

NCLA

North Carolina Library Association

1999 Biennial Conference: *Imagine the Future*

September 21 – 24, 1999 • M.C. Benton, Jr. Convention & Civic Center • Winston-Salem, NC

Opening General Session

WEDNESDAY, SEPTEMBER 22

Conferees were welcomed to Winston-Salem by the mayor pro tem, and the director of the Forsyth County Public Library, William H. Roberts. Membership approved a by-laws change that clarified the non-profit status of NCLA and approved changing the literacy committee and the development committee from ad hoc status to standing committees. NCLA Life Membership Awards were presented to Doris Ann Bradley, Elsie Brumback, Gwen Jackson, Gene Lanier, and Carol Southerland. An NCLA Honorary Membership Award was given to L. B. (Rick) Beasley, city manager of Conover, NC. Sandy Cooper, state librarian, introduced the speaker, Maureen Sullivan. Sullivan is an organizational and development consultant with twelve years of experience as human resources administrator in the libraries at the University of Maryland and Yale University. Sullivan spoke on the topic "Creating Our Futures: Challenges and Opportunities for Librarians." The talk began with a list of the speaker's vision of what is possible by 2005. Some of the items listed were that technology is like the woodwork, libraries being seen to be key parts of the community, libraries being known in the business world and government for modeling service, and librarianship being the hot profession. Next were steps to eliminate the barriers to making this vision happen. These steps included adopting a positive attitude, embracing the leadership role in your community, focusing on strengths, looking for others who can complement your weaknesses, staying informed about the needs and wants of the constituency, and accepting change as a way of life. The third part of the talk focused on the disciplines of leadership. First we need to learn about ourselves following the acronym DATA which stands for desires, abilities, temperament, and assets. The following steps are knowing constituents, developing capacity, making



President Beverley Gass and President-Elect Al Jones cut the ribbon to the opening of the 1999 Biennial Conference exhibits. This year a record 109 vendors, reserving over 120 booths, participated in the 3-day conference.

sure we serve a purpose, sustain hope, and believing that you are a leader with a lot to contribute and finding ways to do that. Maureen Sullivan concluded by asking attendees to look for windows of opportunity and develop an awareness of your assets.



NCLA officers for the 1999-2001 Biennium (left to right): Ross Holt, Vice President/President Elect; Sue Cody, Secretary; Patrick Valentine, Director; Diane Kester, Treasurer; Phil Barton, Director; John Via, SELA Representative; and Al Jones, President.

Dr. Maureen Sullivan, ACRL past president and library consultant, talks with Kem Ellis after chiding attendees to be more concerned with service and the quality of information rather than the technology itself during her keynote speech.



Mentors and Career Development

LIBRARY ADMINISTRATION AND
MANAGEMENT SECTION

Election results for the section were announced at the beginning of the program. With seventy-five "yes" respondents to the ballot, the officers are past-chair-Rhoda Channing; chair – Martha Davis; vice-chair/chair-elect – Dale Cousins; secretary – Betty Black; treasurer – John Zika; director – Kathy Crowe; director – John Welch; and director – Lynn Thompson. Jennie Hunt, programming director of NMRT, told about the NCLA mentoring program. Twenty-three pairs were formed late in the summer and the pairs were to meet officially the week of the conference. For more information about the NCLA mentoring program, Jennie Hunt may be contacted by e-mail at <huntj@ghorocollege.edu> or by phone, (336) 272-7092.

The speaker for the program was Dr. Barbara Moran, faculty member and former dean of the School of Information Science at the University of North Carolina at Chapel Hill. Moran pointed out that the first mentor was Mentor, a wise friend to whom Ulysses entrusted his son's care. The mentor provides teaching, counseling, and psychological support. Daniel Levinson stated that a mentor takes a younger person under his wing, cares, sponsors, criticizes, and bestows his blessing.

There is usually a strong attachment between the mentor and the protege, but no two mentoring experiences are alike. The four stages of mentoring were described as 1) apprentice – works under the direction of others, 2) individual contributor – attempts to develop a reputation for technical excellence, 3) mentor – begins taking on a protege, 4) organizational influence – becomes a force in shaping the organization and possibly the career field.

There are advantages for the mentor such as learning by teaching and receiving loyalty from the "mentee." How to decide who you would like for your mentor and how to approach that person to ask about mentoring was discussed. A bad choice happens if there are unrealistic expectations of time, excessive jealousy, overdependence, or unwanted romance. You probably don't need a mentor if you don't want to go anywhere or if there is nowhere to go in the organization. The end of the mentoring relationship often will continue on as a peer relationship.

— Mel Burton

Redesigning Libraries for the 21st Century

COMMUNITY AND JUNIOR COLLEGE LIBRARIES SECTION

The Rowan Public Library director and building consultant Phillip Barton moderated a panel composed of Rich Rosenthal, chief of operations of the Public Library of Charlotte and Mecklenburg County, who has overseen the construction or renovation of a number of library buildings; Bill Burgin of Ramsay, Burgin, Smith Architects in Salisbury; and Patrick Deaton, an architect with J. Hyatt Hammond. The panel discussed five main topics: making space for technology (wiring, lighting, furniture); building with flexibility in mind; providing personal and building security; designing for future expansion; and designing interiors.

Technology: Talk with the electrical engineer, especially with regard to communications wiring. There is no distinction between voice and data communications. Use consultants for big projects. Design terminal space with adjustable lighting, taking into account glare from windows and overhead lights. Consider using flat wiring under carpet to retrofit libraries and put workstations in more places. Wireless computers have promise.

Flexibility: Use columns rather than load-bearing walls wherever possible. Open spaces cost more, but are more flexible. There should be at least 30 feet of clear span. Put wiring in the floor; once concrete is poured you are locked in, so have LOTS of wiring flexibility. Use book stacks and service counters to define spaces. Install carpet first, then place furniture, book stacks, etc. In older buildings use carpet tiles to flat wire, change the arrangement, and avoid power poles.

Security: Human vision is the best security; use human eyesight rather than high-tech solutions. Use common sense design. Avoid nooks and crannies on the outside of the building and blind corners inside it. Have big windows and one main well-lighted entrance. The orientation of the circulation desk is very important; staff there should look at people as they enter. Have sight lines from staff points to restrooms, etc. Consider stack height. Use staff lockers to reduce theft from staff desks. Public address systems are very important. Use video cameras, fake or real (perception is what matters). Use "tough" materials (block masonry, carpet squares, ceramic tile, stainless steel) to combat wear and tear, vandalism, and graffiti. Consider plaster partitions continuously attached to the wall, automatic flush toilets, automatic sinks, and hand dryers in bathrooms. Install "hold up" buttons at every service desk.

Expansion: Fully consider future expansion up or out, when doing the original design, parking, wiring, etc. Adding floors is not usually viable due to the disruption and noise in the current building.

Interiors: Carpet tile is great; you can change floor patterns, replace dirty/damaged tiles. Hide wiring from the public, but make it accessible to staff; some furniture lines are beginning to address this. Buy extra fabric for chair re-upholstering in the future. Use "almost" fabric made of Tybak, which is nearly indestructible; it is expensive, but well worth it. Consider redoing a few chairs each year. Use the annual *Library Journal* buildings issue as a resource to contact libraries who have new buildings similar to what you are planning. Pick their brains.

— Suzanne Wise

Resource Alignment

NORTH CAROLINA ASSOCIATION OF SCHOOL LIBRARIANS

It is essential that media center collections be assessed in order to determine how closely the resources align with the North Carolina Standard Course of Study. Karen Lowe, Media Consultant at the Northwest Regional Educational Service Alliance, presented her recommendations as to how to assess these collections and how to use the resulting information to create a collection development plan that could be put into place. Focusing on the alignment of materials has become even more important with the advent of the "ABCs of Public Education" and the increasing emphasis on accountability in public education in North Carolina. With the results from a self-study of the media center resources, it is possible to shape a three- to five-year collection development plan. Using a shelf list printout to determine gaps within the collection and the ages of materials, media specialists can determine what the strengths and weaknesses are, and, with the help of administrators and teachers, weed outdated resources and plan for what new books need to be purchased.

— Diane Kessler

Managing Electronic Resources

RESOURCES & TECHNICAL SERVICES SECTION/REFERENCE & ADULT SERVICES SECTION

If libraries of today — and the future — are to meet the challenges of providing information access to library users, and be key players in that initiative, librarians of today must play a critical role — now — in the management of electronic resources. How can librarians help library users to find and access the electronic resources they need? According to special guest speaker John Webb, Assistant Director for Collections and Systems, Washington State University Libraries, libraries today are not in a state of *transition* (a word with pejorative connotations) but *evolution*; and librarians, who face daily a “megaconglomeration” of formats, must be aware of, and understand the complexity of, issues raised by electronic resources.

Among the trends Webb touched on were publishing, ownership vs. access, “managing access,” new forms of scholarly communication, collection development and acquisitions, “bibliographic” processing and control, standards, aggregators, consortia, licensing, and “managing the future.” His catchy term “coopetition” (the concept of the merging of competition and cooperation) caught the imagination of the audience. The management of electronic resources, as everyone knows, is a hot topic, but Webb left his audience with a greater awareness of its complexity. For more information see John P. Webb, “Managing Licensed Networked Electronic Resources in a University Library,” *Information Technology and Libraries* 17(Dec. 1998): 198-206.

