

# Meeting the Needs of the Library's Publics: Aspects of Reference and Public Service

Conference sponsored by  
The Association of Librarians at the University of  
North Carolina at Chapel Hill

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This issue of *North Carolina Libraries* includes the printed versions, which are somewhat modified due to space limitations, of four papers presented at the association's annual spring conference in Chapel Hill last May. Designed to be of interest to both public and technical service librarians, the conference was devoted to exploring the concepts of service within the framework of both the philosophical and practical foundations of recent developments in the field. The formal presentations focused on such issues as the convergence of public and technical services, future directions for library service including on-line reference and its implications, data communications, and the Congressional Research Service. They also served as a basis for the formal discussion groups which provided participants with the opportunity to apply and share ideas on such topics as measuring and monitoring reference service, creating reference tools and collections development, training the reference staff, the reference interview, and effects of AACR-1 and OCLC on reference service. In his conference wrap-up, Jonathan Lindsey reminded us of the contextual perspectives of public service in libraries by noting some basic but important truisms which we might tend to overlook as we become involved in planning for the rapidly changing 1980's:

1. Libraries are not primarily for librarians.
2. The public is constantly changing.
3. Libraries meet existing needs and create new needs.
4. Libraries not only store information but actively provide access to information.
5. Constancy is as strong as change.
6. Libraries cannot be libraries without librarians.

Those speaking at the conference included:

- Linda Arret—General Reading Rooms Division, Library of Congress,  
Washington, D.C.
- Gilbert Gude—Director, Congressional Research Service, Library of  
Congress, Washington, D.C.
- Jonathan Lindsey—College Librarian, Raleigh, N.C.
- Karen Momonee—Assistant Professor, School of Library Science,  
University of North Carolina, Chapel Hill
- Nancy Marshall—Associate Director for Public Services, University of  
Wisconsin Library, Madison, Wisconsin; President, Reference and  
Adult Services Division, ALA
- Sarah Pritchard—General Reading Rooms Division, Library of Congress,  
Washington, D.C.

The Association of Librarians at UNC-CH expresses appreciation to the  
NCL Editorial Board for their invitation to publish these papers. Karen  
Momonee's paper on data communications will be published in a subsequent  
issue of NCL.

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*David C. Taylor*