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Vision, Venture, Vitality

Mertys W. Bell

Reflecting on our recent Spring Workshop, I still feel caught up in the spirit of enthusiasm which was so evident, and the marvelous hospitality we experienced at Greensboro College. Section and committee chairpersons described their goals for the current biennium—their Vision. Translated into specific plans for numerous forthcoming workshops, we are ready for the Venture, as noted in our recent slogan for NCLA. Now we propose the addition of one more "V"—the Vitality of librarians with "the desire and the ability, capacity or power to perform effectively and vigorously in life and at work" (as defined by Donald Miller, an IBM human resources manager).

While sections and committees are busy planning seminars and workshops to be shared during the next two years, they are also designing meaningful programs for the October 25-29, 1983, Biennial Conference in Winston-Salem. The Membership Committee advises that their new brochure about the Association is almost ready for distribution. The North Carolina Association for School Librarians has a new brochure on Volunteers. We're being wise to publicize!

As your President, it has been my privilege to represent you on several special occasions. In February, I participated in the Library Science Lecture Series sponsored by the East Carolina University Library Science Alumni Association. It was a challenge to recount the history of NCLA and to promote the benefits of membership. On April 22, I attended the Dedication of the North Carolina Room at Durham Public Library to Benjamin E. Powell and the unveiling of his portrait. On May 7 I met with a group of North Carolina Health Related Library personnel who are interested in some type of organization to promote their common goals. This active group met at Cone Memorial Hospital in Greensboro.

It has been exciting to meet with such important groups as the State Library Commission and the State Council for Social Legislation. We have heard some very positive reports from our delegation to Washington on April 20 for Legislative Day for libraries, ably coordinated by the Governmental Relations Committee.

Many of us have been involved with the State Library Networking Feasibility Study. The NCLA Networking Committee has been actively contributing to this endeavor, as have so many of you who have attended the hearings and have written to express your needs. We look forward to the prospect of seeing the Vision of statewide networking become a reality!

Mertys W. Bell, President, NCLA

Circulation Services

Doris Hulbert

Circulation services provide the most fundamental library function—uniting users and materials. Maurice Friedman stated in the December 1987 *Journal of Library Automation*, ". . . the mechanism and means of delivery and control of the service are only a small part, and certainly not the most important part of the circulation function. Knowing your collection, your readers, and clearly knowing your library's mission are crucial prerequisites for the effective circulation of library materials."

No one in a library interacts more with the public than does the circulation staff. No one does more to affect the public perception of a library and its services than this staff. Important as they are to the effective operation of a library, circulation services are often misunderstood and occasionally maligned. Those who consider the circulation function as consisting solely of recordkeeping and conservation of collections view circulation in its most narrow context. The role of circulation is of concern to all those who work in libraries and to all those who use the resources of libraries.

This issue of *North Carolina Libraries* includes four articles dealing with various aspects of circulation functions.

The first article describes the myriad responsibilities of circulation and emphasizes the qualities, training, and attitudes which staff members need to provide efficient and effective public service.

Betty Young stresses the importance of circulation in promoting good public relations in all types of libraries. Even the most routine tasks such as charging and shelving books present opportunities for creating a positive image.

Patsy Hansel shares her findings concerning practices followed in assessing replacement charges based on a survey of representative libraries throughout the state.

In the final article, Arial Stephens recounts the jobs, expectations, and "ignominious failures" of converting to an on-line circulation system at the Public Library of Charlotte and Mecklenburg County.

Doris Hulbert, Head, Circulation Department, University of North Carolina at Greensboro

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The Circulation Department: It Makes the Library Run

Doris Hulbert

Do all circulation librarians hesitate when asked, “What do you do?” I have been responsible for circulation service in academic libraries since 1971, and I have grown accustomed, after telling people that I am the head of a circulation department, to facing courteous but blank stares. What can one say, after all, to a person who checks out books for a living? “What kind of charge cards do you prefer?” “How much do you charge in fines?” Or the more familiar, “Oh. I just love books.” In frustration, I finally responded to an aunt who asked what it was that I really did, “I manage the department which makes the library run.” At least this elicited a ripple of excitement rather than a polite smile. Self-important? Perhaps. Inaccurate? Let’s see.

What are the responsibilities of the major traditional divisions in an academic library? Acquisitions and Serials, in a sense, gather materials and make a library grow. Cataloging makes a library behave; it imposes order by organizing holdings. Reference makes a library respond; it takes or leads people to the materials which will answer their questions. And Circulation? Circulation makes the library run.

Most people demand of a library that it (1) keep its doors open; (2) lend books; (3) keep books on the shelves where they are supposed to be; and (4) account for those books which are not on the shelves. Since the Circulation Desk is usually the only point in a library which is staffed during all the hours the library is open, it keeps the doors open. The last three demands constitute the daily routines of circulation work. Thus, it would appear to most people that the Circulation Department does make the library run.

Circulation Responsibilities

What specifically does the circulation department do to make a library run? The functions of most departments may be grouped into two major categories: (1) keeping records and controlling the movement of materials and (2) providing services to the public. The ability to balance harmoniously these two categories of functions is the mark of an efficient and effective circulation staff.

Recordkeeping and Control Functions. Only after we started unchaining books were circulation departments necessary. As Barbara Evans Markuson points out, “Chaining books provided integrity of inventory control, guaranteed on-premise accessibility, eliminated overdues, and, in general, contributed to the well-being of the public service staff. Once the chain was severed, we began ever so imperceptibly to meet more and more user demands.”[1]

Since we no longer chain books, it has been necessary to devise specialized recordkeeping systems to keep accurate track of materials removed from the collection and to ensure their return so that they may be used again. The aim of any circulation system should be to maximize availability and to minimize complications. Behind every system should be clear and consistent policies free of bureaucratic jargon.

No one should feel uncomfortable with the idea of “controlling” users or materials. This is “control” in the sense of regulating and guiding, not ruling. In spite of all the protestations

about rules and regulations, no one really would be happy with a library run on the honor system. Even though an individual may want to be an exception to the regulations, he or she still wants them to apply to everyone else. Short of reverting to chained books or, less drastically, closed stacks, we must of necessity keep records and establish regulations. Care must be taken, however, that the recordkeeping system be accurate, easy to use, clear, and as free of red tape as possible. Few library experiences can do more to affect adversely an individual's lifelong perceptions of libraries than encountering a senseless maze of restrictions justified with meaningless jargon.

The activities representing the recordkeeping or control functions of most circulation departments include:

Materials—

- ascertaining and assigning appropriate loan periods;
- checking out and recording those materials on loan;
- checking in and clearing records of those materials returned;
- returning materials as quickly as possible to the shelves;
- determining fines or bills owed;
- taking inventory and weeding the collection;
- shifting the collection and planning for growth;
- selecting low- or no-use materials for compact shelving or remote storage;
- controlling book loss by visual inspection or through use of a security gate or detection system;
- shelfreading;
- assisting in conservation and preservation by identifying mutiliated books or those in need of repair;
- assisting in collection development by maintaining statistics on use by classification;
- maintaining statistics on building use and loans;
- monitoring heavily used books to consider ordering additional copies.

Users—

- determining eligibility of potential borrowers;
- securing and maintaining accurate and current borrower information;
- issuing borrowers' cards;
- maintaining records of books checked out, overdue, or lost by each borrower;
- maintaining lists of desired materials which cannot be located or which are charged out to others;
- securing the return of requested materials;
- notifying users that requested materials are now available;
- notifying users of fines, overdues, or bills;
- accepting and recording payments of fines and bills;
- maintaining statistics of use by user category;
- undertaking user surveys;

- searching for materials not located;
- reordering missing books.

Most circulation recordkeeping revolves around accounting for books which are not where they are supposed to be—linking books with individuals or locations other than their normal place on the shelves. This link may be accomplished by filling out and filing charge cards or by reading punched cards, OCR labels, or bar codes for both book and borrower identification. Whichever linking method is used, it is crucial that information be kept current and accurate. One of the greatest benefits of an on-line circulation system is that borrower and location information can be updated immediately and "stops" placed on both individuals and books until correct information can be secured.

Public Service Functions. Circulation activities which may be considered more public service than recordkeeping (although keeping track of thousands of borrowers and books is certainly a public service of the highest order) include:

- explaining and enforcing policies and procedures;
- answering questions, both informational and directional;
- assisting people in the use of the catalog;
- acting as readers' advisers;
- providing class reserve reading services;
- ensuring confidentiality of records;
- maintaining a browsing collection;
- assisting users with equipment;
- providing special services and equipment for senior citizens and the handicapped;
- providing lockers, carrels, faculty studies;
- mounting displays;
- providing pens, pencils, paper, calculators, typewriters, etc.;
- promoting special services;
- providing feedback on collections, services, personnel, equipment, and environment to library administrators;
- overseeing the building;
- maintaining security and handling emergencies;
- reporting equipment malfunctions and maintenance problems;
- providing photocopying services;
- providing change;
- lending art work and audiovisual equipment and materials;
- reserving special rooms.

Training Circulation Staff

Wise staff selection is the foundation upon which an effective training program is built. A circulation department does not need someone who already knows the distinctions between a serial and a periodical so much as it needs an individual who is willing to learn, who is untroubled by hearing the same question several times a day, and who is enthusiastic about

answering the question every time it is asked. It is easier to train staff members to perform the recordkeeping and preservation functions than it is to teach them the interpersonal skills essential for the proper service orientation.

Qualifications. To fulfill their recordkeeping or control and public service functions, staff members must possess a unique combination of clerical and interpersonal skills. Good circulation staff members should be:

- knowledgeable and enthusiastic about books and materials;
- approachable, personable, sympathetic, and helpful;
- systematic and organized yet adaptable;
- highly accurate;
- willing to accept some repetitious tasks;
- tactful;
- capable of getting along with a wide range of people;
- self-controlled, calm, and patient;
- capable of coping with problems and stress;
- willing to ask questions and to interact;
- willing to learn and willing to instruct;
- good at listening, explaining, and interpreting;
- conscientious;
- totally familiar with policies and procedures;
- firm yet flexible;
- assertive, not agressive or passive;
- willing to refer to a higher authority.

The head of a circulation department must be adept at promoting harmonious staff operations and at coping with an infinite variety of problems and a broad range of individuals. When challenged or questioned, good department heads should also be able to project themselves into the minds of their interrogators to acquire a perspective and provide sympathy.[2] Department heads must be diplomatic and must be able to defuse someone filled with righteous or unrighteous wrath. The department head's ability to perform and manage well directly affects users' frustration levels.

Recordkeeping. As with any training program, preliminaries should include instruction about the policies of the organization as a whole, the purpose and place of the department within the organization, the relationship of the department to other departments, the duties and significance of the particular position, and the relationship of this position to others in the department. Training cannot be effective without this understanding.

Recordkeeping procedures performed in a circulation department are unique and vary from library to library. The best training consists of individual instruction and step-by-step explanations and demonstrations, with special attention paid to ensuring that the peculiar jargon of libraries is clear from the outset. New staff should perform routines under close but congenial supervision, with ample time provided for questions, review, and discussions of

the consequences of and methods for correcting errors. Manuals and simple, clear instruction sheets should be available for review and reinforcement.

Preservation. In addition to the clerical and technical matters related to circulation functions, staff will also need instruction in the nature of books and other materials and the care necessary for their preservation. They need to be alert to problems with bindings and paper and be aware of proper handling and shelving techniques. Because the staff sees all books going out of the library and coming back, it can play a vital role in the protection and preservation of disintegrating collections.

Service Orientation. While proficiency and accuracy in recordkeeping and technical routines are required, in the most effective circulation department these should be as unobtrusive as possible. What should be obvious is the presence of a group of enthusiastic, intelligent people who are there to help and who do. People who need books or information do not care whether we file according to AACR 2 or 22. Most come to the desk with the unspoken attitude, “Where’s my book? If it’s not here, where is it? When can I have it?” The reputation of an entire library can hinge on an inefficient, surly, or unknowledgeable desk assistant.

Absolutely devastating to good public service is the attitude that anyone can work in a circulation department—that it should function as the training ground for new library employees, with the implication that the better staff members will soon move on or up to “real” library work. There is no more important work in a library than helping the public, and no one in a library has more contact with the public than members of the circulation staff.

Training for proper service orientation should consist of instruction in and constant demonstration of several principles:

1. There is truly no such thing as a stupid question at a public service desk. People who must ask questions are defensive to begin with. No one wants to appear stupid, and if a staff member reveals even the slightest hint of a sneer or a patronizing attitude, the department, the library, and perhaps even libraries in general may have made an enemy for life.
2. People do not always know how to ask for what they want. “Negotiating” is frequently necessary to determine what is really being asked. Libraries are foreign territory to most of the population; and the language spoken, equally foreign. In explanations, oral and written, care must be taken to avoid jargon. What does “main entry” mean to someone using a card catalog for the first time? What does “classed separately” mean? For that matter, what is a book truck and what are stacks? While such terms are the requisite shorthand of any profession, the circulation staff must be skilled enough in interpersonal communication to sense difficulties and to offer clear, concise, nontechnical explanations.
3. Users of libraries want immediate help and expect immediate results. Lines in banks and supermarkets are expected and accepted; yet the prevailing attitude in libraries is that they are an anathema. While it is not feasible to satisfy all requests for service instantly,

people should feel that everything possible is being done to help them when they request help. Staff should be delivery oriented.

4. Staff must be approachable. People are hesitant about interrupting staff members with their heads buried in books or those busily engaged in apparently complicated tasks or less complicated socializing. Body language, non-verbal behavior, can turn people away. No matter how busy a staff member is, time should be taken at least to make eye contact and acknowledge the person's presence or, better yet, to tell a waiting individual, "I'll be right with you."
5. Staff attitude should be positive, not negative; assertive, not agressive or passive. We may not be able to satisfy all users' requests, but we need not send users away angry. Even if we cannot accede, we can be sympathetic and provide clear reasons for our actions. The way we answer questions can also affect a user's perceptions of service. Instead of saying, "Go look it up in the catalog," a more positive response would be, "The catalog will list the book by author's name, title, or subject." Instead of turning someone away with, "The book is missing," we can say, "Perhaps the Reference staff can help you locate an alternative source of information."
6. Information is only as valuable as it is accessible. There should be no trace of a proprietary attitude in the minds of the staff. Staff members are not employed to protect materials, to save books from the ravening hoardes. They must not take too literally the description of a library as a "fortress of knowledge." A library should not be viewed as a place to be defended against the attacks of users, and users should not feel they need to storm the walls. Books and other materials are costly and should not be abused, but they are of no value unless they are used. Restrictions on use should be kept to an absolutely necessary minimum.
7. There is a difference between a rule and a policy. A rule is a prescribed guide for conduct or action; a policy is an overall plan embracing goals and acceptable procedures. Both are established to provide for the general and not the specific; they are not carved in stone. Judicious interpretations and exceptions are to be expected. As Guy Lyle states, "Regulations must be tempered with consultation and common sense."[3]
8. Staff members must be willing to refer without feeling threatened. They must understand that policies stand despite exceptions, and they must understand that not everyone has authority to make exceptions. The role of the circulation staff is often difficult. They interact most with the public and must answer most of the public's questions. Thus, they frequently find themselves faced with having to state rules and policies which they have not made. Staff naturally resent it when a user with a special problem wants to talk to "someone in charge." If a staff member has explained the policy "by the book" and the department head makes the requested exception, staff may feel as if their authority has been eroded or their roles diminished. The department head should spend considerable time in developing the proper public service orientation so that this attitude does not prevail. It can be extremely destructive to morale. Staff should expect support from management but must understand that exceptions do not really challenge policy—these

are individual cases to which policies are not applied because of managerial decisions. There is nothing threatening about someone's asking for special attention. We all do it—claim that our circumstances are unusual and deserve consideration. What could be more natural than a faculty member's saying that he or she is the only one who ever uses an esoteric journal written in Polish and should be allowed to take it to an office for several months? Or a student's swearing that reserve material is late because of car trouble?

