As a centralized, cooperative resource, the Service reduces the staffing burden of preservation microfilming at project libraries, improves efficiency, and ensures that high quality film is consistently produced. Project libraries select titles for filming and provide access to completed film. As one project participant, Theodore Kuzen at the University of Virginia, describes it, "compared to microfilming on our own, participating in the SOLINET/ASERL project is simplicity itself." During the first SOLINET/ASERL project, over 16,500 volumes from Latin Americana and U.S. American collections were preserved. Production on

BULLETIN BOARD

the second project was set to begin in August 1992.

Items to be filmed support scholarly research in the humanities. Participating libraries and the collections they will film are Auburn University (Alabama history and literature), College of Charleston (antebellum South Carolina pamphlets), Duke University (southern U.S. pamphlets), Emory University (Methodism), South Carolina Historical Society (antebellum South Carolina pamphlets), State Library of Florida (Florida history and literature), Tulane University (Central American and

Mexican history and culture), University of Florida (African languages and linguistics), University of Georgia (Georgia history and literature), University of Kentucky (Kentucky history and literature), University of Miami (Cuban history and literature), University of North Carolina at Chapel Hill (North Carolina historical pamphlets), University of South Florida (boys' series books in the Hudson Collection), University of Tennessee (Tennessee history and literature), University of Virginia (American rural development).

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PEOPLE

Mary E. Anders, now retired after 38 years of practicing and teaching librarianship, was among the recipients of the University of North Carolina at Chapel Hill's School of Information and Library Science Distinguished Alumni Awards presented in May. Anders is also a past recipient of SELA's Mary U. Rothrock Award. □ **Julie Arnott** has been named Preservation Education Officer at SOLINET. She will design and conduct workshops, provide consulting services, and provide reference and referral services. Arnott was previously Associate Preservation Librarian at the University of Michigan. □ **Rebecca T. Bingham**, past President of SELA (1984-86), was honored by the Kentucky Library Association with a resolution citing her "outstanding dedication to library service" on the occasion of her retirement in June from the Jefferson County Public Schools. Among her many accomplishments, Bingham has served as President of KLA (1971), and was appointed to the Advisory Committee to the White House Conference on Library and Information Services, 1979. □ **Mary Kit Dunn** of Greensboro, NC, was the 1992 recipient of the American Library Trustee Association Literacy Award for outstanding contribution toward the elimination of illiteracy. According to Awards Committee chair Minnie Lou Lynch, Dunn "sparked and still leads the Community of Readers Program. [She] is tireless in her pursuit to fight illiteracy." □ **David Feinberg** is now Business Reference Librarian at the University of Alabama. □ **Colonel Joseph W. Jones, Jr.**, President of the Tennessee Library Association, received a 1992 ALA Trustee Citation, recognizing distinguished service to library development. □ **Jane Pickering Kleiner**, Head of Reference Services at the Louisiana State University Libraries, was the 1992 recipient of ALA's Reference and Adult Services Division Reference Service Press Award. The award is given to an author of the most outstanding article published in *RQ* during the preceding two volume years. Kleiner's article, "Ensuring Quality Reference Desk Service: The Introduction of a Peer Process," appeared in the Spring 1991 issue. □ **John David Marshall**, Library Director at Middle Tennessee State University's Todd Library, was among the speakers at "A Conference on the Lizzie Borden Case: The Legend 100 Years After the Crime," held in August at Bristol Community College in Fall River, Massachusetts. Marshall spoke on "Librarians in the Life and Legend of Lizzie Borden." His monograph, *Lizzie Borden and the Library Connection*, was published in 1990 by the

School of Library and Information Studies, Florida State University. □ **Daniel G. Polk** has been named Catalog/Retrospective Conversion Librarian at Pembroke State University's Livermore Library. □ **Donald Reynolds** has been appointed Library Director of the Nolichucky (TN) Regional Library Center, replacing Anne Kraus, who retired in June. □ **Larry Schankman** is now Reference Librarian at Valdosta State College in Valdosta, GA. □ **Phyllis Self** has been appointed Assistant Director for Health Sciences and Head of Tompkins-McCaw Library at Virginia Commonwealth University in Richmond. She was previously Director of the Health Sciences Library at the University of Cincinnati. □ **Dee Shneiderman** has joined the staff of the Pembroke State University Library, as Reference/Bibliographic Instruction Librarian. □ **Dr. Jessie Carney Smith**, Director of the Fisk University Library, has received the 1992 Women's National Book Association Award. The award recognizes a living American woman who has made a significant contribution to the world of books. Dr. Smith has written seven books and numerous journal articles; most recently, she has written *Notable Black American Women*, a reference work published by Gale in 1991. As Director of the Fisk University Library, Dr. Smith has sponsored numerous programs and grants for the purpose of improving and enhancing the black experience. □ **Katina P. Strauch**, Head of Collection Development at the College of Charleston, was among the recipients in May of the University of North Carolina at Chapel Hill School of Library and Information Studies' Distinguished Alumni Awards. Strauch has written or edited 16 books and published numerous articles, and is known for her work to improve communication among librarians, vendors, and publishers. □ **Adam Szczepaniak** has been named Head, Science and Engineering Library at the University of Alabama. □ **Franklyn Thompson**, Head Librarian, W.G. Rhea Library, Paris, TN, has announced his retirement, effective January 1993. Thompson has headed the library since 1980. □ **Jody Treadway** is now Children's Coordinator for the Chesapeake (VA) Public Library System. □ **Albert D. Wheeler, Jr.** has been named Director of Library Services at the Georgia Department of Corrections. He was previously Assistant Director and Acting Director. □ **Benedette Wright** is now Librarian/Branch Manager at the Gresham Branch, DeKalb County (GA) Public Library. □ **Virginia Young** has been named Science and Engineering Reference Librarian at the