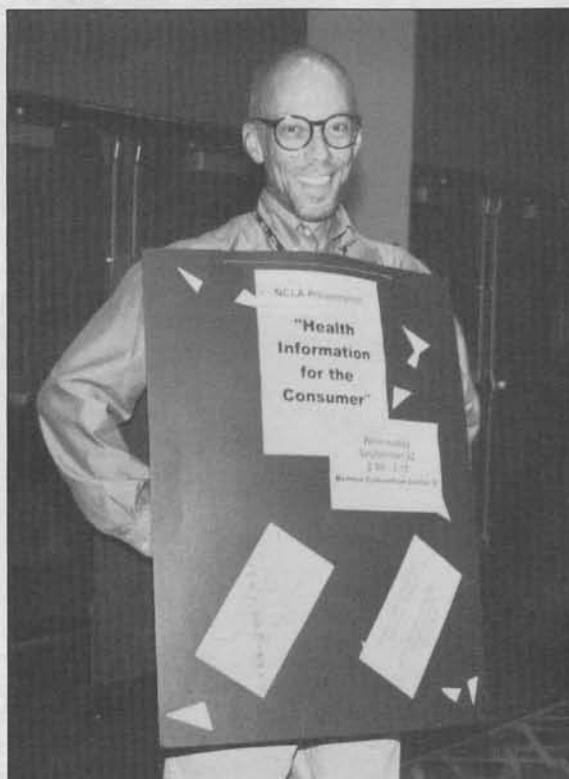
— Page Life

Ideas for Continuing Education

RECRUITMENT AND PLACEMENT COMMITTEE/TECHNOLOGY AND TRENDS ROUND TABLE

Panel: Laura Williams, Nancy Wilson, Sandra Peterson, Lawrence Turner, with Connie Keller moderator. Each panelist described strategies for providing continuing education for librarians. Williams and Wilson discussed the state requirements for school library media specialists to earn 5 units of continuing education in a five-year period. Professional conferences and workshops as well as school system staff development opportunities were identified. Special opportunities include the NC Teacher Academy, Web-based tutorials and classes, continuing education courses at community colleges, and courses in the NCIH. Needed are higher level opportunities beyond the intermediate level, hardware repair, networking, and operating systems. MUGLNC (Microcomputer Users Group of Librarians in North Carolina), organized in 1982, promotes basic microcomputer education with hands-on and practical user education. See <<http://www.muglnc.org>> for training schedules and requests, contacts, online articles, and information on summer camps. MUGLNC is a network of librarians helping each other. Metrolina, a consortium for libraries in 12 counties around Charlotte and 2 counties in South Carolina, adopts a theme for the year and provides staff development opportunities every other month. The programming committee provides an “extra value meal” for professional daily intake.”

— Diane Kester



Harking back to the days before technology, Alex Norwood finds a traditional sandwich board the best advertisement for the MUGLNC program on Wednesday afternoon.

Comic and Graphic Novel Collections for Teens

PUBLIC LIBRARY SECTION,
YOUNG ADULT COMMITTEE

Mike Sawyer, the owner of Puramoderu Red, a hobby company that sells Japanese toys, models, games, comics, and graphic novels, discussed the history and current state of comics and graphic novels and their place in library collections. Their primary readers are male teenagers who like the combination of sex and violence depicted in much of the genre. Comics and graphic novels can be used as hooks to get kids involved in reading. Middle school students often hang out at the library after school; the availability of comics there entertains them and promotes discussions about what they read. Adults also read comics and graphic novels in libraries because they can do so discreetly.

Sawyer talked about Japanese publications in the genre. Comics, called *manga*, are used for basic instruction in Japan for everything from etiquette to auto repair. The primarily visual medium is popular and easy to decipher. Librarians should be aware, however, that Japanese comics are much more sexually explicit than is generally the case with American comics and graphic novels.

Closely examine products before purchasing them.

Sawyer suggested several tools for librarians who are interested in adding comics and graphic novels to their collections. *Comics Buyer's Guide* (Krause Publications) is a weekly publication containing op-ed pieces, history, biographies, and features; there is also an annual volume. *Comic Book Artist* (TwoMorrows) is a quarterly magazine published in Raleigh. All of Will Eisner's publications are recommended, including *Graphic Storytelling* (Poorhouse Press, 1996). *Comics Between the Panels* by Steve Duin (Dark Horse Comics, 1998) is a history of the genre and *Graphic Novels: A Bibliographic Guide to Book-Length Comics* (Libraries Unlimited, 1995) is a good selection tool compiled by librarian Aviva Rothschild. Yahoo has a good section under “Comics.” Sawyer's home page is <<http://www.pages.prodigy.net/jimboneutron/index.htm>>.

— Suzanne Wise

New Order for Acquisitions

RESOURCES & TECHNICAL SERVICES SECTION

This table talk, organized by Amanda Harmon (UNC-Charlotte) and facilitated by Rick Anderson (Head, Acquisitions, UNC-Greensboro) and Kim Armstrong (Information Technology Program Officer, Triangle Research Libraries Network) decided to discuss "3, 4, 5, or 6" of the "300 issues" surrounding electronic resources raised by John Webb in his talk! From a menu of topics such as licensing, copyright, registrations, consortia, aggregators, and remote access by proxy, the audience chose licenses — particularly license management — as its number one priority topic, followed by issues of authentication, consortia, and copyright.

The need to *read* and *negotiate* license agreements and the need to know state laws regarding contracts (particularly if your library is a state institution) were stressed. Questions were fielded concerning shrink-wrap licenses, unsigned vs. signed licenses, verbal or phone statements from vendors that do not match the written license, off-site use of databases, proxy server problems, institutional subscriptions, purchasing trends, and interlibrary loan issues with reference to electronic journals. John Webb stated that the Washington State University libraries have an *internal* license management database created with Microsoft Access that allows library departments to check in-process electronic materials.

— Page Life

Serving the Hispanic Community

PUBLIC LIBRARY SECTION AND THE LITERACY COMMITTEE

Steve Sumerford, President of the Public Library Section, moderated the panel discussion, "Serving the Hispanic Community," which featured John Sundell, head of Hispanic Services for Forsyth County Public Library, Lena Gonzalez of the Greensboro Public Library's Glenwood Branch, and Barbara Garcia, Library Services Director for Chatham County. All attested to the boom in Hispanic population in their communities over the past decade.

Barbara Garcia listed materials Hispanics are likely to need from a public library: English as a second language materials; information on legal issues, particularly immigration; picture dictionaries; driver's manuals; children's books; Spanish-subtitled videos. She advised focusing on practical information and low-level literacy materials. Establishing contact with, and getting the library concept across to Hispanic patrons takes time and patience, she said, crediting school tours and Smart Start with helping in this area. Her biggest challenges are lack of staff and money, and dealing with political issues associated with serving an immigrant population.

Lena Gonzalez recommended the Americorps Access Program, through which immigrants and college students can work a year in exchange for educational funding, as a source of outreach staff. Glenwood Branch is home to a multicultural research center where tutor training sessions, life skills workshops, and a weekly ESL conversation group all meet, thanks to partnerships the library has made with other organizations in the community. They offer a number of periodicals and

North Carolina newspapers in Spanish, as well as Laubach's low-level English weekly newspaper, *News For You*. They need but do not have Spanish-speaking staff on hand at all times, and are called on by Hispanics for assistance with a full range of services. Other challenges in serving Hispanics are patrons' work schedules, child care, and transportation.

Jon Sundell said you have to leave the library to attract Hispanic patrons, and that he is willing to go anywhere they are to tell them what is available in the library. It is useful to visit schools when parents are likely to be present, for example at PTA meetings. FCPL will soon be sending the bookmobile to apartment complexes where Hispanics are concentrated. Jon said inexpensive bilingual dictionaries make popular gifts and door prizes for Hispanic programs. Like the other speakers, his frustrations centered

around getting Hispanics into the library, and having insufficient Spanish-speaking staff to serve the ones who come. He highly recommended the Guadalajara Book Fair as a place to build your library's Spanish language collection, and REFORMA's (National Association to Promote Library Services to the Spanish-Speaking) National Conference in Tucson, August 3-6, 2000, as a place to learn more about serving Hispanics.

Steve Sumerford proposed a special conference on library service to Hispanics as a useful project for the Public Library Section. In the meantime, he and all the speakers would be glad to share their experiences with Hispanic services in more detail with anyone interested.

— Dorothy Hodder



NCLA Honorary Membership Award was presented to L. B. (Rick) Beasley, the Conover City Manager, for his support of library services in Catawba County.



In spite of the horrible devastation, many eastern North Carolina librarians found comfort and pleasure in the supportive professional environment offered at the conference. Here they gather for a group picture — which may imply reunions in the future.

Second General Session: Ogilvie Lecture

THURSDAY, SEPTEMBER 23

Several awards were presented during this session.

Barbara Best-Nichols presented the Round Table on Ethnic and Minority Concerns Roadbuilder Award to Dorothy Huey.

The SIRS Intellectual Freedom Award was presented to Jerry Thrasher.



The Intellectual Freedom/SIRS Intellectual Freedom Award was presented to Jerry A. Thrasher, Director of the Cumberland County Public Library and Information Center, by Dr. Gene Lanier and SIRS Regional Manager, Donna Manges.