A staff which understands, accepts, and puts into practice these principles will have the right attitude for providing good public service.

Running Well

Circulation departments fulfill numerous recordkeeping or control and public service functions. The most efficient and effective departments are those which can maintain a balance between these two categories of responsibilities, with emphasis on providing user satisfaction. Circulation departments should be staffed by individuals who possess both clerical and interpersonal skills and who are well-schooled in principles which foster high-level service. If a circulation department can satisfy users most—if not all—of the time, then truly it can be said to make the library run—and run well.

Doris Hulbert is Head of the Circulation Department, Walter Clinton Jackson Library, University of North Carolina at Greensboro.

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Public Relations Aspects of Circulation Staffing and Training

Betty Young

Staff at circulation desks stand at the hub of service. Located at the point where patrons generally have the most contact with library staff, circulation staff are in a unique position to promote good public relations. Somewhat paradoxically, the circulation staff who serve as the principal contacts with library users are for the most part nonprofessionals. How well professional librarians meet their responsibilities in selecting and training the staff who work at circulation significantly affects the public relations of any library.

Selecting Staff

Good public relations comes about only in an atmosphere of good public service. Staff for the circulation department must be carefully selected and trained to help patrons benefit from the contributions of librarians in both technical services and public service who have special expertise. Murray Martin's "zone of optimal information supply," the area in his chart of three circles where Technical, Reference, and Circulation overlap, illustrates not only the interaction among the work areas of libraries but also the need for those at circulation to know about all services of the library, to have working relationships with the other departments, and to be able to interpret library services and policies to the public.[1]

Because the staff at circulation must be effective ambassadors when meeting the public, candidates for circulation positions should exhibit good interpersonal communication skills. A plus when considering an applicant would be a friendly, outgoing, service-oriented personality. Because regulations enforced at this public service desk sometimes bring about conflict situations and because patrons are not always successful in finding materials they need, the staff must be able to cope with heated emotions calmly and constructively. The library's image and service are enhanced when the staff members are approachable, good listeners, and able to handle several operations or situations simultaneously.

Although requirements for positions in circulation work usually do not go beyond the need for clerical skills, there is no doubt that in addition to the personality traits mentioned earlier, background knowledge of the library's patrons is an asset. For example, a staff member in an academic library who has been a college student has a good perspective of students' problems and needs—an insight which can translate into better service. Also, a college-educated staff member is likely to have more positive relations with faculty users than a person who has never been to college. In public libraries, it helps to be knowledgeable about the community and to exhibit an interest in local life. Service in special libraries can be enhanced if the person at the circulation desk has some training in the area of the library's specialty.

In general, during the job application interview, the public service and public relations aspects of circulation work need to be communicated and emphasized to applicants. In hiring decisions, these aspects should be considered as much or more than the clerical duties of the position. Professional librarians must face the fact that to the public, the staff at circulation are "the librarians."

Training for Public Relations

Public service should be the primary focus when training begins for new staff members. Before teaching the circulation routines, orienting new employees to the purpose of the library helps to emphasize to the trainee that all of the work at circulation is done to facilitate the primary goal of getting people and materials together in the most efficient and effective way possible. Patrons cannot find needed books if books are not reshelved; no information can be given as to when a book is due if the location records are not processed; and books are unavailable for other borrowers if a system of enforcing loan periods is not monitored. An employee thoroughly trained in the myriad of operations at a circulation desk with the focus always on public service and the purpose behind seemingly routine tasks will be more likely to project a positive attitude and improve public relations than one who is taught to view these duties as ends in themselves.

As a foundation on which to build an understanding of their jobs, new employees in circulation should be introduced to staff in acquisitions, cataloging, reference, serials, etc., and shown something of operations in those areas. In dealing with patrons at the circulation desk, it is vital that the staff know how to facilitate the ordering of new books, what to do when a person wants an item not yet cataloged, and where to turn for additional information outside the responsibility of circulation to satisfy patrons' needs. Circulation staff members can greatly improve public relations and service if they develop easy and knowledgeable working relationships with all areas of the library's operations.

One of the most important public relations aspects of circulation work is the handling of general questions. No matter how obvious the location of a reference desk or how clearly signed the areas of special services in the library, for answers to their questions users normally turn to the familiar faces at the circulation desk where they regularly borrow books. Therefore, it is essential that the staff at circulation be trained to recognize at which point the questions become too difficult for them or fall outside the purview of circulation work and need to be referred to a professional or to another department. Sometimes it is difficult to curb the tendency of circulation staff to go too far in answering user inquiries, and this can result in incorrect or incomplete information. If staff can be trained to see themselves as part of a team and in a very important position to influence public service and public relations, in responding to questions they will more readily think first about how to get the best answers for users by drawing upon the expertise of professionals in the library.

Promoting Public Relations through Daily Routines

Considerable public relations work is involved in the ordinary tasks of circulation work. Charging books to users seems like a strictly routine function. However, I have seen staff members who are alert to the subject matter of materials being borrowed call attention to a new book on that subject or to a book just returned that might be of interest to the patron. This is just one example of how circulation staff can relate to users in a personal way that enhances public relations. Another way to improve the library's image that is more within the expected responsibilities of circulation work is the proper handling of a situation in which the user has not found the desired item on the shelf. To give the best service, staff members must have been thoroughly trained in "call-in" and "hold" procedures, in interpreting all charges, and in the necessity of relaying clearly to the patron information about how and when access to the material will be possible. Staff members also must be able to explain all regulations in a helpful and cheerful manner indicating their desire to give good service. It helps to volunteer to place a hold on an item or to call it in when possible rather than to wait for the patron to request such action; processes that are routine to the staff often are not understood by users. Staff must anticipate user needs and offer the library's services.

When requested material is not available, nor will be in time to satisfy the user's need, circulation staff should be trained to determine if other material might be helpful to the patron and, if so, to suggest that perhaps someone at the reference desk can help. If needed materials are neither on the shelf nor charged out, circulation staff members should themselves look for the books while the user is present. Many times it is convenient to go with the patron to the stacks and point out the location of unshelved books, certain peculiarities in shelving practices, and other general techniques for locating temporarily missing books. Such searches at the time of users' requests often turn up the items, and even an unsuccessful search will improve the library's public relations by demonstrating helpfulness in a situation which is frustrating for the user.

Prompt action by staff members in saying, "May I help you" to users as soon as they approach the circulation desk also promotes good public relations. There always are clerical chores to be done by the staff on duty at the desk, but when people need assistance, staff should be trained to drop other work immediately. There is no quicker or surer way to create a bad image for the library than for circulation staff to make patrons wait while they are doing work at the desk or talking to each other. Also, a staff member's manner and promptness in handling telephone calls can influence public relations. Because attitude is reflected in one's voice, it is important, as Virginia

Baeckler suggests, to “Be pleasant always! Remember there is a person, not a problem on the line.”[2]

The everyday tasks in circulation work can bring conflicts, and the new staff member should be trained to handle difficult patrons and situations. Problems usually arise in dealing with fines and lost book charges, but difficulties can come about in any interchange with the public. The importance of consistency in dealing with disputes as well as in handling all the routines of circulation work should be stressed. Instruction should be given to trainees regarding possible problems and problem situations and a caution issued to remain calm and cheerful even when faced with arrogant, impatient, and demanding users. The staff member with a thorough knowledge of the procedures, regulations, and policies of the library is equipped to handle difficult confrontations as well as the simpler, more usual problems. Circulation staff should understand the reasons behind the rules in order to clarify them to patrons. For example, an informed staff member can explain to those who see no reason for fines and to those who want books that are charged out that fines and loan periods are not established to punish or to limit use but to serve better the needs of all library users. And, finally, staff must be able to determine when a question needs to be directed to the librarian in charge.

Thinking about access to library materials and users’ problems when items are inaccessible leads to another important function of circulation work—stack maintenance. Even this seemingly non-public aspect of circulation’s responsibilities is vital in public relations. Unshelved books are difficult to find and cause frustration for would-be borrowers; books shelved in the wrong place are lost. Staff should be trained to see such tasks as shelf-reading and shelving as important public service functions and to take pride in keeping the collection in good order for the benefit of patrons.

An additional way to improve public relations is to encourage the circulation staff to establish rapport with the library’s clientele. The staff at circulation often see new books on their way from processing to the stacks; and in some libraries, they are responsible for displaying selected new items. If the staff keep aware of new acquisitions and new services provided by the library, they can relay this information to users during the routine process of charging out books. One particularly aware circulation staff member so systematically kept a professor informed about the best new acquisitions that after the staff member left, the professor remarked unhappily that he would no longer know what to read. Without taking much work time, informal services like this can be provided by circulation staff who are knowledgeable and have the desire to help people.

Another dimension of staff-user interchange is provided by administering the reserve book collection—a part of circulation's public service responsibilities in many academic libraries. Training for good public relations in reserve operations is important in dealing with two kinds of users: the faculty who arrange for items to be placed on short-term loan and the students who read the materials. Situations often arise in which the faculty member does not allow enough lead time for processing books or decides to change loan periods after books have been processed. Properly-trained staff will always remain pleasant and cooperative even in such exasperating situations because they appreciate their role in supporting the instructional needs of the university. Dealing with faculty can also be a very rewarding interchange because of their appreciation for efficient service and because of the opportunity to work on a one-to-one basis with them in arrangements for courses. Demands for reserve books often create pressure situations as students vie for access to books on short-term loan, and this challenges staff to keep the operation running smoothly and efficiently.

It is important, especially in this age of computerization, that circulation services not become depersonalized. Good public relations must be especially emphasized when circulation has a computer system which takes away some of the usual contacts between users and staff. On the other hand, automation can free time for the staff to give more personalized service. Since conversion to a computerized circulation system is likely to disrupt good library-user relationships, the impact on both the staff and the users should be considered. Staff must become "fully conversant with all of the aspects of the system," and, for the benefit of the users, "the circulation system to be interposed between book and reader should be . . . no more inhibiting to the user than the one being replaced."[3]

Providing Job Satisfaction

Thus far, I have been discussing the importance of selecting, training, and focusing on service as primary elements in staffing the circulation desk to create good public relations and to facilitate the goal of getting people and materials together. Job satisfaction of the circulation staff must not be overlooked in the total picture; a satisfied staff member will work harder to satisfy users. Once new staff members have progressed through the training period, they should be encouraged to assume more responsibility and autonomy and made to feel a sense of competency and achievement in working towards organizational goals. Good communication, trust, and delegation of authority are important in giving circulation staff the positive feeling they need to enjoy serving the library's users. A good circulation administrator will encourage suggestions for improvement both in services and policies; staff members working at the circulation

desk on the front line of user/library contact can often see more clearly problems and possibilities for better service than can the department head who is frequently removed from direct contact with patrons. In addition, circulation staff should be informed about new library issues and changes in other departments and encouraged to see themselves as a vital part of the library's operations.

Good public relations, so important to the image of any library, often develop at the circulation desk because carefully selected and trained staff have clear and positive perspectives on the importance of their own work and how it fits into the total mission of the library. In their efforts to improve their profession, librarians should understand the impact of circulation service on public relations and make certain that the staff at circulation are dedicated to providing the best possible service through their own work and by helping the public to make effective use of all library services and resources.

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Replacement Charges for Library Materials

Patsy J. Hansel

This is an essay about an article that did not happen. The article, as it turned out, was to be about something that librarians in school, academic and public libraries across North Carolina almost unanimously agree is a non-problem.

Background and Methodology

In September 1981 I was asked to write an article dealing with the question of replacement charges to be published in the Summer 1982 issue of *North Carolina Libraries*. It sounded like a fine topic to me, and since the editors of the issue had given me a full eight months' notice before the deadline, I decided to compose a survey to send to libraries throughout the state to collect some data. Although it is fashionable among our colleagues to insist that we abhor surveys and simply do not have the time

to wade through the waves of them that continually lap upon our libraries' shores, I for one almost always enjoy filling them out and I have the idea that most other librarians enjoy them too, or at least are willing to cooperate.

For this proposed study of replacement charges my random sample of libraries did indeed prove cooperative. I mailed 170 surveys (50 to school systems, 50 to academic libraries, and 70 to public libraries) and received 148 completed. The return rate was good, but not quite as good as the numbers indicate, since some school systems returned one survey for the entire system while others returned surveys for a number of schools in the system. The same was true for a few public library systems.

Results of Survey

To this point, I felt that preparations for the article were going quite well. All I needed to do was (1) compile the data from this hefty stack of surveys and (2) write up the results. While compiling data I detected trouble.

Probably the major underlying assumption of this study was that a significant number of librarians would believe that determining replacement charges for library materials is a very time-consuming procedure, and that they would have come up with some innovative ways of dealing with the problem that would prove instructive to the rest of us. This is not the case. The overwhelming majority of respondents replied that the procedure took hardly any time at all—one even stated that no time was involved—and only two librarians from the entire number surveyed indicated that they felt the procedure involved a significant enough application of staff time to bother them.

Book Prices

Three librarians apparently had found some part of the procedure irritating enough in the past so that they have resorted to a uniform fee for replacing materials, rather than trying to determine the precise original or current retail price of every item to be replaced. One library bases the uniform fee on the average retail cost in the item's LC area; one charges $18.00 for an adult nonfiction book, $12.00 for fiction, and $8.00 for juvenile; and one charges a uniform fee of $15.00 per book.

For replacements, most libraries still charge the retail cost at the time of purchase, which they find on the book card or the shelflist, or try to determine the current retail cost from BIP or another source. Academic libraries are more likely to try to determine the current retail value than to settle for the retail cost at purchase (27 of 34); schools overwhelmingly opt for retail cost at purchase (31 of 40); and public libraries lean a little toward current retail price (36 of 58).

If prices cannot be located by either of the preferred methods, libraries use a variety of approaches. College libraries tend to charge set prices of $5.00 to $15.00 for a hardback book and less for paperbacks or just estimate the current value. Schools are more likely to estimate the value of a book for which no price can be located, although a few use set fees. Public libraries also usually estimate the value. In this determination of replacement charges we seem to enter what I keep thinking of as the art and craft of librarianship. Maybe it is one of those things that people keep insisting make us a profession: we think we are competent to make accurate, consistent judgments in this area, and our patrons seem to accept them; or maybe we are just successful in not letting them know how subjective the pricing process is.

Another interesting wrinkle that was evident in this part of the survey is that respondents who mentioned determining prices to charge differ as to whether books gain or lose in value with age. Three college surveys mentioned the problem. Two use the retail price at purchase and add something to it for the replacement cost to the patron (15% for one, $1.00 per decade for the other). One prorates the cost (if the book is 2-5 years old, the patron pays 2/3 of the original price; if it is over 5 years old, 1/3 the original price). Five school libraries say they cut the price on older books, one stating in very practical terms: “cost minus depreciation.” Public libraries that charge the original cost all increase it: “inflate original cost” as one respondent said.

Additional Charges

As for adding other charges—processing fees, service charges, etc.—to whatever measure libraries use for the base replacement charge, 21 of 34 college libraries do, 20 of 58 public libraries do, and only 4 school libraries do. One public librarian brought up what I think is an important issue, but one that no one else mentioned: this public library charges no additional fees; “since in most cases we get a discount, we feel retail price includes processing, or close enough to it.”

The issue of additional charges is another one of the subjects that bother me but which are apparently non-problems to librarianship at large. I keep thinking that some day some library is going to be questioned on its replacement charges policy, and that it will be on safer ground if its policy emphasizes the added costs of replacing an item rather than the retail price, since the latter is rarely the price a library actually pays. We know that the book which the library owns, has cataloged, classified and processed, actually costs more than the price the library paid for it, or the current retail price. We are not likely to make this fact clear in our policies, however, even when we do have written policies to cover the topic. It seems to me that the reasons explaining *why* libraries

charge to replace materials should be written down for library users as well as for staff. Which brings us to another survey question—why *do* libraries charge for materials that are not returned? We all have the answer to that question, right? Yes, according to this survey, most of us do have the answer, but the answer is not always the same.

