

# North Carolina Libraries

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## The Beginning of the End or the End of the Beginning

**N**orth Carolina Libraries was first published in 1942. The membership of the North Carolina Library Association voted a 33% dues increase to fund the printing of the journal. Longtime members of the Association report that the North Carolina Library Association Foundation was originally established to provide long-term funding for the sustainability of *North Carolina Libraries*. The journal has had a long history of highly successful editors. Frances Bryant Bradburn currently holds the record for serving longest as editor. This editor has worked since the early 1980s under a number of prior editors. I assumed the editorship in 2004, being appointed by the then North Carolina Library Association President Pauletta Bracy. Immediately I began to look for ways to reduce the cost of producing the journal and in fact was able to do this and we continue with a budget that was sixty percent less than earlier ones. One of the major innovations was to use Corrections Enterprises to print *North Carolina Libraries* instead of a commercial print shop. Not only was Corrections Enterprise almost fifty percent cheaper than local print shops, they delivered the finished product to our mailer in Raleigh at no additional cost.

Over the next six years, printing costs increased, but we were still able under our allotted North Carolina Library Association budget to produce print issues that were in full color (except for the inside covers which were black and white). In 2007 membership in the Association peaked at around 2000 members. By 2011 this had declined to the current level of 1040 members some 360 of whom are "new members." This has led to a considerable strain on the Association finances. In the late 1990s *North Carolina Libraries* experimented with a pdf web version. This was continued until 2007, when we switched to an open journal software system hosted by East Carolina University. For the past four years we have produced both a print and electronic version of the journal. Last year it cost around \$10,000 to produce the two versions. The 2011 North Carolina Library Association proposed budget as presented by the Finance Committee contained a deficit of around \$14,000. At their January meeting the Executive Board of the Association voted to reduce the allocation to *North Carolina Libraries* to \$1,000, thus cutting our budget by 90 percent. This will mean that unless additional funds are found, the 2009 print issue of *North Carolina Libraries* will be the last produced. This will be the end of an era of print for the journal that lasted sixty-seven years. In those years *North Carolina Libraries* won several times the H.W. Wilson award for the best state library journal.

Is this the beginning of the end, or the end of the beginning? I think the latter. Many serial publications are moving to the web using readily available open source software. While it looks like we will have to shift from reading a paper copy of *North Carolina Libraries* before the fire, to reading it on our iPad, we are at least joining what is becoming a 21<sup>st</sup> Century publishing trend. I hope that you will continue to support *North Carolina Libraries* in the future and continue reading the journal online as we move forward. To those of you who favored a print issue, I am sorry but it really was all about the money. To those who have supported us in the past, please stick with us and support us with your advice, criticism and articles.

Letters to the editor should be addressed to the editor and sent to Joyner Library, East Fifth Street, Greenville, NC 27858, or by electronic mail (scottr@ecu.edu). We reserve the right to edit all submissions. If you are interested in writing for *North Carolina Libraries* or would like consideration for news and product information, please send brief information to the editor at the above address.

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# An Experiment to Increase Online Archival Accessibility: Using Unique Page Views to Measure Online Efficiency

Jonathan Dembo and Mark Custer

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## Background

Over the years, archivists, librarians, manuscript and special collection curators and their staffs and repositories<sup>1</sup> have responded to the changing needs of their administrators, accreditation bodies, and professional colleagues and, adapting to rapidly changing technologies, have compiled a wealth of statistical data on their activities. In the view of the authors, their application of this data in their daily work, however, has failed to keep pace. Today, most major non-archival organizations far surpass archival repositories in their use of available statistics for self-analysis. Long before a major organization introduces a new product, for example, it tests its various qualities through surveys, focus groups, and market studies. Sometimes it produces several possible products and tests each against the other and their major competitors before deciding to mass-produce or cancel a production project. It then quantifies these results and compares them with competing products made by themselves and other corporations with various qualities and prices. Millions or even billions of dollars may ride on their decisions. This kind of testing continues through production and marketing phases and continues all during the life cycle of the product. The authors believe that archivists can and should do something similar, albeit at a lower level of expense, to assess their online finding aids.

Repository staffs do not lack for available statistical data with which to test their online finding aids. Archivists count the numbers of users both online and in research rooms, sometimes by time of day. They count the numbers and kinds of reference and research questions they receive and whether received in person, by letter, by telephone, by email, or by web form. They count the number of requests by collection, by subject, by sex, age, and address or zip code of researcher, by staff member responding, and by a myriad of other categories.<sup>2</sup> The authors think it fair to say that despite this demonstrated interest in compiling statistics of various kinds, archivists can and should make much better use of this information.

## Theses

The authors believe, for example, that at present most archivists and manuscript curators cannot say with any degree of certainty why researchers access their online finding aids or use their collections, or prefer one collection over another. Are researchers using some collections because they are interesting or useful or simply well known, or all three, or none of the above? Are researchers using some collections because of their content or because of how archivists have arranged or described them? Are researchers using some collections because the online finding aids are usable and informative or both or neither?<sup>3</sup> In other words, are researchers using collections because of something inherent in the collections, or because of something caused by archivists?

The authors further believe that archivists and manuscript curators may use easily available online access statistics to compare the effectiveness of their online finding aids, from most to least accessed; that they may use experimental changes to their least accessed online finding aids to determine why these finding aids have not attracted more researchers; and that they may use experimental changes to specific components of their least accessed online finding aids to identify those components most in need of revision. In so doing, the authors believe that archivists may acquire an effective tool to improve the online accessibility of all their finding aids.

## The Experiment

The authors have therefore conducted the present experiment, which they believe any repository may replicate. The results can enable a repository staff to use their own online access statistics to analyze the effectiveness of their online finding aids and, hence, to develop ways to improve their internal descriptive procedures and to increase public access to their collections. The authors believe that this technique is adaptable to any repository whether or not its finding aids are available online and may be used to test

the effectiveness of many different archival functions, including processing, arrangement, description, and cataloging. They also feel that repositories may also apply the technique to improving their finding aid and webpage design and navigation.

Joyner Library had been recording and analyzing online user statistics for a number of years. A grant project in 2001-2003, funded by NC ECHO<sup>4</sup> and the North Carolina State Library, digitized and encoded the finding aids to the Special Collections Department's manuscript collections using Encoded Archival Description.<sup>5</sup> By 2008, the finding aids to virtually all of Joyner Library's manuscript collections were available online.<sup>6</sup> By that time, too, Joyner Library had begun to use Google Analytics to record online usage of its website. The data from Google Analytics allowed the authors to easily track usage of individual online finding aids on a daily, weekly, monthly or cumulative basis for the first time.<sup>7</sup>

Joyner Library's project began in August 2009, when Special Collections Curator Jonathan Dembo began to examine the number of Unique Pageviews (UPVs) obtained by online viewers who had examined special collections online finding aids during the previous year (2008/2009). He had been tasked to find ways to revise the system the Special Collections Department used to determine the subject terms added to online finding aids. In the course of his research, he found that some online finding aids received many UPVs month after month; many more received a few such UPVs; but most online finding aids received no UPVs during an average month. There did not seem to be any reason why some finding aids received more UPVs than others, except that the most-used collections tended to have more elaborate and detailed finding aids and the less-used collection tended to have less elaborate and detailed finding aids. It seemed clear to the authors that there was no direct relationship between the importance of the collection and the number of UPVs the online finding aid received. It seemed equally

obvious to the authors that the quality of the online descriptions of the collections had something to do with the online use of the finding aids. However, it was entirely unclear in what way the finding aids were affecting the outcome. The question was: how to use the available information to show how the finding aids were impacting the statistical results?

## The Hypothesis

The authors reasoned that they had three possible ways to use the statistics to assess the quality of Joyner Library's online finding aids. First, they could reduce the quality of the information in the most frequently accessed guides to see how that affected usage of the most popular guides. Second, they could try to improve the quality of these most frequently accessed finding aids to see if this increased usage. Alternatively, they could try to improve the quality of a selection of the least used guides to see if this would influence their usage.

The authors immediately discarded the first two alternatives. It seemed to them irresponsible to diminish the quality or quantity of description available to online researchers for any collection. It also seemed to them that it would be too much work to try to improve the already large and high quality online finding aids available for many of the already popular collections. The authors reasoned, instead, that they should concentrate on improving the quality and amount of information available for a selection of the least used online finding aids. They reasoned that the guides to these collections would be both smaller and easier to improve than if they chose a selection of the most accessed online finding aids. A similar group of least used finding aids would be selected as a control sample.

The authors reasoned that if they improved the least used online finding aids and the number of UPVs did not increase more than the control sample, it would tend to prove that the collections lacked importance. If, on the other hand, they improved the finding aids and the number of UPVs increased more than the control sample, it would tend to prove that the finding aids themselves were responsible rather than the importance of the collection. By selectively revising different components of the online finding aids and tracking the subsequent UPV statistics, the authors also hoped to shed light on those specific elements of the finding aids that had

the greatest and least impact on the overall results. Methodology: In order to test this hypothesis that improvements in the online finding aids could impact online statistics, Prof. Dembo obtained the assistance of Joyner Library Digital Collections faculty member, Prof. Mark Custer, whose responsibilities included compiling the online statistics for Joyner Library. On 22 July 2009, Prof. Custer prepared a list including all the online finding aids available during the entire 12-month period ending 30 June 2009.<sup>8</sup> The Special Collections EAD website produced 8,527 pages during that period; these pages received a total of 83,387 UPVs during the preceding 12-month period. Of the 1,762 online finding aids on this list, 114 finding aids had received four or fewer (later adjusted to six or fewer) UPVs during the year sorted according to the number of UPVs that each online finding aid received.<sup>9</sup>

From this list of least accessed online finding aids, Prof. Dembo simply selected the first five and last five online finding aids on the list that described collections containing less than one and a half cubic feet of manuscript materials regardless of processing status. He excluded non-manuscript collections such as maps and oral histories. The first five selected guides each received four to six UPVs during the year ending 30 June 2009; the last five had each received no more than one UPV during the same year.<sup>10</sup> He next selected the five online guides on the list immediately adjacent to each group as a control sample. Upon examination, he found that all the online guides selected represented collections he had hitherto thought unimportant or uninteresting because researchers rarely tried to use them. Most were virtually unprocessed. They had brief and non-detailed finding aids.

Table 1: Revised Finding Aids Statistics: Test Sample, July 2007 – Oct. 2010, lists the ten tested online finding aids in the experiment and records the number of UPVs obtained during the test period. Prof. Dembo then selected the adjacent five online finding aids from each group to serve as a control sample. Table 2: Revised Finding Aid Statistics: Control Sample, July 2007 – Oct. 2010, lists the ten online finding aids in the control sample and records the number of UPVs obtained during the test period.<sup>11</sup>

Altogether, the authors included twenty online finding aids in their study. The finding

aids in the tested and control samples appeared to be very similar, generally. The collections in the tested sample were somewhat larger on average than the control sample. The tested sample averaged 2.703 cubic feet; the control sample averaged 1.723 cubic feet.<sup>12</sup>

During 23-24 July 2009, Prof. Dembo revised the first group of five online finding aids. He enhanced or added descriptive information and historical detail, including biographical and historical notes, collection inventories, scope notes, and accession information to the online finding aids. He did not rearrange or reprocess the collections themselves.<sup>13</sup>

Table 3: Changes to Online Finding Aids, 2009-2010 indicates how many words Prof. Dembo added to each section of each of the online finding aids. Table 3 records the collection names and numbers for each of the tested finding aids. It also records the number of words added to the finding aid and indicates whether the words were added to the Biographical / Historical Notes, the Inventory, the Scope Note, or the Accession Information.<sup>14</sup>

Table 4: Ranking Changes to Tested Finding Aids, July 2007 – June 2010, shows how the finding aids changed relative position from 2008-2009 to 2009-2010. In 2008-2009 the ten tested finding aids average ranking was 2,368.3 out of a total of 8,527 pages on the website; by 2009-2010, after the experiment, they ranked 929.7 out of a total of 12,492 pages on the website. They had an average increase of 1,438.6 positions per finding aid. All this for an average increase of only 850.6 words per finding aid.

Prof. Mark Custer posted the first five revised finding aids on the Joyner Library website during 10-12 August 2009 so the figures for August 2009 cover only part of the month. Due to time constraints, Prof. Dembo was not able to complete work on the second five collections until 12 February 2010. Prof. Custer posted the second five revised finding aids 12-15 February 2010 so the figures for February 2010 cover only part of that month. Thus, during the test period, the first five revised finding aids were online from mid-August 2009 through October 2010; the second five revised finding aids were online only from mid-February 2010 through October 2010, or five months less than the first group.

By the end of December 2009, however, the first group of tested finding aids all showed a dramatic rise in UPVs. By the end of December 2009, after only four and an half months, the first five tested online finding aids had received 99 UPVs, three times more than all ten online finding aids had received in all 12 months of 2008-2009. This was far in excess of the number of UPVs received by the control sample. All ten online finding aids in the control sample had received only 30 UPVs which was less than one third the totals received by the tested sample.<sup>15</sup>

This ratio persisted over the next four months. Table 1 shows that by April 2010, the number of UPVs per tested collection increase ranged from 12 to 22. In the year prior to the experiment, the ten tested finding aids received a total of 30 UPVs or an average of 3 UPVs per finding aid per year. In the first year after the experiment began, the ten tested finding aids received a total of 314 UPVs or an average of 26.2 UPVs per month, or more than 31 UPVs per finding aid per year. This 1,046.66% increase was achieved despite the fact that the first five tested finding aids were online for only 10.5 months and the second five tested finding aids were only online for 4.5 months.<sup>16</sup> In FY 2010/2011 a similar pattern has continued at a somewhat reduced level. During July – Oct 2010, the ten tested finding aids received 91 UPVs or an average of 22.75 UPVs per month. If the same rate persists for the rest of FY 2010/2011, the tested sample will receive 273 UPVs, or more than 27 UPVs per finding aid per year.

Table 1 also shows that prior to the experiment the tested sample received an average of 2.5 UPVs per month in FY 2008/2009; after revision, the tested sample received an average of 26.17 UPVs per month in FY 2009/2010. During FY 2009/2010, the tested sample's UPVs jumped from 30 to 314. During the 16-month period of the experiment, the tested sample received an average of 25.31 UPVs per month a 1,046.66% increase over FY 2008/2009.

Table 2 shows the results for the control sample over the same period of time. For the period the control sample behaved far more typically of the website as a whole than the tested finding aids. Table 2 shows that the control sample received 30 UPVs or an average of 2.5 UPVs per month in FY 2008/2009. In the year of the experiment, the control sample

UPVs rose to 57 or an average of 4.75 UPVs per month or a 90% increase. For the entire 16 month period of the experiment, the control sample received a total of 90 UPVs, or an average of 5.63 UPVs per month. This represents an increase of 225.2% over FY 2008/2009, but was far below the increase gained by the tested sample.

Moreover, readers should note that the statistics are somewhat skewed in favor of the control sample by one finding aid. More than half of the total UPVs (17 of 30 UPVs) in FY 2009/2010 were received by this single finding aid during a single month.<sup>17</sup> And all the control sample finding aids were online for the entire period, whereas the tested sample were online for significantly less time.

During the July – Oct. quarter of FY 2010/2011, the ten control finding aids obtained 33 UPVs or an average of 3.3 UPVs per finding aid. If the same rate persists for the rest of FY 2010/2011, the control sample will receive 99 UPVs for the year, or only about 3.3 UPVs per finding aid.<sup>18</sup> In other words, the control sample began at virtually the same level as the tested sample and only increased about 10% during the test, which is below the general increase in UPVs for the website as a whole.<sup>19</sup>

The authors next considered whether changes to particular elements of the finding aids had particular effects. Table 3: Changes to Online Finding Aids, 2009-2010 shows the number of words Prof. Dembo added to the finding aids in the tested online finding aids in an attempt to answer this question. Overall, Prof. Dembo added an average of 851 words per online finding aid tested. He added biographical and or historical notes to four of the finding aids; he added a preliminary inventory to nine of the finding aids; he added scope notes to three of the finding aids; and he added accession information to four of the finding aids.<sup>20</sup> He added an average of 591 words to the first five finding aids tested; he added an average of 1110.2 words to the second five finding aids tested.

Table 4: Ranking Changes to Finding Aids, July 2009 – June 2010, compares the relative ranking for each of the finding aids in the experiment both before and after the experiment. It includes the number of words added to each finding aid during the experiment and the number of ranking places

each finding aid changed during the collection. Table 4 shows that during FY 2008-2009, the total number UPVs received by the entire website stood at 83,387, or an average of 9.8 UPVs per page. During FY 2009/2010, the total number of UPVs received by the website increased 4.43% from 83,387 to 87,084, but this represented a decline to an average of 7 UPVs per page. Meanwhile, the tested sample went from a below average 3 UPVs per month to 25 UPVs per month, in FY 2009/2010, nearly triple the website average.<sup>21</sup>

In addition, Table 4: Ranking Changes to Tested Finding Aids, July 2009 – June 2010, shows how the experiment affected the relative rankings of the online finding aids.<sup>22</sup> In 2008-2009, the year prior to the experiment, online researchers accessed a total of 8,527 separate finding aid files amounting to 83,387 for the website as a whole. The average rank of the ten online finding aids tested was 2,368 out of 8,527, or in the 27.5 percentile of online pages. The ten finding aids tested ranked near the bottom of the list of finding aids with at least 1 UPV during the previous year.

Table 4 also shows that in FY 2009/2010, the year of the experiment, the number of finding aids on the website had increased to 12,492, a 46.5% increase over the previous year. However, online access statistics did not keep pace. Online researchers made a total of 87,084 UPVs, a rise of only 4.25% over the year before. This time, however, the finding aids used in the collection had an average rank 929.7 out of 12,492, which was in the 7.45 percentile of the online web pages, which was a dramatic improvement. Despite a nearly 50% increase in the number of web pages during the year, the tested sample improved its relative standing from 1727 to 929.7. In other words, the tested finding aids shot up an average of 1,438.6 rank places after having an average of 850.6 words added to each and the overall tested sample raised an average of 1.69 rank places for each word added to the finding aid. However, this left unanswered the more important questions of whether adding text to specific elements of the online finding aids would have been more or less effective in raising online usage of the finding aids.

The number of words added seemed to be independent of the results recorded. For example, in FY 2008/2009, Democratic Women of North Carolina Collection (#518) was the highest ranked finding aid at position 1,484.

During the experiment, Prof. Dembo added 157 words to the online finding aid. He added 110 words to the preliminary inventory and 47 words to the accession notes. Overall, this was the second smallest number of words he added to any of the finding aids. Nevertheless, while Collection #518 rose 772 ranking places, it fell to fourth place among the ten tested collections in FY 2009/2010. Additionally, this was the smallest rank increase among all the online finding aids.<sup>23</sup>

On the other hand, the John Vainwright Bible Records (#MG0063) was the tenth ranked online finding aid in FY 2008/2009 at position 3,072. During the experiment, Prof. Dembo added 250 words – the third smallest number of words added to the online finding aids. He added 127 words to the preliminary inventory, 88 words to the scope notes, and 35 words to the accession notes. Unexpectedly, Collection #MG0063 rose 1,399 ranking places in FY 2009/2010. It rose from last place to fourth place at rank 1,673.<sup>24</sup>

Initially, the Clio Book Club Records (#579) was the eighth ranked online finding aid in FY 2008/2009 at position 3,055. During the experiment, Prof. Dembo added 2,217 words to the online finding aids, the most words added to a finding aid. He added 2,163 words to the preliminary inventory and 54 words to the accession notes. As a result, collection #579 rose 1,935 places in FY 2009/2010 to 1,120th place. Nevertheless, it remained in eighth place among the tested finding aids.

