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The Southeastern Librarian



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COVER PHOTO

Public Records Division, Kentucky Department for Libraries and Archives.

President's Message

Disaster preparedness—the theme of this issue—is something none of us wishes to think about but which all who have been through a disaster wish they *had* thought about. Just ask our southeastern colleagues in and near Charleston and Miami. But it is not only major headline disasters like hurricanes and earthquakes that cause destruction. We are all subject to tornadoes, fires, floods (natural or mechanical), vandals, and other threats to our lives and buildings. Sticking our heads in the sand—tempting though it may be—will not save us from danger. I urge you all to read this issue and take it to heart.



This is the last issue before the Conference this fall. You should be receiving your pre-registration materials around the first of August. The program is shaping up well. Jeanne Hurley Simon, Chair of the National Commission on Libraries, will be the speaker at the closing General Session on Saturday, October 29. She is dynamic and enthusiastic and is doing a marvelous job of carrying our story to the Capitol Hill crowd. I heard her speak during ALA Legislative Day in Washington, and when I got the chance to meet and speak with her, immediately asked her to come to Charlotte. Carol Henderson, new Executive Director of the ALA Washington Office, will also be presenting programs on federal legislation affecting libraries and techniques for working with your legislators. SELA was well represented at Legislative Day, as always. Georgia alone had over 35 representatives. Getting our message through to Congress as a whole is sometimes difficult, but we have individual relationships with our own Representatives and Senators that are quite effective.

The biennial meeting with state association officers was held in April in Atlanta. Many good ideas and solutions to common problems—conference planning, finances, membership retention, association management—were exchanged as presidents talked to presidents, treasurers to treasurers, journal editors to state representatives, and everyone to everyone else. In a regional association, you do not get a chance to get together very often, and it is always a treat when you do. I hope that all of the participants found the meeting to be as valuable as I did. It is the last time any of us will meet formally before October, except for the Conference Committee, of course, which continues to meet regularly to work on the program.

By the time you get this, you will have voted for your new officers for the next biennium. It is hard to believe my term is coming to a close. Any of the people nominated will do a marvelous job. With such wonderful folks out there, you cannot lose, no matter who wins. I wish them luck and hope that they enjoy their term of office as much as I have enjoyed mine.

Gail Lazenby

Prevention, Protection, and Planning



Recent catastrophic natural disasters (Hurricanes Andrew and Iniki, the Los Angeles earthquake, the midwest floods) have made us all keenly aware of the need for disaster preparedness. Library collections are vulnerable to these and a host of other threats, including arson, mold, leaky roofs and pipes, theft, insects, and vandalism. Whether your collection is in danger from a hurricane or a leaky pipe, there are steps that can be taken to mitigate the short- and long-term consequences of a disaster. We have no control over the timing of an accident or disaster, but by thoroughly planning, we can exercise some control over the amount of material affected and the success of the recovery effort.

The articles in this issue highlight the key issues in effective disaster preparedness: prevention, protection, and planning. Childress' discussion of the process of developing a written plan, "Preparing for the Worst: Disaster Planning in the Library", proves the importance of taking steps toward preventing disasters. By eliminating potential fire hazards (flammable plastics, a fire-friendly book drop), the risk of serious damage to the collections at St. Andrews Presbyterian College Library was averted. The institution of routine inspections for potential problems is an important element of disaster preparedness.

Protecting the collections from possible damage is another important element of disaster preparedness. As DePew points out in "Lessons From Andrew", no building is likely to avoid damage from a direct hit by a hurricane the size of Andrew. But there are steps and pre-disaster actions that can be taken to protect collections from destruction. For example, valuable or significant materials can be moved off-site. While hurricane tracking will not always accurately predict landfall, it can give some indication as to which location would afford the best protection. Collections should be protected on-site by moving them off the floor, to the interior of the building, and wrapping them in heavy, waterproof plastic.

Armour's "Learning from Experience" touches on some additional, crucial steps that must be taken in order to protect the collections. Education of staff, from the library, as well as other campus departments, including maintenance and physical plant, is an essential part of the planning process. Learning about the proper environmental conditions for the storage of library materials and lobbying for support to replace the inadequate heating, ventilation, and air conditioning system proved successful in eradicating the mold threat in the University of the South Library's special collections. In this case, having to deal with the recurrent mold problem led to the development of a disaster plan.

The effectiveness of a disaster recovery effort when a well-developed plan is in place is evidenced by Watt's "2200 Gallons of Water". Few can think clearly and make the right decisions in the midst of a disaster without a clear plan of action. Well-trained staff and a clear, concise plan "pay off when quick thinking and quick action are required".

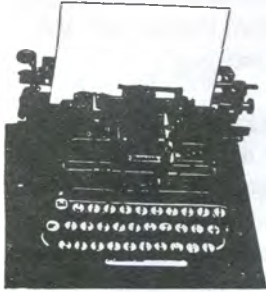
Schwanke's description of the recovery effort in the Miami-Dade Public Library System reinforces the importance of having an organized plan of action for dealing with disaster. Despite the breakdown of the community's infrastructure, the majority of the system's branches were able to open and provide expanded services within a week—services designed to address the needs of a community devastated by disaster. Schwanke clearly makes the point that human safety is the primary consideration when disaster strikes.

It is now hurricane season, and the timeliness of this issue devoted to disasters cannot be overestimated. As librarians, we are responsible for the physical condition of our collections. Being prepared to deal with a disaster, whatever its scope or nature, is a part of that responsibility. We cannot afford to think "there is not time for this", "it is too big of a job", or "it won't happen here". Follow the advice of the Nike® advertisement—Just Do It!

Julie Arnott
SOLINET Preservation Education Officer



Conservation Lab, Emory University Libraries (see page 67)



What Would You Do?

You might be surprised. Sure, you know the routine: bottled water, canned food, batteries, full gas tank. But, there is always time to take care of that later. Later.

The time element was brought home to me in a very personal way over the Fourth of July holiday weekend. Saturday morning it was bright and sunny, so a trip to Navarre Beach was definitely in order. Yes, I knew there was a tropical storm watch. But, it was posted from Texas to Pensacola, and we were at the very end of the watch area. The water was delightfully cool, the sun was hot, it was a good day. We did take our small radio and were a bit surprised when at 10:00 a.m., the watch was changed to a warning, and then the coverage area was shifted from Gulfport, Mississippi to Cedar Key, Florida.

Suddenly, the weak tropical depression that formed on Thursday now had a name, Alberto, and appeared to be headed straight for northwest Florida, possibly as a category 1 hurricane. The later was here. I needed a plan. So many bases to cover: a mother-in-law living in a trailer, relatives to notify in Alabama and Georgia, major responsibilities as Head of Circulation at the library, not to mention actual preparations for the storm. Fortunately, other people were more prepared than I was. The University had an Emergency Reaction team in place who made the decision Saturday afternoon to close the University on Sunday. One responsibility handled—yet by someone else. My mother-in-law opted to go down the street to spend the night (and who knew then how much longer might be necessary) with a neighbor. I called relatives and said to assume all was well unless they heard otherwise. I gathered the necessary one gallon of water per person for a minimum of three days, and made a quick trip to the grocery store

My husband is in the radio business, and his station was authorized to stay on all-night to provide weather updates and possible evacuation instructions. So, I looked around the house trying to decide what I absolutely could not live without should the storm come ashore and we were to lose everything. I finally decided that my pictures meant more than anything else, so I loaded up all of my negatives. If I lost everything else, I could re-create happier times of memories with family and friends. We loaded the car and headed for the concrete block building that housed the radio station.

It wasn't at all what I thought it would be. It wasn't exciting, romantic, or even scary. It was waiting. Waiting. Listening to the weather updates and waiting for the winds to pick up and the rains to fall. Would it actually come ashore in the immediate area, would it be a hurricane by the time it got here, what about tornadoes, what would I do if I lost all that I had?

We were lucky. Alberto came in east of us, and all the rain (at least for that day) missed us. Later came too soon. I wasn't ready. Next time, I will make plans. I will follow the guidance of authors in this issue and make sure I am prepared. Planning can make all the difference.

What would you do? I did what I could, and next time I will be better prepared to deal with the situation. Of course, I would much rather there not be a "next time", but there will be and it is up to me to make sure I know what needs to be done, by whom, and in what time frame. It is later than we think.

Theresa Johnson

Planning for the Worst: Disaster Planning in the Library

By Schelley Childress

Would your library staff know what to do if fire broke out in the stacks? How would they respond if a broken pipe in an upstairs restroom were to flood several ranges of shelves on the floor below? After flooding stopped, could you salvage the wet books? No one likes to think about disaster in a library. The temptation is to cross one's fingers and hope it never happens. Disasters, however, do happen. Floods, earthquakes, fires, tornadoes, hurricanes, mold, insect infestation—any library may be devastated by one of these. I have worked in three libraries which experienced flooding and water damage and one which had a major mold problem.

The wise thing to do is to prepare a disaster plan. Preparation of a plan compels library personnel to identify probable sources of trouble and to take steps to eliminate as many hazards as possible. A plan allows the staff to think about how to handle an emergency while they are calm and rational, before an emergency happens. These are the two aspects of a disaster plan: prevention and preparedness. Not only does a plan prepare the staff to deal with catastrophe, but preparation of a plan may actually prevent some disasters from occurring.

The purpose of this article is not to describe actual disaster procedures, but to outline the steps in preparing a disaster

plan for a library by describing how our library created its disaster plan. St. Andrews Presbyterian College is a small liberal arts college. The library staff consists of 3 FTE professional librarians and a support staff of 1.6 paraprofessionals and 3.2 clerical employees.

Form a Disaster Team

The logical first step in creating a plan is to select a disaster coordinator and a disaster team. Much work is involved, and someone must be given the responsibility for seeing the project to completion. In our library, the whole staff comprises the team, with one person as coordinator. In a larger library, the team may be divided into two groups: prevention team and response team. Each team should include about five people. It is helpful to include a representative from your maintenance department and the institution's risk manager or insurance claims adjuster on the team.

Educate Your Team

Education is the next step. We sent our disaster coordinator to a disaster workshop sponsored by the North Carolina Preservation Consortium. SOLINET has a preservation service which also holds disaster planning workshops. Studying disaster plans other libraries have prepared and reading extensively is helpful.

Plan the Planning Process

Set goals and establish a timetable. Our coordinator set the end of the summer as a target date to complete the disaster

Schelley Childress is the Catalog Librarian in the DeTamble Library at St. Andrews Presbyterian College in Laurinburg, NC.

plan, listed the tasks to be done, and decided which jobs should be accomplished in which week of the intervening period. She then delegated some of those tasks to other members of the staff and set deadlines for their completion. The library director took responsibility for having the business office review our insurance coverage. Our administrative assistant made a list of all computers and other equipment. The public services librarian wrote up guidelines for care of computers in a disaster.

Check Your Library's History

Find out if any disasters have happened in your institution in the past. Has any planning already been done? You may have a foundation on which you can build. Our library had a sheet of emergency procedures which included instructions for different situations and a list of persons to call. Although brief and a little outdated, it gave us a starting point.

Make A List

Make a list of emergency phone numbers, including fire department, ambulance and/or hospital, maintenance and repair persons, and an insurance contact. Prepare a list of staff persons to call in an emergency, including their work and home phone numbers. Decide who should be called first and list the names in order of priority.

Examine Your Building

It is wise to examine your building for possible problems. We discovered that our book drop, opening directly into the building, and consisting of a plastic milk crate sitting on a cardboard box, was an arson situation waiting to happen. We

also identified flammable plastic wastebaskets in all public areas as fire hazards. In our mechanical room where the heating and cooling systems are located, we found broken glass and pieces of metal on the floor, a clutter of used light fixtures, extra metal shelving, and a broken study carrel.

Prioritize Your Collection

Decide what materials are most needed for your library to continue to function. These will be the first things to salvage. Next, list in descending order the portions of the collections which are less necessary. Remember that rare or expensive materials may not be the first things needed for the library to be up and running again. Finally, designate materials that would be cheaper to replace than to save and things that would not be worth saving at all. Our staff put at the top of our salvage list the reference collection, the college's archives, plus our circulation and cataloging records. At the bottom of our list is a gigantic set of the pre-1956 *National Union Catalog*.

Plan Your Immediate Response

Plan what to do in immediate response to an emergency in your library. Prepare an emergency instruction sheet to display near every telephone and to distribute to each library employee. This sheet should describe in brief detail the steps to take in each kind of disaster your library could experience. Further, it should list names and phone numbers of persons to contact. Our college serves a population of physically disabled students, so we included special instructions for helping persons in wheelchairs in our emergency sheet. In addition to the quick reference sheet, put more detailed plans for meeting each type of disaster in your disaster plan book.