PEOPLE

University of Alabama. □ **Julia Zimmerman** is now Associate Director of Operations at the Georgia Tech Library. On the faculty since 1979, Zimmerman most recently served as Assistant Director for Systems and Information Services.

DEATHS

Marta A. Lange, Head of Reference at the North Carolina State University Libraries, died June 8, 1992.

□ **Ethel Q. McDonald** of Oak Ridge, TN, a

SELA member since 1979, died earlier this year. She had most recently served as a member of the Handbook Committee. □ **Jeanene McNair**, longtime librarian at the University of South Florida, died August 1, 1992. She had served as Head of the Collection Development Department, and as Human Resources Librarian. □ **Barbara M. Johnson**, Director of Union County Public Library, Monroe, NC passed away May, 1991. SELA member 1976-1991.

WELCOME 1992 NEW MEMBERS

As of October 12, 1992

Alabama

Donna L. Cole
Birmingham

Timothy Dodge
Auburn

Jane E. Keeton
Birmingham

Florida

Molly A. Hays
Wesley Chapel

Georgia

Valerie V. Ayer
Stone Mountain

Susan G. Kendall
Marietta

Dana L. Stone
Mount Vernon

North Carolina

Loretta S. Potts
Fletcher

Stephen H. Dew
Charlotte

South Carolina

Lisa R. Ridenour
Pendleton

Tennessee

Shannon Van Kirk
Nashville

Deanna Nipp
Cookeville

Virginia

Jack H. Harton
Norfolk

A NEW STATE JOINS SELA

On October 6, 1992 the Arkansas Library Association voted to become a part of SELA. Jim Ward, SELA president visited the Arkansas Library Association Conference and attended their Board meeting. Due to the hard work of long time SELA member, Jack Mulkey, over 40 new SELA members were brought in from Arkansas. The membership will become official in 1993. We will have a special "Welcome List" of "New Arkansas Members" in the first 1993 issue of the journal.



Gail Lazenby, Jim Ward, Joe Forsee (rt. to left) — a lineup of SELA leaders.

STATE OFFICERS MEETING

August 1992

REPORTS FROM SELA STATE REPRESENTATIVES

REPORT OF THE ALABAMA LIBRARY ASSOCIATION, INC. by T. Harmon Straiton, Jr.

The Alabama Library Association (AlaLA), under the guidance of the Immediate Past-President Geraldine W. Bell, co-sponsored a successful conference. The Alabama Library Forum (ALF), a joint conference in Birmingham, Alabama, was sponsored by a consortium of eight library and media related organizations. The conference was the largest ever held by the Alabama Library Association with a total attendance of 926 and total receipts of \$57,261. Of this amount, \$11,162.86 is projected to be profit. A similar joint-conference will be held in four years.

Many of the following additional comments are from *The President's Report*¹, 1991-1992. The AlaLA Bibliographic Committee compiled *African-American literature For Children and Young Adults: A Selected Bibliography* which contains books written and/or illustrated by Afro-Americans. It is very appropriate that such a publication as this be completed and distributed by a professional association of librarians. Copies of the completed list are available to interested members of the AlaLA through the Colleges and Schools Division. Other copies will be sent to the Alabama Education Association and the Alabama Parents and Teachers Association for distribution to their constituents. The AlaLA Executive Office will house the remaining copies.

In the legislative arena, contact was made with the Alabama Superintendent of Education and the Alabama Department of Education concerning legislation designating the librarian as a teacher unit in every school in the state. The Association's work with Alabama Instructional

Media Association (AIMA) on joint lobbying efforts will result in proposed legislation that would place a CD-ROM computer in each and every school library in the state within the next few years. Most significantly the Legislative Development Committee developed a joint platform for libraries which includes the five-year plan for library automation, which was developed by the Alabama Department of Education.

A Continuing Education Report Form has been developed and distributed to providers of continuing education, so the AlaLA may have a centralized calendar of professional development activities in the state. A leaflet describing library education programs in Alabama has also been completed. This leaflet is available through the AlaLA Executive Office.