On the other hand, the Martha E. Donaldson Papers (#517) was the fifth ranked online finding aid in FY 2008/2009 at position 1,732. During the experiment, Prof. Dembo added 772 words to the online finding aids. He added 220 words to the biographical / historical notes, 512 words to the preliminary inventory, and 40 words to the accession notes. This was the fifth highest total of words added to any of the finding aids. As a result, Collection #517 rose 1,323 ranking places in FY 2009/2010 to become the highest ranking online finding aid tested at rank 409.

Prof. Dembo, therefore, compared the impact on the finding aids of words added to the various elements tested: Biographical/Historical Notes, Inventories, Scope Notes, and Accession Information. Table 5: Impact of Changes to Finding Aid Elements, 2009-2010 shows that the number of words added to

the various parts of the tested finding aids did have a direct, consistent, impact on the relative rankings of the finding aids tested.<sup>25</sup> Prof. Dembo added an average of 457.75 words to the Biographical/Historical Notes elements of four of the tested online finding aids. In 2008-2009 these had an average rank of 2,059.25 out of 8,527 online pages. In 2009-2010 they had an average rank of 611.25 out of 12,492, which represented a rise of 1,447.5 ranking places. These collections improved an average number of 5.83 ranking places per word added.

Prof. Dembo added an average of 690.33 words to the Inventories elements of nine of the tested online finding aids. In 2008-2009 these had an average rank of 2,439.44 out of 8,527 online pages. In 2009-2010 they had an average rank of 961.44 out of 12,492, which represented a rise of 1,478 ranking places. These collections improved an average number of 6.15 ranking places per word added.

Prof. Dembo then added an average of 89.33 words to the Scope Note elements of three of the tested online finding aids. In 2008-2009 these had an average rank of 2,616.66 out of 8,527 online pages. In 2009-2010 they had an average rank of 852.66 out of 12,492, which represented a rise of 1,763 ranking places. These collections improved an average number of 22.44 ranking places per word added.

Finally, Prof. Dembo added an average of 89.33 words to the Accession Information elements of four of the tested online finding aids. In 2008-2009 these had an average rank of 2,664.5 out of 8,527 online pages. In 2009-2010 they had an average rank of 1,325.5 out of 12,492, which represented a rise of 1,339 ranking places. These collections improved an average number of 28.45 ranking places per word added.

As a result, it would seem that based on the online finding aids tested, archivists at Joyner Library should place their priority on providing online users with enhanced information in the following areas:

1. Accession information (28.45 average rank improvements per word added).
2. Scope Note (22.44 average rank improvements per word added).
3. Inventories (6.15 average rank improvements per word added).
4. Biographical / Historical Note (5.83 average rank improvements per word added).

## Conclusions

The authors would like to caution, however, that their conclusions are tied to how the finding aids at Joyner Library are currently presented online. Since our “Accession information” occurs within the first HTML paragraph tags on those webpages, it is likely that those terms are indexed by external search engines with an increased weight over those terms that appear near the end of our HTML finding aids, such as those within the “Inventories.”

Moreover, the authors also desire to note that the present experiment was a trial run based on a very small sample. Many other variables – including the quality of the specific changes made to the finding aids – may have played important but unappreciated roles in the experiment. The authors are convinced, however, that the revisions of the tested online finding aids did have a decisive impact in increasing the number of UPVs for the tested finding aids received as a group. The control sample in the test showed very little change in comparison.

The authors are unaware of previous attempts to use online access statistics to identify and select archival finding aids for experimental purposes. They are also unaware of any previous attempt to use online access statistics, Unique Page Views (UPVs) or Google Analytics to track and assess the results of finding aid revision experiments. The authors are convinced, however, that archivists may use this technique with profit to explore the effectiveness of their own online finding aids and to explore how and where to concentrate their efforts to improve them.

The authors have shown that, for very little expense, time, and labor (less than two working days overall) they have at least tripled the UPVs obtained by ten of Joyner Library's online manuscript finding aids. They have accomplished this while the total number of online pages rose by less than 32% and the total number of UPVs increased by only 4.25% during the test period.

The authors are also convinced that their technique may allow archivists to increase online access to their collection finding aids without necessarily having to acquire, process, or catalog entirely new collections and without having to actually process or re-process the collections themselves.<sup>26</sup>

The authors believe that they have also provided strong evidence that changes in particular elements of the online finding aids tested can have even greater and measureable results. Their attempt to demonstrate that archivists may be able to increase the effectiveness of their own online finding aids by making changes to particular sections of these finding aids and tracking the results over time showed that improvements to the Scope Notes and Accession Information elements of Joyner Library's online finding aids had a disproportionate beneficial impact in generating UPVs and raising the rank of the finding aids changed. It also showed that changes to the Biographical/Historical Notes and Inventory sections had a less dramatic impact in generating UPVs and raising the rank of the finding aids changed.

The authors suggest that this study be taken as a model for future, larger and longer term studies, both in Joyner Library and elsewhere. Future samples should include a greater variety of online finding aids. Future samples should also include a wider variety of online finding aid elements. If future studies can confirm the findings produced in this experiment, they may provide archivists with an invaluable tool to make their online finding aids much more useful to researchers.

## Notes on Technical and Statistical Methods

Joyner Library originally outsourced the creation of its EAD finding aids in 2002 and has been collecting Web log analysis information about its online finding aids by a variety of methods ever since. This study, however, only addresses the web metrics that have been gathered with our Google Analytics account, which we first started collecting data with on June 9, 2008.

Within Google Analytics, there are a variety of predefined metrics that are calculated. These metrics include number of visits, referring sites, new vs. returning visitors, and much more. For the purposes of our data analysis, the authors have decided to only examine the Unique Page Views metric (UPVs), which is a subset value of the Page Views metric.<sup>27</sup>

UPVs were chosen because this particular metric is most closely aligned with how we gather collection usage statistics within our physical reading room. Within Google Analytics, UPVs are defined as an aggregation

of Pageviews that are generated by the same user, during the same session. A single user, according to how Google Analytics collects data, can more accurately be defined as a single web browser. The session, then, is comprised of the length of time that a specific web browser interacts with a website. If thirty minutes of inactivity occur, however, then that particular session will be terminated.<sup>28</sup> Therefore, if a user would happen to visit a single page on our website ten different times within a ten minute timeframe, only a single UPV would be registered.<sup>29</sup> Somewhat similarly, if a user were to request to look at material within our physical reading room, we would track that usage by their initial request per day, not by their subsequent level of interaction with the material.

However, none of the metrics gathered by Google Analytics, including the UPVs, should be considered to fully correspond to any physical reading room statistics. For instance, Google Analytics will not collect data if users have JavaScript disabled from within their web browser or if they are accessing the information in a way that would not (or could not) initiate the JavaScript code. Further, if users prevent their browsers from accepting first-party cookies, Google Analytics will not track any information. Alternatively, users may choose to delete cookies before their specific expiration dates, thus changing how Google Analytics collects the metrics for different users.<sup>30</sup> Nevertheless, this study is only interested in comparing how UPVs change (or do not change) over time, and it therefore should not matter exactly how every piece of (potential) data is gathered by Google Analytics or not.

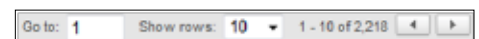
For future studies conducted, though, it might be advisable to eliminate specific sets of internal traffic. This particular study intentionally did not make attempts to filter out any data that was collected during the process. We were not concerned with temporary spikes in our data.<sup>31</sup> Our major concern, rather, was that our data was collected consistently in order to track any trends regarding the usage of each online finding aid that was enhanced for the project. Admittedly, these collections might initially see a small artificial increase in usage based solely on staff examinations of the finding aids (i.e., internal traffic). However, it is not expected that this increased usage would be sustained over time. Therefore, if any of the collections do maintain a sustained increase in

usage, the authors believe that such an increase should be the result of the revisions alone. Nevertheless, it is possible for any additional studies to exclude data that is collected. In fact, Google Analytics accommodates this by incorporating a predefined filter which can exclude all traffic from specific Internet Protocol addresses.<sup>32</sup>

For more detailed and current documentation about Google Analytics, it is best to visit their website directly at <http://code.google.com/apis/analytics/>.

## Tip for Exporting Records from Google Analytics

If your site has a lot of content, you may find it difficult to export your records initially. By default, you can only export your data in the range of 10, 20, 100, or 500 rows at a time. Considering that you might want to export a much larger batch of data than this, the export process could quickly become tedious if you did not implement an alternative method. Even without taking advantage of the Google Analytics API, a very simple method exists to increase your export limit. To employ this method, first check to see how many rows of data that you have for any given report. For instance, one of our "Top Content" reports for a single month is listed as having "2,218" rows of data. Look in the lower right-hand corner of your table for this value:



Rather than increase the visible rows to 500, and exporting 5 different data sets, all that needs to be done is to add a special limit to the end of the URL:

`&limit=2218`

...where the number after the "=" sign is >= to the number of rows of data that your particular report contains.

This will not increase the amount of records that you can view from within the Google Analytics interface at any one time, but it will permit you to export all of those records into a single file. Do note, though, that when you use this method, you must choose to export your dataset either as a CSV or TSV file (the PDF, XML, and CSV for Excel options will not respect this particular method to increase the limit value).



**Table 1**  
**Revised Finding Aid Statistics: Test Sample July 2007 - Oct 2010**  
**(1-6 Webpage "Unique Page Views" or Less During 2008-2009)**

COLL #	Cu. Ft.	FY 2007-08	FY 2008-09	FY 2009-10	July 2009 *	Aug. 2009	Sept. 2009	Oct. 2009 *	Nov. 2009	Dec. 2009 *	Jan. 2010 *	Feb. 2010 *	Mar. 2010	Apr. 2010	May 2010	June 2010	July 2010	Aug. 2010	Sept. 2010	Oct. 2010	TOTALS 7/2009 - 10/2010
#112	0.073	5	4	27	8	1	3	2	1	2	2	1	1	4	0	2	3	2	1	5	38
#162	0.073	9	6	26	5	1	5	1	4	5	0	2	2	1	0	0	1	1	1	1	30
#465	0.075	6	4	21	6	0	3	0	1	0	2	3	2	1	1	2	1	1	2	4	29
#517	0.22	9	6	49	3	1	5	7	11	1	12	2	2	3	2	0	1	1	3	1	55
#518	0.25	18	5	27	3	0	1	2	4	0	3	4	6	3	0	1	4	5	1	1	38
#409	0.35	16	1	118	0	0	0	1	0	0	0	0	0	0	99	18	7	7	3	3	138
#445	1.158	16	1	11	0	0	1	0	0	0	2	1	0	0	3	4	2	2	3	8	26
#579	0.43	12	1	10	0	1	0	0	1	0	0	2	1	2	2	1	1	1	2	1	15
#732	0.073	12	1	17	1	0	1	4	0	2	1	3	0	1	1	3	1	1	0	3	22
MG0063	0.001	17	1	8	0	0	0	0	0	1	0	1	0	0	2	4	2	3	0	1	14
<b>TOTALS</b>	<b>2.703</b>	<b>120</b>	<b>30</b>	<b>314</b>	<b>26</b>	<b>4</b>	<b>19</b>	<b>17</b>	<b>22</b>	<b>11</b>	<b>22</b>	<b>19</b>	<b>14</b>	<b>15</b>	<b>110</b>	<b>35</b>	<b>23</b>	<b>24</b>	<b>16</b>	<b>28</b>	<b>405</b>

**Collections Tested with Web Addresses**

#112	Exum L. Curl Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0112/">http://digital.lib.ecu.edu/special/ead/findingaids/0112/</a>
#162	George W. Lyon Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0162/">http://digital.lib.ecu.edu/special/ead/findingaids/0162/</a>
#465	Jeanie R. Little Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0465/">http://digital.lib.ecu.edu/special/ead/findingaids/0465/</a>
#517	Martha E. Donaldson Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0517/">http://digital.lib.ecu.edu/special/ead/findingaids/0517/</a>
#518	Democratic Women of North Carolina Collection <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0518/">http://digital.lib.ecu.edu/special/ead/findingaids/0518/</a>
#409	Chatham Book Club Records <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0409/">http://digital.lib.ecu.edu/special/ead/findingaids/0409/</a>
#445	District Bar Records Of The Second Judicial District Of North Carolina <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0445/">http://digital.lib.ecu.edu/special/ead/findingaids/0445/</a>
#579	Clio Book Club Records <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0579/">http://digital.lib.ecu.edu/special/ead/findingaids/0579/</a>
#732	Steward's Weekly Provisions Register <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0732/">http://digital.lib.ecu.edu/special/ead/findingaids/0732/</a>
MG0063	John Vainwright Bible Records <a href="http://digital.lib.ecu.edu/special/ead/findingaids/MG0063/">http://digital.lib.ecu.edu/special/ead/findingaids/MG0063/</a>
* = Authors' UPVs during experiment.	



Table 2  
Revised Finding Aid Statistics: Control Sample July 2008 - Oct 2010  
(1-6 Webpage "Unique Page Views" or Less During 2008-2009)

COLL #	Cu. Ft.	FY 2008-09	FY 2009-10	July 2009 *	Aug. 2009	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010	Feb. 2010	Mar. 2010	Apr. 2010	May 2010	June 2010	July 2010	Aug. 2010	Sept. 2010	Oct. 2010	TOTALS 07/2009 - 10/2010
#521	0.003	4	5	0	0	2	0	1	1	0	0	0	1	0	0	0	0	1	0	6
#572	0.073	4	9	0	0	3	0	0	1	0	0	0	2	1	2	0	0	1	0	10
#591	0.055	4	11	2	0	1	3	0	1	0	0	0	2	0	2	1	0	1	0	13
#606	0.403	4	5	0	0	0	2	0	0	0	0	0	1	0	2	17	1	1	1	25
#624	0.22	4	6	0	0	0	2	1	0	0	0	0	2	0	1	0	0	1	1	8
#677.031	0.203	2	2	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	3
#704	0.055	2	10	1	1	2	2	1	0	0	1	1	1	0	0	0	1	0	1	12
#820	0.23	2	3	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	2	5
#864	0.48	2	5	1	1	0	0	0	0	0	1	1	1	0	0	0	0	0	1	6
#987	0.001	2	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2
<b>TOTALS</b>	1.723	30	57	4	2	8	9	4	3	1	2	3	12	1	8	18	2	5	8	90

**Control Sample & Web Addresses**

#521	Eugene M. Ransom, Jr. Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0521/">http://digital.lib.ecu.edu/special/ead/findingaids/0521/</a>
#572	William J. Henning Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0572/">http://digital.lib.ecu.edu/special/ead/findingaids/0572/</a>
#591	Francesco Costagliola Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0591/">http://digital.lib.ecu.edu/special/ead/findingaids/0591/</a>
#606	Edward Crawford Williams Album <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0606/">http://digital.lib.ecu.edu/special/ead/findingaids/0606/</a>
#624	Zach D. Cox Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0624/">http://digital.lib.ecu.edu/special/ead/findingaids/0624/</a>
#677.031	U. S. Navy Memorial Foundation Collection \ Joseph Vetter Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0677-031/">http://digital.lib.ecu.edu/special/ead/findingaids/0677-031/</a>
#704	F. Warren VanWert Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0704/">http://digital.lib.ecu.edu/special/ead/findingaids/0704/</a>
#820	Henry J. Conger Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0820/">http://digital.lib.ecu.edu/special/ead/findingaids/0820/</a>
#864	Branch & Company, Bankers Collection <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0864/">http://digital.lib.ecu.edu/special/ead/findingaids/0864/</a>
#987	St. Thomas Episcopal Church Collection <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0987/">http://digital.lib.ecu.edu/special/ead/findingaids/0987/</a>

\* = Author's UPVs

Table 3  
Changes to Online Finding Aids 2009-2010<sup>1</sup>

COLL. #	COLLECTION NAME	BIOG / HIST NOTE	PRELIM INVENT <sup>3</sup>	SCOPE NOTE	ACCESSION INFO	TOTAL WORDS ADDED
112	Exum L. Carl Papers*		1337			1337
162	George W. Lyon Papers*	201				201
465	Jeanie R. Little Papers	144	344			488
517	Martha E. Donaldson Papers <sup>2</sup>	220	512	40		772
518	Democratic Women of North Carolina Collection		110		47	157
409	Chatham Book Club Records	1266	764	140		2170
445	District Bar of the Second District of North Carolina Records		769		58	827
579	Clio Book Club Records		2163		54	2217
732	Steward's Weekly Provisions Register		87			87
MG63	John Vainwright Bible Records		127	88	35	250
		457.75	690.33	89.33	48.5	
<i>Average of 851 words added per collection.</i>						
[1] Numbers indicate words added to online finding aids. These values are calculated by removing the EAD tags and then using the "text statistic" function within NoteTab Pro (version 6.12) to calculate a "word count."						
[2] Three catalog subject entries added were also added at this time, which are not represented in the total word count figure.						
[3] In the case of the "preliminary inventory" sections, not only were the XML tags removed, but the "container" and "unitid" tag values were also removed (as such, element values such as "1.a" – indicating Box 1, folder a – were not counted in the "word count").						
[*] Indicates that this collection has also been cataloged with Library of Congress Subject Headings. However, the number of additional "words" contained within these subjects is not represented in the total word count figure.						

## References

- <sup>1</sup> Referred to below generically as "archival," "archivists," "repositories," or "staffs."
- <sup>2</sup> The quality of much of this data is questionable, especially the manually counted data. This is because repositories generally use staff members of varying reliability and training to generate such data.
- <sup>3</sup> A related question that the authors did not seek to answer is: Are researchers using some collections because the web site was more easily accessible or easier to navigate?
- <sup>4</sup> North Carolina Exploring Cultural Heritage Online. Prof. Dembo served as principal investigator for the grant project 2001-2003.
- <sup>5</sup> The grant project also encoded guides for oral history, miscellaneous genealogy, map, and church records collections.
- <sup>6</sup> At the end of FY 2008/2009, the EAD website produced 8,527 online pages which received a total of 83,387 UPVs. See Table 4.
- <sup>7</sup> For more details on the development of the statistics cited in this paper, see Notes on Technical and Statistical Methods, by Mark Custer, below (Page 16).
- <sup>8</sup> Follow this link for a list of the 114 least used online finding aids used in this experiment:  
<http://ead2002.pbworks.com/Least+viewed+collections+online+%28for+2008-09%29>. Professor Dembo selected the first and last five finding aids belonging to collections containing less than one cubic foot of material as a test sample; he selected the immediately adjacent five similar finding aids in each group as a control sample.
- <sup>9</sup> See Table 1 Revised Finding Aids Statistics: Test Sample, July 2008-Oct. 2010. Prof. Custer later added statistics for FY 2007/08 (however, these statistics were culled from web server logs and not from Google Analytics, so they are not able to be used for any valid comparisons). The reason that collections #162, #517, and #518 are listed with more than 4 UPVs is because the original list of collections excluded a small subset of UPVs, which have subsequently been added. The balance of the online pages included staff directories, hours of operations, current exhibits, and descriptions of collection areas, policies and procedures statements, search engines, and links to other departments, among others.
- <sup>10</sup> Subsequent investigation revealed that some of these collections received 1 or 2 more UPVs than first believed. The authors do not believe that this materially affects the conclusions of the research. See Table 1.