A special collection totaling \$850.14 was taken up during the session to benefit libraries in eastern North Carolina damaged by Hurricane Floyd.

NCLA President Beverley Gass announced that NCLA's Endowment Fund had received approximately \$15,000 in gifts to date; the goal for the Fund is \$125,000 – \$150,000.



Dorothy Huey received the Round Table on Ethnic Minority Concerns Roadbuilder Award from Barbara Best-Nichols.

Sally Helgesen, a futurist and thinker about the role of work and leadership in the new economy, delivered the 1999 Ogilvie Lecture. Libraries will become more vital resources in the post-industrial economy than they were in the industrial age. Libraries can find new sources of funding that acknowledge the libraries' value to the community. New technology will require new configurations and will require libraries to become faster and more responsive by pushing power down to the front lines of service.

Citing examples from private business, Helgesen said that libraries must consider changes in their structure by redistributing power and make other major shifts. Job descriptions should be de-emphasized so that people's jobs can evolve to fit their interests. Non-position power allows staff to use their expertise and connections to accomplish tasks. Innovation in the work place is becoming one of the most important factors in successful organizations.

— John Welch



The New Members Round Table Young Librarian Award was presented to Rodney E. Lippard by Marion Lindsay, Vice-Chair of the round table.



After the second general session, Sally Helgesen, futurist, signed her latest book.



Left: Recipients of awards presented by the Resources and Technical Services Section are (left to right): the Dorilyn Joanne Hickey Best Article in North Carolina Libraries Award, William L. Spivey; RTSS Student Award, Mihoko Hosoi; and RTSS Significant Contribution Award, Eleanor I. Cook.

The International Job Exchange

RECRUITMENT AND PLACEMENT COMMITTEE

The Recruitment and Placement Committee sponsored a session on "The International Job Exchange," with Ted Waller, Technical Services Librarian at Meredith College, Margaret Brill, Reference Librarian at Duke, and Linda Martinez, Engineering Librarian at Duke, on the panel. Amy McKee, Assistant Reference Librarian at UNCC-Greensboro, was moderator.

All three panelists had exchanged jobs for six months with Australian librarians, and recommended the experience to anyone who can work out the fairly complicated details. Preparations and arrangements, which include medical exams, vaccinations, obtaining visas, and working out insurance coverage, will require six months to a year's time. Waller described the process as an exercise in letting go, both for the individuals involved and their libraries.

Amy McKee and Gerald Holmes at UNC-Greensboro have prepared a two-page list of articles, books, and Web sites on locating an exchange and preparing to work abroad. Libex, the Bureau for International Library Staff Exchange, at <<http://www.aber.ac.uk/~tplwww/libex.html>>, and <<http://www.monster.com>> are particularly helpful job hunting sites.

Both partners' institutions must agree to the exchange, with the understanding that they will be investing training in a short-term employee. An official exchange of letters between directors is desirable, clarifying expectations on both sides in detail. Some libraries will place a higher value on cultural exchange than others, and this will greatly affect exchange activities and work schedules. Applicants should get job descriptions in writing, and work out personal issues such as vacation schedules in advance. Failure to do so can result in a great deal of tension and disappointment in the workplace.

A job exchange is a lifestyle exchange as well. Partners exchange houses, cars, computers, telephone and other utilities, and sometimes insurance. The currency exchange rate should be considered in deciding the length of an exchange. Going to Australia, one speaker said, was the equivalent of getting a 45% raise. The Australian librarians were at a considerable disadvantage and could not have afforded to stay longer in the United States, although ideally an exchange would last at least a year. All the speakers agreed that at the end of six months "you're just getting into it."

— Dorothy Hodder

Careers: Part 1: "What do I want to be when I grow up?"

RECRUITMENT AND PLACEMENT COMMITTEE, NEW MEMBERS ROUND TABLE

"What Do I Want to Do When I Grow Up?" was the discussion topic at the Careers I program sponsored by the Recruitment and Placement Committee and the New Members Round Table on Thursday. Three library school educators — Diane Kester, East Carolina University; Benjamin Speller, Jr., North Carolina Central University; and Robert Williams, University of South Carolina — provided assessments of the current job market and strategies for preparing for and finding positions. Marian Lindsay (Guilford Middle School) moderated the panel.

With the Internet being the "Full Employment Act for Librarians" and with traditional library positions opening up as people retire, Speller sees the choice for librarians to be between staying traditional or going where the money is. The shortage of teachers also means a shortage of school librarians and library school faculty. Williams foresees most of the positions in South Carolina being in archives and special libraries. In the library program at East Carolina, which offers many distance education courses, Kester finds students who are upgrading their skills for their present positions or for possible advancement.

The panelists advised job seekers to play down the library aspect of their skills on resumes when necessary, to acquire additional computer skills at community colleges where employers are hiring students out of these computer classes, and to network with groups like Webgirls to learn new skills and make contacts.

— Artemis Kares

Automation Report Card

TECHNICAL SERVICES COMMITTEE/PUBLIC LIBRARY SECTION

Lanny Parker of the Wake County Public Library gave an "automation report card" on behalf of the Technical Services Committee. Parker had earlier surveyed public libraries around the State of North Carolina to determine what levels of satisfaction existed in terms of various integrated library automation systems presently in use.

— John Zika

Experience It! NC's Master Trainer Network

STATE LIBRARY OF NC

Cal Shepherd, chief of the Library Development Section of the State Library, opened this meeting by describing the purpose of the program. Begun in 1998 and funded by LSTA dollars, its goal is to change the way that libraries operate by enabling them to strengthen their internal training programs — their staff development activities — to cope with the rapid pace of change brought about by technology. Master trainers are well-equipped to train staff in their own and neighboring libraries. In 1998 twelve public librarians became master trainers, with twelve public and twelve academic librarians completing the program in 1999. A third program will be held in 2000.

Master trainers come to Raleigh to receive seven days of instruction in training design and presentation skills. During this week they work in small groups, where they study adult learning styles, the use of flipcharts and Powerpoint, and how to maximize retention. Master trainers have developed training packages on computer basics and troubleshooting, the Web and the Internet, NC LIVE, the North Carolina Information Highway, software applications, Windows, and database searching. Many of them attended this meeting and brought displays of their training outlines and props, which the attendees carefully studied.

The directors of the master trainers' libraries have rated the program as excellent, noting that it provides an opportunity to train staff who otherwise might not receive training. Master trainers find one of the secondary benefits to be good networking within the group, including the sharing of techniques and ideas. The master trainer Web site is at <<http://statelibrary.dcr.state.nc.us/trainer/index.html>>.

— Joline R. Ezzell

Storytelling by Jim Weiss

NC ASSOCIATION OF SCHOOL LIBRARIANS

Attendees of this program were treated to a presentation by someone who has produced twenty-two albums and received thirty-nine national awards. Some of the Jim Weiss storytelling tapes or CDs that are available are *Greek Myths*, *King Arthur and His Knights*, *Sherlock Holmes*, *Giants!*, and *Spooky Classics*. Weiss began the session by telling a section of the story about the Labors of Hercules which describes the capture of the Erymanthean Boar. The audience participated by making the sounds "bang, bang, clatter, clatter."

Participation activities were a segment of the presentation. The "bang, bang, clatter, clatter" sound was an example of the group participating together, which is about the safest environment for people to start to speak. The one-word story was demonstrated with the use of four volunteers from the audience. Each person said one word in turn and after the first sentence concluded, Jim Weiss decided that one sentence was enough. The group sentence was "George Washington never slept alone." That sentence probably made it a memorable presentation for the speaker. A different exercise is the ten-second dash where each person speaks for ten seconds and then the story rotates to a different person.

Other things discussed in the program were mapping a story, using a variety of voices, and rules to storytelling. Weiss stated that you can do all sorts of things wrong except be rude and hurtful to your audience. The audience at Weiss's presentation may have agreed with his beginning assertion, "I found as a teacher that telling stories was a marvelous way to get the kids turned on to learning."

— Mel Burton

Schools for the 21st Century

NC ASSOCIATION OF SCHOOL LIBRARIANS/
NC DEPARTMENT OF PUBLIC INSTRUCTION

Using the theme, "It's the way people use technology that makes the difference," Sue Rogers identified over 2 dozen successful projects in schools in NC. She identified each and invited interaction with the participants to learn more about the strategies to initiate the projects and the success stories. She concluded with a look at the Millennium home configured with computerized television, lights, security, computer network, sensors, and new appliances using technology to its full advantage.

— Diane Kester



NCDPI Telecommunications Specialist Sue Rogers shared her vision of "Schools for the 21st Century."

North Carolina Literary Hall of Fame

PUBLIC LIBRARY SECTION/NC CENTER FOR THE BOOK

Dr. Sally Buckner and Dr. James Clark presented an introduction to and overview of the North Carolina Literary Hall of Fame. Founded in 1993 with the leadership and support of North Carolina Poet Laureate Sam Ragan, the Hall of Fame is located in Southern Pines at the Weymouth Center. A small selection committee selects authors for induction; there are presently twenty-six inductees, including living and deceased authors in the Hall of Fame. Standards for an author's induction include (1) an impressive record of publishing, (2) excellence of literary publishing, (3) influence on the development and appreciation of literature/social causes, and (4) production of work that breaks new literary ground in North Carolina. The Hall of Fame is beginning a grant program that will provide field trips for public school students to Weymouth. A workshop program for eighth grade teachers will start in the spring of 2000.