Reasons for Replacement Charges

Two respondents apparently found the question about replacement charges a little ridiculous. When asked why their libraries charge for replacement of materials they replied, “Why not?” Other responses dealt with money, responsibility, and deterrence.

Of the college libraries responding to this question, 15 said they charge because they need the money to defray costs of replacement; four libraries said they thought charging would work as a deterrent and get the books back; and four said they charge because it is the patron’s responsibility to return items checked out.

Sixteen schools also said they charge because they need the money, but seven said they charge to teach the students responsibility, and thirteen indicated that they charge both to teach responsibility and because they need the money. Only one school mentioned deterrence as a benefit of charging.

Twenty-one public libraries noted that they charge solely to get the money to use to buy replacements; five mentioned teaching responsibility; and four saw charging as a deterrent. Five said they charge because they need the money *and* see charging as a deterrent; and five others charge because they need the money and see charging as enforcing or teaching responsibility. Two public libraries said they charge because it is the *library’s* responsibility to account for materials bought with public funds, which is a nice twist.

Finally one librarian out of 148 mentioned all three primary reasons for charging: money, deterrence, and responsibility. It seems to me that since he has the distinction of being only one of 148, he should be noted by name. He is Bob Russell, Director of the Elbert Ivey Memorial Library in Hickory.

The results of the why-do-you-charge-for-replacements question also surprised me. Since the primary reason given for charging is that materials budgets need the money, does this really mean that libraries would *not* charge if they all had adequate materials budgets for new items as well as replacements? I had thought libraries charged primarily to try to give people an incentive to return the books, not for the money *per se*.

Concluding Observations

I do not think conclusions can be drawn from this data, which is why this is an essay, not an article. I do think that the survey uncovered some interesting facts:

1. Academic libraries tend to try to find the current price of material for which they are charging a patron, while schools are more likely to charge retail cost at purchase. This fact, along with some of the other data, seems to indicate that college libraries feel that books increase in value with age, while school libraries generally are more apt to see their collections as instructional equipment that depreciates with age.
2. College and public libraries are much more likely to add processing or service charges to the base replacement fee than school libraries are.
3. The majority of public and academic libraries say they charge for replacements because they need the money. Schools agree that they charge because their book budgets need the funds, but a majority mention teaching responsibility as at least a partial reason for charging.
4. Virtually nobody thinks that the time spent in finding the base charge for replacements—whether on a book card, in BIP, or by some other method—is great enough to be concerned about.

According to a March 1982 UPI report of a study conducted at the University of Pennsylvania's Wharton School, "If you want to write for a prestigious academic journal . . . study unimportant problems and agree with existing beliefs." My survey indicates that most librarians find my general topic unimportant; however, existing beliefs on the issue are far too varied for me to try to agree with everybody.

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The Light at the End of the Wand

Arial A. Stephens

Those of us involved with automation at the Public Library of Charlotte and Mecklenburg County have always intended to write up the experience of automating the circulation system including all the gory details of unmet expectations, down time, no-match records, and, heaven forbid, disk crashes. We just never got around to pulling all of the details together in written form. Until now that is. Here is a short overview of as much of our experience as we care, or have space, to print.

Background

For many years we had been searching for a new circulation system to replace our 25 year old, labor-intensive, modified Wayne County system that was based on the McBee keysort card, accession number, and self-charge slips. With our eyes and ears filled with the wonders of computers, we requested permission of the County Commissioners in 1975 to study the impact of a computerized circulation sytem on the library. Judith Van Noate, a former library assistant returning from UNC-CH with her MSLS and some computer courses, was hired in September 1976 as the first librarian to head Main Lending and was assigned the task of conducting the feasibility study. Her MSLS paper entitled “A Study of Cost Savings Achievable through Automation of Circulation Control in the Public Library of Charlotte and Mecklenburg County” was completed in May 1977. For those who wish to read the study, I should point out that it is lending-oriented, is a point-in-time study for our library and computerized circulation, and was based on assumptions that have not proven true—theory vs. facts. The study was presented for implementation to the commissioners in June 1977. Funding was denied.

Meanwhile, at the State Library, the Library Services and Construction Act North Carolina Advisory Committee discussed the possibility of becoming involved in state-wide networking, recognizing that Greensboro and Charlotte were about to launch forth into automation of their respective circulation systems. The LSCA Committee recommended that the State Library appropriate $200,000 in federal funds to be shared by public libraries that chose to use compatible systems. The State Library then appointed a Subcommittee on Automated Circulation Control Systems which included members from representative types of public libraries and the State Library.

The Subcommittee met in February with representatives of established turnkey systems—Systems Control, CLSI, Gaylord, Plessy Telecommunications, and 3-M—to discuss the concept and available hardware and software. DataPhase later made a separate presentation. We met frequently to develop a prototype of library needs that would fit the optimum configuration anticipated at that time. We developed a bid proposal based on this model library which was submitted to the vendors in March 1978. The returned bids were variable enough to make fruit salad. James H. Kennedy, Director of AMIGOS, was asked to evaluate the bids. He and Joe Becker, author and authority on library automation, conducted a very enlightening workshop for librarians, vendors, public library directors, and guests in September 1977. On October 14, 1977, at the Capitol Visitors Center in Raleigh, the Subcommittee on Automated Circulation Control Sytems voted that DataPhase, headquartered in Kansas City, be selected as

the required vendor for public libraries that wished to qualify for state funds or LSCA monies.

Armed with the State Library endorsement and proffered funds (albeit limited), the Subcommittee's recommendations reinforced by Kennedy of AMIGOS, the blessings of the Mecklenburg Data Processing Director, and the recommendations of a local blue ribbon study committee on "productivity" which hoped for staff cuts, the Mecklenburg County Commissioners (while questioning the stability of this fly-by-night, up-start DataPhase and being reminded that 3-M had just flown-by-night from Princeton) reluctantly funded the five year lease-purchase of a start-up configuration, with remaining equipment to be added in phases as needed.

Preparations

With county funding in hand in July 1978, we negotiated contracts for January 1979 delivery of the equipment. Space was made available in the recently vacated Children's Room. Supplemental air conditioning was added, electricity beefed up, telephone conduits and wiring pulled in, and office furniture gathered from all sources to house the computer, the terminals, and a staff anticipated to reach 28 persons. Negotiations continued with Blackwell North America for the purchase of on-line bibliographic records. The regular staff began to feel a little uneasy about the innovations in the offing.

Lest you think that we were idle during this time, we had also joined SOLINET in the spring of 1978 and were anxiously awaiting the delivery of a Beehive 105 terminal for Technical Services so that new acquisitions would be in machine readable form. The new OCLC records were to be fed into the computer via magnetic tape when ALIS (DataPhase's Automated Library Information System) arrived and would accept supplemental feeding.

Also a staff committee was meeting frequently with and without representatives of Data Phase to iron out the myriad details of our circulation and cataloging procedures which had to be reconciled with ALIS. We designed a new patron registration application to meet our loading requirements and established patron categories: juvenile (to age 13), adult, older adult (over 65), staff, film-borrower, professional courtesy (no fines for area librarians), temporary deposit, teacher loan, regular patron, student UNCC, student CPCC, student other, out-of-country, Union, Catawba (in anticipation of their joining our system at some future date), business and institution (to borrow under corporate name rather than personal name), handicapped, and Census tract. Loan parameters had to be established for hardbacks, paperbacks, phonodisc, pictures, films, film strips, maps,

pamphlets, etc. The schedule and methods of conversion of materials were devised, revised, altered, and amended. One label or two for the book? Does cataloging need an extra label for some new items? Will we use Optical Character Recognition or bar-code labels? New library cards were designed, overdue notices drafted, invoices reformatted for high-speed printing. Into the midst of this frenzied activity had been thrust a new Head of Lending, Susan Kerr, who added her computer expertise to our learning experience.

Technical Services staff were thrilled to receive their SOLINET connection in January and came on-line in February 1979. ALIS, a Data General Eclipse S/130 central processor with 128 K memory, two disk drives each with 192 megabytes, a tape drive, a console printer to tell us what the CPU (central processing unit) was doing and with whom, a high speed printer for overdues, and nine terminals were delivered in February and checked out for equipment and programming flaws in March. Key staff members were trained in April. ALIS began running on April 26, 1979, and patron registration input began immediately from the applications which had been completed in advance. At about this time, we learned that no progress had been made to load the Blackwell/North America bibliographic data base in Kansas as was planned.

Holdings Data Base

Tacoma Public Library, the first comparable public library to automate its circulation system, had loaded the B/NA base in their over-sized disk drives and matched their collection against B/NA in-house. Their record storage had reached capacity with only their main library and one branch on-line. Tacoma was goint to have to purge the B/NA file before bringing up the rest of the system. Had B/NA files been loaded in Kansas, several libraries, including Tacoma and Charlotte, would have been able to match records through multiplexors (communications device which handle several terminals via one phone line.) Now there were no firm plans to load B/NA in Kansas and even when the plans were firmed up, it could still take three or more months to load the records. Charlotte could not wait; we had political pressure to get the system going.

Since the PLCMC had taken no inventory of books or materials in 20 years because of the manual circulation system, we felt that it would be a waste of time and money to batch load the collection as Greensboro had done and then have to weed approximately 40% of our records that we estimated as no longer being available. With B/NA out of the picture and SOLINET not yet involved in retrospective conversion, rather than delay further, we chose to load the nearest match. Houston Public Library's BROADART processed bibliographic records, augmented with Los Angeles County Public Library

fiction and some records from UCLA, were loaded into Charlotte ALIS and the records matched with our collection in-house. The load estimated to take 24 working days actually took 45 days, from April 26 to July 3. One of our erroneous assumptions (really our naivety) at that time concerned the speed of computers in general. “Split second response” had always been the by-word. Loading tapes, however, can be a lengthy process. Tapes cannot be read and filed in an hour or two or three.

Conversion

Now began error two. During the planning stages, we had had on our staff several well-qualified CETA workers. We had projected and had been assured that Charlotte Manpower could furnish the library with some 28 CETA workers of high caliber to match our book holdings with the Houston Bib File. In the meantime, the CETA guidelines and qualifications had been changed; the experienced, trained employees we had anticipated were no longer eligible. After interviewing some 70 “new” CETA applicants, we chose 21 marginally acceptable candidates. This number steadily declined to seven, two of whom were still in training after 22 weeks on the job. The CETA staff began training on June 6, 1979, and tried to match records against the Houston data base. The data base also proved to be less than we expected, which we can call error three. The record in the data base might be for the 3rd edition while our volume was either 2nd or 4th edition. There was also only one generic entry for *Jane Eyre*, but we owned 32 editions, each of which should be entered. Our hit rate was only 37.8% and by mid-winter, we had entered only 38,617 patrons and 25,230 titles.

When we realized how slow conversion to machine readable form was, we decided to apply our LSCA enrichment grant toward conversion. We purchased five OCLC terminals for retrospective conversion and one additional CRT and printer for Technical Services to guarantee MARC format records. We had changed from the original plan of entering short bibliographic records to entering full MARC records, which took longer. A quote in our automation file states, “Based on original number of anticipated records converted, we would have finished conversion in approximately 1½ years. Based on present flow, we will finish conversion in 23 years.” With the SOLINET retrospective CRT’s linked to ALIS and with a dozen Library Assistants authorized by the Commissioners in February to replace the CETA staff, we brought the Main Library on-line for circulation on June 1, 1980, with 65% of the active collection in the computer.

Continuing with Main’s conversion, we turned a part of our attention to the branch libraries, expecting to have a high hit rate against our ALIS bibiographic file. Because the “stack” collection of older titles had not yet been converted, because many titles had

been lost or stolen from Main, and because conversion began with the new Sharon Branch collection, we found that we had only a 60% hit rate instead of the anticipated 100%. Those titles not found in the ALIS file were sent to Main (either the book or a photocopy of the title page) and the conversion staff ran them through SOLINET. One or two conversion staff members were assigned to work with the collection at the branch under the able supervision of ALIS assistant June Gill and the new Head of ALIS, Emily Walker. Sharon began conversion in September 1980 and came on line in April 1981, eight months later rather than the two months projected for the conversion.

Since then, we have worked with each of the branches using their regular staff as time permitted and conversion staff when available. At this time, 13 branches are on-line with circulation; the other two are scheduled to come up within the next month.

To date we have entered 139,564 titles representing 416,175 volumes. Our estimate of 75,000 patrons has turned out to be 146,006 library users from our 400,000+ population. With various supplemental equipment, the hardware configuration includes the Eclipse S/130 with 448 KB memory, 3 Disk drives - 192 MB each; 2 tape drives; 1 slave printer for overdues; 1 console printer to talk to ALIS; 4 terminal printers; 35 ALIS terminals with 30 wants to read the labels; and 7 OCLC terminals, all with the various associated modems, current loop adapters, etc.

We have invested $413,768 in hardware and software, of which $30,854 was LSCA networking money, $25,322 an LSCA enrichment grant, $125,861 in state funds and the rest, local funds. In addition, we estimate that we have spent more than $600,000 in salaries and supplies for the conversion staff of 15—a Supervising Librarian, 2 Library Assistant III Technicians, and 12 Library Assistant I converters. This brings our investment to slightly more than $1 million and still growing.

ALIS Operations

What does ALIS do for us? She charges and discharges books, sends 1,000 to 1,100 overdue notices per week for materials five days overdue, and generates 350 second notices at the end of 15 days and 300 invoices at the end of 45 days. She generates statistics of the number of patrons borrowing materials and the number of materials loaned. She can tell us which books have not circulated and when they were added to the collection. She can tell us how many patrons in each census tract used which branch library agency. She transfers books from one branch to another and from special collections such as the Community Services Juvenile Collection to a branch, recording who owns the materials, which library has them, and then what patron has borrowed them. She can tell the Children’s Coordinator which branches have copies of a title or if

they are lost, so that they can be replaced or copies acquired. She tells a branch staff which other branch has a copy of a book that a patron wants and will send a message to the owning branch that the first branch wants to borrow that book.

ALIS is also relieving the branch staffs of typing overdues and invoices, freeing them to concentrate on reserve books, story hours, patron assistance, and reader advisory services. She helps the branches in book selection in that a branch might not need to order a book if there are already three copies in the system.

Staff Reaction

Earlier I mentioned that the staff were wary of ALIS because of the impending doom which cartoons spell out, not to mention the Van Noate report that 39 staff members would be freed from their routine work and no longer needed. With ALIS in the house, training sessions began and staff were involved early, even before they had a CRT at their home branch to play with. They began to get excited. Later, each location received a CRT on line and staff were encouraged to practice in their spare time “in the test mode.”

With a CRT in each location, staff training was reinforced, and each staff member had a chance to come into Main for special update sessions. They became enthusiastic. One small branch (Davidson) requested permission to begin matching their collection with the data base in their quiet times and conversion began in earnest—early. The Head of Davidson Branch transferred to Cornelius and again requested permission to start conversion there. She and her former assistant at Davidson Branch worked furiously to be the first small branch on line. This healthy competition and demonstration of CRT dexterity proved to the staff that life with baby ALIS could indeed be beautiful. Only one staff member was lost to ALIS when the employee retired before learning the ins and outs of terminal operation. We feel that this was a rationalization to retire rather than actual fear of the machine age.