Table 4  
Ranking Changes to Tested Finding Aids July 2007 - June 2010 (1-6 Webpage “Unique Page Views” or Less During 2008-2009)

COLL #	COLLECTION NAME & ONLINE ADDRESS	WEBPAGE RANKING 2008-2009	WEBPAGE RANKING 2009-2010	RANKING CHANGE	WORDS ADDED TO FINDING AIDS
#409	Chatham Book Club Records <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0409/">http://digital.lib.ecu.edu/special/ead/findingaids/0409/</a>	3,046	476	2,570	2,170
#732	Steward's Weekly Provisions Register <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0732/">http://digital.lib.ecu.edu/special/ead/findingaids/0732/</a>	3,061	817	2,244	87
#579	Clio Book Club Records <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0579/">http://digital.lib.ecu.edu/special/ead/findingaids/0579/</a>	3,055	1,120	1,935	2,217
#MG0063	John Vainwright Bible Records <a href="http://digital.lib.ecu.edu/special/ead/findingaids/MG0063/">http://digital.lib.ecu.edu/special/ead/findingaids/MG0063/</a>	3,072	1,673	1,399	250
#517	Martha E. Donaldson Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0517/">http://digital.lib.ecu.edu/special/ead/findingaids/0517/</a>	1,732	409	1,323	772
#445	District Bar Records Of The Second Judicial District Of North Carolina <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0445/">http://digital.lib.ecu.edu/special/ead/findingaids/0445/</a>	3,047	1,797	1,250	827
#162	George W. Lyon Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0162/">http://digital.lib.ecu.edu/special/ead/findingaids/0162/</a>	1,728	644	1,084	201
#112	Exum L. Curl Papers. <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0112/">http://digital.lib.ecu.edu/special/ead/findingaids/0112/</a>	1,727	731	996	1,337
#465	Jeanie R. Little Papers <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0465/">http://digital.lib.ecu.edu/special/ead/findingaids/0465/</a>	1,731	918	813	488
#518	Democratic Women of North Carolina Collection <a href="http://digital.lib.ecu.edu/special/ead/findingaids/0518/">http://digital.lib.ecu.edu/special/ead/findingaids/0518/</a>	1,484	712	772	157
	<b>AVERAGES</b>	2,368.3	929.7	1,438.6	850.6
	<b>TOTAL NO. OF ONLINE PAGES</b>	8,527.0	12,492.0		
	<b>TOTAL NO. OF UNIQUE PAGE VIEWS</b>	83,387.0	87,084.0		

<sup>11</sup> Table 1: Revised Finding Aids Statistics: Test Sample, July 2007 – Oct. 2010 and Table 2: Revised Finding Aids Statistics: Control Sample, July 2008 – Oct. 2010 also show the cubic feet, names and web addresses of finding aids involved in the experiment. The tables also show the number of UPVs each finding aid received during the experiment. Readers interested in learning what the tested finding aids looked like revision should examine the finding aids in the control sample.

<sup>12</sup> Table 1 and Table 2 record the number of cubic feet in each collection and the overall volume of the collections included in the experiment.

<sup>13</sup> The UPV data highlighted in gold reflect the authors' access of the finding aids during the project.

<sup>14</sup> See Table 3: Changes to Online Finding Aids, 2009-2010. This table does not include the Control Sample finding aids since they remained unchanged during the experiment.

<sup>15</sup> The control sample received a total of only 90 UPVs for the entire 16 months of the test period which was higher than the 30 UPVs per year they received in FY 2008/2009. It was far less than the 25.31 UPVs per month received by the tested sample. The control sample received an average of 5.63 UPVs per month which was far less than the average received by the tested sample: 25.31 UPVs per month.

<sup>16</sup> The FY 2009/2010 statistics are inflated by the authors' own access of the website (highlighted in gold on Table 1) and by internally generated UPVs in May 2010 for Collection #409. Eliminating these statics would reduce the yearly numbers of UPVs to 176 and the yearly average to 17.6 UPVs per finding aid per year.

<sup>17</sup> Collection #606 in July 2010. That collection received 20 of the total 33 UPVs earned by all 10 finding aids in the control sample.

<sup>18</sup> Table 2 also shows the names and web addresses of each of the control finding aids. Readers interested in comparing the tested finding aids ranked before and after the experiment invited to visit these finding aids.

<sup>19</sup> Table 4: Ranking Changes to Tested Finding Aids, July 2007 – June 2010, shows that the Special Collections website had 8,527 pages in 2008/2009. This increased to 12,493 in 2009/2010, an increase of 31.74%. Meanwhile, the Special Collections website received a total of 83,387 UPVs in 2008/2009. This increased to 87,084 UPVs in 2009/2010, an increase of only 4.25%.

<sup>20</sup> Table 3: Changes to Online Finding Aids, 2009/2010.

<sup>21</sup> None of the finding aids fell in rank during the experiment.

Table 5  
Impact of Changes to Finding Aid Elements, 2009-2010

COLLECTION NO.	WORDS ADDED TO FINDING AID ELEMENTS				Rank Change 2009-2010	Rank Change Per Word Added	Average Rank Change Per Word
	Biographical / Historical Note	Scope Note	Accession Information	Inventories			
#162	201				1,084	5.39	
#465	144				813	5.65	
#517	220				1,323	6.01	
#409	1,266				2,570	6.28	5.84
#112				1,337	996	0.74	
#465				344	813	2.36	
#517				512	1,323	2.58	
#518				110	772	7.02	
#409				764	2,570	3.36	
#445				769	1,250	1.63	
#579				2,163	1,935	0.89	
#732				87	2,244	25.79	
#MG063				127	1,399	11.02	6.16
#517		40			1,323	33.08	
#409		140			2,570	18.36	
#MG063		88			1,399	15.89	22.44
#518			47		772	16.43	
#445			58		1,250	21.55	
#579			54		1,935	35.83	
#MG063			35		1,399	39.97	28.45
<b>TOTALS</b>	1,831	268	194	6,213			

<sup>22</sup> Table 4: Ranking Changes to Tested Finding Aids, July 2009 – June 2010.

<sup>23</sup> Table 4: Ranking Changes to Tested Finding Aids, July 2009 – June 2010.

<sup>24</sup> Table 4: Ranking Changes to Tested Finding Aids, July 2009 – June 2010.

<sup>25</sup> Table 5: Impact of Changes to Finding Aid Elements, 2009-2010 shows the number of words added to each of four finding aid elements, including Biographical / Historical Note, Scope Note, Inventories, and Accession Information. It tracks the subsequent rank change each finding aid experiences and also records the rank change per word added for each finding aid. The table then shows the average rank change per word for each group of finding aid elements.

<sup>26</sup> In the case of Joyner Library's Special Collections Department, the authors estimate that it takes approximately 15 hours per cubic foot of manuscript material to completely "process" the collection. By this definition, it would have taken one staff person 40.55 hours to process (accession, arrange, describe, conserve and catalog) these materials, or more than twice the time actually taken in during this experiment.

<sup>27</sup> UPVs do not appear on the main "dashboard" of the Google Analytics interface. Instead, they are reported in the "Top Content" report of Google Analytics.

<sup>28</sup> This variable of 30 minutes, however, can be adjusted. Our UPVs are governed by a timeout value of the default 30 minutes.

<sup>29</sup> For more information about Google Analytics and how it uses a combination of cookies to identify users and sessions, see the following website: <http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html>

<sup>30</sup> For instance, Google Analytics' unique visitor tracking cookie, "\_utma", has an expiration date of 2 years. But someone could configure their browser so that those cookies are deleted whenever they close their browser.

<sup>31</sup> In fact, one of our collections received a significant, but temporary spike in usage when it was included as an example in an email that was sent out to a wide listserv audience.

<sup>32</sup> For more information on how to apply filters, including a predefined filter based on IP addresses, see the following: <http://www.google.com/support/analytics/bin/topic.py?hl=en&topic=11091>

# Staff Attitude to Shelving and Shelf Reading in Academic Libraries

Fehintola. N. Onifade, Gabriel Olatunde Onifade, and Bosede Olutoyin Akintola

## Abstract

This study examines the attitude of shelving staff in three selected academic libraries in Abeokuta, Nigeria. A questionnaire was developed to elicit data for the study. 35 copies of the questionnaire were distributed to the identified shelving staff in the selected libraries. Only 28 copies of the questionnaire were found useful and were used for the analysis. Out of the total respondents 13(46.4%) were male while 15(53.6%) were female. The result reveals that a majority (57.1%) of the shelving staff have a positive attitude to shelving and do not see users as constituting a burden to them. However, their only grievance is that other senior library staff should be involved in shelving. Recommendations were made to improve upon the attitude of the shelving staff in academic libraries.

In spite of the advent of technology, libraries still rely on their human resources to put books used by their users back on the shelves. Books shelved promptly and correctly usually improve the image of the library and also create an environment of good customer service. Hence the importance of shelving and shelf-reading cannot be overlooked in any library. Without accurate shelving of books, effective library operation would be impossible for library staff and their patrons (Power 1999). Moreover, accurate and timely shelving means service to patrons and it is something that is expected in any library. Unfortunately, many academic libraries in Nigeria are experiencing difficulty shelving their books due to heavy usage and lack of staff. Thus, it is not uncommon to see book shelves disorganized and untidy. Staff attitudes coupled with the boring routine task of shelving are often cited as reasons behind this problem. (Aliero 2003) Attitude is often described as inclinations, feelings, prejudices, preconceived notion or fears and convictions about any specific issue (Taiwo 1998). It is therefore the aim of this study to examine the attitudes of library staff who are involved in shelving and shelf reading.

## Literature Review.

Though literature abounds on organization of library resources, such as using classification schemes in managing the resources, not much study has been conducted on staff attitude to shelving and shelf-reading, therefore literature available for this study is very scanty. Shelving is described as organizing books by call numbers and placing them in

their correct locations on the library shelves; while shelf reading is the process of reading the call numbers on books that are currently on the library shelves and making sure that they are in the proper order. In stressing the importance of these two main tasks in libraries, Agboola (1984) pointed out that shelving is an important aspect of library work which can determine user satisfaction or frustration as far as locating library materials is concerned. Lyons and Rutherford (1998) on the other hand, noted that shelving is critical to the success of a library's service delivery strategies. Hence proper and accurate shelving and shelf-reading maintain patrons' confidence.

In most libraries in developing countries, shelving of books is done by junior staff. Corroborating this, Agboola (1984) acknowledged that in Nigerian libraries, the shelving of books is done by junior library staff under the supervision of professional librarians. In developed countries, shelving of books is done by part time shelveers (Rodgers 1998). However, shelving and shelf reading can be monstrous and boring and being a routine duty, staff can develop a negative attitude to it. Power (1999) observed that library users' perception of shelving staff as the lowest in the library staff hierarchy can also affect their attitude. Lyons and Rutherford (1998) in their review of the University of Queensland library's shelving operations reported that there used to be a long standing history of inter-personal conflict and dissatisfaction amongst the shelving staff before a solution was proffered.

Furthermore, Power (1999) emphasized that since shelving is time consuming and involves repetition of tasks, it requires motivated staff to effectively perform the task very well. In line with the above Aliero (2003) claimed that most inappropriate shelving is done by library staff themselves. He highlighted a number of reasons for this which includes ignorance, non-challant attitude, lack of supervision, under staffing and lack of motivation.

## Objectives

The objectives of this study are;

1. to examine the attitude of shelving staffs to shelving in selected academic libraries.
2. to suggest possible ways of improving staff attitude.

## Methodology:

Three academic libraries located in the Abeokuta metropolis were used for this study. These were University of Agriculture (UNAAB), Federal College of Education (FCE), and Moshood Abiola Polytechnic (MAPOLY), all in Abeokuta. All regular library staff of the institutions who normally participate in shelving were involved in this study. A total number of thirty-five shelving staff members ranging from library attendants to library officers were identified and involved in the study. Thirty-five copies of the questionnaire were administered. All thirty-five questionnaires were collected but only twenty eight were found usable representing 80% of the questionnaires administered.

The questionnaire has two parts. Part one sought information on such variables as educational qualification, sex, age, marital status, experience in shelving, training received in shelving, as well as views on the level of supervision of shelving staff. The second part of the questionnaire measured the individual's attitude to shelving.

## Analysis of Results

The data obtained from the questionnaire reveals that 14(50%) of the respondents were from the University of Agriculture, 8(28.6%) from Federal Colleges of Education while 6(21.4%) were from Moshood Abiola Polytechnic. Out of the total respondents, 13 (46.4%) were male while 15 (53.6%) were female. 17 (60.7%) were married, 10 (35.7%) single, while 1 (3.6%) did not indicate his/her status. This reveals that majority of the respondents are family men and women who are expected to be responsible men and women in the society and therefore may reflect this trait in their attitudes to work. In terms of qualification 5(17.9%) had a West African School Certificate and its equivalent results, 15(53.6%) had a diploma certificate in librarianship while 8(28.6%) had other diploma certificates (not in librarianship). This implies that shelving staff in the selected academic institutions have enough educational background to help them in their shelving task. In terms of training, 16(57.1%)

received training in shelving while 12(42.9%) indicated that they were not trained for the task. Age wise, 1(3.6%) was below 20years, 18(54.3%) were between the age of 20 and 40 years and 9(32.1%) were above 40years. Also the implication of this was that the shelving staff were adults who should know the effect of disorganized shelves on library image.

The second part of the questionnaire was analyzed to determine the attitudes of the shelving staff. Respondents were asked to indicate their opinion on whether shelving is an enjoyable task or not. Table 1 reveals that a total of 16(57.1%) of the respondents agreed with the statement, 2(7.1%) respondents were undecided while 10(35.7%) of the respondents did not agree with the statement. This shows that the majority of the respondents had a favourable attitude to shelving in the selected academic libraries.

In response to whether the staff considered shelf-reading as an important aspect of shelving, 17(60.7%) respondents strongly agreed while a cumulative percentage of 92.9% of respondents agreed to the statement. This means that shelving staff know the importance of shelf-reading and therefore are not likely to handle this aspect of their job with levity.

In response to the statement: 'shelvers should not regard users as creating unnecessary problem for them,' a cumulative of 82.1%

of the total respondents agreed while only a cumulative 10.7% of the respondents disagreed. This also lends credence to the fact that the shelving staffs in the selected academic libraries enjoy shelving and do not see it as a burden.

Respondents were asked to indicate their opinions on whether every member of the library should be involved in shelving. A cumulative of 21(75%) of the respondents agreed to the statement while only a cumulative of 5(17.9%) of the respondents disagreed. This shows that shelvers are not happy that librarians were exempted from shelving.

## Discussion

The study reveals that shelving staffs in the three selected academic libraries have positive attitudes to their work. This may be a result of maturity as most of the respondents are married adults who by virtue of their status in the society are supposed to be responsible people. They do not see users as constituting an unnecessary burden for them as 'the work of a shelving staff is never done' due to its repetitive nature. Their only grievance was that every other member of the staff including the librarians should be involved in shelving. This may be borne out of the perception that shelving staff are regarded as the lowest in library staff hierarchy (Power 1999).

Table 1: Shelving of books is a very enjoyable task

Response	No. of respondents	%	Cumulative %
Strongly agree	6	21.4	21.4
Agree	10	35.7	57.1
Undecided	2	7.1	64.3
Disagree	6	21.4	85.7
Strongly disagree	4	14.3	100.0
Total	28	100	

Table 2: Shelf-reading is a very important aspect of shelving

Response	No. of respondents	%	Cumulative %
Strongly agree	17	60.7	60.7
Agree	9	32.1	92.9
Undecided	1	3.6	96.4
Disagree	1	3.6	100
Strongly disagree	-		
Total	28	100	

**Table 3: Shelving staff should not regard library users as creating unnecessary problem for them**

Response	No. of respondents	%	Cumulative %
Strongly agree	13	46.4	46.4
Agree	10	35.7	82.1
Undecided	2	7.1	89.3
Disagree	2	7.1	94.4
Strongly disagree	1	3.6	100
<b>Total</b>	<b>28</b>	<b>100</b>	

**Table 4: Every member of library staff; senior, and junior should be involved in shelving**

Response	No. of respondents	%	Cumulative %
Strongly agree	16	57.1	57.1
Agree	5	17.9	75.0
Undecided	2	7.1	82.1
Disagree	4	14.3	96.4
Strongly disagree	1	3.6	100
<b>Total</b>	<b>28</b>	<b>100</b>	

However, in order to improve the attitude of the shelving staff in the library as well as boost their morale, the following recommendations are proffered:

- Library management should give adequate training to shelving staff before they are assigned to shelves. During this training, the importance of accurate and timely shelving should be emphasized. In addition to this, training should also include health care talks because shelving entails repetitive actions which can cause muscle fatigue, strain on the eyes, neck and back.
- Motivation should be put in-place such as rewarding the most accurate and best shelving staff at the end of the year.

- Opportunity should also be given to shelving staff to contribute their input and develop a shelving policy for the library so that they can have a sense of belonging.

In conclusion, shelving and shelf-reading, being a vital part of a healthy library, needs motivated and dedicated staff to accomplish it accurately. Supervisors should not be too bossy and should be able to correct the shelving staff in love. Due to the monotonous nature of the shelving task it should be noted that shelving staff may only be able to maintain their concentration to detail for a few hours at a time. There are also some health factors to be considered as shelving staff may need to squat, kneel or sit on the ground to read the bottom shelf, lift and

push heavy books and trolleys, and look up or stand on a small stool to read the top shelf. Therefore supervisors should know the strength of their staff and should be able to direct them to function at their optimal level.

In order to combat the psychological effects of status on shelving staff, they should be made to understand that librarians have more professional duties to attend to; every staff has his/her area of specialization which should be attended to so that the whole system will function and fulfill its goal. Innovations should be introduced to shelving; this will reduce the staff stress and negate any odd feelings. In addition equipment that can reduce staff stress should be acquired by the library management, and finally, volunteers can be involved in shelving.

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# Meeting Students Where They Are: Enhancing the Library's Physical and Virtual Presence at High Point University

McGee Pace

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## Abstract

This article recounts the experiences of the library staff at the University Center Learning Commons at High Point University. Opening the Learning Commons as a satellite library in a residential/recreational building gave staff the opportunity to meet students where they were physically. It also provided the opportunity to launch a Facebook presence for the libraries at HPU and virtual reference with a 24/7 chat service and meet students where they are virtually.

Recently, High Point University's library had the opportunity to enhance both its physical and virtual presence on campus. On November 30, 2009, High Point University launched a unique 24/7 satellite library in the new University Center. This \$65 million building of 277,000 square feet combines a residence hall (housing 500 students), dining (a bakery, grill, and steakhouse), entertainment (including a movie theater and arcade/gaming area), and the Learning Commons as a research and study space. With this space, the staff has the opportunity to take their expertise and resources directly to where the students live – where they eat, sleep, and play. In the history of academic libraries, branch or satellite libraries are not unusual. However, they are usually part of a school or academic department. Even embedded librarians are usually embedded in a specific department or class<sup>1</sup> – not in a building that is used mainly for non-academic purposes.