— John Welch

Library Service to Nonprofits in Your Community

PUBLIC LIBRARY SECTION

Steve Sumerford, speaking on "Library Service to Nonprofits in Your Community" for the Public Library Section, said that when you put some work and money into materials that nonprofits need, partnerships will develop naturally. Most libraries have more materials for business research needs than for nonprofits, but the manager of the Greensboro Public Library's Glenwood Branch and its Nonprofit Resource Center said, "I'm not bitter."

Nonprofits, according to Sumerford, want circulating materials on fund raising, grant writing, and finding consultants. They need books on starting and incorporating an organization, writing bylaws, and establishing nonprofit status. They have questions about board development and volunteer management and long-range planning. He said that "People who want to make a difference find themselves running an organization that does the thing they're trained for instead of providing direct services themselves." They turn to public libraries to brush up on management skills.

Sumerford particularly recommended membership in the North Carolina Center for Nonprofits, workshops offered by the Duke University Certificate Program in Nonprofit Management, and subscription to the biweekly *Chronicle of Philanthropy*, which offers a new Web site where members may search grants online. He cautioned that data in the standard tool, *North Carolina Giving*, is one to two years old at publication, and that grant seekers should contact foundations for their latest annual report when preparing proposals.

To start contacting nonprofits, Sumerford suggests you contact the North Carolina Secretary of State's office, where for \$50 you may purchase a list of nonprofits in your county. Once you have your guest list, plan a program—grant writing is usually a popular choice. As you develop your nonprofit collection, an advisory committee may help uncover other collections in the community with which to combine efforts. Greensboro's professional staff are all encouraged to be involved with a community nonprofit organization as another means of building relationships.

For copies of bibliographies of resources for nonprofits and other information, contact <Steve.Sumerford@ci.greensboro.nc.us>

— Dorothy Hodder

The Future Is Now!

NC SOLINET Users Group

"Where do we go from here? Has this group outlived its usefulness?" were the questions posed to session participants by the NC SOLINET Users Group Board. Much of the training sponsored by the Users Group in its early years is no longer needed as libraries have become knowledgeable about SOLINET products. Discussion centered around helpful activities the state group could sponsor. The annual state conference is very beneficial, especially to paraprofessionals, and there needs to be more publicity about it. Practical programs with a narrow focus are preferred. The Board is developing a Web-based peer assistance program, SHARE, which provides a list of local "experts" to consult about specific problems.

It was decided to continue the Users Group. Better meeting publicity, narrowly focused sessions, and increased communication and cooperation with SOLINET will be worked on. Comments can be directed to <Keely@wfu.edu>.

A representative from SOLINET talked about products and activities. The annual SOLINET meeting is April 27-28 in Atlanta. For information and assistance, check the following contact points:

<<http://www.solinet.net>>

(home page);

<<http://www.oclc.org/oclc/menufs.htm>>

(FirstSearch information);

<[helpdesk\(Ei\).solinet.net](mailto:helpdesk(Ei).solinet.net)>

(e-mail information); and

1-800-999-8558

(telephone information).

The NC Users Group listservs are housed at the State Library. To subscribe, send a message to <majordomo@ncsl.dcr.state.nc.us> with the message line "subscribe NC-ILL-L" (for the interlibrary loan listserv) or "subscribe NCSLUG-L" (for the general users group).

— Suzanne Wise

What We Wish They Knew Before They Got to Us

COLLEGE AND UNIVERSITY SECTION/BIBLIOGRAPHIC INSTRUCTION DISCUSSION GROUP

In a program enlivened by enthusiastic audience participation, a panel of librarians from academic and school libraries described the abilities that students should have when they leave high school and enter college.

Cindy Levine, a reference librarian from North Carolina State University Library, noted that academic librarians encounter students with widely varying abilities and skills. She feels that the attitudes and expectations that students bring with them are most important, and that students should view information as a source of power for them, with the library as a source of that information. She noted that a positive role model can be found in Rupert Giles, the school librarian on "Buffy the Vampire Slayer." Both he and Buffy herself demonstrate patience in finding and using information. Levine recommends that high school teachers make assignments that foster use of a variety of types of sources, to promote an

appreciation for what is available in libraries. She suggested that high school students be taught that college libraries are larger than those in high schools, but that the underlying structure is the same. She further recommended that students be taught what a catalog is, how to use at least one periodical index, and what a classification system does. They should be taught to ask questions in a library without fearing that it reveals inadequacy and to visualize the type of information they need before they formulate such questions. She emphasized that all high school students, and especially those not going to college, should be taught how to find information and to read well.

Libby Lashley, librarian at the Williams High School in Burlington, opened her remarks by stating that high school students already think they can find everything on the Internet. In addition to disabusing them of this myth, high school librarians teach them how to evaluate Web sites. Librarians in high

schools teach library skills as part of English classes, with prescribed content for each grade. In ninth grade, students must check out a young adult novel, read it, and find book reviews and biographical information on the author. In tenth grade, as part of a structured program they must find information about world literature from a variety of Web and non-Web sources. During eleventh and twelfth grades they receive formal, literary-based assignments in which they must choose a primary source and investigate the secondary literature pertaining to it, with no use of the Internet.

Stating that she wants high school students to consider libraries so important that they are a factor in choosing a college, Rhoda Channing, the library director at Wake Forest University, offered suggestions for cooperation between high school and college libraries, including welcoming AG classes to the college library. To the skills previously identified by earlier panelists, Channing added understanding of the concept of controlled vocabulary, the parts of a bibliographic citation and which parts are needed for finding an item on the library's shelves, plagiarism, and copyright. She also recommended that students know how to read directions and understand that research is work.

Audience members encouraged school librarians to teach students to allow time for research rather than procrastinating. They also noted that the lack of patience many students express is a result of their having grown up with MTV and the remote control, where "instant" is the norm. School librarians in the audience pointed out that school libraries are always caught in the battle of the budget because of site-based management; it is difficult to persuade teachers that libraries can impact students' achievement.

— Joline R. Ezzell



Al Jones, conference chair, and Barbara Anderson, local arrangements chair, rejoice at the success of the 53rd NCLA Conference, held September 21-24, 1999, at the Benton Convention Center.

The Reference Interview: Strategies for Children

PARAPROFESSIONAL ASSOCIATION

This workshop focused on factors which may vary in some degree from the reference interview conducted with adults. The program started with reading about a negative experience of a child in a reference interview as portrayed in the book, *A Tree Grows in Brooklyn*, by Betty Smith, and ended with a more positive reference interview experience as related in the book, *Reluctantly Alice*, by Phyllis Reynolds Naylor. Factors discussed that may be different in interviewing children are approachability, language, pronunciation, lack of feedback, lack of knowledge, initial broad questions, and unnecessary restriction of access. In addition to lecture, role playing was interspersed throughout the presentation. The presenters were Mel Burton, Ginny Howerton, Martin House, and Vickie Chapman, all information specialists employed by the Public Library of Charlotte and Mecklenburg County. The workshop was based on the article of the same name that was published in the fall 1998 issue of *North Carolina Libraries*.

— Mel Burton

Electronic Resources: Communication and Work Flows

RESOURCES & TECHNICAL SERVICES SECTION

What impact do electronic resources have on communication and workflow in libraries? How can better communication skills and more streamlined and efficient workflow improve librarians' abilities to expand access to electronic resources? Facilitators Brigitte Blanton, Kathy Shropshire, and Sherrie Antonowicz (Greensboro Public Library) hosted an unusually animated, fast-paced, and highly practical table talk session on these topics, organized by Roberta Tilden (Durham Public Library). When asked by Brigitte to identify their needs in handling electronic resources, audience members did not hesitate: "Solutions!!" No question or problem raised met with silence, as librarians were eager to share their experiences.

Important points are: consider your clientele and the projected use of an item when buying; keep paths of communication open (decisions, after all, are usually in the hands of many) and ensure communication *continues* when an electronic resource physically arrives; avoid duplication of NC LIVE resources; understand license issues (trial period use, for instance); communicate effectively with library systems staff and vendors (think of the library as a customer: if a problem can't be solved in-house, consult your sales representative or customer service); and consider establishing criteria that electronic resources must meet before purchase. Other issues included the cataloging of electronic resources and training for both staff and users.

For more information see:

Washington State University Libraries' "Decisions Digest":

<<http://www.systems.wsu.edu>>

"Licensing Digital Information: A Resource For Librarians":

<<http://www.library.yale.edu/~license/index.shtml>>

(linked on AcqWeb at)

<<http://www.library.vanderbilt.edu/law/acqs/acqs.html>>.

— Page Life



Irania Patterson, bilingual children's specialist from the Public Library of Charlotte and Mecklenburg County, shared strategies for including Spanish-speaking customers in the library community.

Serving Spanish-Speaking Patrons

CHILDREN'S SERVICES SECTION

Irania Macias Patterson, Bilingual Children's Specialist for the Public Library of Charlotte and Mecklenburg County, led a lively session on "Serving Spanish-Speaking Patrons" for the Children's Services Section. A native of Venezuela, and trained as a journalist and actress, she has lived in the United States for six years. As the Charlotte-area Hispanic population increased 285% between 1991 and 1998, she found herself not only coaxing Hispanics into the library, but also training library staff in "Service Excellence for Hispanics."