Write Instructions for Salvage Procedures

There should be instructions for handling each kind of material your library holds. The information we received in the disaster workshop was invaluable in preparing recovery instructions. We sifted through various sources and weeded out instruction for materials we did not own.

Examine Your Library's Alerting and Response Systems

Do you have fire alarms, a fire suppression system, fire extinguishers, flooding alarms? Determine what kind of systems you have and if they are adequate. An inspection of our library revealed that there were no smoke detectors on the main floor and no emergency lights in the stairwells. If we lost electrical power at night, patrons could not see how to get down from the upper floors. When we pointed out these deficiencies to our maintenance supervisor, both of these problems were immediately corrected. We then invited a member of the local fire department to visit our building. He suggested that we install two additional halon fire extinguishers in areas near computers.

Make A Map of Your Library

We used copies of our map to show the location of priority areas for salvage, storage areas for emergency materials, fire extinguishers and alarms, water and electrical cut-offs, emergency exits, and hazards. We gave a copy of our map to the local fire department with priority salvage areas highlighted so that they can come to our building knowing what parts of the collection are most important to us.

Locate Sources of Salvage Equipment and Supplies

Gather and store emergency supplies. Determine where you can find repair persons and list their names and phone numbers. If your institution has a maintenance department, talk with them about what help they can supply in case of a disaster. We adapted a list of disaster materials provided by SOLINET. Among other items, we purchased a first aid kit, a roll of newsprint, rubber gloves, clothesline, and clothespins. We began to stockpile cardboard boxes. We decided to store our emergency supplies in more than one location to minimize the chance of all supplies being destroyed by a disaster. In our plan book, we listed sources where we can obtain equipment and supplies which may be too expensive to keep on hand.

Locate Freezing Site

Locate a freezing site in your area where you could freeze wet materials immediately after flooding. Your institution may have a food service with freezer space. Our food service did not have any extra space available, but the local public school system agreed to let us use their freezers in an emergency. A nearby meat packing plant also said they would be glad to provide space should we need it. This information went into our disaster plan book.

If your library is susceptible to flooding (such as in a hurricane or a flood plain), it is a good idea to sign a contract with a company who would freeze-dry wet materials. A contract with a restoration firm will ensure that you would be first in line for their services should disaster strike in your area.

Train Your Staff

We called a staff meeting to review the emergency instruction sheet. A "homework" assignment was to draw on a photocopied map of the library the location of every fire extinguisher and pull-down fire alarm in the building. Later, when the disaster plan was completed, we held a half-day disaster workshop for all library staff members. In a larger library, this workshop might have been only for the disaster team members. In the workshop, a member of the fire department gave hands-on training in the use of fire extinguishers. We showed staff members how to cut off water and electricity to the building. The college's disabled rehabilitation coordinator taught us to work with physically handicapped persons in an emergency. The workshop ended with a practice session of salvage procedures for wet books.

Make A Checklist

Make a checklist of things to do periodically to keep your plan up to date. Include a search for possible hazards and perform a periodic evaluation of building conditions, safety equipment, security measures, stack conditions, and insurance coverage. List salvage materials you should have on hand. Make a schedule for reviewing the checklist periodically and assign the disaster coordinator responsibility for the review. The coordinator may then enlist members of the disaster team to help with this task. Parts of our checklist have been assigned to our maintenance personnel, for example, checking the condition of the roof and drainage systems.

Evaluate Your Insurance Coverage

Many librarians know little or nothing about the type and extent of insurance on their buildings and collections. A disaster plan should explain what kinds of hazards are covered by insurance. A review of insurance coverage often shows that coverage is woefully inadequate, and often can be used to show authorities the need for increased coverage. We discovered that our insurance had probably not been examined since the building was constructed in the 1960s. Our business office is now reviewing our coverage with the goal of bringing it up to date. In your disaster plan, indicate how to contact your insurance agent or risk manager. You also need to know who must be contacted to authorize emergency spending and what the library must do to prove a loss. Are photos adequate proof of damage, or must the library retain all damaged materials and equipment for inspection?

Maintain A Current Inventory

An up-to-date inventory of equipment and unusual collections is important for insurance purposes. You should have a list of all computers, printers, modems, and typewriters with their serial numbers. We also listed other equipment, such as fans, space heaters, and kitchen appliances. Many libraries contain valuable art works or collections of artifacts. These will need to be appraised and will probably require separate insurance coverage.

A recent inventory of the library's collections is invaluable in proving loss. We were fortunate to have a tradition of a

yearly spring inventory, with all staff members participating. If your library does not conduct an annual inventory, consider instituting one. If you cannot inventory the collection all at once, you may set up a plan to do a section at a time over several years.

Make A Disaster Plan Book

In a loose-leaf notebook, include prioritized lists of persons to notify in an emergency and brief emergency information followed by more detailed immediate response instructions. List collection priorities with a floor plan which illustrates where high-priority materials are located. Another section should contain salvage procedures for each kind of materials your library holds. Include an inventory of your safety equipment and a schedule for its inspection. List the emergency materials you have on hand and where they are stored. Include a list of resources which may include consultants, repair persons, and sources of supplies. Maps of the library which show exits, emergency alarm locations, sprinkler system heads, and fire extinguishers are helpful. Include insurance information and the disaster prevention checklist. Keep a copy of the plan book in the library and several other copies stored offsite. Our main copy is stored permanently near the circulation desk. The library director and the disaster coordinator have copies in their homes.

Update Your Disaster Plan Periodically

Assign the disaster coordinator the responsibility for reviewing the disaster plan on a regular schedule. An out-of-date plan may be better than no plan at all, but a plan kept current will ensure that your library will make the best response to any emergency which may occur.

Sources of Assistance

1. North Carolina Preservation Consortium, Inc.
804 Old Fayetteville Street
Durham, NC 27701-3915
(919) 683-1709

A not-for-profit organization, founded to help libraries and other records-keeping entities protect and conserve their materials.

2. SOLINET Preservation Field Services
1438 W. Peachtree Street, N.W.,
Suite 200
Atlanta, GA 30309-2955
(800) 999-8558
(404) 892-0943

For both members and non-members, SOLINET's preservation department provides a reference service, audiovisual programs, a leaflet series, consultation services, and disaster assistance.

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Lessons From Andrew

By John N. DePew

It has been almost two years since Hurricane Andrew smashed into South Florida, mostly Dade County, damaging or destroying approximately 60 libraries and information centers. Most libraries were not prepared for the magnitude of the disaster that befell them and suffered accordingly. A catastrophe the size of Hurricane Andrew (or for that matter, any hurricane of Class 3 or above on the Saffir-Simpson scale) is likely to be beyond the immediate capacity of any library to survive without damage, regardless of any precautions taken beforehand, especially if such a storm hits the facility square on. Yet, there are actions that can be taken to reduce damage and lessen the time and costs necessary to bring the library back to a reasonable operating level.

A few months after the hurricane hit Florida, with the help of the Division of Library and Information Services of the Florida Department of State (the Florida State Library), I sent a questionnaire to the libraries in the path of the storm. I wanted to find out how they were affected, what they did to recover, and what they would have done differently. Of the 186 questionnaires sent, 124 that contained useable responses were returned, including 33 public libraries, 8 academic libraries, 5 special libraries, and 13 school libraries. Fifty nine libraries indicated they had received some level of damage.

In 1988, the Florida State Library sponsored a series of six disaster preparedness workshops throughout the state;

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one of which was held in the Miami area (DePew, 1989). In addition to the information gathered above, I was curious to find out if any of the training had been helpful in reducing damage to collections. This article is a report of the results of the study.

Damage to Facilities

Roofs were the most frequently damaged parts of library buildings, followed by windows and floors. Roofs were blown off or lifted up and set back down. In one case, a local television broadcasting tower fell and damaged the library's roof, other instances included a tree which fell on a roof; eaves were lifted and resulting in water seepage; air-conditioning units placed on roofs flipped over, crashing through ceilings and, in one instance, landing on the library floor. Flashing was damaged, roof drains stopped-up, vents blown off, skylights broken, ceilings caved in, ceiling tiles fell, all of course, producing leaks. Two public and two school libraries were completely destroyed.

Many windows were broken or blown out; jalousies were broken, chipped, or leaked. Most damage to floors was in the form of water which ruined carpets or caused them to become moldy. Many book stacks were damaged or ruined because of broken ceilings and other problems with the building shell. In at least one case, the wind was so strong that water was blown right through concrete block walls. One library reported that "due to a hurricane-related halon dump from the AC system, the integrity of the computer mainframe

was compromised; numerous drives failed and have had to be replaced".

Damage to Collections

Eight of the 33 damaged public libraries, 3 of 8 damaged academic libraries, all of the damaged special libraries, and 11 of 13 damaged school libraries had collections that were harmed by the storm or its aftermath. Almost all the damage was from water or mold and mildew.

The Hialeah Public Library suffered greatly from the storm, as did many other academic and school and special libraries, but the bulk of the destroyed materials were in the Miami-Dade Public Library System. One branch was completely destroyed; it reported, among other things, that its special art reference collection, worth \$2,700,000, was significantly damaged. Over 25 percent of all damaged libraries were insured, although the insured percentage could have been as high as 39 percent if the "I don't know" are added. Most libraries purchased commercial insurance.

One of the admonitions often heard during disaster preparedness lectures and workshops is that insurance should cover not only the replacement of materials, but the costs of bibliographic searching, ordering, cataloging, and processing as well. Three quarters of the public library and two of the school library policies did have coverage for labor or the processing costs of replacement. None of the three insured academic libraries included such coverage.

A little less than half of the libraries salvaged damaged materials. Typical reasons for not salvaging books and other materials were roughly equally divided between "too badly damaged", "too late to salvage", or it was "cheaper to replace them".

Over 46 percent of libraries (responding to the question) reported reopening within one week after the storm. Twenty percent opened within two to three weeks. Six percent remained closed for two months; almost eight percent reported (as of March 1993) being closed indefinitely.

Disaster Planning

Disaster planning is a topic of high interest in the Southeast and the Caribbean; consequently, many workshops have been held in the region during the past several years. Since libraries, including those in South Florida, have been exposed to these educational opportunities, it might be expected that disaster preparedness plans, while not commonplace, are also not rare. This is not the case, however for the 124 libraries returning questionnaires. Only 12 (about 10 percent) had plans before Andrew struck, and only one actually practiced the plan prior to the storm.

It is not surprising that such plans are not created or widely implemented. It is a rare occasion, thank goodness, when a library is directly hit by a hurricane or another natural catastrophe which seems to defy preparation, a tornado. Many librarians say they have all they can do to keep services running, let alone to spend the time developing a program that may never be needed (statistics to the contrary). Others say that a disaster plan will not be of much use, anyway, when a storm the magnitude of Andrew strikes. For some librarians, unfortunately, there is just enough truth in these assertions to justify not writing such a plan. But disaster preparedness programs can help staff know what to expect and how to react in emergency situations; provide the impetus for prioritizing of materials for salvage or protection; and motivate administrators to

provide adequate insurance coverage, equipment, and training.

Probably because of staff turnover, transfers, or changes in responsibilities, very few staff members in South Florida libraries who answered the questionnaire were trained in disaster preparedness in the 1988 workshops or were aware of other staff members who had participated in such programs. Since then, because of Andrew and the development of programs to react to similar situations, that situation is being resolved, at least in some libraries. At least two major libraries, Florida International University and Miami-Dade Public, have produced detailed hurricane preparedness policies designed to help staff minimize building, collection, and equipment problems during emergency periods. Both plans are based on experience gained during Andrew and are worth reviewing. There is overlap, but each plan has its own emphasis and strengths, and they should be studied together. Any library subject to hurricanes should try to acquire copies of these plans.

What To Do And When To Do It

The following are comments taken from answers to questions dealing with the most important things librarians should do to prepare for a hurricane and what should have been done differently in preparation for Andrew and recovering afterward.

Caveats: 1) These remarks are not in priority order and are taken virtually unedited from the questionnaires, which were administered from November 1992 through February 1993. 2) Many comments may seem to be common sense and obvious, but should be taken seriously. 3) There are many other precautions one could implement, in addition to those listed here. 4) Consult a competent conservator for expert help.