The library space itself is unique in its appearance. It is a large space with wood paneled walls, desks with leather chairs, cozy couches, oriental rugs, and fine art (paintings and sculpture) displayed around the room. Computers surround columns in the middle of the space and a printer/scanner/copier is housed in a side room. Large glass windows overlook the heart of the campus. The space doesn't resemble a library so much as an inviting den in a well-appointed home, appropriate for an institution that values the comfort of its students.

With an enrollment of around 3,100 students and a campus of 140 acres, High Point University sounds a lot like the typical liberal arts university. Why add a second library space on such a campus? One of the reasons was to include academics in a building that was focused on student life and recreation. The library presented an idea for a space with computers, large study areas and a reference desk. The administration was aware of the heavy use of the main library and wanted to relieve that pressure. Adding a satellite library would provide ready access to library services for the students that live in the University Center and surrounding residential buildings. There was also a need for a designated area for quiet study.

HPU has been experiencing tremendous growth in recent years. Since 2005, undergraduate enrollment has grown by 75% and the freshman class has grown by 172%. The library wanted to prepare to serve the larger student population and campus footprint that will certainly continue to increase. With more students living across more acreage, an extension of library services in a new location was an important part of the overall campus expansion.

With the space available, adding a satellite library did not take as large an investment in resources as one might think. Much of our students' research is conducted online, enabling us to launch a library without the typical paraphernalia. As David Shumaker says "...the same technologies that are

competing with traditional reference service have freed us reference librarians from the chains that have kept us in the library."<sup>2</sup> So, our initial investment in "collection development" was 10 desktop computers (two at the desk and 8 for student use), 4 mini-laptops for student check-out, and a small reference collection, which included writing/citation style guides, an encyclopedia set, language dictionaries, test study guides (MCAT, GRE, etc.), and a Bible commentary set. The library also features a "leisure reading" collection of popular fiction and a bit of popular non-fiction. During winter break, we added bookshelves and began building this collection – first by pulling appealing titles from the main library, then ordering new books. Right after opening, we distributed surveys asking students about their reading preferences. With that information, we were able to order books according to their expressed interests.

Our most important resource investment was a quality staff of two full-time and 4 part-time librarians who would keep the UC Library open 24/7 while classes are in session. This increase in library staff provided opportunities for new projects and additional services, especially to provide outreach to students. To complement our newly designed space and our mission to meet students where they are physically, the lead librarian and her staff decided to upgrade the libraries' online presence to meet students where they are virtually through Facebook and chat reference.

## Facebook

The staff at the Learning Commons was eager to launch a Facebook page for HPU libraries. We knew by observation that students were on Facebook very frequently. While studying, they would pop in and out of their Facebook accounts. The lead librarian set up a profile and started connecting – first with other campus services and staff and then almost immediately with students. We launched our profile at the beginning of January during winter break. By January 12, the HPU libraries profile had 70 friends. Just two weeks later, we had 250. At the writing of this article, we have a total of 500. We were excited to use Facebook to publicize new library materials and events. Our status often advertises new movies or books. We've created Facebook "events" for upcoming classes and programs and invited our friends to attend. Facebook provides a chat feature, which students use to ask librarians questions. The library's presence on Facebook gives students another means to connect with the library in a place where they already spend a good deal of time, just like our presence in the University Center.

## Chat

Virtual reference has become ubiquitous in a modern academic library. Due to time and staffing constraints, a personalized service had not yet been added to the otherwise modern HPU library. With new 24/7 staff members and a commitment to customer service built in to High Point University's philosophy, the staff at the Learning Commons felt the time was right to add chat reference.

Once we decided to add this service, we were faced with the question of how to best make it happen. Our research for this involved two steps. First, we looked at local colleges and universities to see what they were using for virtual reference. Second, we reviewed the most current literature to see what chat reference software had been successful.

Our considerations were ease of integration (into our staff's duties as well as into our website), price, and capability to add multiple gateways, including an embeddable widget.

We reviewed the listing and links at [www.libsuccess.org](http://www.libsuccess.org) of libraries using Instant Messaging reference. It appeared that libraries in North Carolina were currently using one of two chat aggregators. The first was the completely free option of Meebo, which offered chat widgets for our website and the ability to include aliases on other instant message clients, including Facebook. The other was a service called Libraryh3lp, which, for a modest hosting fee after a free 90 day trial period, was an open-source option started by librarians working at a university in North Carolina who wanted to design a service specifically for libraries.

After reading the case study by William Breitbach et al. entitled "Using Meebo's embedded IM for academic reference services," and viewing the sheer number of libraries utilizing Meebo on [www.libsuccess.org](http://www.libsuccess.org), we decided to go ahead with Meebo<sup>3</sup>. Embedding a widget into our newly created "Ask an HPU Librarian" page was very simple as was creating aliases for various IM services. We chose AIM, gTalk, MSN, and Yahoo, since they were the most popular of IM services and offered free email addresses. We also added our Facebook account to take advantage of the extremely popular Facebook chat capability.

Although we had been aware of it from the beginning, the major drawback of Meebo became immediately apparent as we started our soft roll-out of service. Only one librarian could be logged into Meebo at a time. HPU is a very service-oriented university, and we wanted to ensure the chat reference service remained uninterrupted during mealtimes, when the librarian had to step away from the desk, during shift changes and when traffic increased. We knew from experience how unlikely users are to come back to a website after they are greeted with a "service unavailable" message. Despite this limitation, students seemed interested in the new service when it was announced in library instruction sessions and traffic began to build.

Drawn to the service by the success stories of other local academic libraries, the

lead librarian began to seriously consider Libraryh3lp for their new chat aggregator. After some research and reading the article written in Code4Lib by the creators of Libraryh3lp<sup>4</sup>, we decided to switch over in January 2010 for four major reasons:

1. The ability to have multiple librarians signed in would help eliminate downtime.
2. The easy customization of the embedded chat widget allowed the University to brand the widget.
3. Libraryh3lp's administrative account allowed for monitoring chat traffic and saving transcripts.
4. The switchover from Meebo to Libraryh3lp was virtually seamless and all-inclusive of every chat gateway through which we wanted to reach students.

## Marketing

The campus at High Point University has a system of advertising announcements to students via daily emails and video monitors all over campus. Campus groups and individuals who need to "get the word out" can submit images to be included in these emails and screens. The library submitted two advertisements to be included, one about our Facebook account, and one about our chat reference service. A second method of marketing has been more word-of-mouth based, introducing students to the service in library instruction classes and at the reference desk on a one-on-one basis. We also put links to our Facebook profile on the library website and in staff email signatures. These methods were all mentioned in Andy Burkhardt's article, "Social Media: A guide for college and university libraries."<sup>5</sup>

## Future plans

While early statistics from our chat reference service appear positive - 108 chat questions answered in March 2010 - we anticipate doing an even better job of marketing in the new school year starting in August 2010.

We plan on re-launching our virtual reference program at the beginning of the Fall 2010 semester. We are placing a greater focus on the chat widget, which will be right

on the front page of our newly designed website, where students are sure to notice it. We'd like to put the chat widget on our subject research web pages and maybe in the OPAC, as other libraries have reported success with this.<sup>6</sup> We are considering borrowing some ideas from a 2008 article entitled "It's All in the Marketing," in which the authors combined what they had learned from literature reviews and in conversations and information gathering from target groups in their university, Texas A&M.

Our future plans include attending faculty meetings to promote the service and sending advertisements to target groups included in the article: incoming freshmen and our evening degree students.

Freshmen will be extremely familiar with new technology and electronic resources. Our evening degree program students do not visit the main campus as often as traditional students, and so the 24/7 chat service would be another way of making ourselves available to them.<sup>7</sup>

We plan to include text reference at some point, which will feed into our Libraryh3lp system and appeal to our students who depend heavily on texting.

We are in the process of getting all reference staff better trained in delivering chat reference to our users, to meet the growing need for having back-up to our Learning Commons staff.

## Conclusion

The response to providing more virtual services has been overwhelmingly positive; most students respond with interest during library instruction classes as well as with words of gratitude in chat interactions. Thanks to the addition of a spacious and inspiring study space, HPU's libraries are also better able to meet students where they are – online. To those academic libraries considering starting a personalized chat reference service for their students, the experience at High Point University has proven that such a quality service is easy to implement and worth the effort.

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# A History of the Mint Hill, North Carolina Library

Winona Ramsaur

Mint Hill is a small town within the Charlotte metropolitan area served by a branch of the Public Library of Charlotte & Mecklenburg County. With the threat to close the branches in 2010, new attention has been directed to their role in the lives of citizens, but how did these branches become so important? Little has been published about the history of branch libraries but their establishment and growth say much about the need people have for library service, not just big downtown business and research libraries but more intimate local libraries closer to where people live. Branch public libraries are not just downtown libraries writ small but important local institutions and meeting places with their own ethos, purpose and community support. There are three main historical types, the branch that started off as its own library and then was incorporated into a larger, more metropolitan, county or regional system; the African-American library, originally independent but absorbed into an integrated system, and the branches built to satisfy a growing and moving population. The history of Mint Hill, set within a larger context of library history, will illustrate the third type of branch.

The land where the library now sits used to be farmland. For many years before that, the Catawba Indians had villages in the Mint Hill area. The temperate weather and the available water in nearby Clear Creek and Rocky River provided necessities to the people who lived here. When the town was established in 1750, books were not a "necessity." As Patrick Valentine points out, during this period, "most white North Carolinians were subsistence farmers living in scattered communities with minimal need to read extensively."<sup>1</sup> However, a half-day journey down mostly dirt roads at that time led one from Mint Hill to Charlotte, where Liberty Hall Academy, begun around 1771, had one of the first "subscription community" libraries.<sup>2</sup> Certainly, the history of the Mint Hill Library is rooted in the development of both Charlotte and the main library there, while it is also a creation of the Mint Hill community itself.

Little appears to be known about local families, if any, who may have shared their libraries, but informal social libraries were surely in use in Mint Hill and Charlotte, long before they can be documented. Social libraries in America, beginning with Benjamin Franklin's in 1731, "expressed the concern of people to better themselves, to obtain access to useful knowledge and classic literature, and to spread that knowledge and reading taste among a wider citizenry."<sup>3</sup> The Cape Fear Library Society, founded in Wilmington in 1760, was "the first secular subscription library in North Carolina before the Revolution."<sup>4</sup> In Charlotte, Patricia Ryckman reports, "soon after the Revolutionary War . . . a debating society . . . had established a collection of books they circulated among themselves."<sup>5</sup> Concrete evidence from around 1820 reveals formal lending rules for its members.<sup>6</sup> Also, church groups, such as the Providence Presbyterians near Charlotte, operated libraries from as early as the late 1700s.<sup>7</sup>

However, public tax support for schools and libraries was resisted until the Boston Public Library opened in 1854. Boston, "the leading social and intellectual center in the country," exerted an "inordinate influence" over other cities, which always "quickly followed its lead."<sup>8</sup> In addition, during this time, an idea began "to take hold that books should be available to the middle class as well as the wealthy."<sup>9</sup> Rising literacy rates and technology advances, which included changes in printing and communications, supported "the production of less expensive books and printed materials as well as their distribution across the continent."<sup>10</sup> For workers, "leisure time, even if only at first a Sunday afternoon, slowly but surely increased."<sup>11</sup> Around 1890, leading Charlotte citizens were meeting at the Law Library and forming the Charlotte Literary and Library Association. Bylaws were published in January of 1891. For a subscription of \$.50 per month, a person could read at the rooms the association rented and borrow from the collection of books they put together. However, for the first few years, without any public tax support, dues trickled in and debt accrued to the group.<sup>12</sup>

By 1898, the first tax-supported public library in North Carolina was founded in Durham. In 1900, Charlotte's social library, in a desire to get the same support from public taxes, became the Charlotte Public School Library. In addition, an application was made, and a grant was received from the Carnegie Foundation, making Charlotte the first recipient in North Carolina of a Carnegie donation.<sup>13</sup> Historian Michael Harris considers Carnegie's library philanthropy possibly the "most immediately obvious impetus to public library development" in America.<sup>14</sup> The Carnegie grant certainly served "as a focusing device which helped bring the resources of a community together to develop the public library."<sup>15</sup> The agreement in Charlotte was that the foundation would contribute \$20,000, as long as a public tax provided \$2,500 a year for library operations. On May 6, 1901, the tax was approved. Construction began on the corner of 6<sup>th</sup> and Tryon in downtown Charlotte. Chartered in 1903 and dedicated in July of 1903, Charlotte Carnegie Public Library opened with a collection of only 2,526 volumes; however, there were many events planned: "lectures, children's book programs and benefit concerts."<sup>16</sup> By the end of the first six months, 1,480 of Charlotte's 18,000 citizens had registered with the library.<sup>17</sup>

Significantly, the library charter and agreement with Carnegie contained a requirement that the city must provide a library for its black community as well, which was unusual for this time. However, Charlotte had a vibrant and vigorous African American community and in 1904, six blocks away, at the corner of Brevard and East 2<sup>nd</sup>, the first public library for blacks in North Carolina opened. In the typically separate but unequal approach, it had only 2,500 square feet of space and was apportioned just \$400 for its first year of operation. Managed by leaders of the black community, the Brevard Street Library was independent of the Charlotte library until 1929, when it would become the system's first branch.<sup>18</sup>

At the larger facility a few blocks away, Annie Smith Ross had become the first librarian when the Charlotte Carnegie Library opened. Reportedly advanced for her time and very involved in state and national library associations, she energetically implemented modern ideas for the early 1900s, such as setting up separate areas in the library for children. In the first five years, receiving only the same yearly allotment of \$2,500, the collection grew to 5,350 books. By 1915, a request for additional money was made to Carnegie, and the library received a \$15,000 gift, which built an annex on the rear of the building, providing, among other things, a separate Children's Department of 1,200 square feet.<sup>19</sup>

This expansion of the library came with a growth in national awareness. World War I brought 50,000 soldiers to a training camp near Charlotte. Increasing its hours, the library became a very popular place to study and read when off-duty.<sup>20</sup> By 1919, the city and the county school libraries became branches of the public library, and the 1920s brought rapid growth. In 1925, "Carnegie" was dropped from the name, and the institution became the Charlotte Public Library with an annual operating income of \$19,800. This was supplemented by a grant of \$80,000 over five years from the Rosenwald Fund that was intended to expand services to all county residents, both black and white. By 1930, there were branches in each of the five towns in the county. The entire collection by this time was 106,000 volumes, with 28 staff on the payroll.<sup>21</sup>

Though the Depression resulted in severe cuts, including the loss of funding from Rosenwald and the layoff of 17 of these staff members, by the mid-1930s the library was moving ahead again. The main library building was being refurbished to allow for new services, such as upgrading electrical outlets so the new "talking book machines" could be used by the blind.<sup>22</sup> In late 1937, a bookmobile was given a two-month trial, the service continuing with the purchase of two library cars. In some ways reminiscent of the medieval "armariums," which carried books along on trips by church officials or the wealthy, these bookmobiles were, instead, making books transportable in order to widen access to include as many people as possible. By 1938, deposit "stations" had been established in 37 homes, stores and county locations; library staff visited these regularly to provide new books.

A temporary and very strange delay in the growth of the library occurred with the outcome of a legal ruling in 1938. The North Carolina Supreme Court determined in the case of *Twining v. Wilmington* that libraries are not "necessary expenses;" therefore, no tax funds could be utilized "without authorization by popular vote."<sup>23</sup> So, to abide by this rule, a public vote was held in Charlotte, and funding was not approved! The Charlotte library was closed on June 30, 1939. No one had seemed to realize what this vote actually meant. People soon realized their error, the public was educated, and another election was held. This time it passed. However, one year had gone by before the library reopened on July 1, 1940.

The 1940s and 1950s brought more predictable changes and growth. In 1942, the library began lending educational films. In 1945, the name was changed to its current one, the Public Library of Charlotte and Mecklenburg County. ABC Liquor Funds bought the system two bookmobiles. Passage of a new bond in 1952 allowed four branch libraries to be built; Mint Hill was still not one of these. The bond did, however, fund a new main library building at a cost of \$1.1 million. Writers said the design of the building seemed "to draw people off the street," appearing, as many libraries at the time were described, to be a "university for the people."<sup>24</sup>

The citizens of Mint Hill, only ten miles away, were depending on the bookmobiles during this time. A local resident, who would soon become quite influential in Mint Hill's library history, reported that in 1950 a bookmobile came to Mint Hill for one hour every other Friday. When she and her family were a few minutes late, she "learned how to chase the bookmobile to Allen, the next stop."<sup>25</sup> Patrons could order books that would be available on the next visit of the bookmobile. During the summer, the book supply would be "quickly depleted when many children tried to win a certificate for reading a predetermined number of books."<sup>26</sup>

The Mint Hill bookmobile stop was discontinued when the very first Mint Hill branch location of the Charlotte-Mecklenburg Public Library opened in a storefront on October 21, 1958. It was at this time that county systems across the state were emphasizing the need for branch services to reach out to the people. The 1958-

59 Annual Report of the Public Library of Charlotte and Mecklenburg County notes the following:

"The past year saw the addition of a small, community sponsored branch in Mint Hill. Through diligence and effort, the people of the community secured space and furnishings for a small branch as a part of their prize winning community development activities. The Public Library supplied a book collection, and volunteers under the leadership of Mrs. T. M. Higgins keep the branch open eight hours per week."<sup>27</sup>

Statistics in the same report show that the Mint Hill branch lent an average of 16 books per hour during those eight hours. The donated location in Mint Hill Square was approximately twelve feet deep; the library's neighbors were a drug store, a hardware store, a clothing store and a grocery. Residents, including Sara Wyche Higgins and Viola Hough, had petitioned the Piedmont Area Development Association (PADA), sponsored by Piedmont Gas Company and other businesses, and received a \$100.00 grant.<sup>28</sup> They then encouraged their husbands to build the bookshelves that they themselves stained and painted. Each class of the students at the local elementary school visited the library regularly, since "it was within walking distance of school, about a mile away."<sup>29</sup>

During the next decade, with circulation growing, the Mint Hill Library made plans for growth. A memo from the Director of the Library, Hoyt Galvin, to the Library Board, dated November 8, 1960, reported that Mrs. Higgins of Mint Hill had come to see him requesting a true library branch in Mint Hill. Pressures on the main library are evident in this memo.<sup>30</sup> Galvin, only the second male public library director in the state, reminds Higgins of another town that wants a library too and that decisions would have to be based on census figures coming out soon. In his notes to the board, Galvin suggests funding branches based on whether the branch can provide a satisfactory site for a library; he goes on to point out errors in judgment in their locating of a Pineville branch that was infrequently used. He also tells the board of the additional expenses the main library will face with a new branch, such as processing and cataloging new acquisitions for them.

Turned away at this time, but not deterred, Mrs. Higgins continued her work. *The Mecklenburg Times* reported in November that “for the third year, the branch library has made steady progress under Committeewoman Mrs. Thomas M. Higgins. More than 500 volunteer hours have been contributed and 600 persons registered for library cards.”<sup>31</sup> When the fire department expanded to a new building, it was proposed that the library rent the old 30 x 50 foot fire station. A letter in April 1962 from library director Galvin to the Chief of the Mint Hill Volunteer Fire Department indicates he has visited the location; he details a plan to make various changes, pointing out in his frugal way that the library “has some fluorescent fixtures which might be lent for the project,” these fixtures being “about 15 years old” and having been removed from another library that had been torn down.<sup>32</sup> Though note was made in the minutes of the Board Meeting in July 1962 that the rent was “too high,” the decision was moved, seconded, and unanimously approved to sign a five year lease on the building at \$75 per month rental.<sup>33</sup> The Mint Hill Branch Library was now official, the Public Library of Charlotte and Mecklenburg County furnishing a rented space and making Viola Hough a salaried librarian.