According to Patterson, most Latin Americans view the library as a cemetery. In their countries, research and libraries are not for the working man but for a very small educated elite. She reminded the audience that Hispanics are not homogeneous — there are 17 Hispanic subgroups in the United States. In general, however, they share some strong values that take precedence over any language barrier. Most important to remember is that out of courtesy, they will hesitate to confront, disagree, or admit they do not understand directions. Because of this she says staff should not ask Yes/No questions such as "Do you understand what I told you?" but rather ask them to repeat directions.

Family is an important value to Hispanics, and Patterson advises that all outreach programs be advertised as for the whole family, and that the fact that they are free (gratis) should always be emphasized. Respect is paramount in Hispanic culture, and library staff should be conscious of speaking with the senior person in a family group, even if a child is translating. Trust builds slowly with Hispanics, and is based on individual relationships rather than on confidence in institutions, so bilingual staff must be prepared for an overwhelming rush of questions when they make connections with Hispanic patrons. Patterson says she receives at least 40 calls a day from Hispanics needing anything from health care to housing.

Based on her experience offering neighborhood storyhours for Hispanics in private homes, Patterson says it takes a month to train storytime behavior such as arriving on time. After about a month with a group she moves it into the library, on foot if no other transportation is available. Stories for bilingual storytimes should allow for TPR, or Total Physical Response, from the audience, so that vocabulary is communicated physically as well as orally. Sure enough, Patterson had the whole room full of Anglo librarians on their feet, dando un paso para adelante, or one step forward.

To request handouts from PLCMC's "Service Excellence for Hispanics" workshop, contact <irania@plcmc.lib.nc.us>.

— Dorothy Hodder

Trends in Web Publishing

TECHNOLOGY AND TRENDS ROUND TABLE

Describing the Internet as a "Tsunami of Information," William Dan Terry gave a lively talk on trends in Web publishing and its impact on libraries.

He focused primarily on the many considerations involved in Web site creation. Using a dynamic source like the Web in a creative and effective manner is a continuing challenge for librarians. "Are you coloring outside the lines?" he asked. "Don't be afraid to walk on the wild side!" Terry discussed some basic issues specific to Web publishing, such as the need to continually update information and the pressure of the immediate public and peer review.

He offered specific advice on page creation, such as avoiding the use of the phrase "click here" on a page. Instead of merely "laying out" information, match the information to your users. Knowing your primary audience is essential; it's not always easy to find out who that is. A useful site is organized so that people won't feel like they're solving a puzzle when they search for specific information. He touched on various other topics, including use of streaming media, cascading style sheets, and sites that are database-driven.

Terry sees the library of the future as an "equalizer of information access," that provides public and educational service as well as research support. Librarians who have traditionally provided information in-house will need to adjust to providing "access" to information that may reside on a computer thousands of miles away. And finally: "Would a lot of what's available online be purchased by anyone?"

William Dan Terry is the Director of Technology and founding member of NetPubs International, a company that provides customized Internet solutions.

— Michael Van Fossen

Tea and Celtic Jam

PUBLIC LIBRARY SECTION

One program which received rave reviews was "Tea and Celtic Jam," which featured a musical group named "Celtic Jam." Their traditional Irish music, whether the tune was rollicking or sentimental, was always engaging, like the musicians themselves. That Al, Bill, John, and Sean share a wealth of experience is evident in their ease with the audience and each other. For more information about the band and bookings, their website is <www.celticjam.com>. As if music, tea and cookies were not enough, a dozen librarians won door prizes donated by Baker and Taylor. Audiovisual Committee members also dispensed collection development brochures recommending the best CDs in various musical genres. "Tea and (Celtic) Jam" was underwritten by a special project grant from NCLA and by the Public Library Section of NCLA.

— John Zika

CD-ROM vs. Web

RESOURCES & TECHNICAL SERVICES SECTION

At this "standing room only" table talk, organized by Susan Rathbun-Grubb (Rowan Public Library) and designed to evaluate the relative merits of CD-ROM and Web resources in two different library settings, facilitators Suzanne White (Rowan Public Library) and Kim Blanton (Joyner Library, ECU) sent the two familiar "challengers" to the ring in contests of maintenance, cost, interface, functionality, statistics, access speed, and accessibility.

Despite differences in support, access, and equipment, both libraries agreed that they are approximately 85% "Web-based" Web products, according to White, save a lot of staff time and allow greater access for more users. They are *low* (though not *no*) maintenance products. While Web products appeared to win the contest, CD-ROM products were acknowledged to have their strong points: the Web, for example, sometimes does not archive back issues; specialized subjects, such as genealogy, often lend themselves well to CD-ROM format; and CD-ROM products often have more organized search capabilities.

Basic questions to ask of CD-ROM products include: Does your library hardware fit vendor requirements? Will client software need to be installed? For Web products, a runaway winner in the area of off-campus and distance learning, you must ask: How stable is the connection? Kim stressed that the most important question to ask is: What format — CD-ROM or Web — best fits the needs of our users?

For more information see: "Web vs. CD-ROM: Access to Federal Electronic Information" (NCLA Documents Section Workshop, Oct. 23, 1998) <<http://www.uncc.edu/lis/library/collections/documents/Sring1999Docket.html#fall>>.

— Page Life

Project Tomorrow Grants

NC OFFICE OF ENVIRONMENTAL EDUCATION

Project Tomorrow Grants, sponsored by the North Carolina Department of Environment and Natural Resources, are available to schools, public libraries, and Environmental Education Centers throughout North Carolina. The project is designed to provide financial and other support to develop and enhance model environmental educational library collections, field trips to environmental education centers, etc. Projects that promote the integration of environmental education in the teaching of North Carolina's competency-based curriculum are encouraged. For further information about time lines and applications, contact Judy Pope, Educational Program manager, at <Judy.Pope@ncmail.net> or 1-800-482-8724.

— Diane Kessler

Lena Gonzales received the North Carolina Libraries Ray Moore Award for her article, "Public Libraries Reach Out to New North Carolinians," judged the best article for and about public libraries during this biennium.



Related to Reading: Strategies for Pre-K – Grade 8 At-risk Students

NC ASSOCIATION OF SCHOOL LIBRARIANS

Dressed in colorful aprons covered with reading slogans and icons, Judie Davie and Sue Kimmel introduced the Comer Six Developmental Pathways for children used in their schools and defined "at-risk" as students who had any of the six developmental pathways not being met. They emphasized the importance of reading connections in the areas of children, library, community, other staff, classroom teachers, and library staff that surround the child. Addressing each of these groups the speakers identified books that are appropriate for students and strategies for using reading with the groups. The bibliography, including URLs, challenged participants to follow the 3 R's: relax, respect, READ!

— Diane Kester

Scholarships for Librarian and Information Specialist Career Preparation

NCLA SCHOLARSHIP COMMITTEE/RECRUITMENT AND PLACEMENT COMMITTEE

Scholarships and recruitment were discussed by a panel consisting of Dr. Carol Truett, professor of library science at ASU, Joanne Marshall, Dean of the School of Information and Library Science at UNC-Chapel Hill, and Kieth Wright, professor of library science at UNC-Greensboro. The use of the ALA publication, "Financial Assistance for Library and Information Studies," was encouraged. The publication's information is also available via the ALA Web site <<http://www.ala.org>>. Each library school also has its own scholarships, and distributed printed material about them. Graduate assistantships should also be explored. It was pointed out that students at UNC-Greensboro can be a graduate assistant with a minimum of a six-hour course load. The program concluded with discussion of how recruitment can be better accomplished.

— Mel Burton

N-Gen, Gen Xers, and Who's Next: Our Patrons in the New Millennium

REFERENCE AND ADULT SERVICES SECTION

Margaret Jackson, Workplace Reporter with the Associated Press, spoke on "N-Gen, Gen Xers, and Who's Next: Our Patrons in the New Millennium," at a luncheon sponsored by the Reference and Adult Services Section. In contrast to a common perception that Gen Xers (defined roughly as people between 18 and 38 years old) are slackers, she said they are ambitious and so self-confident that they often rub people the wrong way.

Gen Xers are the first generation to grow up in a world where AIDS, television, computers, daycare, divorce, and downsizing are nothing new. Change is their most reliable constant. Studies have shown that 12% of this age group will change jobs in a year, where only 3% of people over age 50 will do so. They are confident, 90% saying that they could go out at any time and get another job. They are also impatient, demanding constant information and feedback to help them navigate their changing world. They want solid information, not fluff.

In the workplace Gen Xers want to be decision makers. They are risk takers and feel little loyalty to employers, seeing themselves as the sole proprietors of their skills. They are creative, take play seriously, and put a high value on balancing work with leisure and family. Although cynical, they can be genuinely caring about social issues.

Members of the audience questioned whether the Gen Xers as described here are a socioeconomic subset of their generation as a whole, whether they are an urban phenomenon, and how their values will hold up in the face of advancing age and less favorable economic times. Answers will be developed by sociologists in years to come.

— Dorothy Hodder



Dr. Judie Davie cooked up a lot of interest with her booktalks about the newest children's books.