Two outstanding efforts were made to heighten the visibility of the AlaLA and to promote the theme of the American Library Association, *Your Right to Know: Ask Your Librarian*. A successful library card campaign, in which sixty-one public and school libraries participated, has been completed, illustrating cooperation between school and public libraries. This campaign resulted in over 4,300 new members (library supporters of the future) being provided library cards. Prizes donated by Head's School and Office Supplies, Baker and Taylor, Title Books, Burrow School Specialty, PermaBound, and Holt Audio-visual were awarded to the winning schools/libraries at the Alabama Library Forum Conference. Winners also had the opportunity to have their pictures made with Pat Schuman, President of the American Library Association (ALA). A successful National Library Week Campaign resulted in the participation of fifty-seven elementary and secondary schools throughout Alabama. Students in grades K-12 submitted bookmarks and poster entries

¹*The President's Report, 1991-1992. Birmingham, Ala.: Alabama Library Association, Inc., 1992.*

illustrating the theme "Discover." The entries of the first, second, and third place winners were on display at the Alabama Library Forum, and again, students had the opportunity to have their pictures made with Ms. Schuman.

The AlaLA Intellectual Freedom Committee completed a proposal for a coalition of intellectual freedom proponents led by the AlaLA. The AlaLA Membership Committee completed for publication a membership recruitment brochure. The AlaLA Executive Council continued to monitor very carefully the restructuring of the Association under Sunset Act approved earlier by the general membership of the association. The Long Range Plan for the AlaLA has been updated and computerized. Bylaws and Handbook revisions continued. The executive board of the Southeastern Library Association (SELA) voted to accept the invitation extended by the AlaLA and a joint SELA/AlaLA conference will be held in Alabama during the year 2000.

The number of AlaLA members increased dramatically over the past few months with a total membership now over 1,100. The AlaLA Treasurer reported that the association is financially sound and its accounting methods are acceptable, as validated by a recent auditor's report. *The Alabama Librarian*, the professional journal of the AlaLA, continues to be on a "break-even" basis and it continues to publish many informative and scholarly articles.

Officers of the AlaLA Scholarship and Loan Fund board of directors reported that the fund is healthy and persons needing financial assistance with library education should apply for the scholarships and/or loans. A new scholarship, the AlaLA Memorial Scholarship, was designated and that \$12,000 was distributed by the Fund during 1991.

As with any organization, the success of the AlaLA rests upon the leadership of its past, present and future officers. Some of the activities noted in this report were begun several years ago and brought to fruition recently. Others representing the traditional annual activities of AlaLA committees were also completed during the previous association year. During the current association year, these activities will continue. Last year was a very good year. Under the leadership of the new AlaLA President, Jane Keeton, of the Birmingham Public Library this year will be even better.

FLORIDA LIBRARY ASSOCIATION REPORT

by Dot Hope

Plans are underway for the 1993 annual FLA conference to be held at the Daytona Beach Marriott on May 11-14, 1993. The Conference theme will be "Partnerships in Success."

The Association is involved with several grants in various stages of application and approval. Two such grants are cooperative efforts with the State Library to support reading programs, and a third is to support revision of the *Standards and Guidelines for Florida Public Library Services*.

FLA is reviewing with SELA the potential of a joint SELA/FLA conference in 1998. Expect to hear more about these efforts in the future.

Caucus leaders are planning several regional workshops throughout this year. These meetings are in addition to annual conference programs.

The Association is continuing to monitor state legislative issues related to libraries throughout the state. State support for public libraries was increased during the 1992 legislative session. Hopes are high for additional increases during the 1993 session.

The efforts of the People for the American Way organization to discourage all types of censorship in schools, libraries, arts, etc. are being supported by FLA.

The membership is exploring the possibility of reorganizing the Florida Library Association for better efficiency and participation by the membership. Proposed objectives and identified options were distributed at the 1992 annual conference and have since been published in *Florida Libraries*. Wide distribution and broad discussion should take place prior to any decision.

A brochure advertising the Florida Library Association's scholarship for graduate study in librarianship is ready for distribution. FLA presents two scholarships annually for students who have been accepted in the programs for library and information studies at either Florida State University or the University of South Florida.

GEORGIA REPORT

Prepared by Sharm Self

Presented by Irma Harlan

The Georgia Library Association has enjoyed a very busy and successful 1989/91 biennium. Our biennial conference was held in Savannah, October 23-26, 1991 with the theme "Information Leadership". In actuality, it was GLA's third joint conference with three other

state-level library/media organizations: the Georgia Library Media Association, the Georgia Association for Instructional Technology, and the Georgia Association of Media Representatives. These joint conferences have proven to be extremely successful, and in spite of the poor economic picture and resulting slashed travel budgets, over 900 conferees and exhibitors attended the conference. Keynote speakers included Richard P. (Dick) Kollin, a noted pioneer/inventor in the information industry and authors Richard Lederer, Clyde Edgerton and Eugene Griessman. National presidents attending and bringing greetings were Patricia Glass Schuman of ALA, Dawn Hansen Heller of AASL and Roger Tipling of AECT. Jim Ward, President of SELA also joined us as a conference attendee.