Things To Do Before The Storm Hits:

On Site:

- ⇒ Remove all rare or expensive books and all audio-visual materials to a secure location (away from windows).
- ⇒ Attempt to protect the bulk of the collection by covering with a waterproof covering/plastic sheeting.
- ⇒ Cover danger spots (including equipment) with plastic.
- ⇒ Remove all small objects that may become projectiles.
- ⇒ Prepare a listing of all library holdings.
- ⇒ Install shutters on windows.
- ⇒ Gather adequate personnel to help move and cover sections/items/equipment.
- ⇒ Have a plan.
- ⇒ Assess vulnerabilities.
- ⇒ Remove terminals.
- ⇒ Raise books near floor at least one level.
- ⇒ Secure all computer discs vital to continued operation.
- ⇒ Secure all shelf-list cards.
- ⇒ Take CDs out of stations.
- ⇒ Remove displays from counters.
- ⇒ Move shelving units away from window areas, if possible.
- ⇒ Seal file cabinets with waterproof tape.
- ⇒ Move valuable equipment to an interior protected area.
- ⇒ Perform complete computer back-ups.

System-wide:

- ⇒ Get "call-waiting".
- ⇒ Acquire cellular phones.
- ⇒ Regionalize responsibilities.

- ⇒ Set a day/time for a post-hurricane meeting of key personnel—designate at least two sites (one or more may be unusable) when hurricane watch is announced.
- ⇒ Review insurance coverage annually.
- ⇒ Send home phone numbers of all personnel to members of administrative staff quarterly.
- ⇒ Assign duties to staff, with back-ups.
- ⇒ Specify chain of command for clean-up after storm.
- ⇒ Establish backup arrangements for online computer services.

Regionally:

- ⇒ Stock hard hats, rubber boots, and generators.
- ⇒ Stock water.

After The Storm

On Site:

- ⇒ Always consider human safety first.
- ⇒ Stay calm; keep a sense of humor.
- ⇒ Get to collection ASAP; insist on gaining immediate entry to building as soon as it is declared safe (not weeks later).
- ⇒ Survey damage; make thorough assessment of damage – the more thoroughly the better.
- ⇒ Prioritize materials.
- ⇒ Check shelves for damage; if weakened, remove books to safer place.
- ⇒ Remove books or other materials showing signs of mildew.
- ⇒ Take plastic bags, lots of flashlights, boxes, and carts to facilitate removal of items.
- ⇒ Treat damaged materials in most cost-effective way (may be better to replace than repair).

System-wide:

- ⇒ Setup a calling tree (calling the next person if someone does not have a phone or cannot be reached).
- ⇒ Distribute cellular phones.

Other Sources Of Information

There are a number of good publications on disaster preparedness and recovery which provide excellent information for libraries wishing to prepare for many types of emergencies, not just hurricanes, for example:

- Fortson, Judith. *Disaster Planning and Recovery: A How-To-Do-It Manual for Librarians and Archivists*. How-To-Do-It Manuals for Libraries, no. 21. NY: Neal-Schuman Publishers, 1992 (212) 925-8650.
- New York State Library. *Disaster Preparedness Planning Resource Packet*. Albany: New York State Library, 1989 (518) 474-6971.
- *An Ounce of Prevention: A Handbook on Disaster Contingency Planning for Archives, Libraries and Record Centers*. John P. Barton and Johanna G. Wellheiser, eds. Toronto, Canada: Toronto Area Archivists Group, 1985.

However, for those particularly interested in wind and/or water damage, two very helpful, recent publications are Michael Trinkley's *HURRICANE! Surviving the Big One: A Primer for Libraries, Museums, and Archives*, and *The Flood Recovery Booklet*. SOLINET offers a variety of information on coping with disasters and can refer callers to appropriate sources for assistance.

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Learning from Experience: A Trial-and-Error Approach to Disaster Planning

By Annie Armour

The University of the South, Sewanee, is a small university on top of a small mountain on the Cumberland Plateau in Middle Tennessee, 50 miles from the nearest large city.

The University owns ten thousand acres of land, or about nine acres per student. The campus stretches across this "Domain" with its scattered native sandstone buildings. The students pick up their "angels" when they leave the gates of the Domain by touching the roofs of their cars when they pass by; they put the angels back when they return, because they do not need them on campus. It sounds like a pristine storybook existence, and is billed that way.

That ideal setting is the very thing that is poison to our library books and building. The stately gothic library sits in the center of campus and houses over half a million books and periodicals. It is showcased to families of prospective students as one of the most beautiful buildings and pleasant atmospheres on campus. Perhaps rightly treated, the best could be made of so much given to us, but ignorance and preoccupation with the aesthetic over the practical has resulted 135 years later (and just 30 years later for the library building) in an environmental disaster that has forced librarians to reconsider the depiction of Sewanee as paradise.

Sewanee has always been a casual environment, not accustomed to thinking in terms of prevention. At our library, however, we are beginning to understand just how practical, organized, aggressive, and anticipatory we must be. We are dealing with the mistakes of the past at high expense.

These words almost ring out—southern mountain community, native sandstone. To most, it sounds picturesque, but to realists this spells heat, humidity, moisture, and porous walls—a deadly combination for sensitive materials like books and other library materials, especially when coupled with design flaws, construction errors, inefficient equipment, and lack of planning. Planning is precisely what we have learned to do in order to keep our inventory somewhat protected, but it took several mini-disasters to learn this lesson.

Identifying the Problem

Our biggest plague is mold, and recurrent outbreaks spurred us to action. Mold, however, is only a symptom of what is actually wrong with the building, so plans had to include treating causes while keeping the symptoms at bay. That can be a very expensive and drawn-out process, and it takes the cooperation of the administration, physical plant services, and library personnel. We finally came out with a disaster plan, which includes defining normal protocol for many kinds of "off-normal" events, setting priorities

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for correcting the major problems, and working diligently to keep the mold outbreaks to a minimum.

Our first major mold outbreak occurred in 1986 in a beautiful oak-paneled, north-facing room on the ground floor which held our browsing collection. Our library serves the entire community and surrounding counties, and a special fund keeps this popular collection current. Mold in this room got so bad that it was actually growing on the walls and furniture, as well as all over the books. We cleaned those books in a way not recommended anymore—with ortho-pheny phenol. It got rid of the mold on the books, but at what expense to those who did the cleaning?

At that point, we knew nothing about monitoring temperature, humidity, or air circulation and not much more about working with hazardous chemicals. We kept a fan blowing and opened what windows were not soldered shut, but still the room reeked with that chemical smell. We knew enough to clean the books away from the spines and to quarantine them until they could be moved to another area of the library. That was eight years ago, and that room is still not used for anything because of the humidity problems.

Four main culprits cause our underlying problems: an underground stream running directly beneath the room and through the underground air outflow duct, a gothic roof line that channels water from the roof onto the porous sandstone walls, poor drainage around the library building, and a semi-subterranean design. We have monitored humidity levels in that room for years, and summer readings were often as high as 85%, while winter readings were 30-45%, with much daily fluctuation. Those readings, along with complaints from the community about

wanting the room reopened, convinced the administration that something needed to be done.

The Solution

Engineers came in and finally got someone to crawl into the underground duct (about three by four feet) until he found water standing in the duct. A sump pump was installed right in the middle of the room, and it has channeled much of the water away from the duct. Testing showed, however, that moisture was still entering the duct somewhere. Plans are to make that particular duct, which is quite deteriorated, the air-intake duct, and the duct in the ceiling will become the source of air coming into the room.

The area all around the north and west sides of the building was dug up, a new French drain was installed, and the building was waterproofed at the ground level. The drain is easily clogged with leaves, and we have learned to speak up when we notice the need for cleaning, rather than relying on the grounds crew to notice. The room, which became the library junk room, is currently being emptied. Recommendations are for a commercial company to dry out the room and for the university to replace the floor and wall coverings. Future plans call for using it for office space, since sensitive materials should never be placed in that area. Humidity levels have improved to 45-60%, about the same as the rest of the building, but the last culture showed 28 colonies of mold present in the room.

The next major area of concern was the rare books room. It is in this room that we learned the hard lesson that unless the environment is stabilized, the mold, once established, will not go away.

We tried a variety of methods for cleaning yearly outbreaks. We put books outside in the sunshine one time, but our humidity levels in Sewanee are usually too high. We cleaned books with alcohol, but we heard that some chemicals actually act as mold activators, and so we have reconsidered using any chemicals (it is more pleasant not to use any, but we still use alcohol on occasion). We then wiped books with cloths, and cleaned the shelves with Lysol®, and still, every year, it came back. It grew around the vents in the ceiling. We tried dehumidifiers and fans. Humidity readings were the same as the outside air, which in summer, fluctuated 20-30% in a day and sometimes rose to 95%. The books became so saturated that some were damp to the touch, and they swelled to become tight in the stacks where they once fit quite comfortably. We could see we were fighting a losing battle. We also realized that visually checking humidity levels was not enough to provide convincing arguments for correcting the problems. We invested in a recording hygrothermograph and began keeping written records whenever we monitored humidity.

We finally appealed to our library committee to lobby for environmental improvements for this valuable collection, including a separate HVAC system with humidity control. It was discovered in the process that there was no cold air return in the room, which meant that air came in with spores and never left. We were successful in getting what we wanted—a Liebert system with humidity control for the room. We must be careful to watch drains on the balcony outside the room as we do the French drains; if they get clogged with leaves or debris, water will build up, causing an unnecessary strain on

the Liebert system. The system works best at the maximum levels of temperature and humidity—70 degrees and 52-54% humidity. It seems too much of a strain on the system to achieve anything better. Recent samples show no mold colonies growing in that room.

The Liebert system was installed over a year ago, but we are still cleaning up after the latest outbreak. We brush now inactive mold spores into the nozzle of a HEPA vacuum cleaner, wipe the books, clean the shelves, and then re-shelve them. It is tedious work. We require cleaners to wear gloves and a mask when cleaning mold, because although a clear relationship has not been established, staff have complained that the cleaning process makes them sick, and literature seems to support this connection. Many books are permanently stained, decreasing their value.

Our small pockets of mold are usually controlled by improving air circulation with fans. Of the three main conditions leading to mold growth—temperature, humidity, and air flow—air flow is the easiest for us to control and is very effective at preventing outbreaks (though not as effective at preventive recurring outbreaks). Humidity is difficult but important to control, and if temperature must be increased to achieve a lower relative humidity, then we turn up the thermostat a little. Fluctuation is very difficult to control, but it is extremely important. Housekeeping is also important, and an area where we in Sewanee are deficient. Most important of all, if conditions exist that are conducive to mold growth, correct them if at all possible, because once mold is established, it is next to impossible to eradicate.

Planning a Disaster Manual

We began to understand the necessity of documenting unusual occurrences, monitoring humidity, preparing a disaster manual, setting priorities, and planning long-term for upgrading the environment. With three key people, the university librarian, HVAC technician, and provost, supporting our mission, a small committee set out to write our manual and organize our plans. A consultant helped us to pinpoint our environmental troubles and to set time lines for correcting them. We have a new cooling tower on the roof, and our HVAC technicians are working to provide better filtering, proper air balancing, and an upgrade to the existing systems to make them work at their optimum capacity. Large items that need to be included in the budget early include a new roof on the building, humidity control throughout the building, and better fire detection. We are working in-house to try to plan and carry out needed housekeeping on a regular basis.

Our biggest drawback at this time is that no one person has the authority to make overall preservation decisions. "Library Preservation Officer" is a title bestowed on me in addition to my other duties as Head of Archives and Special Collections and meant to take up no more than 10% of my time. As this "official", I was hoping to spend my time developing education, awareness, binding, and brittle book programs—not to spend so much time addressing environmental problems. I do not pretend to know how HVAC systems work; I only know the results I want from them. HVAC technicians tend to think along lines of patron comfort and not materials preservation. We are fortunate to have struck a good balance between what I think we need and what our technicians recommend for us.

Our disaster manual took about two years to complete. A committee of four worked on it. At first, it was confusing to sort out the terminology and to understand what we needed to include, but we realized that our manual would be more than a disaster guidebook. We needed something that gave us the information needed to cope with all unusual events.

We divided the manual into emergency procedures, followed by 15 or more appendices. Emergency procedures include dealing with medical emergencies, fires, leaks, floods, and evacuation procedures. It also gives the protocol for responding to minor emergencies, such as blackouts, birds in the building, mold outbreaks, vandalism, reporting telephone problems, or helping a person stuck in the elevator. Particular instructions on how to communicate needs to physical plant services are still being developed. This will include notification procedures when a system fails or regular updates about the status of something that is being fixed.

A one-page summary of these procedures is listed at the very beginning of the manual, and we encourage departments to post the summary in their areas. Some general guidelines are also included with the introduction to the manual. These guidelines state where copies of the manual are kept and what should be updated or checked on a regular basis.