Government Statistics on the Web: Federal, International, and State

DOCUMENTS SECTION

Everyone, from the student working at home, to users in the smallest public libraries, to researchers at the largest academic libraries, now has access to a vast amount of statistical information from government agencies via the Internet. This information is available as full-text files and graphs; some sites include searchable databases, some offer users the option of selecting variables.

At "Government Statistics on the Web: Federal, International, and State," librarians from the NCLA Document Section presented strategies for searching for data as well as demonstrating major online compilations on various topics, such as demographics, business, crime, economics, education, health, and labor.

The speakers were Mary Ellen Spencer, Public Documents Coordinator at North Carolina State University (Federal information), Catherine Shreve, International and State Documents Librarian, Duke University (International information), and Mary Horton, Head, Government Information and Microtext Department, Wake Forest University (State information). The information Spencer presented was compiled by Alex Hess, Librarian at the Institute of Government, who was unable to attend.

— Michael Van Fossen

Beta Phi Mu Breakfast

Former Dean and Kenan Professor at the University of North Carolina at Chapel Hill School of Information and Library Science Dr. Edward Holley was the speaker for the Beta Phi Mu Breakfast. Addressing a standing-room-only crowd, Holley revisited some of the changes that have occurred during the last five decades of his library service. Declaring the GI Bill the wisest investment a democratic society could make, Holley told how the subsequent boom in university enrollments and federal support for academic research changed libraries and librarians forever. He noted changes in library education which saw the basic degree move from a Bachelor's in Library Science to a Master's, followed by an increase in doctorates in the field, all of which mirrored a significant increase in research and scholarship on library-related topics. Holley stated that "technology was the most unexpected element" in library change during this time period and proposed the photocopier as one of the most underrated elements of technological change in the profession. He also remembered his fight for intellectual freedom ("One can never assume that the issue of intellectual freedom has been won for all time") and the elevation of women librarians into leadership roles. As Holley recounted, "What a heady and exciting time it was."

— Kevin Cherry



Libraries — The Very Best Place to Start: Marketing Library Services to Children and Teens

STATE LIBRARY OF NORTH CAROLINA

State Librarian Sandra Cooper outlined a new communications and marketing program, "Libraries — The Very Best Place to Start," aimed at marketing library services to children and youth. Based on prior research done in North Carolina, the program's objective is within three years to ensure that people will think first about libraries as partners in the lives of children and youth. Using the expertise of two professional marketing firms, a public relations campaign involving public and school libraries will be rolled out in statewide and local kickoff events during National Library Week 2000. The marketing campaign will emphasize that libraries are the best, first step for expert help in connecting children and youth with learning and discovery. Additionally, the campaign will also create deeper and broader understanding of and support for the role libraries play in the lives of children and youth.

— John Welch

Educational Resources 6 – 12 Materials

NC ASSOCIATION OF SCHOOL LIBRARIANS

John Brim and members of his staff from Educational Resources Evaluation Services presented information about several different items of interest to North Carolina school library media specialists:

- North Carolina Wise Owl will be available to all public schools with Internet access on October 1, 1999, and is being paid for by the Department of Public Instruction. This service includes online periodical databases as well as encyclopedias. Participants were told how to sign their schools and districts up to receive this service. Training will be provided by DPI on how to use these materials. The periodical index that was chosen is the Infotrac system with its various levels and the two encyclopedias selected were *Grolier Multimedia* and *The New Book of Knowledge*. In addition, the Gale data base *DIScovering Authors*, which covers the most studied authors at the secondary level, will be available.
- Grades 6-12 Resources on Writing. A list of books, videos, CD-ROMs, and Web sites that deal with writing at the secondary level was distributed; the different resources were then presented and discussed.
- Grades 6-12 Resources about Africa. A list of books, videos, a CD-ROM, a game, and Web sites that deal with Africa was distributed. The various resources were highlighted and discussed.

— Diane Kessler



ALA Spectrum Scholars Jamal Cromity and Tamika Barnes gather with Vice President Al Jones, Gerald Holmes, and Hilda Peacock at the REMCO luncheon on Thursday.

North Carolina's librarian emeritus Dr. Edward G. Holley held court after speaking at Thursday's Beta Phi Mu breakfast meeting.

Copyright in the Digital Age

COLLEGE AND UNIVERSITY SECTION
COMMUNITY AND JUNIOR COLLEGE LIBRARIES SECTION

During this fast-paced session, Laura Gasaway, Director of the Law Library and Professor of Law at UNC-CH, presented the most recent laws on copyright as they apply to libraries and as they relate to digital information. She described the Sonny Bono Term Extension Act of 1998 (CTEA), which extended the term of copyright by 20 years, to life plus 70 years. This bill was supported by movie studios, particularly Disney, which wanted greater protection for their movies (*Steamboat Willie* would have come into the public domain in 2003). Gasaway outlined the dates when works will pass into the public domain, based on their date of publication or creation (see <<http://www.unc.edu/~uncnlg/public-d.htm>>).

Gasaway then described the Digital Millennium Copyright Act (P.L. 105-304), which contains expansions of Section 108 of Title 17. According to this act [Section 108 (a)], libraries and archives may make a single copy of a digital work, provided that: 1) the reproduction and distribution are revenue-neutral, 2) the collection is open to the public or researchers doing research in the same or a similar field, and 3) the reproduction contains the statement of copyright that appeared on the original work or a legend stating that the work may be protected by copyright if there is no such notice on the original. Section 108 (b), which permits libraries to make three copies of phonorecords for preservation or replacement purposes, now states that any such reproduction in digital format must not be distributed in that format and may not be made available to the public in digital format outside the premises of the library or archives. A new section, "h," grants certain rights to libraries and nonprofit educational institutions in the last 20 years of a work's term.

Gasaway noted that this act treats face-to-face teaching and distance learning very differently. In the former situation, any type of literary or musical work may be performed or shown as long as the purpose is educational. Only *nondramatic* literary or musical works, however, may be performed or transmitted in a distance learning situation, and any such transmission must be made primarily for reception in a classroom or similar place devoted to instruction. Copyright holders, who fear wide distribution and who worry that students will copy the transmissions, champion this restriction.

The act requires the Register of Copyrights to produce a study within six months of its enactment, with recommendations for promoting distance education through digital technologies while maintaining a balance between copyright holders and users. The Register has recommended that dramatic literary and musical works be included and that the limitation on the place of instruction be removed. The House Subcommittee on Intellectual Property held hearings on the law on June 24, 1999.

Gasaway reported that two bills, one dealing with consumers' access to information, and one with database protection, have been introduced in the House and are currently before committees. These bills call for increased rights for libraries. In these congressional deliberations, the turf war between producers and consumers of information is evident, whether the information in question is in print or digital format.

—Joline R. Ezzell



Noted UNC Law School professor and library director, Laura Gasaway, spoke on "Copyright in the Digital Age," sponsored jointly by the College and University and Community and Junior College Libraries Sections.

1999 Children's Book Award Winners

NC ASSOCIATION OF SCHOOL LIBRARIANS

Andrew Clements, author of *Frindle*, one of the winners of the North Carolina Book Awards for 1999, recounted his experiences as a writer at a program sponsored by the North Carolina Association of School Librarians. Children in school and public libraries around the state nominate and then elect the award books.

Clements said he was first a reader. As he read adventure stories by writers like Robert Louis Stevenson and Jack London, he said to himself, "I wish I could do that." He became a teacher, and later worked for publishers of children's books. As he traveled to children's book fairs in Europe to shop for books for his publisher, he became familiar with children's picture books and eventually tried his hand at writing them. His first success was *Big Al*, the story of a fish with a heart of gold, which was published in 1987.

With the skill of a storyteller, Clements set the scene of the true experience that led to it. On a warm, fall Friday afternoon the day after Halloween, he talked about words to a large group of fidgety first and second graders. To get their attention, he did what he knows one shouldn't do to a book: he dropped *Websters 2d*. A thousand years of thoughts and ideas and 1,000,000 words hit the ground. "Hey, Mr. Clements, where do all those words come from?" asked a student. Clement's response became the story of Nicholas, who makes up a word that gets into the dictionary. First Clements tried to write *Frindle* as a picture book, but publishers kept telling him it was interesting but needed to be longer. Finally, he rewrote the story as a chapter book. Now Clements writes a series for middle school stories and also continues to write picture books.

—Artemis Kares

Booktalking with Teens

YOUNG ADULT COMMITTEE/PUBLIC LIBRARY SECTION

The Young Adult Committee presented "Booktalking with Teens" where several librarians spoke about books of young adult interest. Lise Keppler of Forsyth County, Sarah Hudson of the Public Library of Charlotte and Mecklenburg County, and others presented "book talks" to show the audience how to do a book talk, as well as to show the types of books which today's teens find most fulfilling.

—John Zika

Children's Services NC Library Paraprofessional Breakfast

After a buffet breakfast, CSS chair Susan Adams of Wake County Public Library passed the gavel to incoming chair Ann Burlingame. The then current chair, also of Wake County Public Library, recognized the rest of the 1999-2000 Children's Services Section Board: vice chair/chair-elect Mel Burton; director, Tammy Baggett; director, Jo Anne Rodgers; secretary/treasurer, Jacky Miller; membership chair, Hannah Owen; *North Carolina Libraries* representative, Pamela Standhart; paraprofessional liaison, Sue Mellott; bylaws chair, Carol Laing; NC Book Award representative, Jenny Barrett; and past president, Susan Adams. Andrew Clements, one of the winning authors of the North Carolina Children's Book Award for his book *Frindle*, spoke briefly about his sources for ideas and inspiration. Jacky Miller introduced the featured speaker, Johanna Hurwitz, author of over fifty books for children, including *Hot and Cold Summer*, *Aldo Applesauce*, *"E" is For Elisa*, *Class Clown*, and most recently, *A Llama in the Library*. The audience was enthralled as the speaker told how she began writing and revealed how certain books evolved.