This fall (November 5-7), a fourth joint conference is scheduled for Savannah. The theme is "Linking Libraries for Lifelong Learning" and we hope for even better attendance than in 1991. Keynote speakers include Dr. Hardy Franklin, President-Elect of ALA, noted Southern author Fanny Flagg, and nationally known author/-consultant in the information industry Barbara Quint. National presidents, Marilyn Miller of ALA and Larry Kitchens of AECT will also be in attendance.

As a result of organizational efforts begun during the 1987/89 biennium, GLA has a newly formed unit, the Support Staff and Paraprofessional Resources Interest Group (SPRIG) under the leadership of Kathy Trammell of Chestatee Regional Library in Gainesville. SPRIG is formulating plans for its first program sessions at the 1992 conference.

During the 1991 conference GLA presents several awards to Georgia librarians: Charles E. Beard, West Georgia College received the Nix-Jones Award for distinguished service to Georgia Librarianship; Susan Pitts, East Central Georgia Regional Library, received the 1989/91 McJenkin-Rheay Award for outstanding service and demonstrated leadership potential from a young librarian; Mary Louise Rheay, A. Ray Rowland, and Barbara Loar received Honorary Life Memberships in GLA for their years of notable service both to GLA and to the profession. Elizabeth R. Goeters of Roswell, a part-time library assistant at DeKalb College Library, received the 1991/92 Hubbard Scholarship Award. She is enrolled in the School of Library Service at Clark Atlanta University.

For the first time in the 20th century, the American Library Association held its annual conference in Atlanta. GLA took advantage of this event (with its 17,764 attendees) and rented a booth in the professional exhibits area of the Exhibit Hall. T-shirts and mugs designed for the occasion were offered for sale. The

T-shirts sporting a "Get Thee to a Bookery" logo in multi-colors were a tremendous hit and GLA is still receiving and filling orders for this item. As part of the July 1, 1991 activities, GLA hosted a luncheon program at the Freight Room of the Georgia Railroad Freight Depot. Noted Georgia author, Robert Burch, reminisced about his career as a writer before 180 attendees from all over the US.

On August 8, 1992, GLA co-sponsored a third "Storytelling in the Summertime" conference at Young Harris College in North Georgia. Other sponsors were the Southern Order of Storytellers and the Georgia Library Media Association. This joint project, like Georgia's joint conferences, continues to be a successful venture.

Following several bienniums of difficult times, GLA is again experiencing a sound financial standing. This situation has been achieved in part due to contracting out our executive secretarial functions and in part due to revenue from the preceeding joint conferences. We are in the midst of a membership drive and look forward to continued growth and prosperity through our cooperative efforts in the state.

NEWS FROM LOUISIANA

New Academic Library Consortium for Louisiana

by Sybil Boudreaux

Academic libraries in Louisiana have joined together to form LaLINC, the Louisiana Academic Library Information Networking Consortium. In its statement of principles, the consortium sets forth several initiative areas, including Automation/Technology, Conservation/Joint Storage, and Resource Sharing. Its statement of principles, signed by the directors of all the academic libraries in the state, has been accepted by the Louisiana Board of Regents of Higher Education under whose aegis the consortium will operate.

The consortium's initial effort will be to automate all the state's libraries with a joint use online public access catalog, based upon the NOTIS software. The catalog will be centrally mounted and operated at the Louisiana State University computing center in Baton Rouge. LaLINC has received a seed grant of \$750,000 from the Louisiana Educational Quality Support Fund for phase one of the project, which will bring up five libraries in addition to LSU and to Paul Hebert Law Center Library, already in operation. The five phase one libraries are Louisiana Tech, Nicholls State University, Northeast Louisiana University, the University of New Orleans and the University of Southwestern Louisiana. This phase is expected to be in place for a "grand opening" ceremony next September.

LaLINC is also moving forward with a resource sharing agreement which would permit direct borrowing privileges for faculty and graduate students among the publicly funded universities, and those private institutions who wish to participate. Future enhancements may include a high-speed telefacsimile network and expedited document delivery to enhance statewide access.

(Information provided by Jill Fatyer, Dean of Library Services at the University of New Orleans.)

MISSISSIPPI LIBRARY ASSOCIATION

Annual Report to SELA * 1991 - 1992

"Libraries 'R' Fundamental" was the emphasis of the 82nd annual Mississippi Library Association conference, held at the Biloxi Beach Resort Hotel, October 23-25, 1991. Over five hundred participants attended. Total receipts were \$18,310 exhibits and \$16,044 registration.

The MLA Authors Award presentations were sponsored by Blackwell North America and B. H. Blackwell. Ellen Gilchrist won the fiction award for *I Cannot Get You Close Enough: Three Novellas*; Melany Neilson won the non fiction for *Even Mississippi*. William Raspberry, a native of Okolona, Mississippi and syndicated columnist for the *Washington Post*, highlighted the second evening's activities.