The second section of our manual is short and deals with responses to a disaster. It explains the roles of a disaster coordinator and disaster team; when it might be necessary to call upon a team; and how it might respond to larger disasters when the building, people, and contents are threatened. Our appendices attempt to address everything else. The

telephone list includes a list of persons to summon when a disaster occurs. We had to identify those both in the library and around the university who should be involved, including security, the director of physical plant services, the provost, computer systems managers, collections managers, catalogers, and insurance director. Library staff are listed on a separate page, and general emergency numbers on another. One includes whom to call for chemical spills, forest fires, or bomb threats.

Our appendices give step-by-step instructions for getting materials out of damaged areas and for treating damaged materials of all formats. We have a supplies inventories appendix, and we have set aside a stockpile of the most necessary items to be used only in emergencies. Each department has a list of what is in the stockpile. Another appendix contains maps of each floor that show the locations of emergency equipment, smoke and heat detectors, and maps showing main electrical boxes, HVAC machinery, and utility cutoffs. We have a list of campus and outside services we may need to use, including locations of blast freezers, plumbers, forklifts, and commercial recovery services, and a section which describes how to get emergency purchase orders or other cash funds.

It was recommended that we include a section describing past disasters. At first this seemed silly, but we managed to recall over 15 situations that necessitated quick response. Most took place on weekends or at night, emphasizing the need for an easy-to-follow manual and basic training for staff.

We still need to provide posted maps of evacuation routes, a meeting place for staff in the event of an evacuation,

protocol for communicating regularly with physical plant services and for reporting off-normal events in a timely way, and recommendations for making our building safer. We expect to revise most sections as we get into training. It is one thing to theorize the best way to handle a situation and another to respond to the real thing. We found that out when we had our first fire drill; a technician was welding in an elevator shaft and set off the alarm. We quickly learned that the elevator alarms did not sound like emergency alarms and were not audible all over the building, and that the intercom system could not be heard everywhere.

We are now in the process of planning training events. We have taken advantage of a flood disaster that damaged a faculty member's personal library. We gave advice on how to pack those books for freezing. The books are in a local blast furnace, and our first training experience will be to air dry these books for him. The entire library staff will be involved in this exercise; each will be responsible for drying a small number of books and keeping written observations about the process. Other training events will include learning to use fire extinguishers, evacuating the building, and understanding the manual.

One of the main goals is to keep library staff informed about preservation issues that libraries face and to stay motivated to keeping our programs alive. We worry about all this so that the Arcadians, the Admissions Office volunteers who lead tours through the library and around campus, can continue to tout the worthiness of our fine library collection, and so that we feel relatively comfortable saying we are working to keep our collection outstanding for generations to come.

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2200 Gallons of Water

By Marcia A. Watt

As I returned to the main library after a nice hot lunch on one of the coldest days of the year, I encountered two Preservation Office staff members. They were heading for the Theology Library, but they had seen me coming and had waited inside the library to give me the news. They had just received a phone call from the Theology Library. There were four inches of rain in the locked cage, an area which contains unique African missionary periodicals and approximately 10,000 pamphlets from the Hartford Seminary collection.

I sent the two staff members on to the Theology Library while I raced down to my office to put on my rubber boots. (I had purchased these just a few weeks before for just such emergencies.) I found the note from the staff members in my chair telling me of the flood. I raced back up the stairs and across the campus through the frigid air to reach the Theology Library.

Approximately 15 minutes earlier, a Theology Library staff member had discovered the water. It was pouring through a broken seal in a recirculating pump attached to a hot water heater. No one knows how long the water had been pouring out of the broken seal, but four inches of water covered an area of approximately 884 square feet (over 2,200 gallons of water). Fortunately, one of the archivists on staff is also a journeyman plumber. Besides calling the Preservation

Office to come assist in the clean-up, he had turned off the water and opened an exterior door allowing the water to begin leaving the area.

By the time I arrived, the water was flowing out the door and into an outside drain. Eleven boxes of materials were sitting on the floor, a place they never should have been, throughout the caged area. A pallet and a box in the library were near the exterior doorway, blocking the free flow of water. We moved those right away to increase the flow of water out of the library. We called the Physical Plant staff and asked for water vacuums to be brought to the Library. Fortunately, the water had not quite risen to the level of the lowest shelves. If that had happened, there would have been thousands of wet items, rather than merely hundreds. With the assistance of Theology Library staff, the conservator set up an area away from the flood where we could air-dry material.

After approximately ten minutes, the water flowing through the door was beginning to decrease in volume, but there were still two inches of water on the floor. It was then that we discovered the floor sloped gently away from the door. We began to use brooms to gently sweep the water toward the open door.

Physical Plant arrived with a heavy-duty water vacuum and began the job of sucking up and removing the water that had not yet flowed out the open door. It took them approximately one hour to do this, and, of course, the floor was still damp after they finished. Fans and dehumidifiers were set up to speed up the

Marcia A. Watt is the Preservation Officer at the Woodruff Library at Emory University in Atlanta, GA.

drying of the floor and to bring the humidity level down. Several floor tiles were loosened and began to pop.

In the meantime, we had cleared off two book trucks and began removing material from the boxes sitting on the floor. We placed the wet materials on the trucks and ferried it through the water to the stairs where other staff, who did not have boots, were waiting to take the materials for treatment. It was obvious the water had been there for sometime, because all the materials in the boxes were thoroughly saturated, even materials well above the water level. The water had simply wicked up through the materials. The saturated materials were removed from the Theology Library and taken to Woodruff Library (the main library) where a Wei To freezer is located. Hundreds of soaking wet items were placed in the freezer. Materials that were merely damp were taken to a location within the Theology Library where fans could gently circulate air across the fanned open items on shelves. Within 12 hours, these damp materials were dry and able to be returned—not to boxes on the floor—but to shelves.

Two and one-half hours after the Preservation Office was first notified of a problem, all the water had been removed from inside the library, measures had been taken to reduce the humidity in the area, the damaged materials had been removed, and treatment of the wet materials had begun.

But the story does not end there. Two months later we still had material in the freezer—and it was not dry. We discovered that the freezer needs constant attention and due to a substantial ice build-up on the evaporator, the ice in the library material was no longer being sublimated. Preservation Office staff removed the material from the freezer and began to hang it up

on clotheslines strung throughout the Conservation Lab. Again, fans were set up to speed the drying process. After drying, the items were placed in presses to help them return to their pre-flood shape. A refrigeration expert was called in to help us analyze and solve the problems of the freezer so that we will be ready the next time water floods into a library building.

Emory University Libraries have a well developed emergency procedures manual which covers all emergencies, including floods. Copies of the emergency manual are in every department of each library on campus. It is frequently updated as university policies, safety regulations, and key staff change. In addition to an emergency manual, a well trained staff is critical to a timely response in case of a disaster.

Time spent in disaster training and preparedness pays off when quick thinking and quick actions are required. Staff and student assistants in the Preservation Office are all familiar with the necessary steps to deal with water-damaged material. All have hands-on experience in real disaster situations. Many staff in the libraries on campus have also received some disaster recovery training and are willing and able to assist the Preservation staff with disaster recovery operations.



Hurricane Andrew: Community Information Services Disaster Relief – CIS to the Rescue

By Harriet Schwanke

The hurricane season is six months long, lasting from June through November. Weathermen track countless tropical depressions throughout the season, but in the summer of 1992, no one in Florida paid much attention. For several days, NBC's Bryan Norcross had been telling his audience about a storm in the Atlantic. By Wednesday, it had been upgraded enough to be given a name – Andrew. We were told there was a possibility that if the storm picked up speed, it might move toward Florida's east coast. By Friday, it was vaguely on people's minds, but life went on as usual. By Saturday afternoon, all of Southeast Florida was standing in line at Home Depot[®], buying flashlights, lumber, and nails. Bottled water had vanished in a frenzy from supermarket shelves. Announcements were broadcast that the storm was strengthening, and it was heading straight for downtown Miami.

The weather forecasters all said that Hurricane Andrew would strike Miami Beach and blow through the downtown Miami area. People were warned to evacuate the beach areas, as well as the Biscayne Bay (Intercoastal) areas. Many people from those areas took shelter with friends and relatives further south and inland. The Miami-Dade Public Library staff moved expensive equipment from the beach branches and brought them to the Main Library for safekeeping. All branch staff moved furniture and equipment away

from doors and windows. Books on low shelves were moved to the tops of shelves in case of flooding. Electricity was turned off to prevent power surges and a myriad of detailed tasks were performed to secure the libraries.

The weather forecasters were wrong. Andrew took a sharp turn, and instead of the full force hitting Miami Beach and downtown Miami, it blew further south. West Kendall, Homestead, and Florida City took the full force of the hit. The electricity was knocked out at 4:30 a.m. Winds blew off rooftops, smashed trees into windows, blew in doors, and destroyed a large section of South Florida.

By late that afternoon, the storm had passed and the sun came out. Four of our libraries were destroyed, 20 more had been damaged. Eleven of those branches were damaged badly enough to prevent their immediate reopenings. Three hundred thousand items were lost. Compounding those losses was a breakdown of the community's infrastructure. Traffic lights and street signs were rare for months. The area was without utilities (electricity and running water) for periods ranging from a few days to several months. There were stories of utility workers from Florida Power and Light being taken at gunpoint to reconnect lines in certain neighborhoods. Close to 70 library staff members lost their homes to the storms, some barely surviving themselves in closets and bathrooms—the only areas left standing from their former houses.

Harriet Schwanke is the Acting Assistant Director of the Miami-Dade Public Library in Miami, FL.

What did we do to begin serving our community again? While Amy Rolnick and several other local Hurricane Heroes searched the rubble for friends and colleagues, the Administration activated the pre-planned telephone tree. Within a week after the storm, most of the library staff had been accounted for, and most branches were ready to open.

While the rescue effort of books and equipment was going on and insurance claims totaling more than \$20,000,000 were being filed, a rescue effort of another kind was taking place. Staff members were calling shelters and emergency contact numbers in an effort to find missing employees. Not only did the library assist in the county-wide effort to feed and clothe everyone that needed help, by acting as collection sites, the libraries formed their own rescue teams. We tracked down staff needing food, shelter, clothes, and other essential items. Cars, trucks, and vans formed caravans and visited the sites of staff members' former homes. Sometimes, only rubble remained. One staff member did not even have a pair of shoes left to wear. Library Personnel staff arranged for temporary housing, emergency financial assistance, and every other conceivable need that had to be met. Individual staff members searched for each other and took other staff members into their homes. When you talk about "community information", the staff grapevine is sometimes our strongest communication link. Library staff from the four devastated branches went from branch to branch in an effort to help salvage what they could. In an incredibly organized manner, each branch was searched and stripped of all savable items.

Staff from the four closed libraries were eventually redistributed throughout the Library system. They were especially needed at the other South branches that

remained open, as the circulation in those branches began to rise dramatically.

The library implemented some new and different services to meet the vital needs of the South Dade residents left without their libraries. Of special concern were the thousands of school-aged children whose neighborhoods were destroyed by the storm. Some of the immediate steps we took were:

- Extended library hours at the South Miami and Kendall branches.
- Parked bookmobiles at three of the four closed library sites.
- Converted the 29-foot long Artmobile into the South Dade Story Express which toured South Dade parks, migrant camps, neighborhood centers, as well as the libraries closed by the hurricane. Parents and children were invited on board for story times and to check out books.
- Sent the Imagination Factory's team of storytellers on the road.
- Worked in cooperation with the Metro-Dade Transit Agency and implemented free, round-trip shuttle bus service to and from the four closed branches and the West Dade Regional Library. This service provided transportation to those patrons who would otherwise find it difficult to commute to an open library.
- Drafted library staff members in the Citizens Service Department of Dade County to drive in mobile units to areas where people had no services, to hand out pamphlets and information, and made referrals to County agencies.
- Distributed much-needed insurance forms at open libraries as well as the Citizens Service Department.
- Distributed building code information.