— Mel Burton

Documenting the African American Experience: African American Archives in North Carolina

ROUND TABLE ON SPECIAL COLLECTIONS

Program planners had to find more chairs for the crowd that gathered to listen to the Round Table on Special Collections program on North Carolina's African American archival material. Dr. Phyllis Galloway, Director of Livingstone College's Heritage Hall, noted that her institution maintained the records of the college, the African Methodist Episcopal Zion Church, and that denomination's ministerial training institution, Hood Theological Seminary. Bishop Wall's lifetime collection of church materials make up the core of Heritage Hall's materials, which includes archival, museum, and library items. Heritage Hall presently focuses its collecting on church-related items, especially the papers of previous bishops.

Paul Baker, Archivist at Fayetteville State University and President of the North Carolina African American Archives Group, spoke about the founding of his organization and some of its activities, including the identification of collections already in the state's repositories and the promotion of their use by researchers. He noted the resolve of the individual institutions that make up the group to preserve the institutional memory of historically Black institutions of higher education, as well as collecting other materials from the state. The group also hopes to nominate African American sites for the National Register of Historic Places.

Teresa Church of the University of North Carolina at Chapel Hill's Southern Historical Collection described those materials held jointly by North Carolina Central and UNC-CH, including the WTVD videotape collection (which includes African American related shows, "Reflections," and "Reel Time Perspectives"); the White Rock Baptist Church Collection, and the Floyd McKissick, Sr. Collection, among others. She pointed out the wealth of new research opportunities to be found in these collections and noted that numbers of researchers were waiting for the archival processing to be completed.

Dean of the School of Library and Information Sciences at North Carolina Central University Ben Speller concluded the program with an overview of current issues relating to North Carolina African Americans and their historical materials. "People get emotional about these collections," he assured his audience, using as an example North Carolina Central's transfer of archival items to joint possession with UNC-CH. "There are big bucks involved in this undertaking; preserving old things is not a cheap undertaking," he explained, letting those present know why cooperation between institutions is often needed to protect these types of treasures. Echoing Paul Baker, Dean Speller insisted that "our history too often is invisible" and concluded that "our collecting and preserving the types of materials we've talked about today expands our understanding not only of African American history, but also American history."

— Kevin Cherry



1997-1999 NCLA Executive Board (left to right): (seated) Al Jones, Marilyn Miller, Liz Jackson, Diane Kester, Beverley Gass, Ross Holt, Vanessa Ramseur; (standing) Carol Truett, Gene Lanier, Carol Freeman, Rhoda Channing, Carrie Nichols, Dave Fergusson, Carolyn Price, Ginny Gilbert, Barbara Best-Nichols, Peggy Quinn, Tracy Babiasz, Frances Bradburn, John Via, Frances Lampley, Martha Davis, Eleanor Cook, Nancy Kolenbrander, Susan Adams, Karen Perry, Melinda Ratchford, Gwen Jackson.

Public Library Section/NC Paraprofessional Section Friday Luncheon

Dr. Elliott Engel recalled that in 1983 Barbara Bush cancelled an appearance at NCLA after the bombing of Beirut, and Dr. Leland Park called him to stand in with his Dickens presentation, and his career as a literary impersonator was launched. His repertoire now includes some 40 presentations, and in the last year he did 280 performances. He justified his popularity once more with "The Importance of Being Ernest Hemingway," in celebration of that author's centennial.

Hemingway, along with Faulkner, Fitzgerald, and Steinbeck, is one of the American authors scholars expect to be known into the next century. Like Lord Byron, Hemingway was known as much for who he was as for what he wrote. The first writer from the suburbs, his early life was scrupulously documented by his mother. According to her, his first sentence was "Fraid of nothing." From his earliest childhood he loved sports, particularly boxing, and was a bully.

Humiliated to be classified 4-F in WWI because of his eyesight, Hemingway did a short stint on the Kansas City *Star* and apparently absorbed the newspaper's style manual, which prescribed the use of short sentences and short first paragraphs, and abjured adjectives and adverbs, particularly "grand," "splendid," and "gorgeous." Engel credits this experience with forming Hemingway's revolutionary literary style, for he was the first to apply the conventions of journalism to prose fiction. The budding author soon joined the war as an ambulance driver for the Red Cross, and had the good fortune not only to be wounded immediately, but also to be the first American casualty in Italy. A lifelong publicity hound, Hemingway counted and proudly displayed his 227 shrapnel scars for reporters.

Engel toured the audience through Hemingway's literary successes and failures, several marriages, and constant search for celebrity and the manly sporting lifestyle. *A Farewell to Arms* gained him the first five-figure advance ever given by a publisher and the first five-figure movie deal, and he was the first author with enough clout to name the movie stars who would play the characters he created. *The Old Man and the Sea* was a huge success when it was published as a single issue of *Life* magazine, and won the Pulitzer Prize. On receiving the Nobel Prize for literature in 1954, which one might take to be the high point of his career, he said that no S.O.B. who had won could ever write again. He moved to Ketchum, Idaho, where no one knew him and tourists once mistook him for Burl Ives. Depressed and unable to write, he killed himself in 1961.

Hemingway constantly created the same type of characters, put them in danger, and judged them by their performance. According to Engel he is the male Jane Austen, who constantly wrote about girls hunting husbands in moral danger of losing their reputations or being old maids if they did not live by the code of their time. Certainly an unexpected summation of a fairly unattractive character, who disliked his parents, cheated on his wives, betrayed his friends and benefactors, and died ignominiously after having wrested failure from the jaws of success. One wife described him as a heartless, selfish, publicity-seeking monster, so we are left to doubt that he would have been flattered.

— Dorothy Hodder

Celebrate Libraries: Examine the Research

NC ASSOCIATION OF SCHOOL LIBRARIANS

Frances Bradburn, from the North Carolina Department of Public Instruction, presented an overview of recent research documenting the positive effects of reading, the availability of good school media centers, and the introduction of educational technology on the educational development of children. Reading makes students smarter regardless of their innate intellectual ability. The volume of reading that students do, rather than their oral language environment, is the prime contributor to individual differences in children's vocabularies. Students in schools with well-equipped school media centers and well-trained media specialists will perform better on achievement tests for reading comprehension. Educational technology has demonstrated a significant, positive effect on achievement in all major subject areas (K-12) for both regular and special needs students. Students score an average of 5-10 points higher on regular tests if their school media center incorporates the latest information technology. Television and film can be used to enhance the comprehension and enjoyment of literature, especially on the part of less able students. Children's books have 50% more rare words in them than do adult prime-time television shows or conversations by college graduates.

— John Welch



DK Family Learning sales representative Vicki Dupree voted NCLA conference planners "the nicest in the southeast."

Mother Goose Asks Why

CHILDREN'S SERVICES SECTION

"Mother Goose Asks Why" (MGAW) is a national program that trains disadvantaged parents to use children's books to teach their children about science and its application to everyday life. Information about the program was presented by Ron Jones, youth services consultant at the North Carolina State Library. Wanda Cox-Bailey of the Wake County Public Library, Lynn Thompson of the Southern Pines Public Library, and Teresa Herman of the Rowan County Public Library discussed how the program was implemented at their specific location.

"Mother Goose Asks Why" was developed and coordinated nationally by the Vermont Center for the Book and funded by a grant from the National Science Foundation. North Carolina is one of 14 states participating in the project, with statewide coordination provided by Frannie Ashburn, Director of the North Carolina Center for the Book, a program of the State Library of North Carolina. Social Services professionals are used to identify and invite parents to be a part of the program. Parents meet weekly for four two-hour sessions at the host institution. The programs are led by a science museum staff person who combines literature with science activities.

The conference program began with Ron Jones reading aloud the picture book, *Two Bad Ants*, with the audience pretending to be in the age range of three to seven. Books such as *Two Bad Ants* will help children ask and answer such basic questions as What is it? How do you do it? How many? And how does it grow? Panel participants adapted the program by using youth to help with children's activities, using a Spanish interpreter, making buttons for parents, and using a drama teacher.

Host libraries are selected by region, with programs in the central area of the state in 1999, in western North Carolina in 2000, and in eastern North Carolina in 2001. Applications and more information is available from Frannie Ashburn. She may be reached by phone at 919-733-2570 or e-mail at <fashburn@library.dcr.state.nc.us>.

— Mel Burton

All-Conference Breakfast Storytelling Festival

Ron Jones of the State Library introduced the All-Conference Breakfast Storytelling Festival by saying that storytelling is something we all do every day of our lives, a point he had noticed over and over as he listened to Hurricane Floyd stories during the conference. Because of hurricane-related problems some of the scheduled storytellers were not able to be present, but plenty of others were willing to step forward.