The Mississippi Library Association announced the sponsorship of a new employee benefits program for members, effective January 1, 1992. The plan was to be administered by Acordia Local Government Benefits, Inc., and provide the opportunity for individual libraries to take advantage of the combined buying power of a statewide association. The program included wellness programs, cost-containment features, and managed care benefits.

Friends of Mississippi Libraries, Inc. won the Friends of Libraries U.S.A. Baker and Taylor Books award as the most outstanding Friends organization in the nation for the second time in four years. The Public Library Section and the Legislative Committee pool their resources annually to organize an effective National Library Week Workshop. Leith Tate, 1992 National Library Week director, reported more than 450 librarians, friends, trustees, and legislators gathered for the 1992 National Library Week Workshop and Legislative Day. The day was highlighted by the Legislative Committee chairman, Jo Wilson, who delivered a challenge, "Are We Willing?"

During the workshop MLA committees met, and MLA members made visits to the legislators at the Capitol. Every effort was made to contact legislators and inform them of libraries' urgent need for funding and to encourage their raising the sales tax or state income tax

to prevent drastic reduction in the state's educational program (a 7 cents sales tax which is a 1 cent increase passed). Door hangers were also distributed to legislators in an effort to keep libraries before them each day.

The 1992 School Library Section under the leadership of Annette Wilson assisted with the Third MLA/LAMP Workshop tour in September. More than twenty vendors (LAMP) exhibited the latest technology, software, books, periodicals and supplies. The members of LAMP fund the tour and help to educate librarians. In addition to the displays there were three workshops: "Copyright Law . . .", "Answers to your Questions, Questions for your Answers", and "Building Grassroots Support and Friends Group".

Special Libraries Section is planning to publish a new directory and has chosen "Burn Out" as its program topic for the 1992 conference. Carolyn Woodley is the chairman.

The revised edition of the Intellectual Freedom Committee (IFC) Resource Manual replacing the 1982 edition is now a reality. A copy for MLA members was included as an insert in the *Mississippi Libraries*, v. 56, no. 2, Summer, 1992.

The Long Range Planning Committee developed a much needed form, the MLA Annual Evaluation Report, which will help collect uniform information that will be useful in continuity in the work of the Association.

A new committee was formed this year, Poster Session Committee. The first chairman is LaDonne Roberts, Government Documents Librarian, Mississippi State University Libraries. LaDonne has conducted successful sessions at ALA and MLA. Presentations at MLA tripled from five poster sessions in 1990 to fifteen in 1991.

A resignation that has caused great concern to the Association is that of Carol Cubberly as editor of *Mississippi Libraries*. Sherry Laughlin, because her term as president is so close, will seek a new editor. Sherry Laughlin, 1992 Vice President/President Elect, with her able assistant Missy Lee, has exciting plans for the 1992 MLA convention. The theme is "Charting Our Course."

The speakers include Herbert White, distinguished professor, School of Library and Information Science, Indiana University, for the opening general session and Jack Nelson, Washington Bureau Chief, *Los Angeles Times*, for the Second General Session and dinner. Book award winners are John Grisham, *The Firm* (fiction) and Bill Ferris and Charles Wilson, *Southern Encyclopedia* (non fiction).

For the first time ACRL/Mississippi Chapter issued a

call for papers. They are to be read at the 1992 MLA ACRL luncheon program at the MLA Conference, Thursday, October 29, 1992.

Many more people and many more projects have been outstanding, but there is not space or time to note more. * Much of the information included has been taken from *Mississippi Libraries*.

NORTH CAROLINA NEWS

by Dave Fergusson

Prominent in North Carolina news is the departure of our well known State Librarian Howard McGinn to the hinterlands of Kansas, specifically to Emporia to become public library director. During his seven years in the North Carolina Division of State Library Howard McGinn served as director of network improvement, Assistant State Librarian and, for the past three years, as State Librarian.

McGinn was the driving force behind the North Carolina Information Network, a system which economically allowed libraries to be linked with others statewide for purposes of information sharing, local database creation and sharing, interlibrary loan and pooling of resources. The network has served as a model nationwide and is certainly a testament to McGinn's vision and persistence.

Howard McGinn was an advocate for interlibrary cooperation as well as a staunch supporter of increased library funding. He was active in the North Carolina Library Association and the North Carolina Public Library Director's Association. His special interests were marketing and linking libraries to economic development. Howard is to be congratulated for his efforts on behalf of North Carolina libraries and we North Carolinians wish him well in Kansas. Associate State Librarian John Welch has been appointed Acting State Librarian.

A special issue of North Carolina Libraries titled "Crisis in Librarianship" has just been published. Various aspects of the crisis our profession faces are covered: the economic crisis; our image; changes in service; cooperation and more. Copies are available for \$10.00 from Frances Bradburn, Joiner Library, E.C.U., Greenville, NC 27858-4353. North Carolina Libraries was recently awarded the H. W. Wilson Library Periodical Award by A.L.A.