SOUTHEASTERN LIBRARY ASSOCIATION MEMBERSHIP FORM

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

Type of Library with which you are associated:

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

New Membership 19 _____

Renewal 19 _____

Annual Dues Schedule
(Based on Annual Salary)

Type of Membership

Any **FIRST TIME** Membership
\$10,000 and Under (Includes Students, Trustees
Friends, Retired Members and Exhibitors)

\$10,001 to \$20,000
\$20,001 to \$30,000
\$30,001 to \$40,000
\$40,001 and up

Sustaining Membership
Contributing Membership
Additional Section/Round Table

TOTAL AMOUNT PAID

Membership Year
January 1-December 31

Amt. of Dues	Amt. Paid
\$10.00	_____
\$10.00	_____
\$15.00	_____
\$20.00	_____
\$25.00	_____
\$30.00	_____
\$40.00	_____
\$60.00	_____
\$ 4.00 ea.	_____
	\$ _____

Name _____

First Name
Initial
Last Name

Mailing Address _____

Street/Apartment/P.O. Box

City
State
Zip
Telephone: Home Business

Place of Employment _____

Position/Title _____

SECTION AND COMMITTEE/ROUND TABLE AFFILIATIONS

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

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

- | | | |
|--------------------------------------|---------------------------------------|--|
| (A) Library Education | (F) Special Libraries | (K) Government Documents Round Table |
| (B) Public Libraries | (G) Trustees and Friends of Libraries | (L) Online Search Librarians Round Table |
| (C) Reference and Adult Services | (H) University and College Libraries | (M) Preservation Round Table |
| (D) Resources and Technical Services | (I) Library Instruction Round Table | (N) Paraprofessional Round Table |
| (E) School and Children's Libraries | (J) New Members 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 _____

DETACH FROM CENTER

- Provided referrals regarding temporary housing and emergency financial assistance.
- Assisted in researching reliable contractors.
- Distributed instructions and directions.
- Served as a site for distribution of food, clothing, and Christmas toys.
- Helped to contact landlords and insurance agents.
- Helped find pets lost in the storm.
- Helped patrons obtain food stamps.
- Provided much-needed emotional support.

The Red Cross and the Citizens Service Department were not the only agencies the Library cooperated with after the storm. The police were wonderful. Remember the library staff member with no shoes? He was able to walk to a police station. The police got him shoes, clothes, and food for his family, and because of County agency cooperation, he was able to work at the police station, rather than the library, until he was able to buy another car.

The irony in all of this was not that the hurricane hit an area other than what was predicted. The irony was that the Library was originally told by County officials that we would not be a priority in the rebuilding process, and that we should be patient, while more vital services were restored. The public changed that priority. They called and wrote elected officials and demanded their libraries back. As soon as people tried to get their lives back to normal, they missed the library. Where would their children do their homework? How were they going to find a copy machine to copy important insurance papers? Who would help them find their way through the maze of County building codes? And where were their bestsellers?

After officials began hearing from patrons, the Library suddenly became a priority. At least in Dade County, the politicians finally came to understand and appreciate the nature of what takes place in libraries and what library service is all about.

We are the information center of the community. We provided the vital link between our patrons and the information they needed to get their lives back on track after the hurricane. We can find the answer for almost every question. We provide a safe haven for children after school and on weekends. We are one place with a "face" on it—a friendly one. When the libraries briefly disappeared, the community noticed.

In the aftermath of a disaster, people need information, and they need people who can access that information for them quickly and in a form they can understand. The library staff did that in Miami. They do that every day all over the country. I have always been very proud to be a librarian. As a child of the sixties, I was taught that I should try to give back to the community some of what has been given to me, even if my contribution was a small one. After Hurricane Andrew, I realized that librarians make a very big contribution to the community. We linked people to the information that helped to rebuild their lives. The staff of the Miami-Dade Public Library System, as wonderful as they are, are not unique. If a disaster were to hit your community, you would be heroes too. You would do what we did—your job.

□



HURRICANE

From the States

In keeping with the disaster theme, each SELA State Representative was asked to provide information from their state reviewing items pertaining to disaster planning and recovery. The format and submission was left up to the discretion of the individual state representative. Information was received from Kentucky and North Carolina. Other state reps provided names of contact individuals, but no additional information was received. The question became, do we include what we received, or not?

We decided to include the helpful information, because it pertains to more than one state and to honor the work done by the two states. As Editors, we were also pleased to hear from Kentucky that this invitation:

"provided a marvelous opportunity not only to discuss the topic in-house but to talk with others in Kentucky's library and archives communities, identifying areas of mutual concern and potential resource-sharing. I'm sure such serendipity occurred in the other contributing states as well. Please know that you have done our profession a particular service with your initiative on this topic".

If nothing else, perhaps the following information from Kentucky and North Carolina will spur other states to prepare similar information. As Gail Lazenby said, no one wants to think about a disaster, but we all know they are bound to happen. Let's be prepared, as individual states and as a region.

*Theresa Johnson
Catherine Preuit*

Kentucky

Information provided by: Lee Sturma, Preservation Laboratory, Public Records Division, Kentucky Department for Libraries and Archives.

Disaster response for public and academic libraries in Kentucky has centered in the Public Records Division of the Kentucky Department for Libraries and Archives for over 20 years. Since 1974, KDLA staff have assisted in disaster response and recovery at scores of sites damaged by water, wind, and fire. Initially formulated to protect vital public records in the state, the Public Records Division's response program has evolved to serve library needs at all levels. In the past, it has aided public libraries in eastern coun-

ties devastated in the 1977 spring floods, school and university libraries struck by local emergencies, as well as courthouses and city halls throughout Kentucky. The State Library itself was closed for six days in 1987 while staff dealt with the aftermath of a burst water main which damaged over 3,000 volumes.

KDLA's statewide disaster response strategy is double-edged, including both preventive planning and on-site response. A series of preservation workshops during 1983 and 1984 promoted disaster-planning awareness for public libraries throughout the state. These LSCA-funded workshops were presented in each of Kentucky's 15 public library regions by the Preservation Laboratory of the KDLA's Public Records Division. These workshops encouraged

public libraries to develop in-house disaster response plans. The LSCA also funded the 1985 PRD publication, *A Conservation Checklist for Libraries*. This self-assessment tool featured disaster planning as an integral aspect of collections maintenance.

Preservation staff have regularly contributed articles on disaster preparedness planning and preventive measures to the department's newsletter, *Keynote*, received by librarians throughout the state, and spoken on these themes at professional meetings of librarians, regional workshops, summer research institutes, and other events around the state. SOLINET has also been a strong and continuing resource for disaster-response education in Kentucky, as it has throughout the Southeast. SOLINET's most recent Kentucky workshops on this topic were held in October 1991 and May 1994.

In 1984, KDLA formalized its disaster response service with the publication of the Kentucky Records Disaster Response Plan. This statewide plan provides on-site disaster response to any public or private establishment housing material documenting Kentucky heritage. KDLA offers a staff team, recovery equipment, vehicles, advice, coordination or direct supervision of recovery operations as needed to minimize loss of the state's cultural material following a disaster. This service is funded through the operating budget of KDLA's Public Records Division and is provided without charge to requesting entities. The Public Records Disaster Assistance Team can be reached through its Coordinator at KDLA at (800) 372-2968 or via a 24-hour hotline at the State Emergency Operations Center at (502) 564-7815.

North Carolina

Information provided by: Harlan Green, Director, North Carolina Preservation Consortium, Inc.

Now entering its third year of operation, the North Carolina Preservation Consortium continues in its mission to inform, coordinate, and leverage for preservation through the Old North State. NCPC owes its origins to a number of committed library, archival, and records professionals who planned and obtained a grant from the National Endowment for the Humanities. As soon as NEH made funds available for state-wide preservation planning in 1989, North Carolina, along with Nebraska and Massachusetts, was one of the first three states to receive funding. The planning stage began in August 1990 and finished in January 1992 with the publication of *A Long and Happy Life*, a 12-page promotional brochure.

In early 1992, the non-profit Consortium became an independent affiliate of the School of Library and Information Sciences at North Carolina Central University in Durham. The University provides approximately one-half of the Consortium's budget by funding staff. Further support comes from memberships—the Consortium welcomes all individuals, institutions, and agencies concerned with library, archival, and records preservation to membership. Dues are based on the number of professional staff within an institution or unit and range in scale from 50 to 1,500 hundred dollars for institutions, while individuals annual memberships are 15 dollars. With this funding formula, the Consortium has managed to maintain a staff person and to develop modest programming.

One of the first agenda items for the Consortium was to develop a planning program to assist with disaster preparedness. This two-day workshop introduces participants first to disaster response, including a mock disaster to clean-up, and then to disaster preparedness, learning how to prevent future ones. Lectures were supplemented with a survey/tour of the host institution leaning how to spot hazards and to enable them to go back to their institutions to look for similar things. The second day of the workshop, held ten days later, focused on the presentation, explanation, and use of the disaster planning notebook. Financial support came from the State Library of North Carolina, which made available LSCA Title III funds.

The Consortium has other goals outlined to help it continue its mission of informing, coordinating, and leveraging support for library, archival, and records preservation across the state. They welcome the opportunity to work with other state programs and institutions that share common interests. The Consortium is housed in the Hayti Heritage Center an African-American Heritage and Community Center at 804 Old Fayetteville Street, Durham, NC 27701-3915. Telephone: (919) 683-1709

Available Publications

Emergency and Disaster Planning for College Libraries

ACRL recently published CLIP Note #17, *Emergency and Disaster Planning for College Libraries*, reporting the results of a new survey of small college and university library policies on emergency and disaster plans. Several complete plans are included in the publication. *Emergency and Disaster Planning for College Libraries* (ISBN: 0-8389-7710-3) was compiled by Susan C. George, Physical Sciences

Librarian at Dartmouth College, under the auspices of the ACRL College Library Section's CLIP Notes Committee.

The 146-page publication sells for \$28.95 (\$25.95 to ACRL members) and is available from ALA's Order Department, 50 E. Huron St., Chicago, IL 60611. Telephone: (800) 545-2433, press 7.

Hurricane Guide

SOLINET and the Chicora Foundation have published a disaster preparedness guide entitled *Hurricane! Surviving the Big One: A Primer for Libraries, Museums and Archives*. Written by Michael Trinkley, Chicora Director, the purpose is to help institutions protect staff, buildings, and collections. Topics covered include building or retrofitting to mitigate hurricane damage, recovery techniques, acquiring necessary supplies, and rebuilding after the storm.

Copies may be purchased for \$12.00 prepaid (includes shipping and handling) from SOLINET, 1438 West Peachtree Street NW, Suite 200, Atlanta, GA 30309-2955. Telephone: (800) 999-8558.

Flood Recovery Guide

Supported with funds from the National Endowment of the Humanities, this guide is published by the Iowa Cooperative Preservation Consortium in Iowa City, Iowa. The booklet, a 69-page compilation of how to minimize and cope with the effects of water-related disasters, was put together after the great floods in the Midwest in 1993.

Copies may be purchased from Iowa Cooperative Preservation (ICPC), State Historical Society of Iowa, 401 Iowa Avenue, Iowa City, IA 52240. Telephone: (319) 335-3916.

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Programs

Customer Service
Humor in the workplace
Information Super Highway
Intellectual Freedom
Legislative Advocacy
Security for your library
Storytelling

Tours

Bus tour of PLCMC branches
Walking tour of special libraries

Receptions

Exhibits Opening
North Carolina Barbecue
Elegant All Conference Party
food and music
Explore at Discovery Place
Omnimax movies

Authors and Illustrators

Curtis Aikens
Kenn and Joanne Compton
Harry Mazer
Sisters in Crime

Speakers

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Rosalle Blowe
Dr. Jerry Campbell
Gordon Conable
Philip A. Crannell, AIA
Susan Davis
Dr. John Gaboury
Laura N. Gasaway
Carol Henderson
Kate Nevins
Dr. Lucy Rollin
Dori Sanders
Dr. Laverna Saunders
Jeanne Hurley Simon

SELA Biennial Conference
October 25-29, 1994
Charlotte, North Carolina

Slates at Charlotte

The following Sections and Round Tables have prepared slates which will be voted on at the Charlotte conference:

Special Libraries Section

Vice Chair/Chair Elect: C. Tom Sutherland
Western Savannah River Company (SC)

Secretary: Janet B. Stith
University of Kentucky, Medical Center Library

University and College Librarians Section

Vice Chair/Chair Elect: Sherrie Sam
University of Mississippi

Secretary: Lee Ketchum
University of Montevallo (AL)

Paraprofessional Round Table

Vice Chair/Chair Elect: Meralyn Meadows
Stanly County Public Library (NC)

Secretary: Beth Perkins
Mary Washington College (VA)

Preservation Round Table

Vice Chair/Chair Elect: Susan Massey
University of Alabama

Secretary: Irmie Wolfe
University of Southern Mississippi

Nancy Dulniak
Austin-Peay University (TN)



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PEOPLE

- ◆ **Renee Blalock** is the new Associate Director for the Central Library of the Birmingham (AL) Public Library System.
- ◆ **Imogene L. Book**, Dean of Learning Resources at Denmark (SC) Technical College, was one of the 1994 recipients of ACRL's EBSCO Community College Learning Resources Achievement Awards. The awards, \$500 and a plaque, recognize significant achievement in the development of a unique and innovative learning resources/library program, advocacy of learning resources/library programs or services, or leadership in professional organizations that are associated with the mission of community, junior, or technical colleges.
- ◆ **Barry Bradford** was recently selected as the Head of the Ooletwah/Collegedale Branch Library of the Chattanooga-Hamilton County Bicentennial Library in Chattanooga (TN).
- ◆ **Paul Dove**, Francis Marion University Library Director (SC), was recently appointed to the Marion County Library Board of Trustees.
- ◆ The 1993 recipient of the Ruth Dora Parks Award presented by the West Virginia Library Association was **Josephine Fidler**, Director of Libraries at Marshall University.
- ◆ **Marina Gagic**, President of the Marksville, Avoyelles Parish (LA) Library Board of Control, is a 1994 recipient of the American Library Trustee Association/GALE Outstanding Trustee Conference Grant. The grants of \$750 each are given to public library trustees who have demonstrated qualitative interests and efforts to supportive services to the local public library to attend ALA's Annual Conference.
- ◆ The new electronic resources librarian at University Library Services, Virginia Commonwealth University in Richmond (VA) is **Frederick L. Gilmore**.
- ◆ "Multicultural Author in Residence", a program by **Diane E. Guilford**, Fairfax County (VA) Public School Librarian, was selected as one of the top 50 programs and services recognized by the Margaret Alexander Edwards Trust for providing exemplary program services for youth.
- ◆ **Linda Hadden**, Director, Duplin County (NC) Library received the Louise K. Boney Award presented by the Duplin County Friends of the Library. This award commends her leadership of, and efforts for, the Duplin County Library.
- ◆ **Loretta O. Lafferty**, School Media Specialist at Mullens (WV) High School, is a 1994 recipient of ALA's EBSCO ALA Conference Sponsorship Award. The award of up to \$1,000 in reimbursed actual expenses allow librarians to attend ALA's Midwinter or Annual Conference each year.