However, contributions from the community were needed to complete the renovations. In September of 1962, *The Charlotte Observer* published a sketch of the planned renovation to the fire department building and reported that Mrs. Thomas Higgins was leading a drive “to raise \$2,500 for a community library.”<sup>34</sup> The library committee sent a letter to all Mint Hill residents that it was time to do “something big in our community” and that “a volunteer worker will call at your home Monday night, Oct. 1, to give you an opportunity to take part in this endeavor.” Besides the door-to-door solicitation, parents received letters sent home with their school children. At the same time, volunteers painted the inside concrete walls yellow and collected used shelves, a sofa, and chairs. Window boxes on the outside were filled with ivy and shrubs donated by the Mint Hill Book Club. All this activity testifies to local concern for the branch library.

Over the next few years, while technology was advancing at the main library, Mint Hill at times felt like an outpost. On August 30, 1968, a Mint Hill librarian writes to the Main Library: “Lest you forget we are out here, we thought we would stand up and be counted!” She goes on to report on the effects of the hot weather combining with the “snakes in the air conditioner.” The staff has had to move books around since “our airconditioner (sic) only cools a spot about as large as the front desk.” However, the work continues; “upcoming projects include a book drop and a bulletin board.”<sup>35</sup>

Technology in the main library was certainly moving along a little more quickly. During his thirty year tenure beginning in 1940 of Hoyt Galvin as head librarian, the checking out of books went from “ink pad to mechanical charger to an audio system to keysort cards and, finally, by the 1970s, to computers.”<sup>36</sup> The November 14, 1979, Board minutes mentions such new services as the DIAL-A-TEACHER project, soon averaging 120 telephone calls a day. In the summer of 1980, the library introduced ALIS, its new Automated Library Information System, representing a critical component of any modern library. By 1989, an addition to the main library opened with a \$1.5 million computer system that would “provide online access to the library system’s collection of close to one million items.”<sup>37</sup>

Meanwhile, the Mint Hill branch was not forgotten. Arial Stephens, the Director of Libraries from 1971 to 1982, sent a memo dated May 31, 1979, to the County Commissioners reporting that the Mint Hill space was inadequate.<sup>38</sup> Library use had increased in the growing community, and the branch was now open 69 hours a week. Two new locations were being considered, and, with the move, rent would increase dramatically from the current \$900 per year to between \$16,000 and \$20,000 per year. The November 1979 Minutes note that a lease had been signed for a new 5,000 square foot facility in the same shopping center where the original storefront library had been and that \$20,000 had been transferred to renovate this new location for Mint Hill “above amounts previously allocated.”<sup>39</sup> A successful opening was reported on January 4, 1980, “attended by approximately 200 including local officials and library staff past and present.”<sup>40</sup>

As time went on, however, this space was outgrown as well. Fifteen years later, plans were being made for the Mint Hill Branch Library to have its own facility, built from the ground up. A 1995 bond was passed that included the new Mint Hill library. With an estimated cost of \$1.4 million, the agreement was for the Town of Mint Hill to provide the land and raise \$120,000 for furnishings.<sup>41</sup> The town purchased the land from a local prominent family, and the community exceeded the goal for the interior renovations, raising 145,000.

Groundbreaking was on January 11, 1998, and the 12,000 square foot library opened May 17 with over 50,000 books, CDs and tapes.<sup>42</sup> The Mint Hill Library now had 21 librarians, aides and associates on staff, a community room with 50 seats, 20 public access computers, and ongoing book discussion groups, special events, and story times. It was a full branch that would enjoy all the privileges of being a part of the Public Library of Charlotte & Mecklenburg County, which in 2009 received the highest rating from *Library Journal*, one of just three in the southeast to earn this ranking.<sup>43</sup>

“It is easy to become so accustomed to blessings as to grow unconscious of them until we consider what life without them would be,” Mrs. Jasspon wrote in 1916 of the Charlotte library, then only thirteen years old.<sup>44</sup> In the spring of 2010 Charlotte residents again had to rally to protect their local branches from the ax of budget cuts engendered by the recession. Although plans had been published only the previous November of turning the busy Mint Hill location into a regional library,<sup>45</sup> March saw a proposal to close half the branch libraries within two weeks because of budget shortfalls. This list of twelve libraries included Mint Hill’s. Immediate rage resulted in protests on the street, petitions, communication to commissioners, and donations exceeding \$300,000. Within the week, an emergency meeting of the library board reversed the closing decision although other measures, including staff layoffs and reduced operating hours, have taken place and more were planned. Citizen action, nonetheless, definitely revealed that people still see their library branch as an important “place” in the community and that they will rally to support it.



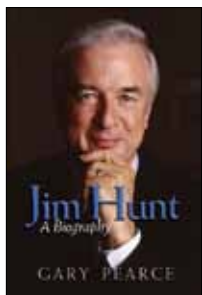
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- <sup>36</sup> Ryckman, *Public Library of Charlotte*, 25.
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- <sup>38</sup> Arial A. Stephens' memo to County Commission, May 31, 1979, Robinson-Spangler Carolina Room, Public Library of Charlotte and Mecklenburg County, "Vault – Library Branches – Mint Hill" folder. Ironically, it is said that Stephens' lack of drive in building branches would be the cause of his dismissal. The new director, Robert Cannon, vigorously pursued the expansion of the branch system along with the building of a new headquarters library downtown.
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## Jim Hunt: A Biography



Gary Pearce. Winston-Salem: John F. Blair Publisher, 2010. 316 pp. \$23.95. ISBN 978-0-89587-388-0.

If any one North Carolina politician can be said to have reshaped the state over the last quarter of the twentieth century, that

man is four-term governor, James B. Hunt, Jr. To know Hunt close up, one only needs to read this authorized biography by his long time press secretary and political advisor, Gary Pearce. Pearce, a former reporter for the *News and Observer*, structures Hunt's political life as a three-act play. The section entitled "Rise" chronicles Hunt's climb through the state's political world to his first two terms as governor (1977-1985), a feat that was possible because Hunt and his forces won a state constitutional amendment to allow consecutive gubernatorial terms. "Fall" details Hunt's defeat in the bitter 1984 United States Senate campaign against Jesse Helms. "Comeback" shows Hunt reemerging politically to win two more terms as governor (1993-2001).

On this dramatic skeleton, Pearce hangs several themes. Two of the most important are Hunt's self-identification as an education governor and as "*CEO Governor*." Both were rooted in Hunt's recognition that the old mainstays of tobacco, textiles, and furniture would decline. To recruit newer, more sophisticated industries, the state needed better educated people, and improving education would help draw even more new industries.

A third theme is that Hunt is a North Carolina progressive in the mold of Frank Porter Graham, Terry Sanford, and Kerr Scott. All were politicians who sought to use government to improve conditions for the state's people while remaining largely pro-business. For Hunt, this meant building coalitions and adapting to changed conditions, which leads to a fourth theme. Fair or not, Hunt has been portrayed as a "weathervane" or "flip-flopper." Pearce acknowledges this reputation, but gives Hunt leeway, portraying him as struggling to balance a more liberal heart with a more conservative mind. A final theme involves the issue of race but is more comprehensive,

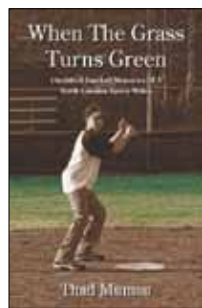
covering the nature of mainstream politics in the state. After detailing the Frank Porter Graham – Willis Smith campaign for the United States Senate in 1950, Pearce reflects on its legacy for North Carolina politics: "Like some ancient feuding tribes, the descendants of the Graham forces and the Smith forces battled again and again for political supremacy in North Carolina."

Fittingly, Pearce writes in a journalistic fashion, drawing mostly on interviews with Hunt and over fifty others. Unavoidably, Pearce references himself, maybe too often. To the author's credit, he acknowledges that he is not unbiased; nonetheless, the book is not uncritical. Future researchers will produce more scholarly analyses of Jim Hunt, but Pearce's portrayal will be a starting point. A detailed index is provided but the arrangement of sub-entries is less than felicitous. These are not listed alphabetically but by order of the number of the page on which the item is first mentioned.

Because this is a very readable book and because of Hunt's importance, all academic and public libraries in North Carolina should acquire it, and community college and high school libraries should consider it.

Robert S. Dalton  
University of North Carolina at Chapel Hill

## When the Grass Turns Green: Cherished Baseball Memories of a North Carolina Sports Writer



Thad Mumau. Boone, NC: Parkway Publishers, 2010. 186 pp. \$19.95. ISBN 978-1-59712-407-2.

Is baseball completely American? You bet. It's the first thing referenced when describing things American – baseball, mom, and apple pie. Talk to baseball fans and they'll gladly tell you stories of their favorite player, game, or team and many can rattle off baseball statistics faster than Rickey Henderson can steal a base (which was 1,406 times in his career, best in the Major Leagues). Ask them about when

they became a baseball fan and they'll usually describe when their parent or grandparent spent time with them either having a game of catch in the backyard or taking them to their first baseball game. Baseball has a way of evoking memories of the past in a way no other game can.

*When the Grass Turns Green* by Thad Mumau provides a number of nostalgic stories of baseball heroes, ballparks and great games. The author also weaves in stories of growing up in Fayetteville in the 1950s and 1960s. Mumau tells of his experience of getting a 1-A classification from Selective Service (which turned out to be an error) and his experiences dealing with racial inequality in the 1950s, all behind the veil of stories involving baseball.

The author reminds us that baseball can be an equalizer in bringing people from disparate backgrounds together during times of racial and economic inequality. In one particularly enjoyable essay, Mumau recalls trying out for and making the previously all-Black semi-pro baseball team, the Fayetteville Cardinals. Mumau had grown up in the segregated South and therefore had never had the opportunity to play with African Americans in organized baseball, but that all changed when he was chosen as one of only three white players who made the team in the summer of 1964. He goes on to provide insight into how baseball made barriers that had once been seen insurmountable crumble as each person on the team was seen as a player and not a color.

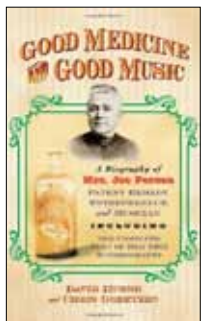
Baseball is a fun game and there are several humorous and endearing recollections, but it is the stories of Mumau's past and his personal experiences that are the most absorbing. They provide an interesting, but brief, glimpse into growing up in small town North Carolina, leaving the reader wishing for more.

Thad Mumau has spent over forty years writing about sports. His previous books include a biography of legendary University of North Carolina head coach Dean Smith. He has also written extensively about Atlantic Coast Conference basketball and was a pioneer in writing about basketball recruiting.

This book is recommended for public libraries.

Calvin Craig  
Gaston College

## Good Medicine and Good Music: A Biography of Mrs. Joe Person, Patent Remedy Entrepreneur and Musician, including the Complete Text of Her 1903 Autobiography



David Hursh and Chris Goertzen. Jefferson, N.C.: McFarland, 2009. 208 pp. \$39.95. ISBN 978-0-7864-3459-6.

It sounds like a made for TV movie: a young mother of three, with a disabled husband, a family farm that cannot be worked, a sick child, a miracle cure, and devious

business partners becomes a success. Image the setting to be post-Civil War North Carolina when women did not go into business and needed special permission of a father or husband to make business deals.

*Good Medicine and Good Music* is the story of Alice Morgan Person, whose life is described above. *Good Medicine and Good Music* is actually two books in one. The first is the autobiography of Alice Morgan Person entitled "The Chivalry of Man as Exemplified in the Life of Mrs. Joe Person: Alice Morgan Person's Story in Her Own Words 1858-1892." This autobiography provides a glimpse into the plight of an early business woman in the patent medicine industry in the late nineteenth century.

The second half of the book examines Alice's career after 1892 and makes the connection between music and medicine. Alice Morgan Person published two collections of sheet music in the late 1890s and early 1900s. These collections of old southern folk tunes harkened back to the days before the Civil War. The sale of these song collections enabled Alice to fund her patent medicine business. The final chapters discuss the patent medicine business and the history of Mrs. Joe Person's Remedy.

Co-author David Hursh, Head Music Librarian at East Carolina University, became intrigued with the story of Alice Person when her great-great grandson donated two collections of Alice's arrangements of southern folk tunes to East Carolina University. His curiosity about Alice led him to a meeting with Alice's great-granddaughter, Louise Scott Stephenson. Louise had earlier donated material on Alice to the Southern Historical Collection at the University of North Carolina at Chapel Hill. Louise produced a typed manuscript of Alice's handwritten unpublished autobiography before donating the material to UNC. She included the autobiography with the arrangements she donated to East Carolina; that typescript is the basis for the text in part one of this book.

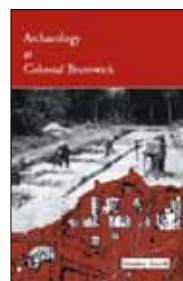
Co-author Chris Goertzen, Professor of Musicology at Southern Mississippi University, has previously taught at the University of North Carolina. He has published articles on the history of America folk fiddling and several books, one of which is *Southern Fiddlers and Fiddle Contests* (published in 2008).

This book would be of value to any North Carolina library as it provides insights into the cultural and social history of the state after the Civil War. *Good Medicine and Good Music* would also be a wise addition to any academic library supporting programs in women's history, southern history, business, or cultural music.

Robert Arndt

University of North Carolina at Pembroke

## Archaeology at Colonial Brunswick



Stanley South. Raleigh: Office of Archives and History, North Carolina Department of Cultural Resources, 2010. 308 pp. \$20.00. ISBN 978-0-86526-343-7.

*Archaeology at Colonial Brunswick* is filled with interesting facts and illustrations about the history and locations of the town of Brunswick. Building upon the work of E. Lawrence Lee Jr., who began the initial excavation of Brunswick Town in 1955, Stanley South has compiled a great wealth of information about the historical site, starting in 1725 with the town's founding by Maurice Moore through the fall of Fort Anderson in 1865. Dr. South has documented the people, places, and everyday life in the historic colonial town of Brunswick using photographs of excavated buildings, artifacts information, archaeological site plans, and interpretive drawings.

This book is of value not only to the professional archaeologist but the amateur as well. The timelines and in-depth descriptions of buildings and artifacts in the book can help those researching other sites. Genealogy and history buffs alike will find that the detailed description of life in the colonial period and the stories South includes give insight into the era and the people who made the history of Brunswick. He also gives details of items found at the site that will be of interest to anyone who is a collector of antiques. They can use this information to assist in dating items in their collections. Public and research libraries will find an audience for this book, making it a worthy purchase for them.

Stanley South is a research professor and archaeologist at the South Carolina Institute of Archaeology and Anthropology at the University of South Carolina. His other works include *Method and Theory in Historical Archaeology* (1977) and *Historical Archaeology in Wachovia* (1999). In the 1950s Dr. South conducted the initial archaeological investigations at Town Creek Indian Mound, in addition to his work at Brunswick. He wrote this report in 1961 as part of his duties at the Department of Archives and History, but, due to budget issues, it was not published. Dr. South brought the report to the attention of the department several years ago and thankfully they decided to publish it.

Archaeology at Colonial Brunswick is a great book to add to your collection and can be purchased through the North Carolina Office of Archives and History for \$20.00—a small price to pay for the wealth of information available within its binding.

Tommy Cifers

South Granville High School

## The Latino Migration Experience in North Carolina: New Roots in the Old North State



Hannah Gill. Chapel Hill: University of North Carolina Press, 2010. 201 pp. \$45.95, ISBN 978-0-8078-3428-2 (cloth). \$18.95, ISBN 978-0-8078-7163-8 (paper).

During the past three decades, North Carolina has experienced the most dramatic increase in

its Latino population of any state in the country (p. 4). Despite providing crucial labor in many areas—particularly agriculture, construction, food services, and manufacturing—migrant workers and their families have been the targets of harassment and discrimination and the focus of an enormous amount of heated political rhetoric. Hannah Gill, assistant director of the Institute for the Study of the Americas and research associate at the Center for Global Initiatives at the University of North Carolina at Chapel Hill, has written an extraordinarily detailed analysis of this phenomenon. She has also co-authored two short books on related topics: *Going to Carolina del Norte: Narrating Mexican Migrant Experiences*, with Todd Drake (2006) and *The 287(g) Program: the Costs and Consequences of Local Immigration Enforcement in North Carolina Communities*, with Mai Thi Nguyen (2010).

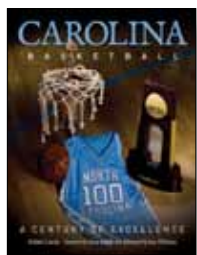


Gill draws from a wide range of print sources, extensive interviews, and numerous visits to the Mexican provinces from which the majority of our Latino immigrants hail. She details the experiences of individual immigrants, cites statistical analyses, outlines the history of migration since our country's founding, and examines the economic impact of workers and their tax dollars on the United States. Turning to the countries of origin, she explores the economic, political, environmental, and personal factors that make life untenable for poor workers in Mexico and Central America. Critiquing U.S. public policy, Gill notes that it often has unintended consequences. For example, restrictions on immigration have made it so dangerous to recross the border that undocumented workers choose to remain in this country and help their families join them rather than coming and going cyclically, as was the case during most of the past century (p. 103). Gill asserts that Latino immigrants make a tremendous contribution to North Carolina, and she advocates humanitarian policies such as allowing Latinos who graduate from North Carolina high schools to qualify for in-state tuition at public colleges and universities and eliminating unnecessary incarceration of undocumented workers for minor offenses such as traffic violations (p. 89).

*The Latino Migration Experience in North Carolina* is a valuable contribution to the public discourse. Gill's sympathies clearly lie with the immigrants rather than with leaders who strive to restrict immigration and create an inhospitable climate, and her research amply supports her views. The extensive bibliography, footnotes, and index make this book invaluable for student researchers and a fine starting point for college students. Gill's work deserves a place in every high school, public, and academic library in the state.

Elizabeth Dunn  
Duke University Libraries

## Carolina Basketball: A Century of Excellence



Adam Lucas. Foreword by Dean Smith. Afterword by Roy Williams. Chapel Hill: University of North Carolina Press, 2010. 246 pp. \$30.00. ISBN 978-0-8078-3410-7.

College basketball in North Carolina has had an exciting one-hundred-year history, beginning almost simultaneously at what are now the major universities. Adam Lucas views the past century through a Tar Heel lens.

The book takes a chronological approach, with many chapters covering particular periods. The earliest history, from 1910 to the 1940s, is compressed into just twenty-seven pages. The book primarily covers the period of living memory, from the 1950s, when North Carolina and UNC basketball became so dominant, through to the program's recent successes. Lucas devotes a chapter each to the five NCAA championship seasons: 1957, 1982, 1993, 2005, and 2009.

Interspersed within the chronology are thematic chapters exploring such topics as rivalries with North Carolina State, Maryland, Virginia, and, especially, Duke; connections former players have to Carolina; and facilities where the team played over the years. One chapter highlights superstar players Jack Cobb, George Glamack, Lennie Rosenbluth, Phil Ford, James Worthy, Michael Jordan, Antawn Jamison, and Tyler Hansbrough.