A special note of congratulation to Dr. Edward G. Holley, former Dean of the library school at the University of North Carolina at Chapel Hill, who was the winner of the Southeastern Library Association's Rothrock Award in New Orleans. The Rothrock Award is SELA's highest honor and recognizes outstanding contributions to librarianship in the Southeast. Dr. Holley, a

friend to all North Carolina librarians, is a deserving recipient.

Other items of note: The Atlantic Coast Conference, with assistance from the Division of State Library, continues to produce television spots supporting reading and libraries. The spots feature ACC athletes, coaches and former athletes such as Christian Laettner and Billy Packer, and are usually broadcast during games during which they reach millions of viewers.

North Carolina had a substantial contingent of thirty-seven in attendance at the first National Conference of African American Librarians held in Columbus, Ohio September 4-6, 1992. Sylvia Sprinkle-Hamlin of the Forsyth County Public Library in Winston-Salem was Conference Chairperson, and was delighted with the turnout and the success of the conference.

VIRGINIA STATE REPORT

by Dean Burgess

Governor Wilder cut library state aid 17% before the start of this biennium without consulting the legislature. He then proposed another 50% cut on the remainder in his regular biennium budget. Over one thousand people turned up at each of the hearings held by the joint House Appropriations committee and Senate Finance committee hearings around the state and succeeded in getting the 50% proposed cut restored for the first year of the biennium. Every public librarian was asked to bring her or his legislator to their library before the opening of the 1992-93 session and VLA will have its annual Legislative day in Richmond on January 21st to restore the money for the second year of the biennium.

It was an irony that the loss came at this time because this year was the first in which a change of the formula for state aid which would add to the per capita part of the formula benefiting Virginia's troubled urban libraries was to kick in. The change passed in the last biennium would have added five million dollars to state aid. The state has fully funded its formula for many years. The governor's cut reduces the funding to 85% of the formula negating a long time promise to the profession to hold at full funding and postpones the implementation of the formula change.

Work has started on the Virginia Library network based on the state data base called CAVALIR which was one of the earliest state automated data bases in the nation. The old data base which was distributed on microfiche to all Virginia libraries has been scrapped and the base will be rebuilt from scratch starting with the VTLS libraries, the Dynix libraries and then the other systems. Eventually the network will be dial-up through dedicated lines and an 800 number, but at the outset,

due to the unwillingness of the state to invest in its information network, the system will be entered from INTERNET nodes at universities around the commonwealth. Virginia was one of the first states to pass library networking legislation and has a state networking commission (SNUAB). Although budget cuts have required the State Library to do away with its networking division the Library Development Division can answer questions on the future of the network (804) 786-2320.

Several libraries have had success with local bond issues: Chesapeake Public and Chesterfield Regional particularly. Most libraries have faced serious local budget cuts as a result of the concentration of government and military in the commonwealth.

The Virginia Library Association conference will be at the Marriott in Richmond from November 12 through the 14th with a special emphasis on children's programs. For further information contact the associations Executive Director: Deborah Trocchi at (703) 519-7853; 669 South Washington Street, Alexandria, VA 22314.

WEST VIRGINIA STATE REPORT

by Karen Goff

Highlights of the 75th Annual Conference of the West Virginia Library Association included thought provoking addresses, examples of practical programs, great storytelling, the passage of *West Virginia Public Library Working Standards*, the endorsement of three West Virginia constitutional amendments, awards, and a visit from Mark Twain.

The Public Library Division of the West Virginia Library Association voted overwhelmingly at the Association's annual Conference in Parkersburg, October 15-17, 1992, to accept *West Virginia Public Library Working Standards: Guidelines to Excellence*. The standards were then unanimously endorsed in special session by the Association's Executive Board.

For the first time, West Virginia's public libraries have written guidelines for all phases of library service. Librarians across the state have hailed the 80-page document as a long overdue tool for evaluation, planning, and funding.

In developing standards and guidelines for West Virginia public libraries, the 19-member standards committee worked over 18 months and considered the historical development of national public library standards, existing state standards and guidelines, and current American Library Association recommendations (i.e., the Planning Process).

Peter Young, Executive Director of the National Commission on Libraries and Information Services,

opened the conference with an address focusing on the ways communication technology will affect libraries, librarians and library users in the very near future. The conference theme, "Libraries Working Together", was supported by several other programs on cooperative systems, fund raising, and automation. Appalachian storyteller Anndrena Belcher taught a capacity crowd how to cooperate with songs, games, and stories. Dr. Larry Allen, University of Kentucky Library Science professor, spoke on "How to Deal with Almost Everyone, Including Yourself".

At the annual awards banquet Mildred Moyers, head of the Bibliography Department at West Virginia University, was presented the 1992 **Dora Ruth Parks Award** for over 30 years of "outstanding service to libraries and librarianship in West Virginia". Susan Reilly, director of the City-County Public Library in Moundsville, WV, was awarded the 1992 **Certificate of Merit**, and David Alan Corbin received the **Literary Merit Award for *Life, Work & Rebellion in the Coal Fields: The Southern West Virginia Coal Miners, 1880-1922*** and other works. Awardees and other banquet attendees enjoyed a visit from mystery guest Mark Twain who, after expressing his displeasure at having to wait in the hall, entertained the crowd.