Most staff reaction has been fabulous. Staff would not return to the old manual system, even on the worst of days. And there are the worst of days. The old nursery rhyme comes to mind, “When she was good, she was very, very good, but when she was bad she was horrid.” Most of her “horrids” are times when ALIS is out of commission for a few hours or even worse—days. Try as we may, not all modifications to software or internal rearrangements can be made after hours. As back-up when we are down, materials supposedly can be recorded on cassette and later fed to ALIS which will then record the transactions. This will not work. We have had to develop a sheet for manual charges and feed this information in manually as time permits when the system is back

up. Discharges are held until ALIS recovers and then entered, after charging is complete. Overdue notices have to be delayed a day or two until we are able to clear up the tremendous backlog of returned materials. When ALIS was down on a Friday and Saturday for a little internal rearrangement, books returned on Friday, Saturday, and Sunday were stacked higher than a Winston-Salem book stacking contest in several locations. The staff, too busy on Monday with the press of patrons checking out more books, did not clear returned books until Tuesday or Wednesday. Overdues were generated on Monday, sorted and mailed on Tuesday, received on Wednesday and then the phones began to ring. What fun! Another minor problem is that the lights at the end of the wands burn out and have to be replaced or wands will malfunction and have to be returned to the factory for repair. We keep spare lights at the branches and spare wands at Main so that an individual branch is not off line very long. But all in all, the staff is pleased.

Public Reaction

Public reaction has been marvelous. We began the registration early and tried to keep pace with registering or re-registering our patrons. We decided to mail the new library cards to the home address after patrons had been entered in the computer to ensure that the person filling out the form was the person to receive the card and to verify the address given. Slightly over 5% of the cards were returned as undeliverable. Either the address was false or the patron had moved in the intervening month. The same problem would have occured with overdue notices. This mailing also inflated our postal costs.

The public was anxious to begin using their new library cards, the first that we had had in over 20 years. The library card was evidence of membership and had been missed by many library patrons. When were we ever going to get running, they asked. They were very understanding when we were loading the records and they have been most understanding, if not always patient, with our errors. We have tried not to use the computer as a scapegoat for all of our faults. Some errors have been due to staff or computer program flaws. The public is pleased with shorter lines and with not having to fill out charge slips and happy that the overdue notice tells them what book they have overdue so that they can insist that they returned it. In some, nay many, instances, problems resulted when ALIS did not discharge materials properly because staff might not have been attentive when they heard the “beep” and thought the material was discharged when it had not been.

Problems

In the hidden or additional costs category, first class postage for notices, even zip code sorted by ALIS, has greatly increased the postal costs over those for the bulk rate used for the old notices. Telephone charges for dedicated lines are huge and growing daily. A dedicated line from Davidson, some 22 miles north of the Main Library is $158.40 per month, while the lines in Charlotte cost $63.32 per month. Most branches are able to manage with one terminal and dedicated phone line, but one branch has three, three branches have two each, and five are clammoring for another CRT to speed up activity and searching.

One of the main problems still evident is the speed of the transaction: it is much slower than we anticipated. A title called up to the ALIS screen in Technical Services to link to a stack of duplicate titles takes about 8 seconds to file a copy before proceeding to the next copy of the same title. We have expanded the memory of the computer for faster reaction, but searching for records is still time-consuming, and thus a response-time delaying factor which will be reduced when the last two branches are on-line.

We still have to clean up the software programming so that it is the most effective for us, but everyone is familiar with the propensity of library staffs for finding ways around something that they do not like to do or that does not work properly. Our staff has been inventive, and the grapevine works well to help them share their techniques to beat the problems.

Part of the original State design in 1978-79 was that there would be 9 mainframe libraries throughout the state. Each mainframe would service the surrounding counties with circulation and bibliographic information. Because of the slow start of the entire project, the original LSCA $200,000 was not spent and was reduced to $75,000 in the succeeding years. The State Aid to Public Library funding of $200,000 for networking (shared between Greensboro and Mecklenburg) was available for only one year. The difficulties and expenses of connecting Rockingham County with Greensboro via Southern Bell delivered a mortal blow to our current networking. The delay in getting Mecklenburg's data base and system up and operating put us behind by at least a year and a half. We would still like to see two or three of the neighboring county libraries join ALIS-Charlotte and we hope that this can happen within the next year. However, funds are not available for this to be a demonstration project and costs will be high. The cost of loading a bibliographic base and linking it with the book collection is still more than twice the cost of hardware.

Conclusion

With SOLINET marketing the LAMBDA test, TRLN in the Research Triangle, OCLC marketing a serials and acquisitions system and a circulation system on the horizon, COM catalogs, the possibility of on-line catalogs, low cost micro and mini computers, floppy discs and cable vision, the possibilities for diversification are unlimited. We look forward to the King Research report on networking in North Carolina.

Knowing what I know in 1982, would I take the Public Library of Charlotte and Mecklenburg County through computerization and conversion again? Yes, we would be willing to start from scratch again. No one ever said that it was going to be easy. But then no one really knew what agony would be involved. I hope to live to see the day that a computer will do what the salesman says it will. I hope to see the day when there will not be 1,001 problems and decisions. However, even with hindsight and knowledge of all the frustrations and vendor communication problems, I would vote again to install DataPhase. I would request, however, that the CPU be larger than the one we started with and have more hardware to make life with it easier and better software to accomplish the tasks at hand.

The light at the end of the wand does burn brightly, and it has brought us through a tunnel that was indeed dark.

Arial A. Stephens is Director of the Public Library of Charlotte and Mecklenburg County.

The Regional Medical Library Program

Donna B. Flake

If you need medical information—and who does not from time to time?—the national network of libraries known as the Regional Medical Library Program can help you. This article will examine the legislation, funding, history, organization, and future of this program. It will specifically address itself to North Carolina's place in the network.

In 1964 Martin M. Cummings, the director of the National Library of Medicine, said that "our country requires the development of a complex of medical libraries with adequate facilities, resources, and personnel to serve those sections of the nation with underdeveloped library facilities."[1] The need had existed for some time, but not until the mid-1960s was a program begun to remedy the situation. The National Library of Medicine (NLM) requested that Congress grant it the authority and funds to provide assistance to local and regional libraries for library construction, training of librarians,

research in the field of information science, library resources, the development of regional libraries, and publication and translations support.[2]

The 84th Congress granted NLM most of its requests in the form of the Medical Library Assistance Act of 1965 (Public Law 89-291). The act was initially funded for five years.[3] Among other things, it authorized the NLM to create a national network of regional medical libraries.[4] These libraries were to serve as regional links interrelating national and local institutions. To save money and utilize existing resources, the NLM decided not to establish its own new regional branches but to support regional services through existing libraries.[5] The regional medical libraries were chosen according to (1) the need for the library assessed in terms of the level of research, teaching, and medical activities in the region and the library service available; (2) the adequacy of resources of the library measured in terms of collections, staffing, equipment, and facilities; and (3) the size and nature of the population in the region.[6] Consequently the libraries selected as the regional medical libraries are located in large medical centers where resources are plentiful.

Since the implementation of the Medical Library Assistance Act in 1965, there have been extensions in 1970 for three years and in 1974 for two years.[7] The act was renewed in the period 1976-1979. Presently the funding for the act is riding along on extensions. The proposed new legislation for the bill is now being discussed in the House Energy Committee and also in the Senate Labor and Human Resources Committee. The proposed legislation calls for a three-year reauthorization and funding of $8 million for fiscal year 1983, $8.5 million for fiscal year 1984, and $9 million for fiscal year 1985. The Medical Library Association calls for $10 million for fiscal year 1983, $11 million for fiscal year 1984, and $12 million for fiscal year 1985. It endorses all sections of the act and calls for broader program support.[8]

Even though the first regional medical library was established in 1967,[9] it took until 1971 for a formal policy statement to be drawn up and endorsed by the Board of Regents of NLM. This NLM Regional Medical Library Program Policy Statement identifies the general objective of the program as follows: “To develop an interactive cooperating network as a model for study, growth, and development of a nationwide Biomedical Communications Network designed for information transfer to support health services delivery, education, and research.” The immediate objective of the program is “to support the development and operation of a network for document delivery for the nation’s medical libraries.”[10] The network was formed by eleven regional medical libraries, with the NLM itself designated as the regional library for the Mid-Atlantic Region. NLM helped with the original organization, but once a library is designated a

regional medical library, the region and the library have the autonomy to develop their own programs. Only the funding comes from NLM. Consequently there is much variety in the regions. The management of the Regional Medical Library Program at NLM was given focus by the creation of the position of Regional Medical Library Program Coordinator in 1978.[11]

Structure of the Program

The structure of the national program is a hierarchical arrangement with each higher level facility acting as a backup resource to the echelon below. There are four levels to the national structure—the basic unit, the resource library, the regional medical library, and the National Library of Medicine. For example, Lenoir Memorial Hospital in Kinston, North Carolina, is a basic unit, the Health Sciences Library at ECU in Greenville is a resource library, and the National Library of Medicine is North Carolina's regional medical library as well as its national backup.

The basic units are essentially independent, free-standing educational organizations. They include but are not limited to the following: (1) community hospitals, (2) colleges and junior colleges with meaningful health science education and training programs, and (3) other health-related schools, research organizations or governmental agencies. Each basic unit must assume a certain amount of responsibility for belonging to the network. It must be willing to underwrite the continuing costs of participation. It must have adequate staff to supervise and manage its resources. It must assume the costs of communication charges between itself and the resource library it is assigned to.[12]

At the second level in the structure, the resource library is a selected institution with more extensive informational resources. In most instances it is affiliated with a medical school. In North Carolina there are four resource libraries—the health science libraries of the University of North Carolina at Chapel Hill, East Carolina University, Duke University, and Wake Forest University. A resource library has three major responsibilities: "to support the information needs of the basic units located within its geographic area; to join with other resource libraries within the region in a coordinated effort to support network development" (for example, coordinating regional acquisitions); and to undertake such coordinated educational activities for the basic units in its geographic area as it deems necessary for the implementation of the regional plan.[13]

Each regional medical library is responsible for serving as a backup facility for the resource libraries of the region; planning a coordinated system within the region for provision of library services; determining how resources and project grants with regional

implications fit into the regional plan; and backing up the educational activities of the region.

Services Provided

The services provided by the regional medical libraries are diverse and many, but the most widely used service is interlibrary loan. From 1968 to 1972 about two million interlibrary loans were filled in the United States through the network.[14] Regional medical libraries offer free loan service, or free photocopy in lieu of loan, to qualified users within the region. In North Carolina only the four resource libraries and a few basic units who have received special permission from NLM are qualified to obtain interlibrary loans from NLM. All the other libraries must go through their nearest resource library. Some of the eleven regions in the United States have formalized structures so that each library in the region is assigned a library to which it should direct its interlibrary loans. Other regions are not so organized.

The regional medical libraries also offer MEDLARS facilities to the region. MEDLARS is a computer system of databases which contain citations to the professional medical and health-related literature of the world. During the development of the MEDLARS network, MEDLARS briefings were scheduled at each regional medical library.[15] Now of course many other medical libraries offer MEDLARS services.

Regional medical libraries offer many other services as well. They offer assistance to local libraries and qualified individuals in providing reference services. They provide orientation and training of personnel from major user facilities in medical library services to assure effective use of regional resources.[16] Unfortunately these orientations and workshops are sometimes merely piecemeal efforts toward the enlightenment of persons in charge of small rural hospital library collections, many of whom are not professionally trained librarians. Greater levels of funding would remedy this problem to a degree.[17] Many regional medical libraries publicize new acquisitions and publish a union catalog of books and a union list of periodicals in the region.[18] Most regional medical libraries offer continuing education programs for librarians, generally hospital librarians.[19] The National Library of Medicine serves as a backup facility to each of the eleven regional medical libraries.

Approximately 50 percent of the Regional Medical Library Program budget is allocated to network interlibrary loan services, 30 percent to administrative costs including overhead, and 20 percent to other activities and services. The annual expenditure for the program has generally been less than $3 million. In 1978 the Medical Library

Association Legislation Committee called for a new minimum level of funding to be $5 million per year.[20]

Mid-Atlantic Region

Region IV of the Regional Medical Library Program, also called the Mid-Atlantic Region, includes Maryland, North Carolina, Virginia, West Virginia, and Washington, D.C. The National Library of Medicine at Bethesda, Maryland, is its regional medical library. When this region was created in 1968, North Carolina was not included in it. Later that year medical schools in the state requested inclusion in the Mid-Atlantic Region because of past cooperation with other states in the region, particularly Virginia, and the request was granted.

In 1972 a regional task force was selected to plan implementation of regional activities. The ensuing plan for the region provides for centralized management at regional medical library headquarters but decentralized administration by the resource libraries throughout the region. One representative from each of the five mid-Atlantic states and the regional medical library director as chairman coordinate the affairs of the Region IV program.[21] As reported in a NLM publication,

> The plan for Region IV emphasizes active participation by all libraries in the region. Recognizing the potential of the community hospital library, this program intends to foster Basic Units among the more promising hospital libraries in the region. As a Basic Unit, a library or group of libraries will function as a 'resource' library on a local level. The Basic Unit will hold five years of the Region IV core list of journals (35 titles), thus assuring a limited degree of local self sufficiency.[22]

The 1979 budget allocation for Region IV was $396,490.[23]

Sheldon Kotzin, director of the Regional Medical Library Program, has commented on the differences between Region IV and other regions. In all of the other regions, the regional medical library is under contract to provide certain services to the region. In Region IV this is not the case since NLM serves as regional medical library as well as National Library. Region IV utilizes many NLM staff to perform regional medical library services. Kotzin stated:

> There are advantages to having the Regional Medical Library located at NLM—great collections, large staff, strong resources, and we can absorb many costs in our operating budget . . . . (There are also disadvantages) progress is often slow, our performance is not always as good as it can

be. Another disadvantage has been a long standing objection by some in the region to having the Regional Medical Library at the National Library of Medicine. Because of these feelings, the region has lacked the sense of identity and cohesiveness of other regions.[24]

Problems and Prospects

One of the main problems of the Regional Medical Library Program is caused by the institutional context in which it tries to function. If it is difficult to get the cooperation of all or even most of the people within a single organization, how much more difficult it is to get the cooperation of the federal government, all the state governments, and hundreds of private organizations. This is just what the program is trying to do. The NLM is a federal agency, most of the regional medical libraries and medical school libraries are parts of state governments, and the hospital libraries are private organizations.[25] Even if librarians and library staff are willing to cooperate fully, the library's parent organization (the university, the hospital, the community college) may prohibit them from doing so.

What is in the future for the regional medical library program? This program, like all others, is subject to change that will alter existing methods of operation. Some changes—such as loss of funding—might destroy the program. One change that very well may occur, according to Sheldon Kotzin, is that the NLM may cease to be headquarters for Region IV. Another library in the region may be given regional library status, or the states of Region IV may be realigned with other regions.[26] Sam Hitt, director of the UNC Health Sciences Library in Chapel Hill, foresees even more radical changes in the program. He says there will probably be a decrease in the number of regions in the program in one or two years.[27] Of course this would change the geography of every region and thus alter long established patterns of interlibrary loans, meetings, committees, and relationships. Whatever the future holds for the program, we may hope that our nation will continue to strive toward greater efficiency in providing information to health professionals.

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A Comparison by Subject: Monograph Acquisition, Publication, and Circulation

Mary E. Morris

Library collection development in the 1980s is characterized by increasing demands and decreasing resources. This article will examine efforts to monitor the allocation of collection development resources at one institution in North Carolina, Western Carolina University.

Since the writing of the Collection Development Policy for Hunter Library dated September 1, 1978, WCU's curriculum has expanded by 27 percent, while the library materials budget to support the curriculum has decreased by 40 percent (see Table 1).

Table 1. Growth of Curriculum and Library Materials Budget

Date	Degree Programs	Bachelor's	Master's	Sixth Year	Budget
Sept. 1978	67	58	26	5	$652,073*
Sept. 1980	85	70	34	8	392,299
Difference	+18	+12	+8	+3	−259,774

*Including Catch-Up Funds

According to Formula A of the 1975 ACRL Standards for College Libraries, 70,200 additional relevant printed volumes (or microform volume-equivalents) are required to support the twenty-three additional degrees, eighteen of which are new academic programs. However, Hunter Library purchased only 18,959 monograph volumes in 1978/79, 8,919 in 1979/80, and 5,532 during 1980/81. We are acquiring less than 20 percent of academic publication.