Jackie Miller, Children's Librarian in Rockingham County, told the traditional tale of "Foolish Jack," who never could figure out an appropriate way to bring home his pay after work, but still ended up with a wagon full of gold for his long-suffering Mama.

Hilda Peacock, a professional storyteller from Baltimore who volunteered her services when she heard Ron was in a jam, told a modern parable about a rag man wandering the streets of Baltimore, exchanging clean rags for soiled handkerchiefs and bandages, and with them taking away the grief and healing the wounds of his customers.

Mel Burton has worked in so many libraries in so many states that everyone knows by now that he can't hold a steady job. The present Children's Librarian at the North County Regional Library, PLCMC, told an original tall tale calling for lots of audience participation, based on his life in Wyoming. He calls it "Watermelon Lake" — and how big was it?

Dr. Brian Sturm, who teaches storytelling in the School of Library and Information Science at the University of North Carolina at Chapel Hill, wound up the program with "The Ox and the Frog," in which the king of the frogs has the unfortunate experience of hearing about someone bigger than he is. His ego being unable to imagine this possibility, he exploded with magnificent special effects.

At this session a number of awards were made and scholarships presented, and officers were installed for the new biennium. In response to Session Law 1999-237, House Bill 168, "Study Use of Internet for Agency Publications," it was unanimously resolved to recommend that the North Carolina General Assembly require affected agencies to submit reports to the North Carolina State Depository System Advisory Board for comment before implementation, and to encourage agencies to develop permanent archive mechanisms for state government information in electronic formats.

— Dorothy Hodder



Conference goers got mugged in the vendor area.

Imagine the Future: Women in Charge, or Superwoman: The Graduate Course

ROUND TABLE ON THE STATUS OF WOMEN IN LIBRARIANSHIP

Several conferences ago the Round Table on the Status of Women in Librarianship brought Laura McLamb Hamilton to NCLA to speak on "Superwoman." Due to popular demand, RTSWL and the Public Library Section brought her back this year to deliver "Imagine the Future: Women in Charge, or Superwoman: The Graduate Course."

Superwoman, by Hamilton's definition, would be able to "do multiple tasks perfectly and simultaneously without causing any physical, psychological, or interpersonal stress." The rest of us must accept the sad fact that we cannot have perfection, and stop trying for our own good: "The more you strive, the more you REPEL people." As she prowled the aisles caricaturing Superwoman-wannabees, the audience conceded her point in helpless laughter.

Pointing out that life expectancy for women in the United States is now 84, compared to 49 in 1900, Hamilton challenged her listeners to plan for the second half of their lives instead of packing it in at midlife. She pointed out that menopause, which is such a taboo that two-thirds of American women will not discuss it with their doctors, is both a temporary condition and a normal transition. "Good health is the cheapest thing we've got," she said, urging women to stop acting the victim and take control of their habits. Mood swings? "No one but you thinks the thoughts you think in your head. CHOOSE TO HAVE A GOOD DAY." Rage? It does get immediate results, so enjoy it! Surly husbands and teenage children? It may be your behavior they're reacting to. Stop torturing them! Leave them ALONE! Weight gain? You have the choice to deal with it. Diet and exercise. Bone loss and muscle loss? It happens to all women after age 30, and exercise is the solution. Skin changes? Take advantage of all the wonderful products on the market. Bifocals? Everyone can see you pretending you can see. You need bifocals. Memory loss? It happens at a certain age, and reducing stress is the best thing you can do for it. Reduce stress by saying "NO" more often and generally talking less. Women speak 2,500 words per day more than men, on the average, and do we notice men complaining of stress? Sleep deprivation? Because of hormonal flux, middle-aged women are as sleep-deprived as mothers of young children, according to doctors, and they should seek help. Start by cutting out caffeine, tobacco, and sugar after 6:00 PM, and establish a bedtime routine. For almost all of the above, take advantage of estrogen replacement.

Hamilton's attack on female vanity was merciless and hilarious, but her refreshingly candid approach to women's midlife health issues was informative and compassionate. She encouraged listeners to keep interested in life by continually putting themselves in situations where they are ignorant and will have to learn something. "You can't change your past," she said in closing, "but your future is spotless."

— Dorothy Hodder

URLs, PURLs, and Metadata

RESOURCES & TECHNICAL SERVICES SECTION

Participants at this table talk had its two facilitators to thank for "translating" into less-threatening English the mysterious term "metadata" and the arcane but mellifluous acronym duo "URLs" and "PURLs." The undaunted, informative, and reassuring pair were Celine Noel (Science and Electronic Resources Cataloger, Davis Library, UNC-Chapel Hill) and Elaine Druesedow (Serials Cataloger and Principal Cataloger of Electronic Resources, Perkins Library, Duke), their presentation organized by Mary Jane Conger (UNC-Greensboro).

Celine gave a brief history of the OCLC Dublin Core metadata project, which was developed to address the cataloging needs of and cataloging problems posed by (often fleeting) Internet resources, explaining the ways in which it is similar to and different from the more familiar OCLC MARC format. She then discussed OCLC's CORC (Cooperative Online Resource Catalog) initiative. Elaine, taking as her theme "national standards, local applications," related the experience of the Duke University Libraries with reference to its provision of access to electronic journals. She highlighted some of Duke's digital library projects, including their use of Dublin Core metadata.

For more information and links to important sites, please visit the table talk Web site: <<http://www.lib.duke.edu/staff/orgnzt/techservices/NCLA.htm>> or contact Celine Noel <cnoel@unc.edu> and/or Elaine Druesedow <elaine.druesedow@duke.edu>.

— Page Life



NCLA was excited to welcome new, young student librarians to their first conference.

E-rate Update

STATE LIBRARY OF NORTH CAROLINA

Timothy Owens, the State Library's E-rate specialist, presented an overview of the E-rate program since its inception in 1998. In the first year of the program, 25,785 applications were submitted and the average dollar amount paid per application was \$64,378. In Year 2 (1999), the number of applications jumped to 32,000 and the Schools and Libraries Division (SLD) made reimbursement commitments for \$800 million. For Year 3 (July 2000 – June 2001), the SLD proposes to revise their applications forms and open the application window earlier in the year; these changes will result in funding commitment decision letters being sent out by May 1, 2000.

— John Welch

Helping Them Grow: Positive Interaction with Teens

YA COMMITTEE/PUBLIC LIBRARY SECTION

The YA Committee featured James Rosinia from UNC-Chapel Hill who gave a talk called "Helping Them Grow: Positive Interaction with Teens." This was a very informative and practical sharing designed to help library personnel understand the teenagers who many times constitute a good portion of libraries' customer base.

— John Zika

North Carolina Children's Book Award Nominees for the Year 2000

NC ASSOCIATION OF SCHOOL LIBRARIANS

Jackie Pierson and Vicki Stanfield, media coordinators in the Winston-Salem Forsyth County Schools, presented the new books nominated for the 2000 North Carolina Children's Book Award, in both the Picture Book and the Junior Book categories. Each year 15 to 25 picture books and 10 to 20 junior books published in the last five years are selected by the committee. One of the ways in which the North Carolina Book Award is different from similar awards offered in other states is that the voting and selecting are done totally by children. Each year activity booklets containing promotional materials are sent to the media contact person in each school system. Other copies can be ordered from Broadfoot's Bookmark.

— Diane Kessler

NC Association of School Librarians Luncheon

A small amount of business was conducted. The new board was recognized and a motion was passed to award grants to school media centers adversely affected by Hurricane Floyd. Nona Pryor introduced the speaker, Denise Fleming, author and illustrator of *Time to Sleep*, *Barnyard Banter*, *In the Small*, *Small Pond*, and *In the Tall, Tall Grass*. Fleming used slides to show how her books are made, how she gets ideas for her books, and how her life is integrated into her books. The slides depicted drawings she drew as a child, how her back yard was used as the basis for some of her drawings, and how the words work with the pictures. She mentioned that her family believes because her photographs of people had red eyes, she gave her tadpoles red eyes. She discussed how an illustrator provides a sense of scale and motion in a book. The talk ended with a description of her next book, *The Everything Book*, a concept book for small children. Bookselling and autographing were available for all attendees.

— Mel Burton

Intellectual Freedom in Cyberspace: The Good, the Bad, the Ugly

COMMUNITY AND JUNIOR COLLEGE LIBRARIES SECTION

Anne Marie Elkins from the State Library of North Carolina and Marcus Trathen, a Raleigh attorney, presented a program dealing with intellectual freedom issues arising from the current concerns over filtering of electronic information. Among other strategies, libraries can best address this issue by establishing Internet acceptable use policies and engaging in user education relating to information resources. Marcus Trathen reviewed recent federal legislation pertaining to Internet access, noting that many filters block protected information while imposing a third party's view of the information that an individual can receive. Among the practical steps that libraries can and should take to protect themselves are (1) establishing policies and guidelines for use of electronic resources, (2) educating staff, board members, parents, and users about the use of those resources, (3) helping children to find good sites, and (4) offering privacy screens. North Carolina does have a law (Senate Bill 907) requiring the Department of Public Instruction to evaluate and recommend software for schools to the State Board of Education. The State Board of Education has the power to select filtering software and supervise statewide installation.

— John Welch



Dr. Bea Kovacs, UNCC professor, enjoys catching up with 3 former students, (left to right) George Taylor, Michael Beck, and Ross Holt.