During the Saturday morning Division business meetings, several Divisions voted to endorse a resolution already passed by the general membership to recommend passage of all three proposed amendments to the West Virginia Constitution. The amendment of particular interest to librarians would lower the vote necessary to pass local excess levies from 60% to a simple majority.

The conference closed with Fred Glazer's traditional report on the "State of the Library Commission".



West Virginia attendees: Karen Goff (SELA representative), Matt Onion (WVLA president-elect), Pamela Ford (WVLA president) (rt. to left).



Alabama
 (rt. to left) Harmon Straiton, Jr. (State Representative), Barbara Black (Executive Director), George Stewart (SELA Past president)



New State Representatives
 (rt. to left) Dorothy Hope (FLA), Sybil Boudreaux (LLA).



Kentucky
 (rt. to left) Rose Gabbard (KIA president), Patty Grider (State Representative), Linda Perkins, (SELA Secretary, 1990-1992)



New Editor
 (rt. to left) Gail Lazenby incoming SELA President talks with Steve Johnson about his future post as SELN editor.



Georgia
 (rt. to left) Irma Harlan (State Rep) Joe Forsee (newly elected SELA Vice President-President Elect), JoAnne Linclon (GLA Editor) Richard Leach (GLA Treasurer), Gail Lazenby (incoming SELA president)

SELA Planning and Development Committee Report

August 1992

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

GOAL I: SELA WILL PROMOTE COOPERATION AND COMMUNICATION AMONG SELA LIBRARIES AND LIBRARIANS.

OBJECTIVES:

- A. Establish feasibility of developing E-mail and/or fax communications among libraries or interest groups.
 1. Publish E-mail addresses and fax numbers in the SELA directory and keep up-to-date in the *Southeastern Librarian*.
- B. Consider forming a library directors group among libraries of the Southeast to facilitate discussion of administrative and resource ideas.
- C. Promote resource sharing by encouraging effective communication and education regarding resources and opportunities for cooperation among different types of libraries.
- D. Determine number and kind of cooperative programs among academic and/or public libraries of the Southeast.
- E. Assist cooperative regional planning that supports resource sharing and services.

GOAL II: SELA WILL PROVIDE QUALITY CONTINUING EDUCATION OPPORTUNITIES FOR ITS MEMBERSHIP.

OBJECTIVES:

- A. Plan continuing education programs to address the training priorities of the membership based on needs survey among Southeastern libraries.
 1. Provide workshops in conjunction with the SELA Conference.
 2. Provide regional workshops during non-conference years in order to better meet the training needs of a larger percentage of the membership.
 3. Effectively address the continuing education needs of various types of libraries, both large and small, and the various levels of staff, in management, mid-management, paraprofessional, etc.
- B. Effectively communicate and publicize all educational opportunities available and relevant to the library community.
- C. Create a "Resource Bank" which identifies experts in the Southeast region available for

consultation or programs relative to all areas of concern to the profession.

GOAL III: SELA WILL PROMOTE GREATER UNDERSTANDING AND SUPPORT OF THE PRINCIPLES OF INTELLECTUAL FREEDOM AMONG MEMBERS OF THE LIBRARY PROFESSION.

OBJECTIVES:

- A. Insure free access to information.
- B. Increase awareness of intellectual freedom issues and challenges.
- C. Protect the confidentiality of library materials and services.
- D. Educate the public, library professionals, and government officials regarding the importance of intellectual freedom principles.

GOAL IV: THE ASSOCIATION WILL RECEIVE SUFFICIENT FINANCIAL SUPPORT TO PERFORM ITS MISSION AND WILL SERVE AS AN ADVOCATE FOR ADEQUATE FUNDING FOR LIBRARIES OF THE SOUTHEAST.

OBJECTIVES:

- A. Ensure that convention fees cover costs and/or generate a surplus.
- B. Investigate non-government funding sources to determine which sources would be most interested in library development programs.
- C. Develop and distribute information regarding potential funding sources to the various sections, round tables, committees, and state associations.
- D. Provide information and training in support of local efforts to obtain needed resources for maintaining library services.

GOAL V: MEMBERSHIP IN SELA WILL BE INCREASED.

OBJECTIVES:

- A. Explore ways to increase membership with a definite recruitment plan by _____ .
 1. Promote the association through state and sub-state library organizations.
 2. Broaden the membership base by pursuing members among related professional organizations.
- B. Ensure that convention programming will be timely and meet the interests of the diverse membership and potential membership.

REGIONAL RESOURCE DIRECTORY

SELA Headquarters would like to revive a Resource Directory of regional speakers, workshop presenters, consultants, experts, etc. for the use of members who are planning any type of library program, state or regional. This should be a file only of people recommended by others in order to insure that the names can be passed on in greatest confidence.