Because of inflation and the growing proportion of the library materials budget obligated for serials, the rate of monograph acquisition was not expected to increase in 1981/82 despite the anticipated 30 percent increase in the budget. At the current rate of increase, serial obligations were expected to require 70 percent of the library materials budget if the budget were increased to $509,988 and 91 percent if the budget remained at its 1980/81 level.

Spiraling inflation, off-campus programs, growing demand for print and non-print materials, as well as changing methods and trends in teaching and research, extend the demands on shrinking collection development resources. Fortunately, Hunter Library's present collection is relatively strong and well-balanced and use of materials already in the collection is growing. Inter-library cooperation and loans provide access to additional resources. Close cooperation between the faculty and the subject bibliographers facilitates optimal use of collection development resources.

Collection Development Policy

Hunter Library does not apportion library materials funds among the academic departments. While it is the prerogative of every faculty member to recommend particular books and periodicals, the primary responsibility for collection development in specific subject areas rests with the bibliographers to whom the subject areas have been assigned. Professional librarians at Hunter Library serve as subject bibliographers.

A written Collection Development Policy for Hunter Library defines the appropriate level of collecting in each Library of Congress classification area according to the academic programs supported by each subject area. The policy describes the clientele to be served and the kinds of programs and user needs supported by the collection. The policy provides subject bibliographers with guidelines for acquiring knowledge of the literature and of its use at this institution.

In accordance with the Collection Development Policy, the bibliographers agree upon the ratio of serial and monograph expenditure and upon the percentage of available funds to be spent for monographs in each LC area. The following factors are among those considered:

- academic courses, faculty size and load, student enrollment, credit hours, graduate programs, degrees offered, new or expanding programs, off-campus programs, anticipated changes in the curriculum;
- strengths and weaknesses of present collections;

- actual use of materials based on circulation records, user surveys, and individual knowledge of usage;
- methods and trends in teaching, research, the publishing industry, and the book trade;
- quantity, rate, and pattern of publication and extent of the rate of obsolescence;
- comparative costs of materials including current rates of inflation;
- availability of materials in the marketplace;
- availability of materials through interlibrary cooperation.

The Acquisitions Librarian at Hunter Library is responsible for managing the library materials budget and for implementing the Collection Development Policy. These responsibilities include coordinating the efforts of subject bibliographers, providing data in each bibliographic area, and recommending appropriate rates of monograph acquisition in each subject area.

As time permits, the Acquisitions Department compiles reports for the subject bibliographers, providing them with such data as current book prices and the number of books purchased in each bibiographic area. Data pertinent to analyzing and evaluating the collections are gathered throughout the year. Since July 1, 1980, Hunter Library's monthly departmental statistical reports have been coordinated according to the same sub-divisions of the classification system. Uniform statistical reporting provides linkage of basic acquisitions, cataloging, and circulation data until such time as an integrated automated system can provide complete interface. As a subscriber to Baker & Taylor Company's Current Awareness Service, Hunter Library receives notice of academic publications and pertinent statistics in the company's Approval Program Management Information Reports. As a means of monitoring the percentages of the monograph budget assigned to each LC area, the Acquisitions Librarian uses such available data to conduct internal studies of collection development patterns.

Data Gathered and Evaluated

In a recent study the Acquisitions Librarian compared book acquisition, publication, and circulation rates in forty different subject groupings of the LC classes. Art (N) books, for example, accounting for 4.7 percent of the books purchased by Hunter Library from the 1979/80 monograph budget (259 of 5,546), 4.9 percent of the academic books published during 1979/80 (1,442 of 29,404), and 3.9 percent of the books circulated by

Hunter Library during July-December of 1980 (1,605 of 41,218). At an average price of $23.11, 259 art books required $6,000 or 6 percent of the $100,000 monograph budget.

Rates of acquisition, publication, and circulation were similar in most of the forty subject areas (see Table 2). However, publication percentages exceeded those of acquisition and circulation in several subject areas that are broader in scope than Western Carolina University's present curriculum, such as Military Science (U, V), Medical Sciences (R-RS, RV-RZ), and Business, Economics (HB-HJ). Technology, Engineering (T-TP, TS-TT), for example, accounted for 8.0 percent of academic publication, but only 3.6 percent of Hunter Library's circulation and 2.3 percent of Hunter Library's acquisition. Not all of the academic publication in the areas of Religion (BL-BX), Physics (QC), and Math, Computer Science (QA) is relevant to Western Carolina University's curriculum.

In several subjects that support well established areas of the curriculum, publication rates were exceeded by Hunter Library's circulation and acquisition rates. American History (E-F) for example, accounted for only 2.0 percent of academic publication but for 5.6 percent of circulation and 4.5 percent of acquisition. Circulation and acquisition percentages also exceeded publication percentages in Psychology (BF), History: General and Old World (C-D), Sociology (HM-HX), Education (L), Nursing (RT), and Home Economics (TX).

Table 2. Monograph Acquisition, Publication, and Circulation by Subject

LC Class	Subject	Av. Price ($)	Allocation ($)	Allocation (%)	Titles Purchased (#)	Titles Purchased (%)	Publication (%)	Circulation (%)
A	general works (reference)	22.97	500	.5	21	.4	.7	.2
B-BD, BH-BJ	philosophy	18.98	2,000	2.0	105	1.9	1.5	1.4
BF	psychology	19.06	4,000	4.0	209	3.8	2.7	4.7
BL-BX	religion	13.68	1,500	1.5	109	2.0	3.5	2.1
C-D	history: general & old world	18.54	6,000	6.0	323	5.8	4.6	8.5
E-F	history: America	16.17	4,000	4.0	247	4.5	2.0	5.6
G-GC	geography	20.79	2,000	2.0	96	1.7	.7	.7
GF-GT	anthropology	17.03	1,000	1.0	58	1.0	1.0	3.1
GV	physical education, recreation	13.63	1,000	1.0	73	1.3	2.4	2.6
H	social sciences, general	19.33	2,500	2.5	129	2.3	1.4	.3
HA	statistics	19.33	500	.5	25	.5	.6	.1
HB-HJ	business, economics	17.66	7,000	7.0	396	7.1	10.5	7.1
HM-HX	sociology	16.64	4,500	4.5	270	4.9	3.4	7.6
J	political science	17.54	4,000	4.0	228	4.1	4.4	1.3
K	law	19.95	1,000	1.0	50	.9	1.3	.9
L	education	14.22	5,000	5.0	351	6.3	4.2	8.1
M	music	18.44	3,000	3.0	162	2.9	1.3	2.1
N	art	23.11	6,000	6.0	259	4.7	4.9	3.9

LC Class	Subject	Av. Price ($)	Allocation ($)	Allocation (%)	Titles Purchased (#)	Titles Purchased (%)	Publication (%)	Circulation (%)
P	linguistics	18.45	500	.5	27	.5	.3	.3
PA-PC, PQ	foreign languages, romance	17.60	2,500	2.5	142	2.6	*.4	1.4
PD, PF, PG-PL, PT	Germanic languages	13.12	500	.5	38	.7	*	.7
PN	lit. hist., theater, journalism	16.25	4,000	4.0	246	4.4	4.7	2.3
PE, PR	English, language & literature	18.58	3,500	3.5	188	3.4	4.4	4.4
PS	American literature	13.99	5,500	5.5	393	7.1	6.3	6.1
PZ	juvenile	7.13	1,500	1.5	210	3.8	.5	.1
Q	general science	22.17	1,500	1.5	67	1.2	.4	.2
QA	math, computer science	25.83	1,500	1.5	58	1.1	3.1	1.4
QB	astronomy	20.73	500	.5	24	.4	.1	.2
QC	physics	33.84	1,000	1.0	29	.5	1.2	.3
QD	chemistry	39.20	2,500	2.5	63	1.1	1.2	1.3
QE	geology	27.51	1,000	1.0	36	.6	.7	.8
QH-QR	botany, biology	26.54	6,000	6.0	226	4.1	4.2	4.1
R-RS, RV-RZ	medical sciences	18.63	2,000	2.0	107	1.9	7.3	6.3
RT	nursing	13.44	2,500	2.5	186	3.4	.8	1.8
S	agriculture	19.29	500	.5	25	.5	1.9	1.0
T-TP, TS-TT	technology, engineering	27.18	3,500	3.5	128	2.3	8.0	3.6

LC Class	Subject	Av. Price ($)	Allocation ($)	Allocation (%)	Titles Purchased (#)	Titles Purchased (%)	Publication (%)	Circulation (%)
TR	photography	20.32	500	.5	24	.4	.9	.7
TX	home economics	14.87	1,500	1.5	100	1.8	.6	1.6
U, V	military science	17.89	500	.5	27	.5	1.1	.4
Z	library science, publishing	16.35	1,500	1.5	91	1.6	.8	.7
Total			**100,000**	**100.0**	**5,546**	**100.0**	**100.0**	**100.0**

*data incomplete or not available

Acquisition rates in three areas need further scrutiny. Acquisition percentages were exceeded by both publication and circulation in Physical Education (GV). Both acquisition and publication percentages (which were equal) were exceeded by circulation in Anthropology (GF-GT). In Political Science (J), on the other hand, both acquisition and publication percentages were greater than circulation. The rate of acquisition may be excessive in Political Science (J) but low in Anthropology (GF-FT) and Physical Education (GV).

Circulation statistics from the UNC-Asheville and the Library Science libraries were not included in this study; publication data were incomplete for foreign and children's books. Affected areas such as Nursing (RT), Business, Economics (HB-HJ), Education (L), Juvenile (PZ), and Foreign Languages (PA-PC, PQ) also will require further consideration. Publication output and circulation statistics are two major determinants of appropriate acquisition rates in each subject area, but many additional factors to be considered are cited in Hunter Library's Collection Development Policy.

Implications for Allocation of Resources

As a result of this study, the Acquisitions Librarian recommended no further adjustment at this time in the proportions of the budget assigned to each LC area, and the bibliographers agreed to apportion the 1981/82 monograph budget according to currently assigned percentages. The correlations among acquisition, publication, and circulation rates confirmed that the present division of the monograph budget by subject area is reasonable. This study also provided data in each subject area for use by individual subject bibliographers in further analysing and evaluating their collections in terms of the 1981 revision of the Collection Development Policy for Hunter Library.

Since this study was designed and conducted specifically for Hunter Library, exact replication by other libraries probably would be neither desirable nor possible. The study was not intended for replication. However, the principle of correlation of publication, circulation, and acquisition data by LC (or Dewey) classification should prove useful in determining or monitoring a Collection Development Policy for a given library. For those librarians who might want to replicate this study, a word of caution is in order. This study was based primarily on data readily available. The amount of time required for the manual collection of data for such a study probably would be prohibitive. On the other hand, study of the relationship between collection development and collection usage in an automated library system could include many additional factors, such as the age of materials circulated, types of borrowers and use of multiple copies. At the opposite pole, analysis of internal unrecorded use of materials might be possible in a smaller library.

Increasing budgetary pressures on all types of libraries necessitate the development of local individualized statements of collection goals, which in turn require objective internal

information for use in assessing progress toward achieving stated goals. In the final analysis, judgment, experience, and knowledge are indispensible to the development and assessment of each individual library collection.

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Data Sources and Notes

Average Price: Data adapted from Baker & Taylor Company's Approval Program, July 1979 - June 1980, Management Information Report for all categories except Germanic languages and juvenile which were based on *Bowker Annual* for 1980.

Allocation: Monograph budget of $100,000 for 1979/80 apportioned by Library of Congress classification according to the percentages of the budget assigned for collection development in each bibliographic area.

Titles: Current allocations were divided by average prices to estimate the number of titles purchased. Allocations were converted from percentages of dollars to percentages of titles for comparison with percentages of books published and percentages circulated in each subject area.

Publication: Data adapted from Baker & Taylor Company's Approval Program, July 1979 - June 1980, Management Information Report by converting the number of titles included in the Program to percentages in each subject area. Although Approval Program coverage of publication output in each subject area is generally comprehensive, Germanic and foreign languages and juveniles are generally excluded from the program. According to data adapted from *Bowker Annual* for 1980, juveniles accounted for 7 percent of total book title output for 1979.

Circulation: Data adapted from Hunter Library's circulation statistics, July - December 1980, by converting the number of books circulated to the percentages circulated in each subject area.

Open Versus Closed Periodicals Stacks in a Research Library: How to Study The Question

Catherine Baron

Ed. Note: Ms. Baron's article was a senior seminar paper in Economics at NCSU. When she sent it to me I was intrigued that a student presented a clear understanding of a basic problem in library management. My intrigue and appreciation for the solutions presented

caused me forthwith to provide my professional colleagues with the content of Ms. Baron's study.

> If one defines a library as a collection organized for use, access to it is essential. The question then becomes whether this access is more successfully accomplished through the use of traditional bibliographical sources or through the bibliothecal approach which allows browsing in the shelves. (Rovelstad, p. 457.)

While trying to research a paper topic relating to scientific decision-making, I became frustrated by the number of missing periodicals. I was in a major university library, and four out of four of the articles I needed were missing. Moreover, I spent forty-five minutes looking for them.

This frustration led to a healthy disgust for a system that fails to fulfill its function as a source of information. When I vocalized my frustration to my professor, he suggested that I do a paper concerning a more optimal library system. "Thanks, I will," I said, and this paper is the result.

The difficulty of finding periodicals, I felt, could be alleviated by closed stacks. As the periodicals stacks are now, everyone has access to them. Although there is an electronic detection system, only random periodicals are tagged—even then, only one page is tagged. Many issues are stolen, have their pages ripped out, or are hidden in the stacks. Most of the stolen or destroyed issues seemed to belong to the AP section (a Library of Congress call number which includes general subject magazines such as *Time* and *Newsweek*). I hypothesized that closing off this section would do the most towards making all periodicals more available.

Surveying Availability

In an attempt to investigate my hypothesis, I came up with the idea of conducting an availability study to determine what percent of the issues sought by library users were actually on the library shelves. The percentage of issues not found could then be broken down by call numbers. This availability study was done with the use of a worksheet given to people at the indices and the serials catalog. An explanation of the worksheet was given to each person approached. The shortcomings of the worksheet became obvious, however:

1. Twenty out of one hundred worksheets were returned. Out of that 20 percent, only two-thirds of the participants had followed the instructions and handed back estimable worksheets;
2. Out of the percentage of issues not found, I had little way of knowing the causes. Was an issue missing due to the fact that it had indeed been stolen or mutilated? Or was it due to the fact that the participant did not know how to look for the issue? Moreover, how many of those issues not found were checked out or were at the

bindery? Apparently, I should have added a column entitled “Reason for Not Being Found.” This, however, would have made the worksheet harder to fill out, and may have drastically cut down the return rate of the worksheets.

In the end, I took seven of the finished worksheets into the stacks myself to investigate further the participant’s claims. This time, if the issues were not found, I went to the serials service desk to try to find the causes. The final breakdown is as follows:

Table 1. Worksheet Results

Call Number	Number of Issues Searched	Number of Issues Not Found
AP (general)	9	3
A-P (social sciences and humanities)	16	4 (3)
Q-Z (empirical sciences)	15	6 (2)
Total	**40**	**13 (5)**

One issue belonging to the A through P subset (social sciences and humanities) was not found because it was located in the Design Library, and the participant was not willing to check there at that time. Two of the issues not found in the Q through Z category (empirical sciences) had been cancelled or discontinued, and two others in the same section were at the bindery. So, the real number of issues not found (those that should have been on the shelf but were not) was three instead of four in the A through P section and two instead of six in the Q through Z section. (These numbers are shown in parentheses on the chart.) The percentage of AP issues not found was 33 percent, the percentage of A through P issues not found was 18.8 percent, and the percentage of Q through Z issues not found was 13.3 percent.