- ◆ **Janice Del Negro** was named Youth Services/General Consultant for the State Library of North Carolina.
- ◆ **Kate Nevins**, former Vice President for Members Services at OCLC, is the new Executive Director of SOLINET.
- ◆ **Eileen Papile**, Information Services Librarian, at the Cumberland County Public Library in Fayetteville (NC) recently received one of three New Leaders Travel Grants which are designed to enhance the professional development of public librarians new to the field by making their attendance at major continuing education activities possible.
- ◆ **Peggy Rudd** was recently appointed Chief of the Bureau of Library Development, Division of Library and Information Services, Department of State in Tallahassee (FL).
- ◆ Storyteller and University of New Orleans library science professor **Coleen Salley** recently appeared in a Visa® commercial shot at the Maple Street Book Shop in New Orleans.
- ◆ **Dr. Philip Turner**, Dean of the School of Library and Information Studies and Assistant Vice Chancellor for Academic Affairs at the University of Alabama, was among seven international recipients of the sixth Awards for Achievement in Managing Information Technology.

- ◆ **Rebecca Van Der Meer** is a new Reference Librarian at the University of Charleston (WV).

Retirements

- ◆ **Dr. Julia K. Avant** recently retired from the Lincoln (LA) Parish Library.
- ◆ **Dr. Joseph A. Jackson**, Professor and Dean of Libraries at The University of Tennessee at Chattanooga since January 1973, retired in June.
- ◆ **H.G. Jones**, Curator of the North Carolina Collection at the University of North Carolina at Chapel Hill, retired in December 1993.
- ◆ LSU Middle Interlibrary Loan Head **Anna Perrault** has retired.

Death

- ◆ **Miss Marella Walker**, a longtime member of the library staff at Emory University in Atlanta (GA), died on March 9. Miss Walker served the Library and Emory University for 46 years, beginning her career as an Order Assistant in 1936. She was Head of Circulation from 1937 to 1954 and then became Head of the Book Order Department (present day Acquisitions).

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WELCOME TO SELA NEW MEMBERS

(As of April 21, 1994)

Arkansas

Shirley A. Williams
Searcy

Georgia

Linda Gail Erickson
Waleska

Patrica E. Latch
Marietta

M. Kay Mowery
Griffin

Ruth E. Rocap
Kennesaw

Jim S. Tucker
Marietta

Deborah J. VanPetten
Valdosta

Kentucky

Carol S. Brinkman
Louisville

Margaret Prentice Hecker
Lexington

Catherine A. Mooney
Morehead

Adolfina V. Simpson
Glasgow

Louisiana

Penny M. Beile
Baton Rouge

Debra L. Currie
Baton Rouge

Paige Hanchey
Oberlin

James W. Marcum
Shreveport

Annie C. Miers
Monroe

Jeanne C. Wilson
Slidell

Mississippi

Mary E. Pellington
Jackson

North Carolina

Gayla L. Cassidy
Charlotte

Linda J. Davis
Greensboro

Josephine (Jodie) M.
Lashua
Tryon

Meralyn G. Meadows
Albermarle

James Pharr Morrison, II
Concord

Dale B. Riordan
Charlotte

Lucy A. Tyndall
High Point

Anna L. Yount
Brevard

South Carolina

Norman Belk
Greenville

Judy B. Coe
Rock Hill

Jane B. Dorn
Columbia

Gloria Kelley
Rock Hill

JoAnn M. Olson
Lugoff

Gale Teaster-Woods
Rock Hill

Virginia A. Vesper
Rock Hill

Tennessee

Elaine R. Bryant
Nashville

Nancy J. Dulniak
Clarksville

Jose-Marie Griffiths
Knoxville

S. Sue Thetford
Christiana

Virginia

James E. Gwin
Richmond

Debra A. Sconyers
Chesapeake

West Virginia

Timothy A. Balch
Huntington

Pamela K. Coyle
South Charleston

Myra F. Ziegler
Hinton

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JOB PLACEMENT CENTER AT SELA CONFERENCE

SELA will set up a booth serving as a Placement Center at the 1994 Conference in Charlotte. A set of notebooks listing job openings and a set of notebooks listing resumes of job-seekers will be maintained for general browsing. Interviews may also be arranged.

Placement Center Hours

Wednesday, October 27, 1994 9:00 a.m.–4:00 p.m.

Thursday, October 28, 1994 9:00 a.m.–4:00 p.m.

Please register your positions with the Placement Center.

Job-seekers, please submit your resumes to the Placement Center at the following address:

SELA Placement Center
SELA Headquarters
P.O. Box 987
Tucker, GA 30085-0987
FAX: (404) 939-5080



BULLETIN BOARD



EBSCO Sponsors SLA Diversity Development Program

Special Libraries Association (SLA) members of diverse backgrounds will be able to attend the SLA conference with assistance from a scholarship funded by EBSCO. EBSCO has opted to fund this scholarship instead of holding a reception at the annual conference.

Administered by the SLA Affirmative Action Committee, the purpose of the program is to assist people of diversity in advancing their careers through participation in SLA events that might not otherwise be possible. Cash awards will help recipients offset the costs associated with attending conferences, and they will receive complimentary registration to attend the SLA Annual Conference. Mentors will be assigned to assist recipients in understanding how the association operates.

The program will begin in 1995. Recipients will be required to use their awards within the year. Approximately five awards of \$1,000 each will be funded for 1995-1997. EBSCO is also committing \$5,000 for administration of the three-year program by SLA.

Candidates must be SLA members for at least two years and have between two and five years of professional library information experience. To apply for the SLA Diversity Development Program, contact Joan McMannama at SLA, 1700 18th Street NW, Washington, DC 20009-2508. Telephone (202) 234-4700. The deadline to apply for 1995 is September 15, 1994.

John Cotton Dana Award Competition Opens

Competition has opened for the 1995 John Cotton Dana Library Public Relations Award contest sponsored by The H.W. Wilson Company and the Library Administration and Management Association (LAMA). The deadline for entries is February 13, 1995.

Presented annually since 1946, the awards are given for a library's total annual coordinated public relations program. Special awards are given in recognition of a single element of a public relations program, such as fund-raising or a special promotion.

Entries are accepted from all types and sizes of libraries including state and armed forces libraries, library associations, and library consortia. They can be for the 1994 calendar year, the 1993-94 school year, or any special project completed during 1994.

Completed entries must be received by The H.W. Wilson Company with judging by a committee of LAMA's Public Relations Section to take place in early March 1994. To obtain an information packet and entry forms, contact John Cotton Dana Library Public Relations Award Contest, The H.W. Wilson Company, 950 University Avenue, Bronx, NY 10452-9978.

LAMA/LITA Joint National Conference

The Library Administration and Management Association (LAMA) and the Library and Information Technology Association (LITA) will host a joint national conference October 13-16, 1996 in Pittsburgh, PA.

The theme for the joint conference, the first of its kind between ALA divisions, has not been set. Preliminary discussions indicate that many sessions will concentrate on the topic of managing technology for the 21st century. A call for participation and an exhibitor prospectus are being developed, and mailing should begin in summer 1994. A joint committee of the two organizations' Boards of Directors is selecting conference co-chairs.

For more information, contact Rob Carlson, LITA Deputy Executive Director and Conference Manager, 50 E. Huron St., Chicago, IL 60611. Telephone: (800) 545-2433, ext. 4270 or (312) 280-4270.

1995 Midwinter in Philadelphia

The 1995 ALA Midwinter Meeting will be held February 3-9 in Philadelphia. The meeting, originally scheduled for Cincinnati, was moved because of a recent amendment to the city's Human Rights Ordinance that bars the City Council from enforcing laws that give legal protection to lesbian, gay, or bisexual citizens.

The new convention center and Marriott Hotel, which is connected to the center, will offer nearly 100 meeting rooms under one roof. In addition, the entire housing block will be within 12 blocks of the convention center. Registration and housing information will appear in *American Libraries*.

An Invitation To All SELA Conferees

Have lunch with Algonquin Books
acclaimed author

DORI SANDERS

You have seen her on CBS's *Sunday Morning*, read about her in the *New York Times*. Now, you can experience the singular voice of the author of two very special novels: *Clover*, honored by The Southern Regional Council with the 1990 Lillian Smith Award, and *Her Own Place*. Don't miss this chance to hear this South Carolina peach farmer turned author.

TIME: Friday, October 28 12:00 p.m. -
1:30 p.m.

PLACE: OMNI Mecklenburg Hall

Consult the conference registration form for details.

The author will be available following the luncheon to autograph her books and talk to guests individually.

"Infusing her first novel with black vernacular as convincing as Alice Walker's, imaginative metaphors that rival Maya Angelou's and humor as delicious as Zora Neal Hurston's, Sanders has created a refreshing new voice."

-*Publisher's Weekly*

The luncheon is sponsored by the
Reference & Adult Services Section.

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NEW AND USEFUL

Continuing Education Brochure Available

ALA Is Continuing Education-1994 is a new brochure describing continuing education activities and resources available through the American Library Association. Compiled by the ALA Office for Library Personnel Resources (OLPR) and the Standing Committee on Library Education (SCOLE), the brochure lists divisional national conferences and workshops available for co-sponsorship by groups, such as library schools, state or regional library associations, state library agencies, or library systems. Listings of available publications and speaker kits relating to continuing education are also included as well as grants to attend conferences and other continuing education events.

The brochure is available by sending a stamped, self-addressed #10 envelope to ALA/OLPR, 50 E. Huron St., Chicago, IL 60611. Library groups wishing to distribute multiple copies should send a mailing label with request to the ALA Office for Library Personnel Resources at the address listed above.

1994 Periodicals for Public Libraries

EBSCO's *1994 Periodicals for Public Libraries Catalog* is now available. Published annually in April, this catalog is designed specifically to serve the periodical subscription needs of public librarians.

The 1994 catalog features approximately 5,000 titles most appropriate for public libraries along with title ordering information, frequency of publication, and current publisher prices.

To receive a free copy of the *1994 Periodicals for Public Libraries Catalog*, contact any EBSCO Regional Office or representative, or write to EBSCO Subscription Services, Catalog Coordinator, P.O. Box 1943, Birmingham, AL 35201-1943.

SIRSI Releases Multi-Platform Z39.50 Character Clients

SIRSI recently released three Z39.50 character clients to allow connectivity to SIRSI Zservers and non-SIRSI Z39.50 servers. All three clients are stand-alone, desktop products, available for UNIX®, DOS®, and Windows® computers. All commands conform to the Z39.58 common command language specifications. In addition, Find, Display, Help, and Strategy/History related commands are implemented.

SIRSI also recently released ZSERVER, a Z39.50-compatible server used with SIRSI's UNICORN and STILAS information management systems. The release of the ZSERVER means that any UNICORN or STILAS site with authorized access can now be queried by a Z39.50 client. ZSERVER is available for SCO UNIX, IBM RISC System/6000, Hewlett-Packard, DEC (MIPS-based), and Sun host computers.