Sidebars pepper the book with nearly two dozen personal accounts. These include pieces by former players, such as Phil Ford, Marvin Williams, and Michael Jordan. Roy Williams does not talk about coaching at Carolina but rather about being beaten by the team in 1993 when he coached at the University of Kansas. ACC Commissioner John Swofford recounts growing up in North Carolina during the exciting basketball climate of the 1950s. Alexander Julian describes designing the argyle pattern on the uniforms.

*Carolina Basketball: A Century of Excellence* is almost a picture book, coming alive through 195 illustrations. Most images are well described, coming from UNC's Athletics Communications, North Carolina Collection, student newspapers, and yearbooks. A few images are from outside sources, such as *Sports Illustrated* and Getty Images. The book begins with fifteen pages of images, many iconic, but unfortunately none described or dated. The back of the book has numerous statistics for hardcore fans, including team records by year, individual players' records, lettermen, and players associated with particular jersey numbers. The book lacks an index, however.

Although lacking a bibliography, the book reveals extensive research by the author and his assistants, primarily through UNC athletics publications and the North Carolina Collection, as well as interviews with more than 100 players and coaches. Lucas has covered Carolina sports for many years as publisher of *Tar Heel Monthly* and *Tar Heels Today*, and he is a columnist on TarHeelBlue.com. His previous books include *One Fantastic Ride: The Inside Story of Carolina Basketball's 2009 Championship Season*.

*Carolina Basketball: A Century of Excellences* is clearly targeted to dedicated Tar Heel fans. Nonetheless, with the popularity of basketball in the state and the fact that so many North Carolinians without connections to the

university have rooted for the team, the book is suitable for the collections of public libraries, as well as academic libraries interested in the state's athletic history.

Todd Kosmerick  
North Carolina State University

## Native Carolinians: The Indians of North Carolina



Theda Perdue and Christopher Arris Oakley. [Revised ed.] Raleigh: North Carolina Department of Cultural Resources, Office of Archives and History, 2010. 101 pp. \$10.00. ISBN 978-0-86526-345-1.

The history of Native Americans in North Carolina is both complex and

tragic, encompassing Paleo-Indian hunter-gatherers on through the Trail of Tears to the eventual establishment of today's modern Native American culture. The sources for such a history are necessarily varied, and include archaeological finds, early European accounts, and modern newspaper articles. Dr. Theda Perdue originally assembled such sources into a small book entitled *Native Carolinians: The Indians of North Carolina* for the North Carolina Office of Archives and History in 1985. For this 2010 edition, Dr. Perdue worked with Dr. Christopher Arris Oakley. Both authors are well-versed in the history of Native Americans in North Carolina. Dr. Perdue's other publications include *Slavery and the Evolution of Cherokee Society, 1540-1866* (University of Tennessee Press, 1979) and *Cherokee Editor: The Writings of Elias Boudinot* (University of Tennessee Press, 1983). Dr. Oakley's publications include *Keeping the Circle: American Indian Identity in Eastern North Carolina, 1885-2004* (University of Nebraska Press, 2005).

After a brief outline of the early history of Native Carolinians and Native American culture, the book examines the increasingly difficult interactions between Europeans and Native Carolinians by tracing the major conflicts of the eighteenth century. A full chapter on the Cherokees provides a lengthy discussion of the tragic consequences of continued tension between whites and Native Americans following the American Revolution, including the Trail of Tears and ongoing land disputes. This chapter also details how the Cherokees have adapted to modern life by utilizing industries such as tourism and resort casinos to support their tribe. The history of the Lumbees is discussed at length in another chapter; special attention is paid to their efforts to support the Union during the Civil

War as well as their successful confrontation with the Ku Klux Klan in 1958. The final chapter examines the efforts that Native Carolinians have undertaken to maintain their cultural traditions while also thriving in today's modern world. A list of illustrations, a timeline, and an index make the book's information easy to navigate. Perhaps most useful is a detailed, chapter by chapter listing of sources and additional recommended reading. These tools make the book an excellent resource for students, scholars, and the casual researcher. The text itself is written for a wide audience, supplying definitions of concepts such as ethnocentric perspective that might be unfamiliar to the average reader.

Despite its size, this book contains a wealth of information on the specific history and current conditions of Native Americans in North Carolina. Designed to be used by a variety of audiences, this book is recommended for public libraries as well as academic libraries. High school libraries with a curriculum focus on North Carolina history should also consider this worthwhile purchase.

*Laura Gillis*  
*formerly Forsyth County Public Library*

## Altered Environments: The Outer Banks of North Carolina



Jeffrey Pompe. Columbia, SC: University of South Carolina Press, 2010. 153 pp. \$29.95. ISBN 978-1-57003-923-2.

The summer after my last year of middle school, my family headed south from Virginia to North Carolina for what was the first of many summer vacations in Nags Head. As a teenager vacationing at the Outer Banks I was not much concerned with how geology, history, and economics intervene to shape an environment; I was more concerned with shorter waits at restaurants and better putt-putt scores. Jeffrey Pompe, a professor of economics at Francis Marion University, has written a corrective to that attitude in *Altered Environments*, an account of the forces that converge to alter our state's 175 miles of barrier islands.

Change is a constant at the Outer Banks. Varying in width from one hundred yards to three miles, the barrier islands protect the mainland from sea and storms. At present five inlets separate the islands, but there have been twenty-five named inlets since colonial times. Between the islands

and the mainland are five sounds, protected water that, with their mix of ocean and fresh water, foster marine life. As with all ecosystems, there is a fragile balance. Hurricanes reshape the islands and open and close inlets, while the islands, yielding to natural forces (wind, sand, and wave), migrate toward the mainland.

In the 1930s developers sought to create a tourist economy on the Outer Banks. To fulfill that plan, the barrier islands would need passable highways, and for that to happen the movement of sand and water east to west across the narrow islands would need to be halted. In the 1930s the Civilian Conservation Corps carried out a dune stabilization project along 125 miles of island coast. Dune stabilization, based on a faulty understanding of the islands early geography, has precluded the natural overwash of water over land, intensifying wave impact and resulting in increased erosion of shorelines. This intervention is one of many to impact the Outer Banks in a negative way. Pompe points to federally subsidized flood insurance that, he argues, has encouraged development dangerously close to eroding shorelines. The dredging of inlets, which are expensive attempts to stabilize passageways, affects the health of maritime nurseries in the sounds and contributes to beach erosion.

But how does one protect a fragile environment that also has high use demand? Developers and the government have a vested interest in maintaining a tourism-based economy on the Outer Banks. Pompe urges using market incentives for smart development, believing them to be more effective than the traditional command-and-control approach. He also sees an important role for land-use policies that protects the barrier islands' natural defenses, such as dunes and their natural vegetation.

*Altered Environments* is an excellent primer for much of the science, history, and economics that impact the Outer Banks, providing the most relevant details in an accessible manner. Pompe writes clearly about scientific processes and presents timely information. The book is illustrated with photographs--many taken by Kathleen Pompe, professor of Art at Francis Marion University--as well as a number of maps detailing the islands, inlets, and sounds. It includes an index and endnotes. *Altered Environments* will appeal to readers curious about the history and future of change of the Outer Banks. The book, probably not intended for an expert audience, would be an appropriate addition to collections of public libraries, colleges and universities, and high schools.

*Brian Dietz*  
*North Carolina State University*

## Banktown: The Rise and Struggles of Charlotte's Big Banks



Rick Rothacker. Winston Salem, N.C.: John F Blair, 2010. 249 pp. \$26.95. ISBN 9780895873811.

Charlotte reigned supreme as the economic capital of North Carolina from the middle 1980s until the crash of 2008

when the banking system imploded under the weight of mortgage credit abuse. In this book Rick Rothacker provides a detailed account of the crisis and the decline of North Carolina's two great banking empires. Wachovia, Bank of America, and Merrill Lynch are the names of the institutions Rothacker conjures with, and the story is fascinating.

Rothacker begins his explanation with the political background which allowed North Carolina banks to become regional, and later national, powerhouses. In the early 1980s, First Union and NCBN were distinguished from the pack of local banks by their aggressive quest for growth and positive positioning in the largest city in the state. North Carolina, despite the decline of tobacco, remained a growth state because of population increase and the evolving information economy. The state was ripe for banking growth in a loosened political environment; the Republican rise under Reagan allowed maneuvering room for business people outside the financial centers of New York, San Francisco, and Chicago.

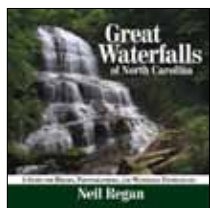
Although *Banktown* is a book which most North Carolina public libraries and all North Carolina academic libraries will need to own, this book is not a definitive work on its topic. Despite a compelling story and some strong writing, this book is neither a readable historical monograph nor a snappy journalistic explanation of the events of the financial collapse that so dramatically changed Charlotte. It is, rather, an account produced at close range by Rothacker who covered the banking industry for the *Charlotte Observer* from 2002 through the period of the crisis. Since Rothacker covered the story on a daily basis some of the detail during the crisis late in the decade seems labored. Email exchanges and minute-by-minute descriptions from late in the period clash with the broad strokes used to portray the advent of the boom. Much of the detail lacks explanation in the text and seems undigested. Perhaps we are still too close to the events to have perspective on them.

Some of the best writing in this book concerns the people who took part in the story. Rothacker argues that from its explosive growth as a banking town in the 1980s, Charlotte was ruled by the strong personalities of individuals such as Hugh McColl, C. D. Spangler, Ed Crutchfield, and others. Surely, he is right, and his portrayals are convincing. Even today, twenty-five years later, these are names known statewide. McColl especially is highlighted as a person unafraid to strive for the highest levels of success in his field despite considerable disadvantages of education and geography. Rothacker's portrayals of Robert Steel, Ken Thompson, Ken Lewis, and others who were key players toward the end of the crisis reveal them to be more like policy operatives as opposed to the titans who dominated the boardrooms before them. Still, the complexity of the large and evolving organizations which the banks became and the people who run them up are well portrayed.

Despite these criticisms, there is sound research and writing in the book and all the topics of key interest about these events are covered well. It may be that subsequent authors with the perspective of time will use Rothacker's book as a valuable resource. In the meantime, Rothacker has provided a superb guide to the events of the period from 2005 to the crash in 2008 which will be of interest both to professional historians and to general readers interested in the recent development of banking in North Carolina.

Carson Holloway  
Duke University

## Great Waterfalls of North Carolina: A Guide for Hikers, Photographers, and Waterfall Enthusiasts



Neil Regan. Boone, NC: Parkway Publishers, 2010. 149 pp. \$19.95. ISBN 978-1-933251-70-7.

While most waterfall enthusiasts would probably not expect to find great waterfalls in eastern North Carolina, the title of this volume does leave room for the possibility. As it turns out, all of the falls included are in the mountainous western region of the state. This volume by North Carolina historian and photographer Neil Regan is a workmanlike paean to sixty-five of those rugged cascades.

The listings are grouped by geographic area, with each chapter covering one to three counties. Maps showing the general location of each waterfall

within the area are included at the beginning of each chapter, but only major roads are shown. For each waterfall the author provides a beauty rating and description, along with type of fall, location, trail rating and length, directions, and photography hints. There is also a full-page color photograph of the waterfall. Movie buffs will appreciate the notes that indicate which locations appeared in the 1992 movie *The Last of the Mohicans*.

In the foreword Regan admits that he prefers to photograph the waterfalls as he finds them, and as a consequence the images are more representational than creative. Each waterfall has its own personality, but the images in the book are a parade of white water, brown rocks, and green trees. Some of the images have the washed-out aura of aged post cards.

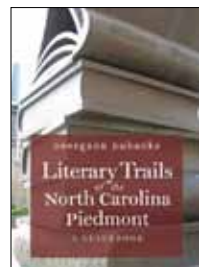
The listing is not comprehensive. The author only included waterfalls which are legally and publicly accessible and have a beauty rating (which he admits must, by nature, be subjective) of at least a five on a scale of one to ten.

This book is recommended for public libraries, travel and tourism collections, natural history collections, and, of course, as the subtitle suggests, hikers, photographers, and waterfall enthusiasts.

Note: The author previously published a book with very similar content as *Spectacular Waterfalls of Western North Carolina: A Guide for Discovery and Photography*. Bloomington, IN: AuthorHouse. 2008. 123 p. ISBN 9781438901442.

Arleen Fields  
Methodist University

## Literary Trails of the North Carolina Piedmont: A Guidebook



Georgann Eubanks. Photographs by Donna Campbell. Chapel Hill: University of North Carolina Press, 2010. 464 pp. \$37.50. ISBN 978-0-8078-3333-9 (hardback). \$19.95. ISBN 978-0-8078-5979-7 (paper).

Downtown Pittsboro has only one bar, the City Tap, and that means everyone in town sits at the same counter. Black, White, Hispanic—we all chat with each other while the folks behind the bar pour beer and cook sandwiches over in the corner that serves as

the kitchen. But maybe Pittsboro didn't always invite such a jumble. According to writer Duncan Murrell's essay "Pittsboro Haunts," the building that the City Tap is in "once housed the department store that served the black townfolk who gathered one day in front of the lens of the great photographer Dorothea Lange." Then he asks, "Are we all living in one another's stories?"

An excerpt of Murrell's essay appears in Tour 15 of *Literary Trails of the North Carolina Piedmont: A Guidebook*, which nudges readers along a rambling, literary road trip through central North Carolina. Author Georgann Eubanks—a founder of the North Carolina Writers' Network and a former chair of the North Carolina Humanities Council—includes eighteen individual tours through towns in twenty-eight North Carolina counties. Inside each tour are poems, stories, and essays from various writers who spent time in or wrote about the places. At the end of each chapter is a short section called "Literary Landscape," which lists some local bookstores, libraries, writers' groups, and literary publications.

Some of the writers featured include Doris Betts, Jill McCorkle, O. Henry, David Sedaris, Langston Hughes, Zora Neale Hurston, Patricia Cornwell, Carson McCullers, Maya Angelou, Lee Smith, Reynolds Price, Randall Kenan, Gertrude Stein, William Faulkner, Thomas Wolfe, and Elizabeth Spencer. Eubanks hopes that you'll read the excerpts from Piedmont writers aloud as you tour, take walks, picnic, and spend "a contemplative hour to witness the passing scene." And in fact, the tours are written as if Eubanks is sitting in your passenger seat, pointing out the window and telling you about a poem written in this place, a novel inspired by that place, a play that was first performed right over there. The book is meant to be consumed in a slow, leisurely way, and, unlike most guidebooks, does not accommodate browsing (although the index helps).

This is the second book in Eubanks's *Literary Trails* series. The first, *Literary Trails of the North Carolina Mountains* (published in 2007), covered western North Carolina. The third in the series is not yet published, but it will include North Carolina "trails" east of Raleigh, including the Sandhills. Public and academic libraries in North Carolina should carry the series. Eubanks's books aren't comprehensive, nor do they claim to be. But readers will learn a lot about their favorite hometown haunts, and even find out which writers' stories they might enjoy living in.

Margarite Nathe  
University of North Carolina at Chapel Hill



## The Road to Devotion



Cameron Kent. Winston-Salem, NC: Press 53, 2009. 231 pp. \$19.95. ISBN 978-0-9825760-2-1.

Cameron Kent, a Winston-Salem NBC news anchor and author of two previous books, *Make Me Disappear* and *When the Ravens Die*, has produced an engaging, historical novel entitled *The Road to Devotion*. As the last chapter blends fiction into fact, we learn that the area featured in the story which served as a safe haven for escaping slaves was in fact named Devotion.

The majority of the narrative is set in Winston, North Carolina from 1858 to 1861. The backdrop of impending external conflict mirrors the personal turmoil faced by the main character, Sarah Talton. Without warning, Sarah's father dies and she is left with little money to care for her younger sister, the family plantation, and a small number of slaves.

Each chapter begins with a Bible verse except for chapter 8 which uses two verses from the African American spiritual "I Want Jesus to Walk with Me." The verses all point to a theme of the chapter and serve as a helpful introduction to the issues that will be addressed. Chapter 21 begins with Psalm 111:10 (verse number was omitted in the book) which reads in part, "The fear of the Lord is the beginning of wisdom: a good understanding have all they that do his commandments." The conversation that Sarah has with her pastor on the seemingly non-Biblical act of enslaving a fellow human being is a pivotal moment in her development as an independent-minded woman. After this she sheds her last vestige of dependency on tradition and on older, more capable men, and she assumes ultimate responsibility for her life and the lives of those who have become entrusted to her.

The book is broken into thirty-three short chapters which makes the reading very easy to start and stop as necessary. At the end of the book, there are two University of North Carolina Press books and a National Archives website listed for further reading.

*The Road to Devotion* is highly recommended for public libraries and academic libraries with strong North Carolina author collections.

Crystal D. Holland  
Forsyth County Public Library

## Girl: A Novel



Bart Bare. Vilas, NC: Canterbury House Publishing, 2010. 184 pp. \$12.95. ISBN 978-0-9825396-4-4.

When Loren Creek, a fourteen year old orphan, leaves Tennessee to avoid placement in yet another foster home, she goes to nearby Boone, North Carolina, where she is reborn as a boy named Lorne Land. A kindly mountain man takes her in and discovers she is really a girl when his bulldog Sugar warms up to her immediately. "That sweet dog you're pettin'—If you was boy, he'd have a piece of you in his mouth right now. Sugar takes to women and girls, but he won't abide men and boys. Don't know why—it's just his way." Thus begins a tale both charming and heartwarming. Ironically the two daughters of the judge who control Lorne's foster placement help her with her transition. The three girls become close friends and it is with them and her adopted "Grandpa" Fields Graggs that Loren is able to be herself. With others, Loren successfully hides her sexual identity. So successful is this charade that Loren becomes the star kicker for her high school football team; male readers should enjoy the descriptions of these games.

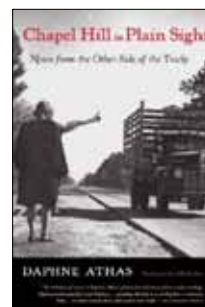
Full of local traditional Boone haunts and landmarks such as Pepper's Restaurant, Boone Drugs, the Black Bear Book Store and, of course, Appalachian State University, the novel contains both social and legal criticism and an appreciation of independent mountain people in the area. *Girl* is reminiscent of Jan Karon's Mitford Series and contains elements of Christian forgiveness and love. Suspense is created by an overly zealous social worker who cannot give up his search for the missing orphan, and by a spurned boyfriend of one of the judge's daughters who thinks Lorne Land has taken his place as the girl's new beau and who is determined to seek revenge. While some may consider the plot a stretch, the story flows and characters are well developed and believable as the author spins his tale.

Bare received an advanced degree from Appalachian State University where he also taught psychology; he currently lives in Blowing Rock. Bare has a broad background that includes community college teaching, military service, community organizing in the mountains, and work in construction, beekeeping, and shrimping. He and his late wife, Caroline, were long-time members of the Watauga Humane Society. The humane society receives a portion of the sales of each book.

*Girl* is suitable for all age readers from young adults to senior citizens despite one moderately violent scene. It is highly recommended for collections containing North Carolina works and local authors, including high school, public and academic libraries. It would be a fine choice for a group read.