Replacement Costs—An Added Factor

The results of the worksheet, through sketchy, tended to show that the AP section was indeed a problem area. The Binding Supervisor agreed that the AP secton had a large share of mutilation but that it constituted a fairly small proportion of replacement costs. Many of the AP’s are backed up by second subscriptions, prebound volumes, and microfilm. This information brought an interesting thought—that although second subscriptions, pre-bound volumes, and microfilm back-ups constitute a cost of leaving AP shelves open, perhaps this cost is lower than the cost of replacing serials from another subset. The empirical science serials (Q-Z), for example, may be extremely expensive to replace. Technical journals can

be quite costly. Would it be more efficient to close off that subset which involves the highest replacement costs?

To determine yearly replacement figures for serials, I visited the Acquisitions Department. In looking through the file of retired replacement orders (those which have been successfully reordered), I found that in the year July 1980 to June 1981, 19 AP issues, 137 A-P issues, 280 Q-Z issues, and 7 reference issues had been replaced. The fact that only 19 AP issues were reordered is interesting. The small number may refute my hypothesis that the AP section is a problem area, or it may show the extent to which back-ups are provided in the form of double subscriptions, etc. The other surprising fact is that the number of Q-Z's replaced is about double that of the A-P's reordered. Of course, none of these figures are significant until usage is taken into account. With usage rate, a "replacement cost per use" can be figured.

Replacement Cost Per Use

The "replacement cost per use" analysis involves a series of steps. The first step is to calculate the total number of volumes received in a year, for each subset. One could then derive a "percent replaced of total volumes purchased" figure by dividing the number of issues replaced in a subset by the total volume ordered in the subset. (This is shown in Table 2, column c.) For example, if 200 out of 2000 total issues in Subset 1 had to be replaced in a year, the "percent replaced" would be 10.

Table 2. Cost of Replacement Per Use (hypothetical data)

Subset	(a) Number Replaced	(b) Total Number of Volumes Received	(c) Percent Replaced	(d) Average Usage Rate	(e) (b × d) Total Number of Uses	(f) Total Cost of Replacements	(g) (f/e) Cost Per Usage
1	200	2000	10%	10	20,000	$2300	.115
2	100	3000	03%	5	15,000	$4,000	.267
3	500	2000	25%	20	40,000	$3000	.075

The second step would utilize the "average usage rate" of that particular subset (column d). For example, if the library found that the issues in Subset 1 had been used an average of ten times each,[1] the "number of uses per year" (column e) can be derived by multiplying the average usage rate of each volume by the number of volumes received in a year. This figure, when divided into the "total replacement cost per year" (column f), would give the library a "replacement cost per use" (column g). In the example shown for Subset 1 in Table 2, the replacement cost per use is eleven and one-half cents. A goal of a cost-minimizing

library would be to minimize this “replacement cost per use.” Thus the subset with the highest replacement cost per use would be a potential subset to be closed off from the public.

Cost of Disappointment and Other Costs

Of course, the cost of replacements per usage is only one of many costs to be considered when looking at the issue of closed versus open stacks. Another cost is the disappointment of the reader when he or she cannot find an issue. This could be called the “cost of disappointment.” This cost may be transformed into a quantitative expense by assigning an arbitrary value to each disappointment—say, ten cents. Cards could be placed in the library to count this cost. A person who was not able to find a particular issue would fill out a card listing the title, date, and call number of the issue. The issue could then be checked on by the library staff, and if it remained lost, the card would represent a ten cent cost. (This method would not only show the “cost of disappointment,” but also the extent to which users do not know how to use the library. It would also inform librarians of missing issues.) The cards would next be put into categories, either by call number, by subject, or by any other category. Thus, one could isolate the subset with the highest “cost of disappointment.”

Another cost not yet mentioned is the cost of running the system. The costs of an open-stacks system fall into two main categories—those of personnel and replacement. The costs in personnel involve shelvers and shelf readers, binding personnel (collating), and replacement personnel. By looking at the amount of hours these persons must work in those jobs specifically related to an open-stacks system (shelf reading, waiting for replacement issues, ordering replacement issues), and multiplying this amount by the persons’ salaries, one can become aware of the costs of personnel in monetary terms.

The costs of replacement for open stacks come in many forms. If issues are mutilated, photocopies must be made of the missing pages. This is done through interlibrary loan, and costs run about $1.50 for one to ten copies, and ten cents per page after that. The Interlibrary Loans Department said the total cost in 1979 for copies required due to mutilation or theft is about $188.78. Another cost is the amount paid to publishers, warehouses, or exchanges for replacement issues. The cost of replacements for single issues for the first quarter of 1981 was $1269. Some serials have such a high rate of mutilation that money is spent for double subscriptions, pre-bound volumes, and microfilms. Another cost of replacement is not measurable; it is the social cost of those issues which are irreplaceable.

Open stacks, however, do have benefits. One is the fact that users can browse. (This is more helpful when looking at serials that are classified by subject, which is not the case in the AP section.) Another is that the shelves are accessible to the public, which closely

follows the philosophy that libraries are for the people. Also, open stacks eliminate the need for the pages who would have to be provided to get issues for the public.

The costs of closed stacks can be divided into the same two categories as open stacks—personnel and replacement. Under the category of personnel, the cost of pages would have to be counted. By figuring the number of hours pages would be needed to serve users, and multiplying this number by an hourly wage, the total cost of pages could be figured. The costs of replacement would probably be less due to greater control over the serials, but there would still be some reordering of issues due to mutilation and theft. (A user who wants to take an issue badly enough can usually find a way.)

The benefits of closed stacks are many. Less replacement and collating time would be needed. There would not be the need for second subscriptions, pre-bound volumes, and microfilms as back-ups. The cost of buying replacement issues would go down, and there would be less of a social cost of irreplaceable goods. Also, the availability rate of issues would be higher, and uncertainty and discouragement on the part of students and staff when issues are stolen may be alleviated.

Evaluating the Options

My original hypothesis was that the AP section is mutilated and stolen more than other sections and should therefore be closed off from the public. Although the AP issues do seem to be harder to find, judging from the worksheet results and comments made by the Binding Supervisor, they may also the cheapest to replace. Closing them off may not be the optimal solution. A more in-depth study would then have to be done to determine the replacement cost per use, and any action taken would involve minimizing this cost. Studies should also be done that would measure the “cost of disappointment” and the cost of running the system. A total of all three costs could then be summarized for both open and closed stacks, as in Table 3.

Table 3. Cost Per Use Totals

Types of Costs	Open Stacks	Closed Stacks
Replacement	High	Low
Disappointment	High	Low
System	Low	High
Total	**?**	**?**

Table 3 shows that the cost of replacement for all subsets under open stacks is “high,” and under closed stacks, is “low.” These are hypothetical data, but the idea of dividing the costs into different categories is valuable. Each of these cost categories—replacement, disappointment, and system—could be weighted according to their importance to the library. They could then be totaled for both open stacks and closed stacks.[2]

If the library was interested in closing off only the most costly subsets, a similar table could be used, this time adding all three costs for subset 1, all three costs for subset 2, etc. An example of this is shown in Table 4.

Table 4. Costs and Savings Per Use[a]

Subset	Cost Per Usage: Open Stacks	Cost Per Usage: Closed Stacks	Cost Per Usage: Savings if Closed	Number of Uses Per Year[b]	Savings Per Year
1	.10	.40	(.30)	20,000	(6000)
2	.50	.30	.20	15,000	3000
3	.40	.10	.30	40,000	12,000

[a] Hypothetical data (in dollars)

[b] These figures were taken from Table 2.

Table 4 shows that the cost per use for subset 1 is ten cents under open stacks and forty cents under closed stacks. If the stacks were closed, a dissavings of thirty cents per use would be incurred. If subset 2 were closed, a savings of twenty cents per use would result. If subset 3 were closed, the library would experience a savings of thirty cents per use. For each of these subsets, the savings (or dissavings) per use could then be multiplied by the total number of uses in each subset, rendering total savings for each subset under closed stacks. These totals are shown in the final column of Table 4.

The Challenge

All of these figures are hypothetical, of course. It is up to each library to find its own figures. The methodology is here. The actual figures that apply to each library are there—they simply have to be collected and sorted. It is not a hard study to do, and the results may be valuable. Even if the study concludes that there are no savings to be made by closing off the periodical stacks, the library could be assured that the current serials section is operating at peak efficiency.[3]

Notes

1. This usage rate can be estimated by asking that all issues used be left on tables in the periodicals section. In the process of reshelving the issues, a count can be made of the total issues used per subset in a certain time period. The usage rate would be derived by dividing this count by the total number of issues received in that period.
2. The only problem with this is that the costs for closed stacks can only be estimated. Because the stacks are open now, we can only guess what the replacement, disappointment, and system costs would be. Moreover, with closed stacks, usage may change. It may increase, stay the same, or decrease. This would need to be considered when looking at the costs. For instance, if closed stacks were used, the cost of disappointment may go down due to either an increased ability to find issues or a decrease in the use of periodicals. Therefore, estimates of usage would have to be made in order to find more accurate costs under a closed system.
3. I would gratefully like to acknowledge the help of members of the D.H. Hill Library Staff, namely Ann Griffith, Gloria Hauser, Russell Herman, Cyrus King, Sr., I. T. Littleton, Sharon Long, Ann Smith, Nell Waltner, and Ginny Webb. Their assistance was invaluable in helping me understand how a research library operates. I would also like to thank Dr. James A. Seagraves of the NCSU Economics Department.

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New North Carolina Books

Maurice C. York, Compiler

A. Roger Ekirch. “Poor Carolina”: Politics and Society in Colonial North Carolina, 1729-1776. Chapel Hill: University of North Carolina Press, 1981. 305 pp. $23.50.

North Carolinians long have spoken of their state as a “vale of humility between two mountains of conceit,” but we seldom look to our early days for a more basic understanding of this bit of

Tar Heel doggerel. Roger Ekirch, an assistant professor of history at Virginia Polytechnic Institute and State University, begins his “Poor Carolina” with an examination of geographical matters that set North Carolina apart from all the British colonies. To this day we hear echoes of the fact that the colony, unlike all others on the Atlantic Coast, had no real seaport because of its great barrier islands, shallow sounds, and the comparatively late development of Wilmington. The early trade of the colony went through South Carolina and tidewater Virginia.

The year 1729 saw the disrupting change from a proprietary to a royal colony. Beginning with this event, Mr. Ekirch clearly points out other factors in provincial development that made North Carolina unlike other British colonies.

Settlers from Virginia and South Carolina in the early days were the first generation on the land and were individuals seeking less, rather than more, or new, governmental control. The great numbers of people who later came from the North down the Valley of Virginia into the Piedmont area were interested in the vast, rich lands that were to be had; they were culturally unlike the earlier settlers in the East. The older Albemarle region had economic ties to Virginia, while the Cape Fear Valley had many economic and social ties to South Carolina. In the 1740s, constant shortage of currency and the lack of ready markets for the produce from small landholdings resulted in a real split, North and South, in the colony. The great difference in slaveholding cannot be overlooked; the slave population in the state was vastly smaller than in Virginia and South Carolina.

Royal governors had their own economic axes to grind, and colonial oversight from London left much to be desired. Land and tax frauds were common. The average colonist down on the farm found little in the halls of government to trust. The author points out that the Regulators’ reaction to these conditions are open to new interpretations. We have here a clear picture of the development of a colony, at times in near chaos and rife with corruption, toward self-consciousness and self-government based upon a diverse middle-class population, The chapter notes, bibliography, and index add to the worth of this well-bound book, which would be useful in North Carolina collections in public and academic libraries.

--Louise V. Boone Albemarle Regional Library

Carole Marsh. *The Haunt of Hope Plantation*. Tryon, N.C.: Gallopade Publishing Group, 1981. 117 pp. $3.95 paper.

Many children today are not fond of history, yet few can resist a mystery. Ms.Marsh has combined both in *The Haunt of Hope Plantation*, which tells the story of eleven children who are brought together at historic Hope Plantation in Bertie County to “interpret ... how the [David] Stone family lived” in the early 1800s.

The main character is Michael, who represents the only boy in Governor Stone’s family. His mother, a writer, is researching an article on the famous Hope library. Other characters include ten girls from around the state of North Carolina, Ms. Rogers from the Historic Office in Raleigh, and Ms. Turnbull, the schoolteacher.

Uncle Raz (Erasmus Brown) owns the first published map of the state, which is on display in the library. He arrives at the plantation to rededicate the historic map, and Stacy, his ten-year-old niece, is horrified to see how destitute he has become.

The “interpretation” begins, and the children learn to live in the old house as their counterparts did. But the map mysteriously disappears and clues are left for the children to follow. Michael is determined to solve the mystery because his mother has been accused of stealing the historic treasure. The climax of the story takes place at the Halloween Ball. Fog and ghosts show up on schedule; the ending is predictable.

The book has several flaws. Many colloquialisms are used, often at the expense of good grammar, and there are two glaring errors in spelling. With so many characters, it is difficult to develop them well, yet the story would be too long and tedious if each was given in-depth treatment. It stretches the imagination to believe that a ten-year-old, no matter how precocious, could conceive and achieve such a theft. Like Marsh’s *The Missing Head Mystery*, this book is not always believable.

The idea of the series is excellent and Ms. Marsh’s latest “History Mystery” is rich in local color and historical background. The story does provide good information about the state, but this advantage is compromised by the lack of quality writing.

--Lois Schier, Layne Ball, Pat Melton, Lexington Public Library

Frank Deford. *Everybody’s All-American*. New York: Viking Press, 1981. 314 Pp. $13.95.

This is a good novel about an aging hero’s inability to escape the past. Gavin Grey, the Grey Ghost, is a famous All-American halfback for the Tar Heels who later goes on to the pros for more fame and fortune. Gavin is the darling of the Carolina campus, a perfect specimen of the 1950s with “bright blue eyes, a clean face, [and] a dazzling smile....” This crew-cut knight of the gridiron even marries the beautiful Blueberry Queen whose name, of course, is “Babs.” Life, however, is not a football game, and Deford’s basic story is about the inability of the hero to face the reality of the world.

Deford has peopled this novel with a rich collection of finely drawn characters. The best of these is the Grey Ghost’s nephew, Donnie, who is the Narrator. Donnie provides a counterpoint to the Ghost, for he is a stolid, unromantic figure who faces the vicissitudes of life in the best way he can. Yet, he is the real winner—the real All-American—because his sensitivity for and understanding of people are the basic needs and realities of life. Also, Donnie’s Coming of age is closer to our own experiences. The similarity draws us to this character and gives us a deeper understanding of him.

Deford’s pictures of Carolina are clear and precise. He evidently has Spent some time in the “Southern Part of Heaven,” for he captures the spirit of Chapel Hill as well as its physical aspects. His southern accents are, however, atrocious and exceedingly annoying! Most of the characters run around saying things such as “Kowlinah,” “PO-lice,” and “FO-teen.” Another annoying feature of this novel is Deford’s effort to compare the Grey Ghost with J. E. B. Stuart of War Between the States fame. This device is ill conceived, awkward, and patently ridiculous; in fact, it seems to have been added as an afterthought.

This book is recommended for public libraries and academic collections. Public school libraries should examine it first, because it contains some sex and some “bad” language.

--Ridley Kessler University of North Carolina at Chapel Hill

Amanda Mackay. *Death on the Eno*. Boston: Little Brown and Company, 1981. 231 pp. $12.95.

When I began reading this novel, I realized that I was apt to be overly critical of the description of the locale, where I was born (Durham) and raised (Orange County). It did not take me very long, however, to become far more interested in the mystery and the characters of this novel than in its setting. That the setting was familiar simply made the book more fun to read.

Ms. Mackay published her first book, *Death is Academic*, in 1976. In it she introduced her main character, Dr. Hannah Land, a young woman, recently divorced, who had completed her Ph.D. in political science at Columbia University and who arrived in Durham to take up her first teaching position at Duke University. The entire novel takes place during Hannah’s first few days in Durham, during which a professor in the Political Science Department is poisoned. Because she is an alert, objective observer, Hannah solves the mystery in cooperation with Detective Lieutenant Bobby Gene Jenkins of the Durham police force.

