

From the Guest Editor's Desk

When the In-Service Training Committee of the Public Libraries Section of the North Carolina Library Association began its planning in the spring of 1972, it had several directions in which it could proceed. All committee members agreed that a high priority should be placed upon reaching public library personnel who deal in public service. As the committee continued its deliberations, plans evolved for a series of four communications workshops to be held during the month of September 1972. Conducted in Hendersonville, Asheboro, Lumberton and Roanoke Rapids, the workshops provided a variety of locales and dates from which librarians could choose.

After the smoke cleared in October, the Committee learned that 332 individuals representing fifty different public library systems had attended the various workshops. Since twelve of these fifty systems were regional libraries, the total number of North Carolina counties represented was seventy-three. Judging from the response to these workshops, there is a demand as well as a need for future committees to carry out similar programs.

Entitled *Don't Bother Us — We Can't Cope*, the workshops were geared to the

needs of public service personnel — the individuals who man the circulation desks and other service points. The two-day meetings provided a unique opportunity for professionals and nonprofessionals to explore common problems and the challenges involved in communicating with the public. The goal of the meetings was improved public service, through increased understanding of the role of the library in the life of the community. The workshops were conducted with the support and cooperation of the Office of State Library of the Department of Art, Culture, and History.

Although some of the committee members are no longer in the state, each made a contribution to the series of workshops and should be recognized. Nellie Sanders and Charlesanna Fox co-chaired the committee. Committee members included Dorothy Ware, John Barrow, Nancy O'Neal, Betty Carolyn Ward, Anne Andrews, Kathleen Gilleland, Peggy Parks, and William Hill.

The workshop agenda included a late morning registration, an afternoon session with keynote address, an evening banquet, and a morning wrap-up session ending at noon. Although speakers and films were im-

portant features of the meetings, there was a special emphasis upon small group discussion and an opportunity for every participant to react to each portion of the program.

Speakers for the workshops included Sam Ragan, Margaret Harper, Neal Austin, Eliot Wigginton, Nancy Roberts, and Herman Totten. Reproduced for *NORTH CAROLINA LIBRARIES* are the speeches given by Mr. Ragan, Mrs. Harper, and Dr. Totten.

Sam Ragan, a distinguished North Carolina journalist, was at the time of these workshops Secretary of the Department of Art, Culture, and History. His comments reflected his plans for the future development which on the state level is responsible for guiding the development of public libraries in North Carolina.

Margaret Harper has long been active as a citizen in improving library services. She served on the Governor's Commission on Library Resources, was a charter member of the North Carolinians for Better Libraries, and is currently a member of the board of trustees of the Southport-Brunswick County Public Library.

Herman Totten is Assistant Dean of the College of Library Science at the University of Kentucky in Lexington. Dr. Totten has established a reputation as a dynamic and committed teacher in the field of librarianship. Only Dr. Totten's address, entitled *The Nature of Inter-personal Communication*, was formally prepared for delivery. Mr. Ragan's and Mrs. Harper's remarks were delivered informally from notes. These talks have been transcribed from tape recordings and edited for presentation here.

Nancy O'Neal
Guest Editor

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