Founded in 1979 by information and computer professionals, SIRSI Corporation, based in Huntsville, AL is one of the world's largest leading suppliers of information automation. For more information, contact Greg Hawthorn at (205) 922-9825.

Survey of Past State Library Association Presidents

Joy Thomas, 1994 President of the California Library Association, is using recent experience as a state library association president to conduct a comparison of other states' library association leaders. A survey of all state/territorial/regional library associations for the last decade is used to discover the impact that such a leadership role has on the individual, support from his or her workplace, and relationships with colleagues will be conducted.

Questions or concerns about the project should be directed to Joy Thomas at the California State University, Long Beach, 1250 Bellflower Boulevard, Long Beach, CA, 90840-1901. Telephone (310) 985-7817 or FAX (310) 985-9717.

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ALA Establishes Gopher on the Internet


ALA has established a gopher on the Internet in a move to expand the audience for association policies, publications, and conferences. Millions of Internet users across the world will also be able to electronically subscribe to ALA journals, join ALA and several of its divisions and roundtables, and register for some institutes and conferences.

To access the ALA gopher, users can point their favorite Gopher client to gopher.uic.edu (port 70). Once users access the gopher at the University of Illinois at Chicago, the ALA gopher can be reached by selecting the "Library" option on the main menu and then the "American Library Association" option on the submenu. Free gopher software can be secured for users with a gopher client by anonymous ftp to boombox.micro.umn.edu. The software can be found in the directory [/pub/gopher](http://pub/gopher).

Questions or comments about the ALA gopher should be addressed to Charles Harmon, ALA headquarters librarian, (Charles.Harmon@ala.org). Questions on using gopher software or accessing the University of Illinois at Chicago's gopher are best handled by Internet users' local system administrators.

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SOUTHERN LIBRARIES AT THE
crossroads



SELA 1994

STATESIDE VIEW

ALABAMA



Alabama Library Association Research Awards

Paula Sullenger, Elizabeth C. Henry, and Dana M. Caudle of Auburn University were the recipients of the Blackwell North America Award for Research for a paper entitled "Tenure and Turnover in Academic Libraries". James M. Gravois of Auburn University was the recipient of the EBSCO Award for Research for a paper entitled "Saving for Retirement: Are Librarians Adequately Covered?". Awards are presented annually by the College, University, and Special Libraries Division of the Alabama Library Association to encourage and support research with potential significance for academic libraries.

Read-in, Reach-Out, Read-On

This was the message for the nationwide African-American Read-in chain which took place Sunday, February 6. Libraries were one of the many institutions that participated in the event which highlighted poems or stories written by African-American authors. The Birmingham Public Library featured celebrities and other special guests at this family read-in event.

University of Alabama Opens Business Library and Computer Center

The University of Alabama recently celebrated the opening of the Angelo Bruno Business Library and Sloan Y. Bashinsky Sr. Computer Center with a dedication ceremony.

A nine million dollar state-of-the-art facility, the Bruno Business Library and Bashinsky Computer Center is considered one of the most modern library and computer facilities in the nation.

It was funded through private gifts—primarily a four million dollar gift from the Angelo Bruno family for the library and a three million dollar gift from Sloan Y. Bashinsky Sr. for the computer center.

ARKANSAS



Arkansas Group Joins Council of LAMA Affiliates

The Association of Arkansas Public Librarians recently joined the Council of LAMA Affiliates (COLA), a network of state and regional groups with an interest in library management administered by the Library Administration and Management Association (LAMA).

FLORIDA



Award Winning Osceola County Library System

The Osceola County Library System in Kissimmee was one of nine libraries which received 1994 National Achievement Citations from the Public Library Association. The citations provide national recognition to significant, innovative activities that improve the organization, management, or services of public libraries. The award-winning project was "Project '93 - Every Kid a Card!"

Paraprofessional Development Conference

The second Paraprofessional Development Conference, held in Gainesville February 17-19, was "a very intense conference with approximately 36 hours of workshops, panels, discussion sessions, networking meals, and dinner speeches" according to Tinker Massey, principal conference planner. Some 145 registrants from 13 states and about 50 different institutions went away tired but happy. This conference was well organized and was run smoothly and entirely by support staff.

FLA in Orlando

The 71st Florida Library Association Conference met in Orlando May 10-13 with the theme "Gateways to the Future". Seven hundred seventy-three people registered for the conference, and 75 registered only for the exhibits. A new and positively received feature was the conference newspaper, *The Gateway Gazette*. General session speakers included Kathleen de la

Pena McCook, Director of the Division of Library and Information Science at the University of South Florida; Dr. Hardy Franklin, current ALA President; and Ben Bova, a science fiction writer.

There were three successful pre-conferences, and 83 people registered for the ALA teleconference held at the FLA site on Thursday, May 12. An added attraction for conference attendees was the Dali Museum exhibit setup in the conference area.

President Anderson's outstanding librarian awards went to Virginia Byrd of the Union County Public Library, Christine Gallahar of the Miami-Dade Public Library System, and Stephanie Haymond of the Tampa-Hillsborough Public Library System. Walli Beall won the Library Friends & Trustees Award, and the Kiwanis Club of Clermont won the Library Service Enhancement Award. The Outstanding Citizens Library Award went to Jeanne Weismantel, and the Corporate Award was made to Warner Cable Communications. Library school scholarships were awarded to Louise B. Meyers for the University of South Florida, and Amy S. Parker for Florida State University.

SEFLIN Plans Free-Net

SEFLIN is breaking new ground with plans for a community network in southeast Florida. Named the SEFLIN Free-Net, the project will be a computerized network of community information easily accessed by residents in Broward, Dade, and Palm Beach counties. The SEFLIN Free-Net is being built by the community for the community. Volunteers from the community, government agencies, community groups, as well as businesses are working together to provide and maintain files of information to get the Free-Net

open. The project, which will cost more than \$100,000 to launch, is being financed initially by a federal Library Services & Construction Act Grant and the state Library Cooperatives Grant Program administered by the State Library of Florida. Software for the system was obtained free of charge, thanks to the Tallahassee FreeNet—a joint project of Florida State University and the Leon County Public Library.

FLA in 1995

The 72nd FLA Conference will be held in Fort Lauderdale May 9-12, 1995. The 1995 conference theme selected by Helen Moeller will be "Opportunities Unlimited".

GEORGIA



DeKalb Library Wins National Award

DeKalb County Public Library's Project Horizons won the first Urban Library Council Award of Excellence. The program targets children ages two to thirteen in homeless shelters and provides them with positive and enriching language and literature experiences which are important for school and job success. At any given time, Project Horizons is reaching approximately 400 homeless children and their parents, motivating them to read and equipping them to succeed.

1994 National Library Power Program Planning Grant Recipients

APPLE Corps, Inc., of Atlanta was one of five recipients of \$20,000 grants from the DeWitt Wallace-Reader's Digest

Fund in National Library Power Program planning grants. Grants will be used to lead community-wide efforts to develop implementation plans for making school library media programs a focal point for teaching and learning activities in their elementary and/or middle schools.

KENTUCKY



Joint Conference

"Approaching the 21st Century—Looking Forward" (with a peek at the past) is the theme for the Kentucky Library Association & Kentucky School Media Association 1994 Annual Joint Conference which will be held September 28 through October 1 at the Hurstbourne Hotel & Conference Center in Louisville.

For more information, contact Tom Underwood, Executive Secretary, 1501 Twilight Trail, Frankfort, KY 40601. Telephone: (502) 223-5322. FAX (502) 223-4937.

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Forward in the Fifth of Berea was one of five recipients of \$20,000 grants from the DeWitt Wallace-Reader's Digest Fund in National Library Power Program planning grants. Grants will be used to lead community-wide efforts to develop implementation plans for making school library media programs a focal point for teaching and learning activities in their elementary and/or middle schools.

LOUISIANA



Louisiana Library Association Receives Grant

The Louisiana Library Association received a grant from the Division of Public Programs of the National Endowment for the Humanities totaling \$180,000 with an additional \$20,000 for a series of reading and discussion programs on Louisiana and the southeast in public libraries across the states. The project funded by the grant is entitled "Native Grounds: Reading and Discussion Programs in History and Culture" and commences on January 1, 1995 for a two year run.

LLA Conference

The Louisiana Library Association will hold its Annual Conference March 7-10, 1995 at the Cajundome in Lafayette. Graceann DeCandido, *Wilson Library Bulletin* editor, and Heather Cameron, President of ABC-Clio, will head a list of speakers. An added attraction sure to delight the most discriminating palate is the "Dining Out With a Librarian" event. Conference participants will be chauffeured to pre-selected restaurants for a sampling of some of the best Cajun cuisine, culture, and variety dining.

For additional program information, contact Dr. Charles Triche, Dupre Library, USL Box 40199, Lafayette, LA 70504. Telephone: (318) 231-6396 or FAX: (318) 231-5841. For registration information, contact Cheryl Cooper, St. Mary Parish Library, 206 Iberia Street, Franklin, LA 70538. Telephone: (318) 828-5364 or FAX: (318) 828-2329.

MISSISSIPPI



Friends of Library Organize

The first meeting of the Friends of the Evans Memorial Library was held in October. The Woman's Club of Aberdeen founded the library in 1921 by donating books and keeping the library open a few hours a week. The friends group is being organized to assist with tasks such as fund-raising through book sales, cataloging manuscripts, and celebrating National Library Week.

Mississippi Library Association Author's Awards

Deb Mitchell, MLA President, recently announced winners of the Author's Awards for 1994. John F. Marszalek, professor of history at Mississippi State University, will be presented the Author's Award for his outstanding book *Sherman: A Soldier's Passion for Order*. Lewis Nordan, Itta Bena native and now a professor of creative writing at the University of Pittsburgh, is the winner of the Author's Award for fiction for his book *Wolf Whistle*. The awards will be presented at the annual MLA conference on November 10.

NORTH CAROLINA



Jackson Library Receives Original Illustrations

The Jackson Library, University of North Carolina at Greensboro, is the recent recipient of 43 original illustrations by children's author Lois Lenski.

Following the ceremony, those assembled divided into small groups and read aloud to each other for approximately 45 minutes.

Name Change for Columbia Bible College & Seminary

In order to reflect the true scope of its program, Columbia Bible College & Seminary has changed its name to Columbia International University. According to the university's president, Dr. Johnny V. Miller, Columbia International University's rapidly expanding list of undergraduate and graduate programs is reason enough to warrant the name change. However, the high profile that Columbia graduates enjoy in more than 30 foreign countries creates another urgent reason for the change. Since the term "university" is recognized throughout the world as meaning higher education, this name change not only clarifies the mission in the United States, it also enhances the value of credentials for alumni overseas.

TENNESSEE



Memphis State Name Changes

The Memphis State University officially became the University of Memphis effective July 1, 1994. The new University Library building has been named the Ned Ray McWherter Library in honor of Tennessee's governor. Substantial efforts are being made to occupy the new building by September 1, 1994.

UNICORN Installed at Eastman Chemical Company Libraries

The corporate libraries of Eastman Chemical Company in Kingsport recently installed UNICORN on an IBM RISC System/6000 Model 550 host computer. The company's research, engineering, business, and medical libraries are connected to the system via an Ethernet network. Company scientists are the system's primary users, accessing UNICORN from their desktops.

In addition to the Bibliographic and Inventory Control Module, Eastman has licensed the Accountability, Acquisitions, Circulation, Enhanced Public Access, and Request modules. In addition, Enhanced Researchers Access and the Reference Database Manager for ISI Current Contents are available.

Paraprofessionals Hold Second Conference

The Tennessee Library Association's Paraprofessional Round Table (PPRT) held their second annual program as part of the TLA Annual Conference, April 28-30 at the Peabody Hotel in Memphis. PPRT, along with the Children's/Young Adult Round Table, sponsored a two-day Idea Exchange and Networking Suite on Thursday and Friday.

Short presentations were given every hour on the hour, followed by ample time for group discussion and one-on-one networking. Subjects covered in these informal sessions included national, regional, and local networking; participation in TLA, SELA, and ALA; new curriculum

being instituted by the University of Tennessee Graduate School of Library and Information Science; and discussion of what it is really like to go back to library school while still working full-time as a paraprofessional.

In addition, time slots were provided for general interest and idea exchange sessions for regional chapters of PPRT, due to the unusual geography of the state. PPRT's program culminated with Tinker Massey's presentation, "Developing the Flame of Life in Your Library Career", on Saturday morning.