Death on the Eno begins six months later, in June of 1974, just as Hannah is finishing her first term of teaching at Duke. Once again there is a sudden death, and once again Hannah involves herself in the solution of the mystery.

In the first novel there were so many characters involved—the entire Political Science Department at Duke and their families—that they never seemed to be more than stereotypical and superficial, almost as if Ms. Mackay were afraid to tell the reader too much about them for fear of exposing their motivations and thus giving away the murderer. In this second novel, on the other hand, the action centers around a single family, the Turnbulls, anda young stranger who is down in Durham to set up hijackings of cigarette shipments. The reader gets to know all of these people well, grows to understand their motivations, and still has trouble detecting the murderer. While *Death on the Eno* can easily stand on its own, the development of and relationships between the main characters make more sense if one has read both these novels in the order in which they were written.

Amanda Mackay grew up in Virginia and was educated at Radcliffe and Harvard. She earned a master’s degree in political science at Columbia University before coming to Durham with her husband, a professor in the Political Science Department at Duke. She is, therefore, writing about circumstances not unlike her own. In notes at the beginning of both novels, Ms. Mackay states that she has made an effort to recreate the places and atmosphere of Durham, to “render faithfully the solid spirit of the place.” Ms. Mackay has accomplished this goal, and she has become a good mystery writer at the same time.

I find myself looking forward to another mystery to be solved by the bright and unlikely detective, Dr. Hannah Land, even at the risk of a rise in the murder rate in our area. *Death on the Eno* is good, well-written fiction. It deserves a place in any general fiction collection, especially in North Carolina’s public libraries.

--Mary Boone Chapel Hill Public Library

Durward T. Stokes. *Company Shops: The Town Built by a Railroad*. Winston-Salem: John F. Blair, 1981, 169 pp. $14.95.

In 1977, when the City of Burlington, North Carolina, began an urban renewal project under the name of "*Company Shops* Mall," the author of this book learned that few of the local residents knew that *Company Shops* was the name of the town that was the forerunner of Burlington. In an effort to record the history of the area, Dr. Stokes, who was born in Burlington and grew up hearing tales of the railroad from his mother's family, has very accurately and factually told the story of *Company Shops*.

This history begins in 1848, when the North Carolina General Assembly authorized a railroad that would connect the coastal plain of the state with the Piedmont, thereby aiding the development of commerce throughout the state. The North Carolina Railroad Company then constructed a line between Goldsboro and Charlotte. Shortly after the railroad began operating, railroad officials determined the need for maintenance and repair shops for the equipment. Their recommendation was to locate the shops at the midpoint of the 223 miles of track, which happened to be Alamance County. Progressive-minded local landowners agreed to sell the necessary land to the North Carolina Railroad Company and even obtained funds from other citizens in the county to acquire the railroad shops for the county. Because of the activity surrounding the profitable railroad offices and repair shops, the town grew and prospered. Wages Were good, and many skilled workers were attracted to the area because of the railroad.

The influence of the railroad on the development of local churches, schools, and businesses is described in interesting detail, supported by official records, newspapers, photographs, and interviews with local residents. The extensive appendices, bibliography, and index will enhance the book's use to students of local history. *Company Shops* is primarily a history of one town, and Would be of limited interest in libraries beyond Alamance County, except for library collections concerned with the history of the railroad within the state.

The author, a former history professor at Elon College, recently has completed a history of that school, and has written numerous articles on Alamance County local history.

--Margaret B. Blanchard Central N.C. Regional Library

Frank Stick. *An Artist's Catch: Watercolors by Frank Stick*. Edited by David Stick. Chapel Hill: University of North Carolina Press, 1981. 256 pp. $24.95 boxed.

Frank Leonard Stick (1884-1966) was one of the most popular American Wildlife painters and illustrators of the twenties. His experience as a guide, trapper, and fisherman, and the technique he acquired under the dean of American illustrators, Howard Pyle, enable him to depict his outdoor subjects with considerable skill and understanding. In the 1910s and 1920s, Stick's work appeared on numerous calendars as well as in books and magazines including *Field and Stream*, *Outdoor America*, *Saturday Evening Post*, *Ladies' Home Journal*, *Redbook*, *Collier's*, and *McCall's*.

The demand for his wildlife pictures eventually resulted in an output of illustrations repeating a successful but, to the artist, increasingly tiresome formula. At the end of the 1920s, Stick closed his studio, and for a quarter of a century turned to other pursuits. He became known both as a

developer of seashore property and as an ardent conservationist who was instrumental in setting up Cape Hatteras National Seashore and the Virgin Islands National Park.

Frank Stick was in his sixties when he returned to painting seascapes and fish of the southern coast and the Caribbean. Working in watercolors, he concentrated on an extensive series of paintings that would accurately depict the vibrant and distinctive coloration of live fish in their habitat. A fine painter and dedicated fisherman, he set out to produce “a better fish book” than those I that were available to him for consultation.

The artist caught many of the fish included in the series and relied on commercial fishermen for others. He made preliminary sketches and color notations of the live fish and dissected the specimens afterwards. In 1966, shortly before Frank Stick’s death, many of the finished paintings were included in a successful exhibition of his work at Nags Head. Fifteen years later, the University of North Carolina Press made them available to a wider audience. The 285 color plates included in *An Artist’s Catch* represent more that seventy families of fish. According to the introduction written by David Stick, the artist’s son, the identification of their individual members, pictured in various stages of development with considerable attention to detail, was confirmed by 4 professional ichthyologist. There is no doubt that Frank Stick, the ardent fisherman, left to his fishing friends a useful legacy.

The full-page illustrations are of excellent quality, both as works of art and as color reproductions. Stick had the ability to portray the force and powet of movement of the fish fighting the fishing line, crashing through the water, and flying for a split second toward a stormy sky. He knew how to endow a nature study with drama; herein lies the continuing popularity of Stick’s wildlife paintings.

The majority of the individual studies (black drum, p. 94; weakfish, p. 105; yellow perch, p. 226) attest to Stick’s competent command of the watercolor technique. The wetness of the fish is indicated by the fluidity of the coloring; the attention to detail does not detract from the free and lively handling of the fresh catch.

In some instances, however, a more selective editing would have eliminated the impression of the uneven quality of both the paintings and the reproductions. The publication is essentially a picture book, and would have been better served if the less successful plates had been left out. The fishes painted against a garish background of solid greens or blues are especially disappointing, and were obviously included to enlighten a fisherman, not to impress a fellow artist. Nevertheless, *An Artist’s Catch* will be of interest not only to ichthyologists, but also to all library patrons interested in wildlife paintings and appreciative of a fisherman-painter who knew and loved both his subject and his craft.

--Anna Dvořák North Carolina Museum of Art

Henry Lumpkin. *From Savannah to Yorktown: The American Revolution in the South*. Columbia: University of South Carolina Press, 1981. 332 pp. $19.50.

This is an interesting and useful work with considerable new information. It will appeal to the Revolutionary War buff and prove to be handy for quick reference. Written by a former military historian who presently is a member of the faculty at the University of South Carolina, this book

contains details and descriptions that can best be appreciated and reported by one experienced in military history. Nevertheless, it is written in a clear and understandable style. As the title declares, it is an account of events during the American Revolution in the South between the capture of Savannah, Georgia, by the British in December, 1778, and their surrender at Yorktown, Virginia, in October, 1781. Two introductory chapters, however, set the stage, while midway there is a pause for a chapter dealing with “Weapons and Uniforms.” A concluding chapter, “Why the British Lost the War in the South,” will be especially informative for the general reader.

In addition to the fact-packed text, other useful features that librarians will especially appreciate are a detailed chronology of the Revolution from 1775 to 1783, which covers events throughout the country, an appendix setting forth the names of commanders and the units involved in the major engagements in the South (including the naval vessels for coastal battles), a selected bibliography arranged by broad topic, and a fairly detailed index.

Having read this book and also returned to it many times with delight to seek particular information, I must admit that North Carolina has been slighted. This is all the more apparent because South Carolina has been treated in such detail. An examination of the author’s acknowledgments indicates that except for assistance at Guilford Court House National Military Park, no one in North Carolina assisted or contributed to his work. It is my belief that a reader in this state might have suggested the correct form for Sherrill’s Ford, Torrence’s Tavern, and other places, and told the author of the role of David Fanning in the raid on Hillsborough (as the name then was and now is spelled, not Hillsboro). He might have been told of battles in North Carolina (Lindley’s Mill, for example) that were as significant as some of those in South Carolina that he covered so Well, It is possible that he might have learned that Colonel Elijah Clarke moved to Georgia from North Carolina, not Virginia. Perhaps a Tar Heel reader, or any other one for that matter, might have recommended that Lumpkin avoid current fads of language, such as the one revealed in his use of “fisherpeople” instead of fishermen.

The maps and illustrations, many in color, are the crowning glory of this book. Its large format, attractive type, and general makeup will suggest that serious books can also be attractive books.

--William S. Powell University of North Carolina at Chapel Hill

Charles Edwards. *The Hell You Say*. Illustrated by David Moffett. Raleigh: Old Sparta Press, 1980. 209 pp. $12.95.

The Hell You Say is a humorous collection of stories, incidents, and memories that Charles Edwards either has been involved in or heard during his life as a child in Edgecombe County, a student at what now is East Carolina University, a sergeant in World War II, an undertaker, a mayor, a judge of recorder’s court, and an employee with several state and federal agencies. This collection of stories was begun in 1949 for his daughter so that she would know about him and his times.

The stories sound familiar to anyone who has lived in eastern North Carolina. There are stories about local customs, courting, weddings, funerals, church picnics, family problems, local justice, elections, and neighborhood characters. Some of these characters are dead, but some still are

living. These stories are similar to the tales that compose the community gossip in any small town. They are the kind that one would expect to hear while sitting around the local service station or country store.

Charles Edward's good-natured humor shows through in every story. He has a sympathetic understanding of human nature and of how things work in small towns. Although some of the events he writes about are unsavory, he always manages to find the kindest explanation for a person's actions. His wide experience in many vocations and avocations has provided him the opportunity to see the ridiculous and the tragic situations in which people often find themselves.

Although this book is a good introduction to the yarns and customs of eastern North Carolina and good reading for anyone familiar with the people and places mentioned in it, its earthy humor will annoy some readers. The Hell You Say is appropriate for public libraries or North Carolina collections.

--June Parker Sheppard Memorial Library Greenville

Doris Betts. *Heading West*. New York: Alfred A. Knopf, 1981. 359 pp. $13.50.

At thirty-four, Nancy Finch seems destined to become the next spinster librarian of Greenway, North Carolina. She dropped out of the University of North Carolina at Chapel Hill in her second year to care for an arthritic mother and a brother with a brain lesion. Working at the library, she dreams of escaping the "unsatisfactory conditions" of her life. She endures and unwillingly takes an annual vacation with her sister and brother-in-law, Faye and Eddie Rayburn. As they are traveling in western North Carolina, the vacation is interrupted by Dwight Anderson, a man without moral sense and apparently without rational motivation. Dwight kidnaps Nancy and carries her to Arizona. *Heading West* is the story of that journey and of Nancy Finch's odyssey to self-awareness and independence.

Although Dwight is an "unsatisfactory kidnapper," Nancy's reaction is ambiguous. Her situation is complicated by the addition of a second hostage—a corrupt judge running from justice. Nancy agrees to go with her kidnapper to Arizona and in fact passes up several opportunities to escape. In Arizona, Nancy is befriended by Chan Thatcher, a mildly eccentric woman who breeds dogs. Chan carries Nancy to the Grand Canyon, and fleeing both Dwight and her past, she climbs down. Dwight pursues her to the novel's climax and his death. Nancy engages in an archetypical struggle to walk out of the Canyon to a new life. Defeated by heat and illness, she is flown out by park officials and taken in by Chan. She falls rather gently in love with Chan's son, Hunt, but returns to North Carolina to come to terms with both Dwight Anderson and her family. Increasingly self-confident, Nancy soon puts her kidnapping and martyrdom behind her and returns to Hunt a free woman.

Heading West is a literate book that manages to be romantic without making undue concessions to the genre of romance. Nancy Finch has realistic depth, and other main characters are well developed and converse believably. Much of the book is descriptive or reflective, and the author's narrative is particularly strong. Descriptive passages are concise without being sparse and convey a vivid sense of person or place. The high quality of this fiction should guarantee this volume a place in academic libraries. It also belongs in any public library with an interest in quality fiction.

Doris Betts, who like Nancy Finch left school without a degree, teaches English at the University of North Carolina at Chapel Hill. She has published three novels, *The River to Pickle Beach*, *The Scarlet Thread*, and *Tall Houses in Winter* and three volumes of short stories, *Beasts in the Southern Wild*, *The Astronomer and Other Stories*, and *The Gentle Insurrection*.

--Daniel S. Austin Wayne County Public Library

Kays Gary. *Kays Gary, Columnist*: A Collection of His Writings Compiled by His Friends. Edited with a foreword by C. A. McKnight. Charlotte: East Woods Press, 1981. 185 pp. $10.95.

Kays Gary writes compassionate, people-oriented columns for *The Charlotte Observer*. He writes mainly of joy and tragedy in the human heart.

Since 1952, he has written over four thousand columns. *Kays Gary, Columnist* contains sixty-three of them.

The book is a celebration of the man. Several of Gary's friends have written short, introductory pieces to the different sections of the book. These pieces supply bits of biographical information on Gary; they also express their authors' affection for him. The friends include newspaper editors and writers C. A. "Pete" McKnight, Dot Jackson, Jerry Bledsoe, Jack Claiborne, and Jim Bishop, as well as Jack Yarbrough of Aldersgate United Methodist Church in Shelby and Sister Marie Patrice of Holy Angels Nursery in Belmont.

The columns are arranged under five categories: Bleeding Heart Stories, Milestones of Life, Reminiscences, Cinderella Stories, and Political and Social Commentary. Bleeding Heart Stories are about suffering people and the goodness of other people trying to help them out. Milestones of Life are moments of self-examination or self-realization, such as seeing one's child through a nearly fatal illness.

One of Gary's Reminiscences describes the front-porch culture of his childhood. With tongue-in-cheek humor, he speaks of the demise of front porches as a "Communist plot." The main Cinderella Story involves the relationship among Gary, his readers, and the Holy Angels Nursery. In response to several columns about the orphans there, Gary's readers sent tens of thousands of dollars for the nursery.

Occasionally, Gary writes Political and Social Commentary. His poem, "Dorothy Counts," depicts the dignity of the first black person to attend a previously white high school in Charlotte. In another column, Gary discusses the right-to-die debate in the context of his mother's long-term illness. In yet another, he expresses outrage at Gerald Ford's pardon of Richard Nixon.

Despite its brevity, this book succeeds in conveying the flavor and quality of Gary's writing. His prose is direct, staccato, often poignant, sometimes majestic, and often shaded with Biblical allusion. Always, he brings the perspective of the human brotherhood and sisterhood to the events of life.

The book is especially appropriate for public libraries where *The Charlotte Observer* is read. Other public and academic libraries in North Carolina and South Carolina may want to consider it.

--Skip Auld Public Library of Charlotte and Mecklenburg County

Chris Hall. *Southern Rock: A Climber's Guide*. Charlotte: East Woods Press, 1981. 144 pp. $7.95 paper.

This pocket guidebook features popular rock-climbing areas in the Carolinas, Georgia, Alabama, and Tennessee. North Carolina, with its larger expanses of rugged terrain, occupies somewhat more than half the content.

Difficulty classifications, climbing ethics, and southern ice climbing receive brief treatments.

Although intended as a location, orientation, and route-finding guide for the serious climber, the book has potential appeal for readers with a wider range of interests. Rock faces with sufficient character to challenge the climber usually interest backpackers, rock scramblers, amateur geologists, and the general observer, and the climber's quide may offer the only printed means available for allowing such interest a closer focus.