Carol Truett  
Appalachian State University

## Chapel Hill in Plain Sight: Notes from the Other Side of the Tracks



Daphne Athas. Hillsborough: Eno Publishers, 2010. 243 pp. \$16.95. ISBN 978-0-9820771-3-9.

*Chapel Hill in Plain Sight* is a captivating collection of stories that weaves personal memoir and local legends into a vivid tapestry. Athas, who retired from the creative writing program of UNC-CH in 2009, was mentor to several generations of Carolina students. Her fictional account of coming of age in Depression Era Chapel Hill, *Entering Ephesus*, was named one of *Time's* ten best fiction books of the year in 1971.

The Athas family lost its money and beloved Gloucester, Massachusetts home during the Depression. The father, a proud Greek immigrant who had attended Harvard Law, chose to move to Chapel Hill because he had been told it was the "Athens of the South." For seven years the family lived in a falling down dwelling on the edge of Carrboro that they named "the Shack." When the front porch collapsed under the weight of snow, they used it for firewood. Nightly, the family would accompany Mrs. Athas outside the house – there were no inside stairs – and wait anxiously while all 193 pounds of her ascended a rickety ladder up to a window which she would crawl through into the only upstairs bedroom. What a family: eccentric, proud, intellectual, and penniless. "Bite the hand that feeds you," the father told his children.

In these stories Athas speaks to us directly of Chapel Hill as she has lived it and uncovered it in her investigations, revealing a Chapel Hill more intriguing and durable than the booster version of "the Southern part of heaven." The book's subtitle, *Notes from the Other Side of the Tracks*, is significant. As a Yankee living in the South, on the "other side of the tracks," she has been

blessed with the outsider's perspective. "I was a proud stranger," she tells us. She doesn't hesitate to lift the veil on the nasty racism surrounding Richard Wright's visit to Chapel Hill, or to reveal the class tensions between Chapel Hillians and Carrboroites when Carrboro was still the mill town. She gives us a portrait of Betty Smith, both before and after she became famous for writing *A Tree Grows in Brooklyn*.

The Chapel Hill legends are all here. We learn of the murderous origins of the Gimghoul Society and its castle. We discover that philosophy professor Horace Williams, whom Thomas Wolfe immortalized as "the Hegel of the Cotton patch," left his estate to the UNC-CH Philosophy Department rather than to the university itself. And there is Milton Abernethy, original proprietor of the Intimate bookstore, that intellectual haven known to all in its day simply as Ab's. In the early 1930s, Abernethy was responsible for the literary magazine *Contempo* that published the likes of Joyce, Faulkner, Stein, and Beckett. Abernethy was rumored to have allowed Communist propaganda to be mimeographed in the back of the Intimate; Athas recounts how he was grilled during the McCarthy years.

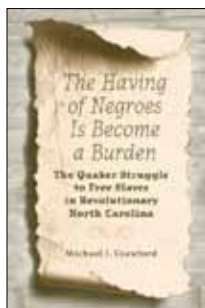
In many respects *Chapel Hill in Plain Sight* is about memory. Writes Athas:

"Time makes hermit crabs of us, and we carry the world around on our back as our shell of reality. The tune we first hear is the tune we hear forever." This tune of Chapel Hill is an eloquent, exuberant collection that rings true. Recommended for all libraries.

**Tommy Nixon**

*University of North Carolina at Chapel Hill*

## The Having of Negroes Is Become a Burden: The Quaker Struggle to Free Slaves in Revolutionary North Carolina



Michael J. Crawford.  
Gainesville: University Press  
of Florida, 2010. 237 pp.  
\$69.95. ISBN 978-0-8130-  
3470-6.

During the eighteenth century, many Quakers living in North Carolina began to protest the practice of slaveholding and

embarked on a campaign to free the slaves on their plantations through a process known as manumission. Specifically, George Walton, the former captain of a merchant ship, believed that keeping African Americans in bondage denied them a human existence and went against the Golden Rule. *The Having of Negroes Is Become a Burden: The Quaker Struggle to Free Slaves in Revolutionary North Carolina* provides readers with a history of the Quaker manumission movement in North Carolina at the time of the American Revolution. Michael Crawford explains the reasoning behind Quaker opposition to slavery through the use of primary documents, including diaries, petitions, transcripts, and correspondence between members of the North Carolina Society of Friends. Although Quaker slaveholders freed their slaves, many of the newly-released African Americans were re-captured and sold back into bondage. The North Carolina government cited fears of slave uprisings and specific statutes as rationales for continued slavery. The author helps to delineate the impact of the legislature's actions in response to the North Carolina Society of Friends' manumission campaigns by including tables

showing the identities of slaves who were set free and then resold into slavery and the eventual fate of their families.

Crawford divides his book into four sections: George Walton's efforts to combat the practice of slavery by manumitting or releasing from bondage his own slaves; the beliefs of the North Carolina Society of Friends regarding slaveholding; the reactions of the North Carolina legislature to Quaker manumissions; and the national debate. Each chapter begins with specific historical dates which are used to place the content in context for the reader. The author includes an extensive bibliography of both primary and secondary sources, a chronology of key events in the Quaker struggle to free slaves, and biographies of Charles Osborn, Levi Coffin, and Addison Coffin, three notable Society of Friends members who opposed slavery and who made contributions to the manumission effort in North Carolina and to the Underground Railroad.

Michael J. Crawford is employed as senior historian at the Naval History and Heritage Command (NHHC) which is situated at the Washington Navy Yard in Washington, D.C. In addition to this book, Crawford has also written thirteen other works, including *Seasons of Grace: Colonial New England's Revival Tradition in Its British Context*.

This book is intended to help readers gain a better understanding of North Carolina Quakers' opposition to slavery and their continuing efforts to offer a better existence to former slaves. This book is well-suited for inclusion in any academic, special, or public library with an interest in the history of manumission or abolitionist movements in the South during the time of the American Revolution.

**David W. Young**

*University of North Carolina at Pembroke*

## Looking for help with collection development?

If you want to expand your library's collection of novels set in North Carolina, you should visit the Read North Carolina Novels blog hosted by the North Carolina Collection at the University of North Carolina at Chapel Hill (<http://www.lib.unc.edu/blogs/nenovels/>).

If your interest in North Caroliniana is more general, both the North Carolina Collection at East Carolina University and the North Carolina Collection at UNC-Chapel Hill regularly post lists of new additions to their collections.

The addresses for those sites are:

<https://www.ecu.edu/cs-lib/ncc/profs.cfm>

<http://www.lib.unc.edu/blogs/ncc/index.php/whats-new-in-the-north-carolina-collection/>





Ralph Scott

## The Internet Kill Switch

According to a recent article in the *Washington Post*, Senate Majority Leader Harry Reid has introduced legislation entitled “The Cyber Security and American Cyber Competitiveness Act of 2011.” This legislation is essentially a placeholder for a bill that could become the Internet Kill Switch law. First introduced in the last Congress by Senator Susan Collins, the Republican ranking member of the Homeland Security and Governmental Affairs Committee, the bill would protect against cyber threats that might cause damage to the Internet. Recent events in Egypt had led to increasing awareness of the power of governments to control access to media outlets.

The American Civil Liberties Union and the American Library Association, among other groups, have filed letters of protest with Congress over this issue. This has become a sort of hot button topic on the Internet with people either seeing this proposed legislation as a threat to their freedom to read or a very real threat against American society that must be protected against. The bill according to Senator Collins would attempt to work with the current Internet commercial providers in shutting down the system in the event of an emergency. The Federal government of course already has the ability to shut down its own computer networks if needed. What they want to do is to control commercial Internet providers such as the existing land line and wireless service providers. Some individuals believe that the government already has this ability using existing legislation and the

administrative authority of the Federal Communications Act and the Interstate Commerce Act. Of course the Alien and Sedition Acts of 1798 are still on the books, but few attempts are made to enforce them.

Some individuals argue that shutting down the net is actually counterproductive in that the net is the very engine that enables the country to function in a modern society. An earlier bill introduced in the last session of Congress would have enabled the President to create a National Center for Cybersecurity and Communications (NCCC) tasked with insuring the reliable operation of the Internet in times of national emergency. The NCCC would have the ability to determine what “owners and operators” of “covered critical infrastructure” would be under their control. Detractors of the bill have suggested that the NCC better define what elements of society would actually be under their jurisdiction. Under the bill the NCCC could compel these unspecified “owners and operators” to take “undefined actions” for a renewable thirty day period. Concern is also expressed over the bill regarding First Amendment rights. Hopefully future legislation would more narrowly restrict these actions to those which the government has a compelling national security interest and would be the most restrictive possible on that infringement. The proposed bill would also require “owners and operators” to share “incident” information with the Department of Homeland Security and the law enforcement and intelligence community.

To refute critics of the bill the Committee on Homeland Security and Governmental Affairs, chaired by Joseph Lieberman, issued a white paper on 23 June 2010 that attempted to dispel some common myths about the Protecting Cyberspace as a National Asset Act of 2010. The paper claims that the bill “rather than granting a ‘kill switch’ makes it less likely for a President to use the board authority he already has in current law.” It was further noted that the bill “expressly prohibits the Secretary [of Homeland Security] from identifying systems or assets as covered critical infrastructure ‘based solely on activities protected by the first amendment of the United States Constitution.’” The paper goes on to deny the fact that the President would have additional authority to conduct surveillance or to further regulate the Internet outside of a private/public “partnership.”

Clearly from the rhetoric expressed there is considerable disagreement over just exactly what the 2011 bill would allow. As mentioned earlier, the President probably already has sufficient authority to control the critical flow of information on the Internet under present legislation. The critical task will be to construct a bill that limits the existing authority in such a way that promotes Internet security and at the same time protects First Amendment rights. As always we will need to be vigilant to protect these essential rights. Recent events in Egypt have shown what a regime set on controlling a society can do.

Robert Wolf

## Cloud Computing

We've all seen the commercials or have heard it at workshops or conferences, but what is cloud computing? It depends who you ask. The National Institute of Standards and Technology defines cloud computing as:

"Cloud computing is a model for enabling convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction."<sup>1</sup>

A more simplified definition of the cloud is any server usage or software application you can access outside of your local server. In most situations this would mean anything outside of the server your library or organization maintains. On a personal level it means anything beyond your home computer.

There are two aspects of cloud computing. There is the idea of providing software or applications and the idea of providing hardware. An excellent example that illustrates both of these concepts is Google Docs. Google Docs allows you to store information and run a number of document creation programs such as spreadsheets, text files, and drawings on a remote server instead of your own computer. Your computer is merely the access point to these resources. It is doing very little other than communicating with the remote server which is actually running the software and maintaining your storage space.

Why is this so important? In order to see how important the idea of cloud computing is you need only look around you at the ever increasing number of mobile devices. These devices are getting smaller and smaller, yet are able to do more than larger older devices were able to do in the past. This is partly due to increased speed and processing power of the device itself, but it is also due to cloud computing. How so? Let's say you have a hand held device that connects to the web. This device only needs to support a web connection, some sort of user interface (i.e. a keyboard or its equivalent), and power supply. Your mobile device then connects to a server or servers in the cloud and you are able to access a host of high end applications. These applications are software your device itself is unable to run since it lacks the processing power. Instead this software is run on a remote server which can then display the program on your mobile device. The idea is simple. Your local device, whether it is a phone, an iTouch, etc. doesn't need to be a high end, overly expensive piece of equipment, it just needs to be able to connect to one and you can then run whatever apps you want, in theory at least. This means you don't have to lug around a laptop to get all the functionality of a laptop. So thank the cloud next time you're watching a YouTube video, buying a book from Amazon, or using an app to find a restaurant on your phone.

Another reason cloud computing is so revolutionary is that it will give even the smallest organizations the ability to use the power of network computing with a minimal infrastructure. Currently, many libraries have their

own servers, with a number of personnel maintaining these servers. This requires continuous upgrades, purchasing certificates, training for staff, and a host of other functions that can drain a library's resources. With cloud computing, a library could pay a monthly fee to a vendor and have the same server functions and support at a fraction of the cost. This approach also offers a greater degree of flexibility. In the past if you wanted to change your server configuration it meant replacing or adding to existing equipment, and probably purchasing various software licenses. However, with cloud computing, the vendor would probably already have the existing hardware for your reconfiguration.

Cloud computing could also change the way we think about software licensing. Currently, if an organization wants to provide a copy of Photoshop, for example, it needs to purchase a license for it from anywhere from \$500.00-\$1200.00 per user. Then when the next version of Photoshop is published they need to invest in a new license. With cloud computing, this approach could be a thing of the past. Instead you could pay a fee to access the software on a remote server at a fraction of the license cost. Also when the software upgrades to a newer version you don't have to purchase a new license. This would give you a greater level of flexibility to offer software at the point of need, since you could purchase access when needed instead of having it just in case someone needs it. An added benefit would be that your PC wouldn't even need to be able to run Photoshop itself; the server would provide the computing power.

So what does cloud computing mean for libraries? For one thing it could mean the end of the ILS server. OCLC recently introduced their Web-scale Management Services which is supposed to make the functions of the acquisitions, subscription licensing, and circulation easier and more efficient by leveraging the cooperation of libraries. For instance, OCLC could provide all its Web-scale subscribers with a vendor database which lists vendor contacts by company, division, or region, instead of each library duplicating this work in their own ILS. The idea is for libraries to work cooperatively in a flexible environment

where they can share solutions to problems instead of having to reinvent the wheel at each library.<sup>2</sup>

Other vendors are taking advantage of the cloud. Vendors such as LibGuides can provide a remotely hosted service which allows for the creation of modular content, which many libraries wouldn't be able to create on their own. It also lowers the technical skills needed to create web pages. LibGuides also allows libraries to share content with each other. If there is a guide you like at another library and you want to use that guide you just need to ask and you can begin to use that guide. Finally, like

other cloud applications, it is accessible from any internet connection, so you don't need a client on your local PC.

Cloud computing is still in its infancy but could change the way libraries function. In 1960 John McCarthy, one of the fathers of computer science, "surmised that computing power someday may be purchased the way we buy electricity from the power utility".<sup>3</sup> With cloud computing we are getting closer to this reality. This will free libraries from the shackles of IT management and allow us to focus on services and resources, just like they did before the digital age.

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## References

<sup>1</sup> "Cloud Computing," Accessed December 1, 2010, <http://csrc.nist.gov/groups/SNS/cloud-computing/>.

<sup>2</sup> "Web-scale Management Services," Accessed December 1, 2010, <http://www.oclc.org/webscale/default.htm>.

<sup>3</sup> Engle, Paul. 2010. "Is cloud computing real?" *Industrial Engineer: IE* 42, no. 7: 20.

# North Carolina Libraries

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# North Carolina Library Association Executive Board Meeting Minutes

July 30, 2010

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## Attending

Tammy Baggett (Director), Phillip Barton (Past President), Wanda Brown (Vice-President), Robert Burgin (Website), Phillip Cherry (REMCO), Bryna Coonin (Endowment), Steven Cramer (BLINC), Mimi Curlee (GRS), Laura Davidson (Secretary), Cynthia Dye (YSS), Kem Ellis (LAMS), Jacqueline Frye (NCLPA), M.J. Goodrum (PLS), Jennifer Hanft (Membership), Rebecca Kemp (RTSS), Emily King (NMRT), Mary Kleinfeldt (YSS), Rodney Lippard (ALA Councilor), Clark Nall (BLINC), Timothy Owens (Constitution), Kim Parrott (Admin Asst), Sherwin Rice (President), Ralph Scott (NCL Editor), Penny Sermons (CJCS), Cynthia Shirkey (RTSS), Mary Sizemore (Treasurer-Elect).

## Call to Order

The meeting was called to order at 10:07am by Sherwin Rice. Tammy Baggett, NCLA director and New Hanover County Public Library staff member, welcomed everyone.

The agenda was approved. The minutes of the April 23, 2010 were approved with corrections.

## President's Report

Sherwin Rice reported on her progress on filling board vacancies. She strongly encouraged board members to be active in recruiting more members.

## Treasurer's report

Mary Sizemore for Andrea Tullos: The latest budget reports are posted on the web site, including current fund account information. Mimi Curlee asked about the status of the Leadership Institute budget.

## Membership Committee Report

Jennifer Hanft (handouts): Copies of the membership committee report were distributed to the board. A discussion of outreach events and the importance of having board members attend networking events followed. Members at networking events want to know more about the meaning of membership. A discussion of membership incentives associated with workshops and conferences followed. The idea of allowing non-members to apply the difference between non-member and member conference rates toward membership or offering a fixed membership discount (\$5 or \$10) was discussed. Phil Barton made a motion to take this concept under advisement and ask Timothy Owens to write a procedure to handle this and bring to the next meeting. The motion was approved.

Other membership ideas discussed included

- A discount for unemployed librarians--dues are only \$15/year for low income librarians
- Offering a \$5 discount at networking events
- Improving joint ALA/NCLA student recruitment--membership form only allow students to join ALA sections and roundtables. (Students must separately contact NCLA to join NCLA sections and roundtables)
- Importance of having section/roundtable membership representatives
- Outreach to library directors and library schools, asking them to promote membership.

The membership committee is interested in any other ideas for improving membership.

The committee plans a survey of lapsed Members (draft distributed) in August. A discussion about causes of lapsed membership followed. Concerns were raised about the online system. Kim Parrott, Robert Burgin, and Jennifer will work on a review of the system. The committee report is posted on the NCLA web site.

## Section/Round Table Reports

Business Librarianship Section

Clark Nall for Steve Cramer: The section report is posted on the NCLA web site.

College and University Section

Carolyn Willis: The section report is posted on the NCLA web site.

Community and Junior College Libraries Section

Penny Sermons for Jennifer Noga: The section has been working on details of the joint CJCLS/CUS library instruction conference in October. The full section report is posted on the NCLA web site.

Government Resources Section

Mimi Curlee: The section has a new web site administrator, Jennifer Smith. The board expressed appreciation for outgoing administrator, Mike Van Fossen. The section is planning SimplyMap training and has created a new bookmark. The full section report is posted on the NCLA web site.

Library Administration and Management Section

Vacant: Kem Ellis has had to step down as chair. There is neither a chair nor chair-elect. Sherwin is working to fill the vacancy.

Literacy Roundtable

Pauletta Bracy: The section report is posted on the NCLA web site.

New Members Round Table

Emily King: The round table has decided to limit their mentoring program to NCLA members. They have continued the networking events. They are creating workshops oriented to new librarians such as a resume reviewers workshop.

The round table wondered if job posting on NCLA website should be limited to members. The website committee is interested in defining things that belong in a member-only section, although many job posting resources are not limited by membership (e.g. ALA, State Library).

Phil Barton made a motion to ask the website committee to explore the idea of limiting access to viewing job listings and other members only content to members only on the NCLA web site. After discussion, the motion was approved. NMRT will explore members only services as well. The full section report is posted on the NCLA web site.

NC Association of School Librarians  
Vacant: No report.

NC Library Paraprofessional Association  
Jackie Frye: NCLPA is discontinuing print version of their newsletter although they may do an annual print highlight. Ellen Dickey (CCCC LIT) is retiring. The full section report is posted on the NCLA web site.

NC Public Library Trustees Association  
Vacant: No report.

Public Library Section  
M.J. Goodrum: The PLS has two workshops scheduled and are planning Fabulous Friday mini-conferences for the spring to be repeated in three regions—Asheville, Wilmington, and Winston-Salem. They are putting new members on committees. The full section report is posted on the NCLA web site.