The 1995 TLA Conference will be held March 28-April 1 at the Nashville Convention Center at the Stouffer Hotel. Preliminary program ideas to maximize attendance from paraprofessionals from all areas of the state are being explored.

VIRGINIA



Chesapeake Public Libraries Rate Highest

Chesapeake residents have rated their libraries highest among all city services. Ninety-four percent of those polled thought the library system was excellent/good. In past years, the library has come in a close second to the Fire Department, but this year for the first time, the library bypassed the Fire Department.

Within the last five years, the Chesapeake Public Library has expanded and renovated an area library from 3,586 square-feet to 6,946 square-feet; resumed bookmobile service to reach unserved patrons in the sprawling 353 square-mile city; replaced a 4,645 square-foot library

with a 17,00 square-foot library; added a new 19,800 square-foot library in an unserved area of the city; and renovated and expanded its 18,900 square-foot Central Library into a 68,000 square-foot technologically state-of-the-art facility.

All these factors, including a dedicated and exemplary staff, contribute to the high marks given to the Chesapeake Public Library System by the residents of that city.

Loudon Library Receives Grant

The Loudon County Public Libraries, Leesburg, received a grant for \$16,645 from the United States Institute of Peace to present a series of speakers and reading and discussion programs at the Eastern Loudon Regional Library in Sterling.

Entitled "Peace and Security: Nuclear Age Concerns", the programs will feature well-known authorities, noted scholars, and authors who will take an historical point-of-view of the nuclear arms race from the end of World War II to the present. The series will begin in the fall of 1994 and will also be presented at the Arlington County Public Library.

Newport News Wins Staff Development Grant

The Newport News Public Library System is the 1994 recipient of ALA's Wilson Library Staff Development Grant. The grant, \$2,500 donated by The H.W. Wilson Company, is given to a library organization for a program to further its goals and objectives.

The library received the award for a project titled "Staff Training Effectiveness Program" which is designed to improve

reference staff efficiency, accuracy, and the quality of information delivered. Unobtrusive surveyors will be hired and trained to conduct a pre- and post-test consisting of a set of questions posted at several library branches. The results of the tests will be tabulated and compared for evidence of improvement.

Old Dominion Library Staff Awards

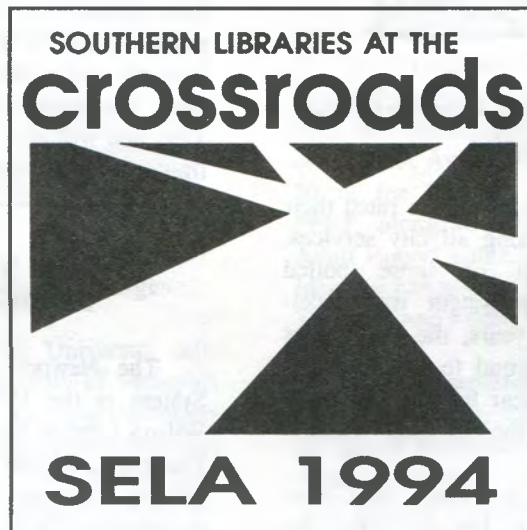
The Third Annual Staff Awards were announced recently by Old Dominion Library. These awards were established in 1991 to recognize a librarian and a support staff member who have performed outstandingly and made significant contributions to the ODU Library Faculty and Staff.

The 1993 Librarian of the Year Award was presented to Elizabeth Gail McClenney, a Catalog Librarian, who has worked for the library since 1991. Ann Earl was the recipient of the 1993 Support Staff Member of the Year Award. Ann is a library assistant in the Government Publications Department and was recognized for her eighteen years of service and "her tact and skill in dealing with patrons and staff".

Staunton Public Library Wins Award

The Staunton Public Library is the 1994 recipient of ALA's Gale Research Company Financial Development Award. The award, \$2,500 and a certificate, is given to a library organization for financial development to secure new funding resources for a public or academic library.

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**SELA Biennial Conference
October 25-29, 1994
Charlotte, North Carolina**

CALENDAR 1994-1996

1994

September 28- October 1	KY	KLA Annual Conference. Hurstborne Inn and Convention Center Louisville, KY
October 9-10	AR	Arkansas Library Association Annual Conference. Hot Springs, AR
October 13-15	GA	GLA (COMO Annual Conference). Civic Center. Augusta, GA (COMO VI Joint Conference with GLMA, GAIT, & GAMR)
October 20-22	WV	WVLA Annual Conference. Oglebay State Park. Wheeling, VA
October 25-29	SELA	SELA Biennial Conference. Charlotte Convention Center, Omni and Marriott Hotels. Charlotte, NC
October 26-29	VA	VLA Annual Conference. Hilton Hotel. Williamsburg, VA
November 8-11	MS	MLA Annual Conference. Coliseum Ramada Inn. Jackson, MS

1995

February 22-24	SC	Joint SCLA/SCASL Conference. Hilton and Radisson Hotels. Myrtle Beach, SC
March 7-10	LA	LLA Annual Conference. Cajundome. Lafayette, LA
March 28- April 1	TN	TLA Annual Conference, Stouffer Hotel, Nashville, TN
April	AL	AALA Annual Conference. Auburn University Conference Center, Auburn, AL
May 9-12	FL	FLA Annual Conference. Fort Lauderdale, FL
October 3-6	NC	NCLA Biennial Conference, Koury Convention Center, Greensboro, NC
October 19-21	WV	WVLA. Canaan Valley Resort and Conference Center, Davis, WV
October 25-27	MS	MLA Annual Conference, Jackson, MS
October 26-28	GA	GLA (COMO Annual Conference). Convention Center, Jekyll Island, GA. (COMO VII-Joint Conference with GLMA, GAIT, & GAMR)

1996

October 17-19	WV	WVLA Annual Conference, Radisson Hotel. Huntington, WV
October 22-26	KY	SELA/KLA, Lexington, KY

CALENDAR

1994-1996

1994

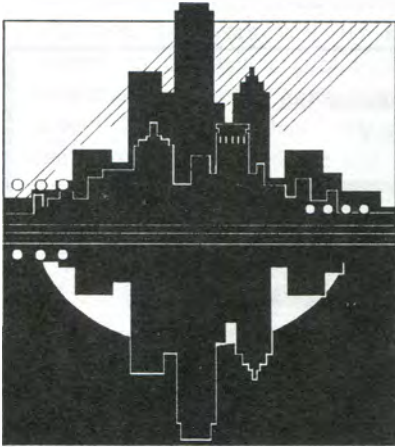
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Charlotte: New South City

The heart of Charlotte, North Carolina is the intersection known as "The Square". Here, the Great Wagon Road from Philadelphia, an old Indian trading path that spilled settlers into the area in the 1700s, crossed a Catawba Indian trading path. This juncture became the city's reason for being, and the paths became its main streets, Trade and Tryon. From the beginning, Charlotte seemed destined to be a city of trade and commerce.

The Square was the location of the courthouse where the local militia was attacked by Cornwallis' troops during the Revolutionary War. Within a few blocks of The Square, a Confederate Navy Yard outfitted Rebel ships during the War Between the States. In the mid-1800s, the nearby U.S. Mint made coins with gold from 100 mines within a 20 mile radius. (The old Mint has been moved several miles south, to 2730 Randolph Road, where it is the core of the Mint Museum of Art.)

Little of that history is visible now. The uptown skyline is dominated by glittering new office towers with ten million square feet of office space. More than 50,000 people pour into the center city each morning—and most return to the suburbs at the end of the work day. However, there is a lot to see in the compact center city area, if you know where to look!

The tallest building in Charlotte is the 60 story NationsBank Corporate Center on the northeast corner of The Square. Check at the concierge desk in the lobby for scheduled tours of the top level. At the base of the NationsBank tower is Founders Hall, a 110 foot-tall atrium surrounded with shops and restaurants. Flowers, gifts, home accessories, men's and women's clothing, a book store, and an international news stand—you can find it all in the Shops at Founders Hall. Adjoining the tower is the North Carolina Blumenthal Center for the Arts, containing several performance areas for music, drama, and dance.

Diagonally across the street is James K. Polk Park, a mini-park for the lunchtime crowd named for the 11th president, born nearby in Pineville, NC. The other two corners of The Square are occupied by hotels and office towers—the Radisson Hotel/NationsBank Plaza to the southeast and the Marriott Hotel/Independence Center to the northwest. The lobbies of both areas contain shops and restaurants which are open during daytime hours. The Radisson adjoins an interior shopping area called Overstreet Mall which connects via walkways with the Charlotte Plaza Building, First Union Towers I and II, the Omni Hotel, and the Convention Center. Here you can find shoe repair, one-hour photo developing, clothing, gifts, a deli, and even a McDonalds®. The Overstreet Mall leads to another atrium in the First Union Tower complex between Second and Third Streets. Just across Tryon from the First Union Atrium and the shops and restaurants of Latta Arcade, the South's earliest indoor mall.

Uptown has benefitted from two beautification programs—a planting program supervised by a full-time city horticulturist, and the Public Art program which requires all public buildings to include works of art. On The Square, you can admire one of the earliest examples of Uptown art, Il Grande Disco, on NationsBank Plaza near the Radisson Hotel. The Marriott boasts not only a large polished steel sculpture outside but also several statutes of business people so lifelike you may speak to them before you realize they're not flesh and bone.

Rising from the NationsBank Tower lobby is a fresco symbolizing Charlotte's history, created by Ben Long. Long also created the religious frescoes in St. Peter's Catholic Church, open daily from 10:00 a.m. to 4:00 p.m. at the corner of South Tryon and First Streets. The Carillon building on Trade Street at College Street, just one block from The Square, includes a garden plaza with a colorful sculpture by Jerry Peart. Inside the Carillon, the Bechtler Gallery contains works by modern masters such as Sol LeWitt and Jean Tinguely.

You may continue gallery crawling in the Cultural District just north of The Square. Several private galleries are on Tryon Street between Fifth and Seventh Streets, and Spirit Square Center for the Arts, at Seventh between Tryon and College Streets, includes galleries, a gift shop, and a marvelous performance hall adapted from the original First Baptist Church. Spirit Square is next door to the Main Library (at Sixth and Tryon Streets), where the public art is a 13-foot mosaic mural of African American artist Romare Bearden's "Before Dawn." (Bearden lived in Charlotte as a child.) Near the mural, at the Popular Library Desk, you can find brochures on Uptown activities. The Children's Library area, on the same level, has an excellent collection of original works by children's illustrators and an original soft sculpture by Katie Carlin.

Just across Tryon is Discovery Place Science Museum where a free reception will be hosted by The Public Library on Friday, October 28 at 7:00 p.m. A "hands-on" museum, Discovery Place, includes a rain forest, an OmniMax[®] Theater, and changing exhibits on the world in which we live.

The last vestige of an earlier, more elegant era, Fourth Ward is an area of Victoria homes just west of Tryon Street, between Seventh and Tenth Streets. Lovingly restored by its residents, the charming area includes a small part, a delightful pub (Alexander Michael's on Ninth), and Poplar Street Books—a Charlotte institution—on Tenth Street.

There is nightlife uptown outside of the hotel restaurants and bars, but it's often hidden away in building interiors. For example, try Sonoma, featuring western nouvelle cuisine in the Charlotte Plaza Building just across Fourth Street from the Convention Center. Prisms Restaurant, including a charming outdoor cafe area, can be entered through the First Union Atrium. One block south, at 431 South Tryon Street, is Carpe Diem, ethnic American cuisine in a delightful setting inside a historic florist shop. The adjoining Moon Room features entertainment on weekends.

Bistro 100 in NationsBank's Founder's Hall is famous for its baked garlic appetizer. Nearby at Fifth and Church Streets is the Ginger Root, gourmet Chinese food in a subtly elegant setting. The Monticello Restaurant (California/French cuisine) adjoins the historic Dunhill Hotel at the corner of Tryon and Sixth, near the Library and Discovery Place. The trendy Cafe 521 is slightly off the beaten path, on College Street at Ninth, but it serves past midnight and features cappuccino in a coffeehouse atmosphere. (A word to the wise: Cafe 521 has ample parking, walking there late at night is not recommended.)

For more information about restaurants, shopping, tours, and entertainment, visit the Charlotte Convention and Visitor's Bureau at Stonewell and College Streets (about six blocks from The Square). Or you can get information on all Uptown activities by calling the Uptown Hotline—sponsored by the Public Library and the Chamber of Commerce—at 336-8888.

For further information, contact the North Carolina Department of Travel and Tourism, North Carolina Department of Commerce, 430 N. Salisbury Street, Raleigh, NC 27611. Telephone: (800) VISIT NC.

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