Would you help us by recommending anyone you know of who might have some expertise to offer? Please send suggestions on the form below (or copy) or in a separate letter containing the requested information.

Thank you for your help. It is hoped that this will soon be a service we can in turn offer to you.

RECOMMENDATION — SELA RESOURCE DIRECTORY

Name of Speaker, Expert: _____

Address (as much as known): _____

and/or Phone Number: (_____) _____

Topic(s): _____

Name of person making recommendation: _____

Did you hear this person? _____

If not, what is your reason for recommending? _____

Fee, if known: \$ _____

Is this a person who might be willing to speak or do a workshop for expenses only?

Comments: _____

SOUTHEASTERN LIBRARY ASSOCIATION MEMBERSHIP FORM 1993

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:

Annual Dues Schedule
(Based on Annual Salary)

Membership Year
January 1-December 31

<input type="checkbox"/> A-College/University <input type="checkbox"/> B-Library Education <input type="checkbox"/> C-Public <input type="checkbox"/> D-School <input type="checkbox"/> E-Special <input type="checkbox"/> F-Retired <input type="checkbox"/> G-Other <input type="checkbox"/> H-Exhibitor	Type of Membership	Amt. of Dues	Amt. Paid
<input type="checkbox"/> New Membership 19 _____	Any FIRST TIME Membership	\$10.00	_____
<input type="checkbox"/> Renewal 19 _____	\$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: <input type="checkbox"/> Home <input type="checkbox"/> 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 | (E) School and Children's Libraries | (I) Library Instruction Round Table |
| (B) Public Libraries | (F) Special Libraries | (J) New Members Round Table |
| (C) Reference and Adult Services | (G) Trustees and Friends of Libraries | (K) Government Documents Round Table |
| (D) Resources and Technical Services | (H) University and College Libraries | (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 | (8) Continuing Education and Staff Development | (14) Legislative |
| (2B) Outstanding SE Library Program Award | (25) Exhibits | (15) Planning and Development |
| (2C) Rothrock Award | (10) Handbook | (17) Media Utilization |
| (2D) President's Award | (11) Headquarters Liaison | (18) Membership |
| (4) Committee on Committees | (12) Honorary Membership | (19) Nominating |
| (5) Conference (Local Arrangements) | (13) Intellectual Freedom | (21) Public Relations |
| (6) Conference Site Selection | (24) Interstate Cooperation | (22) Resolutions |
| (7) Constitution and By-Laws | | (23) Southern Books Competition |

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

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SELA Publications Notice

The following SELA publications will no longer be available after January 31, 1993. Two copies will be kept on file at Headquarters, and a copy will be stored in the SELA archives.

Copies of these titles will be available for the cost of postage (\$1.00 per book) if requested from Headquarters before January 31, 1993.

Anders, Mary Edna, *Libraries and Library Service In The Southeast — A Report Of The Southeastern States Cooperative Library Survey, 1972-74*. The University of Alabama Press, 1976.

Howell, J. B., Ed., *Special Collections In The Southeast*. Howick House, 1978.

Marshall, John David, *The Southern Books Competition at Twenty Five: A Silver Anniversary Tribute*. Howick House, 1980.

Tucker, Ellis Eugene, Ed., *The Southeastern Library Association, Its History and Its Honorary Members, 1920-1980*. Southeastern Library Association, 1980.

Checks (\$1.00 per book) should be payable to: The Southeastern Library Association, P.O. Box 987, Tucker, GA 30085-0987.



Calendar

1993-1994

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 9-11	AR	Arkansas Library Association Conference, Park Hilton, Hot Springs, AR.
October 13-16	GA	GLA Biennial Conference, Jekyll Island, GA. (Joint conference with GLMA, GAIT and GAMR).
October 14-16	WVLA	WVLA Conference, Huntington, WV
October 19-22	NC	NCLA Biennial Conference. Benton Convention Center, Winston-Salem, NC.
October 26-29	VA	VLA Annual Conference, Hilton Hotel, Williamsburg, VA.
October 27-29	KY	KLA Annual Conference, Hyatt Regency, Lexington, KY
October 27-29	MS	MLA Annual Conference. Natchez, MS.
October 28-30	VA	VLA Annual Conference, Waterside Convention Center, Norfolk, VA.
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.

1995

October 3-6	NC	NCLA Biennial Conference, Koury Convention Center, Greensboro, NC
-------------	----	---

STATE LIBRARY ASSOCIATION OFFICERS — SELA AREA

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

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

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

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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)

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Executive Secretary: Drucilla Reeves Raines, South Carolina Library Association, P.O. Box 219, Goose Creek, SC 29445 (803) 764-3668, (803) 761-8600 (W), (803) 899-3658 (FAX)

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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

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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

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First Vice-President/President-Elect: J. D. Waggoner, West Virginia Library Commissioner, 1900 Kanawha Blvd., E., Charleston, WV 25305

Secretary: Judith Duncan, St. Albans Public Library, 6th Avenue and 4th Street, St. Albans, WV 25177

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