Reference and Adult Services Section  
Mark Sanders: The section report is posted on the NCLA web site.

Resources and Technical Services Section  
Rebecca Kemp: Rebecca introduced Cindy Shirkey, the chair elect, to the board. RTSS has planned a fall workshop. The section report is posted on the NCLA web site.

Round Table for Ethnic Minority Concerns  
Phillip Cherry for Evelyn Blount: The REMCO board held a phone meeting to discuss membership recruitment, updating their brochure, shifting their newsletter to an electronic format, and to develop programming ideas—especially for 2011. They expressed concern about the section budget.

Special Collections Round Table  
Dale Sauter: The round table is working to recruit members and planning a fall workshop. The full section report is posted on the NCLA web site.

Technology and Trends Round Table  
Ed Hirst: No report.

Women's Issues in Libraries Round Table  
Jennie Hunt: No report

Youth Services Section  
Cynthia Dye: Cynthia introduced Mary Kleinfeldt, section vice-chair, to the board. YSS is organizing their off-year biennial retreat at Caraway. Their budget has limited their ability to have big name draw for the conference. They are looking for a new Chapbook editor. The full section report is posted on the NCLA web site.

## Committee Reports

Archives—Vacant - No report.

Conference 2011  
Wanda Brown: Motion: The site selection committee moves that we have the 2011 conference in Hickory. After discussion, the motion was approved. October 4-7 is one of the dates under consideration by the committee. Hickory is the most cost effective location for the association and its members. The board should explore helping get people to the conference (e.g. bus rentals). Wanda reported that she has begun to assemble the conference committee.

Constitution, Codes and Handbook  
Timothy Owens: Timothy is working on reviewing and clarifying NCLA policies on reimbursement for members as speakers at the conference. Of concern—will this compromise the 501C3 organization status.

Continuing Education  
Vacant: No report.

Finance  
Carol Cramer: The report is posted on the NCLA web site.

Endowment  
Phil Barton: The estimate for June quarter is down. The endowment dinner funds have not been invested, yet. Some discussion about endowment reporting practices followed. The report is posted on the NCLA web site.

Intellectual Freedom  
John Harer: No report

Leadership Institute  
Vacant: The Leadership Institute has been cancelled. Camp Caraway will retain the deposit to be applied to a future institute.

Rodney Lippard reported on the planning for an Unconference on leadership. A committee has been formed and begun to work on the conference. It will be held in Wilmington on November 18-19. There will be no costs for the association. Conference charges will include food and hotel. He proposed a motion for NCLA to host an Un-Conference around the theme of Leadership. Significant discussion ensued. Board members were concerned that NCLA would have a financial commitment if enough participants did not register. Other concerns raised were location (would regional events be better attended?), length of sessions, use of hotels rather than library facilities, travel restrictions in place in many institutions, content of the conference. Following the discussion Laura Davidson proposed a substitute motion: The Board endorse the unconference concept and asks the committee to use the information from the discussion held today. The Board does not commit to funding the conference. This motion was approved.

Nominating  
Phil Barton: No report

Operations  
Priscilla Lewis: The report is posted on the NCLA web site.

Public Policy  
Phil Barton for Carol Walters: 26 people took the bus trip to legislative day in Washington, D.C. Carol Walters does a terrific job organizing this event. There were face-to-face meetings with 50% of the NC legislative delegation, including 30 minutes with Kay Hagan. All 13 congressional districts were represented. Over 20 other ALA attendees joined the NC delegation. Talking points included seeking reauthorization of LSTA, minimizing E-rate paperwork, and seeking support for school libraries.

Scholarships  
Lisa Williams: No report

Website  
Robert Burgin: Second training session has been planned for section web administrators.



There is now a volunteer form on web site. It is important that we include these volunteers in activities of the association. The website now has an RSS feed. It is possible for sections to have blogs—contact Robert for more information. The full report is posted on the NCLA web site.

## Other Reports

### ALA Council

Rodney Lippard: Rodney tweeted the ALA conference. Council has decided that legislative day will not be part of conference again. Final attendance for the conference was over 26,000. Council resolutions are included in his full report (on the web). A number of seasoned council members are retiring. Rodney will serve on Front Line Fund Raising Task Force, the Planning and Budget Assembly for Council, and will serve as Co-convenor of the Council Forums.

Camille O'Leary is working to raise \$1,000,000 for Spectrum Scholarships. NCLA should look for ways to contribute.

The NCLA board should consider creating a letter of support for the ensuring equitable access for all forms of communication resolution. It is about disability services and e-book reader accessibility and creating a library model for e-books. The full report is posted on the NCLA web site.  
SELA Representative

Betty Meehan-Black: The report is posted on the NCLA web site.

### Editor, NC Libraries

Ralph Scott: The print 2009 issue has been mailed to members of record. (At present there is no easy way to allow members to opt not to receive the print issue. It is a manual process.) He is proofing the spring/summer 2010 issue. It should be on the web by September 21, 2010. There have been issues with the web server. He is seeking contributors. The full report is posted on the NCLA web site.

### State Librarian

Timothy Owens for Mary Boone: The digital information management program continues to digitize North Carolina collections. One of the latest collections to be digitized is a set of 1960s North Carolina urban development planning documents. The North Carolina Digital Heritage Center, which is LSTA funded, is accepting contributions for historic North Carolina photos. NC Card project (shared open source state catalog) will have 10 libraries on the system. The NC Library STARS (service to all rural and small) program sent staff from rural/small libraries to the Rural and Small Libraries Conference in Denver. The State Library has scheduled webinars--see their web site for more information. Penny Hornsby has announced her retirement.

## Other business

Phil Barton asked the board to consider the possibility of ceasing the print publication of Tarheel Libraries. He also reported that Pam Jascot would like to step down as editor. There may be a possibility of having Tarheel Libraries work as a supplement of North Carolina Libraries. Sherwin Rice and Phil Barton will talk with Mary Boone and Pam Jascot and report at the next board meeting.

The meeting was adjourned at 1:58 pm.

## Submission requirements for North Carolina Libraries

Electronic articles can be submitted online at <http://www.nccla.edu>

- To submit you must login; if needed you can register using the link in the header.
- We use the *Chicago Manual of Style* (15th edition, 2003).
- We have a rolling deadline, articles are juried when received.
- Publication of approved articles is in about 3-9 months depending on space available.
- For additional information, contact Ralph Scott [scottm@nccla.edu](mailto:scottm@nccla.edu).

# North Carolina Library Association Executive Board Meeting Minutes

October 22, 2010

## Attending

Evelyn Blount (REMCO), Wanda Brown (Vice-President), Carol Cramer (Finance), Steven Cramer (BLINC), Mimi Curlee (GRS), Laura Davidson (Secretary), Cynthia Dye (YSS), M.J. Goodrum (PLS), Jennifer Hanft (Membership), Rebecca Kemp (RTSS), Priscilla Lewis (Operations), Rodney Lippard (ALA Councilor), Betty Meehan-Black (SELA), Jennifer Noga (CJCS), Timothy Owens (Constitution), Kim Parrott (Admin Asst), Sherwin Rice (President), Mark Sanders (RASS), Dale Sauter (SCS), Ralph Scott (NCL Editor), Elizabeth Skinner (Director), Andrea Tullos (Treasurer), Katrina Vernon (NMRT), Laura Wiegand (Website), Carolyn Willis (CUS).

## Call to Order

The meeting was called to order at 10:14am by Sherwin Rice. Priscilla Lewis, Operations Committee Chair, welcomed everyone to the new branch library and told a bit about its history and context. The South Regional Library is LEED certified. It is located in the Lowes Grove School community and Parkwood community—both commemorated by a timeline on the building floor. The library site was the site of the first State Employees Credit Union.

The agenda was approved. The minutes of the July 30, 2010 meeting were also approved.

## President's Report

Sherwin Rice: In her report, Rice expressed appreciation for everyone's willingness to attend the board meeting despite tight budget times. She also congratulated Tammy Baggett (NCLA Director) on her appointment as director of the Durham County Library and reported on attending an NCLA Connect meeting.

## Treasurer's report

Andrea Tullos: Copies of the operational budget of NCLA office and committees, the financial report (that is, what money we hold), and Section and round table funding were distributed. The fund account report was through September 30. The financials report does not include quarterly endowment information. There was a good influx of dues, thanks to the work of the Membership committee in encouraging renewals and new memberships.

There was discussion regarding the advantages of doing a call for proposals on printing North Carolina Libraries.

## Section/Round Table Reports

Business Librarianship Section  
Steve Cramer: Full report online

College and University Section  
Carolyn Willis: The section is co-sponsoring a mini-conference next week, Library Instruction at Point of Need. CJCLS is the other sponsor. There are 86 participants signed up. Willis and Suchi Mohanty attended the NMRT networking event in Durham. Angela Whitehurst and Lisa Nicholl are getting the distance education group started. Full report online.

Community and Junior College Libraries Section  
Jennifer Noga: The section is also excited about the mini-conference. They are collaborating with UNC-G for a grant on research on community colleges. Full report online.

Government Resources Section  
Mimi Curlee: The section is co-sponsoring a workshop on November 12 on SimplyMap with BLINC.

Library Administration and Management Section—Vacant: No report.

Literacy Roundtable  
Betty Meehan-Black for Pauletta Bracy: The section's major project for the biennium is planning the observance of NC Family Literacy Day. A toolkit is available on the web. Full report online.

New Members Round Table  
Katrina Vernon for Emily King: NMRT hosted four networking events, including a first time in Fayetteville. They are developing a resume review process within the mentoring program. Full report online.

NC Association of School Librarians  
Vacant: No report.

NC Library Paraprofessional Association:  
Jackie Frye (not attending): Full report online.

NC Public Library Trustees Association  
Vacant: No report.

Public Library Section  
M.J. Goodrum: The section presented a statement of concern about Tarheel Libraries to the Board. They support continuing the publication. It has substantial membership benefit, fostering connectedness among members throughout the state. They are willing to accept an electronic publication format. Full report online.

Reference and Adult Services Section  
Mark Saunders: The section sponsored Digital Reference Tools and Technologies Workshop in September with 50 registrants. The workshop could have doubled if the venue had been larger. The section will begin planning for biennial conference. Full report online.

Round Table for Ethnic Minority Concerns  
Evelyn Blount: REMCO is in the process of publishing a newsletter. Full report online.

Resources and Technical Services Section  
Rebecca Kemp: The section had great turnout for their fall workshop, Navigating the New Frontier. Full report online.

Special Collections Round Table  
Dale Sauter: The section's fall workshop was overbooked. Full report online.

Technology and Trends Round Table: Ed Hirst (not attending)

Women's Issues in Libraries Round Table:  
Jennie Hunt - No report.

#### Youth Services Section

Cynthia Dye: The section retreat at Caraway, was down in attendance (46), but wonderful. New members were recruited. There are some reservations about using Caraway again, the contract has a 90% attendance guarantee with final number in July for an October conference. Full report online.

### Committee Reports

Archives—Vacant: No report.

#### Conference 2011

Wanda Brown: A survey of general membership and lapsed members will be launched today. Please forward it to library staff in your libraries. Remember the date (October 4-7) and mark your calendar! Full report online.

#### Constitution, Codes and Handbook

Timothy Owens: The board held an extended discussion on discounts for memberships. Current members of association are offered reduced rates (50% less (or more) for fees less than \$50 and at least \$25 less for higher fees) according to NCLA policy (Handbook, appendix H, section B). Issues discussed included the complexity of managing registrations with multiple types of discounts, the conflicting challenges of getting new members and getting revenue for section activities, the importance of having membership incentives the size of the membership discount, and incentives for getting new members at section events (e.g. discount on membership offsetting higher conference fee).

Andrea Tullos made a motion that everything advertised as of Oct. 22, 2010 can continue as advertised. All forthcoming events should follow NCLA policy [NCLA Handbook, appendix H, section B). Approved. The executive committee needs to research and report further on this issue.

#### Continuing Education

Vacant: No report.

#### Endowment

Phil Barton (not attending): No report.

#### Finance

Carol Cramer: No new report, but several questions.

Should we move the first board meeting of the year to give the finance committee more time to prepare budget and inform the board? The finance committee wants to know if the handbook will permit such a change. Timothy Owens will investigate.

Could we invest scholarship funds along with the endowment? There may be a problem because scholarship funds must access interest every year. SECU investment CDs offset all scholarship awards. Need to have endowment committee answer the interest question.

Only two paid life memberships have been purchased. Could this category be promoted more? Alternatively, we could eliminate that category? Referred to the membership committee.

#### Intellectual Freedom

John Harer (not attending) - No report.

#### Leadership Institute

Vacant (Rodney Lippard for Unconference) The Unconference is scheduled for November 18 in Greensboro. The conference is a peer-to-peer sharing experience. Rodney encouraged board members to attend. Tim Bucknall will be presenting, followed by sessions developed by the people who attend. Planners will use the NCLA Online forum to start discussions in advance. Attendance limited to 50.

#### Membership

Jennifer Hanft

The committee is busy attending events, hosting membership tables, etc. Be sure to include them in any events planned. The membership survey has been delayed. They are also working on better instructions for online registration. Full report online.

#### Nominating

Phil Barton (not attending) - No report.

#### Operations

Priscilla Lewis: Full report online.

#### Public Policy

Carol Walters (not attending): No report.

#### Scholarships

Lisa Williams (not attending): No report.

#### Website

Laura Weigand for Robert Burgin: To create a members only portion of the website, we must

have up-to-date membership information for the website. Our current membership and payment system does not have the capacity to do this without significant additional fees. There are alternatives—open source and commercial. Sherwin Rice appointed an ad hoc committee including Laura Weigand, Full report online.

### Other Reports

#### ALA Council

Rodney Lippard: Lippard participated in the NMRT networking event. He will be visiting UNC-G's LIS foundations classes to promote membership.

#### SELA Representative

Betty Meehan-Black: SELA is developing proposal to offer to each state organization: membership to every state organization member for \$1.00 per member. SELA would charge state organizations directly based on the average of last two years of membership. This would cost NCLA approximately \$1,100. The opportunity would be optional for states. For NCLA, this may require a vote of the membership since it represents changes in dues structure or policies. SELA membership benefits include: strong mentorship, Southeastern Librarian, regional perspective, and a good conference. The next SELA conference will be in West Virginia opposite the NCLA conference this fall. Full report online.

#### Editor, NC Libraries

Ralph Scott: Full report online.

#### State Librarian

Timothy Owens for Mary Boone: The State Library added a public library consultant, Laura O'Donoghue. Raye Oldham is now Federal Programs consultant. Her continuing education position has been eliminated. Those duties will be shared around library development section.

LSTA grant announcements have been posted—same programs as last year. Owens reviewed due dates and shared the Digital collections initiative brochure.

5% reduction for State Library budget is beginning to be implemented.

The meeting was adjourned at 12:10pm.

# North Carolina Library Association

## Executive Board, 2009-2011

Officers
<b>President</b> Sherwin Rice srice@bladen.cc.nc.us
<b>Vice President/President Elect</b> Wanda Brown brownw@wfu.edu
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<b>SELA Representative: Southeast Library Assn.</b> Betty Meehan-Black bmblack@email.unc.edu
<b>Editor, NC Libraries</b> Ralph Scott scottr@ecu.edu
<b>Past President</b> Phil Barton pbarton2@carolina.rr.com
<b>Administrative Assistant (Ex Officio)</b> Kim Parrott nclaonline@ibiblio.org
<b>State Librarian</b> Mary Boone mary.boone@ncmail.net

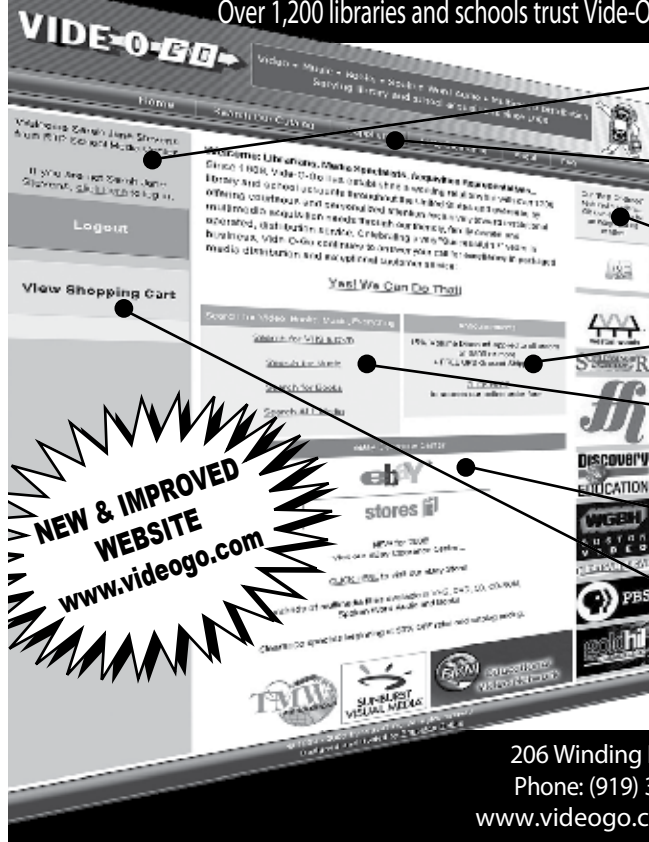
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<b>College and University (CUS)</b> Carolyn Willis willisc@ecu.edu

<b>Community and Junior College (CJCLS)</b> Libraries Jennifer Noga jhnoga@gtcc.edu
<b>Government Resources (GRS)</b> Mimi Curlee mcurlee@plcmc.org
<b>Library Administration and Management (LAMS)</b> Vacant
<b>NC Association of School Librarians (NCASL)</b> Vacant
<b>NC Public Library Trustees Assn. (NCPLTA)</b> Vacant
<b>Public Library (PLS)</b> Mary "MJ" Goodrum
<b>Reference and Adult Services (RASS)</b> Mark Sanders sandersm@ecu.edu
<b>Resources and Technical Services (RTSS)</b> Rebecca Kemp rkemp@mai.unc.edu
<b>Youth Services (YSS)</b> Cynthia Dye (Cindy) Cynthia.dye@greensboro-nc.gov

Round Table Chairs
<b>Literacy (LIT)</b> Pauletta Bracy pbracy@nccu.edu
<b>New Member (NMRT)</b> Emily King Emking@unc.edu
<b>NC Library Paraprofessional Assn. (NCLPA)</b> Jackie Frye jfrye@harnett.org
<b>Ethnic Minority Concerns (REMCo)</b> Evelyn Blount eblount@guildford.edu
<b>Special Collections (RTSC)</b> Dale Sauter sauterd@ecu.edu
<b>Status of Women in Librarianship (WILR)</b> Jennie Hunt jennie.hunt71@gmail.com
<b>Technology and Trends (TnT)</b> Edward Hirst hirstea@co.rowan.nc.us

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<b>Archives</b> Todd Nuckolls todd.nuckolls@wakegov.com
<b>Conference 2011</b> Wanda Brown brownw@wfu.edu
<b>Constitution, Codes and Handbook</b> Timothy Owens timothy.owens@ncdcr.gov
<b>Continuing Education</b> Vacant
<b>Endowment</b> Phil Barton pbarton2@carolina.rr.com
<b>Finance</b> Vacant
<b>Pay Equity</b> Vacant
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