The qualities of a good climbing guide include a crisp and concise text, information that is clean and absolutely correct, ample and superior illustrations, and up-to-date coverage of established climbing routes. This guide has deficiencies on most of these counts. The illustrations are fairly good, particularly for a pocket-size work, and the drawings employed as route finders are conscientiously rendered. But the text tends toward flabbiness, and it is peppered with the kind of small errors that can cause aggravation and loss of time. Climbers will deplore the author's failure to include more recently established routes and may consider the book too little an improvement over an earlier work now out of print.

Yet, it is a flawed book rather than a bad one, and must be recommended as the one guide of its kind presently available. One must be grateful also for the constant enjoinders throughout the text against damaging rocks through needless use of hardware. *Southern Rock* is recommended for inclusion in medium-size and larger public library collections, in high school libraries, and in college and university libraries with recreational collections.

Kenneth Brown, Asheville-Buncombe Library System

Keeping Up

NCASL Biennial Work Conference

The North Carolina Association of School Librarians will hold its Biennial Work Conference on November 4-5, 1982, at the Benton Convention Center in Winston-Salem, North Carolina.

Conference theme will be EMPHASIS: UPDATES AND STRATEGIES and will feature a "stop and shop" media fair of ideas, activities and special programs.

Principal speakers will include *Katherine Paterson*, Newberry award-winning author; *Alice Fite*, Executive Secretary of American Association of School Librarians; *Dr. Craig Phillips*, North Carolina Superintendent of Public Instruction; *Jackie Torrance*, well-known to North

Carolinians as “The Story Lady” and *Jody Charter*, who has done an extensive study of outstanding secondary media programs.

Conference committee chairpersons are: Judith Davie, program; Lynn Vrooman, local arrangements; Gwen Cathey, registration; Nona Pryor, exhibits; Sandra McCall, publicity and Sue Spencer, media fair.

For further information, contact Dr. Judith Davie, Dept. of Library Science and Educational Technology, UNC-Greensboro, Greensboro, N. C. 27412.

New Tyrrell County Public Library Built

Construction of the new Tyrrell County Public Library was completed on April 23. The 5,000 square foot building will cost about $140,000, including carpeting. Parking/paving is estimated at $17,500 and additional furnishings at $20,000. The library project received $77,000 from revenue sharing, $55,000 from a state construction grant, and the remainder from corporate/personal donations and the library’s memorial fund.

News Flash, No. 121 (May 14, 1982)

Cumberland County Library Site Chosen

The Cumberland County Commissioners have unanimously approved a November bond referendum for a new $4.5 million headquarters library. Their approval came after a free site was donated to the County by a grant from the Cumberland Community Foundation and the Dickinson Family.

Architect Dan MacMillan’s plans for the new library call for a three-story, 65,000 square-foot building, with landscaping that takes advantage of adjacent Cross Creek. MacMillan said that it should save the county money in the long run to have the basic building design ready before the bond vote. He estimated that the project could be ready for bidding by June 1983, if approved.

The site donation and approval by the County Commissioners end more than two years of constant effort by library officials and supports to place the issue of a central library on a referendum ballot. The issue of a central library for Cumberland County goes back to a 1968 bond referendum that was rejected by voters.

LSCA Grants Awarded To Attend ALA

Under the continuing education grants program, ten grants to attend the ALA Annual Conference this July in Philadelphia have been awarded to public library personnel, trustees, and friends. The grant recipients are Gary Barefoot, Wayne County trustee and President of the NC Trustee Association; Betty Clark, Durham; Tina Foti, Cumberland; Josephine Larson, Nantahala friend; Jimmy McKee, Bladen; Anne Sanders, East Albemarle;

Henry Scannell, Stanly; Ed Sheary, Northwestern; Jan Sheppard, State Library; and Beth Woody, Columbus County trustee.

News Flash, No. 121 (May 14, 1982)

Fred W. Roper Named Associate Dean Of The School Of Library Science At UNC-Chapel Hill

Dean Edward G. Holley has announced the appointment of Dr. Fred W. Roper, Associate Professor of Library Science, as Associate Dean, effective January 1, 1982. Roper, a faculty member since 1971, has been Assistant Dean since January 15, 1977, and his new title reflects additional responsibilities he has assumed in the intervening four years.

An active member both of the Medical and Special Libraries Associations, Roper has served with distinction on a number of boards and committees. He was a member of the Board of Directors of SLA, 1978-80, Chair of the SLA Research Committee, 1980-81, and currently is Chair of the SLA 75th Anniversary Conference Committee, 1981-84. In the Medical Library Association he serves on the Certification Examination Review Committee, 1980-83, and was a member of the MLA Publication Panel, 1976-79. MLA in 1980 published his *Introduction to Reference Sources in the Health Sciences* which he wrote with JoAnne Boorkman, Head of Collection Development, Health Sciences Library, UNC-CH. Of this publication the Head of Reference at Harvard's Medical Library said, "This book not only should be included in every health sciences library collection, but also should be read by the reference librarian before being placed on the shelf."

Professional association work in North Carolina has also attracted his support. He served on the Board of Directors of the North Carolina Library Association, 1977-79, and was Chair of the Education for Librarianship Committees, 1974-78. He served as President of the North Carolina Chapter of SLA, 1976-77, and was a member of the Board of Directors, 1975-78.

Before returning to his alma mater, Fred Roper held positions in UCLA's Biomedical Library and at Chicago State College. He has contributed numerous articles to professional periodicals and participated in a variety of invitational conferences.

Second Charlemae Hill Rollins Colloquium Held At The NCCU School Of Library Science

The North Carolina Central University School of Library Science climaxed its second Charlemae Hill Rollins Colloquium by presenting an award to Augusta Baker. The theme of the the Colloquium was "African American Folklore and Storytelling." Augusta Baker, Storyteller-in-Residence at the University of South Carolina, was recognized for her renown as a storyteller and for her work with and for children. Mrs. Baker retired as Coordinator of Children's Services, New York Public Library, prior to going to South Carolina.

Over 100 persons attended the Colloquium which was co-sponsored by the North Carolina State Library and funded partially by LSCA Title III funds. Ashley Bryan, Art Director,

Dartmouth College, was keynote speaker, and he participated in the Storytelling Festival which was the final event. Other leaders were Barbara Rollock, Coordinator of Children's Services, New York Public Library, and Spencer Shaw, Professor of Library Science, University of Washington.

Gene Lanier Wins National Award

Dr. Gene D. Lanier, East Carolina University Professor of Library Science, was notified he is to receive the 1982 Hugh M. Hefner First Amendment Award in the area of education. Dr. Lanier is currently serving as the chairman of the Intellectual Freedom Committee of the North Carolina Library Association. For the past two years, he has been covering the state speaking and making presentations on the right of an individual to choose. As official spokesman for North Carolina librarians, he has spoken in opposition to censorship of any form and defended the right of free expression. He was appointed by the Speaker of the N. C. House of Representatives, Liston B. Ramsey, as the librarian designee on the Legislative Research Commission on Obscenity Laws last spring and with other interested groups and legislators is reviewing current North Carolina legislation in this area.

The annual national awards were established in 1979 by the Playboy Foundation to recognize and support the efforts of individuals working to protect and enhance First Amendment guarantees. Other than education, the judges select winners in each of six categories. Winners receive $3,000 and a specially designed plaque. Other categories are print journalism; book publishing; law; motion pictures and television, and government. Selections are based on "significant contributions during the previous year through that particular medium in the vital effort to protect and enhance First Amendment rights for Americans."

East Columbus County Branch Library Dedicated

Over fifty persons gathered in the small Columbus County community of Riegelwood on Sunday, April 25 to formally dedicate the East Columbus County Branch Library. The Library building was the former railroad depot in Delco, NC. Through the active participation of the Friends group and several local companies, the depot was moved over six miles to its new location and renovated to accommodate the library's collection. The guest speaker for the ceremony was Jane Williams, assistant state librarian. Library Director Amanda Bible was given a special presentation by Friends President Juanita Corbin recognizing Mrs. Bible's efforts in getting the library started.

News Flash, No. 121 (May 14, 1982)

Faculty Appointments, Promotions, And Publishing At The UNC-CH School Of Library Science

Dean Edward G. Holley has announced the promotions of **Dr. Ray L. Carpenter** and **Dr. Mary E. Kingsbury** to the rank of Professor, effective July 1, 1981.

Dr. Carpenter, whose publications include the well-received book, *Statistical Methods for Librarians* (ALA, 1978), has been a faculty member since 1958. He has recently published research articles on the use of the ACRL 1975 Standards in *College and Research Libraries* and continues his interest in the application of statistical methodology to library problems. Carpenter received his A.B. degree from St. Lawrence University, and his M.A., M.S. in L.S., and Ph.D. degrees from the University of North Carolina at Chapel Hill.

Dr. Kingsbury, whose specialty is research in children's literature, has been a faculty member since 1973. She has published research articles in the field of children's services in a number of professional journals. Her "How Library Schools Evaluate Faculty Promotion" will appear in the next issue of the *Journal of Education for Librarianship*. She is also working on a biography of Sir William Osler and the first of several articles on Osler appeared in the Winter, 1981, issue of the *Journal of Library History*. Kingsbury received her B.A. degree from Briar Cliff College, her M.A.L.S. degree from Rosary College, and her M.Ed., and Ph.D. degrees from the University of Oregon.

The Board of Governors has conferred tenure on **Dr. Marilyn L. Miller**, Associate Professor, effective July 1, 1982. Dr. Miller, former President of the Association for Library Service to Children (ALA), and Director of the UNC-CH Portsmouth, VA, off-campus program, received the Kansas Association of School Librarians' first Distinguished Library Media Specialist Award in November 1981. Dr. Miller has been a faculty member since 1977. She has a B.S. degree from the University of Kansas and the A.M.L.S. and Ph.D. degrees from the University of Michigan.

The Board also approved **Dr. Susan Steinfirst's** promotion to Associate Professor with tenure effective July 1, 1982. In 1980 the American Library Association published the Hodges-Steinfirst revision of Elva Smith's *History of Children's Literature*. Of this new edition, which Dr. Steinfirst wrote with Margaret Hodges of the University of Pittsburgh, Clifton Fadiman has said, "For workers in the field whether librarians, scholars, teachers, writers, or illustrators, the Hodges-Steinfirst revision and enlargement is an absolute necessity. The 'outlines' add up to a remarkable concise summary of the history of children's literature: invaluable." Dr. Steinfirst has been a faculty member since 1976. She holds the B.A. degree from Sarah Lawrence, the M.L.S. degree from the University of Maryland, and the Ph.D. degree from the University of Pittsburgh.

Dr. Mildred Downing, author of *Introduction to Cataloging and Classification*, 5th edition (McFarland, 1981), has been reappointed Assistant Professor for a three-year term,

effective July 1, 1982. Dr. Downing has been a faculty member since 1978. Her B.A. and Ph.D. degrees were awarded by the University of Pennsylvania and her M.S.L.S. degree from Drexel University.

Mary M. Metter, a 1973 graduate of the School, and current Manager, Information Services, at the North Carolina Science and Technology Research Center, Research Triangle Park, taught Library Science 257, On-Line Data Bases: Use and Evaluation," during the fall semester, 1981, and is repeating that course during the spring semester, 1981.

The H. W. Wilson Company has published the second edition of *Selecting Library Materials* by **Dr. Robert N. Broadus**, Professor of Library Science. More than just a textbook for beginning courses in selection and development, *Selecting Library Materials* draws attention to various distinctions in formats and subjects so that the librarian may develop workable and consistent views on the problems of selection as a whole. Dr. Broadus, a member of the faculty since 1976, teaches in the areas of selection, collection development, bibliography, and library buildings. His other recent publications include *The Role of the Humanities in the Public Library* (ALA, 1979) and articles on user studies.

The North Carolina Book Club

The North Carolina Literary and Historical Association, a private, non-profit organization, has set up a North Carolina Book Club which has as its purpose to promote interest in the reading, writing, and publication of books written by North Carolina authors and/or about the Tar Heel State. Selections are offered to members of the Association at a discount of 25% less than the publishers' list prices. Others may purchase books at a discount of 15% less than the publishers' list prices.

The North Carolina Book Club is unique, in that no other state has a similar organization. And it is different from most other book clubs because it operates under a prepaid plan. This means that no books are shipped until purchasers place their orders.

To insure that books of genuine quality and lasting value are selected, seven distinguished writers, historians, and scholars serve on the North Carolina Book Club Board which chooses all titles offered by the club. Board members include Ray Carroll, Rod Cockshutt, Paul D. Escott, Betty Hodges, William S. Powell, Sam Ragan, and Betty Adcock.

Four times a year the North Carolina Book Club features at least one literary work and one historical work. Books of general interest, such as books about nature or gardening, cookbooks, juvenile literature, etc., are regularly featured. Quarterly brochures containing reviews of the featured selections written by board members and a backlist of titles previously offered by the book club are mailed to all members of the North Carolina Literary and Historical Association and are available to others upon request.

The North Carolina Book Club's current quarterly offering includes forty titles. Among them are Doris Betts' novel, *Heading West*, autographed copies of Reynolds Price's novel, *The Source of Light*, Fred Chappell's *Midquest: A Poem*, Roy Underhill's *The Woodwright's Shop*, Richard Kelly's *The Andy Griffith Show*, Senator Sam Ervin, Jr.'s *The Whole Truth: The Watergate Conspiracy*, William S. Powell's *North Carolina Gazetteer*, and *Guide to Private Manuscript Collections in the North Carolina State Archives*.

To receive a free North Carolina Book Club brochure or to obtain information about how to join the North Carolina Literary and Historical Association, contact Frances W. Kunstling, Coordinator, North Carolina Book Club, 109 East Jones Street, Raleigh, NC 27611 (telephone: 919/733-7305).

Forsyth County Library Association Created

Librarians from such diverse institutions as Wake Forest University, R.J. Reynolds Tobacco Company, the Bowman Gray School of Medicine and the Forsyth County Public Library have joined to form the Forsyth County Library Association. The Association includes active professional librarians, as well as those not currently employed, and retired librarians.

The Association first met in May 1981 to tour the new Headquarters Library of the Forsyth County Public Library. In September 1981, the Association members ratified bylaws and heard Dr. Martin Dillon, of the University of North Carolina at Chapel Hill, speak on the future of library automation. The latest meeting of the Association, in February 1982, was held at Wake Forest University.

Barbara Anderson, Reference Librarian at the Forsyth County Public Library, serves as President of the Association. Mike Sprinkle, Director of Libraries at the Bowman Gray School of Medicine, is Vice-President/President-Elect; and Sandra O'Connor, Legal Aid Society Librarian, is Secretary-Treasurer.

ECU Department of Library Science Presents Awards

The ECU Department of Library Science held their annual spring social on Friday night, April 23, 1982. Prior to a picnic, **Emily S. Boyce**, Acting Chairman of the Department announced award winners for the 1981-82 school year.

The faculty had selected **Lisa Driver** of Youngsville, NC, to receive the Outstanding Senior Award. A member of Kappa Delta Pi and Alpha Beta Alpha, Ms. Driver also received the Lillian Jenkins Scholarship Award. She will be recognized on the graduation program and received a plaque.

Keith Howard, a native of Deep Run, NC, was presented the Alpha Beta Alpha Award as the Outstanding Member for 1981-82. He served as student member of the Graduate Council, Graduate Advisory Council, and the School of Education's Advisory to the Dean.

Earlier, he had been elected president of Alpha Beta Alpha, library science professional fraternity. His name will appear on a permanent plaque in the department.

The student selected with exceptional credentials in terms of academic achievement and outstanding potential in the area of reference was **Sylvia Proctor** of Selma, NC. She received the annual Mildred Daniels Southwick Scholarship Award established by Dr. Mildred D. Southwick, Professor Emeritus of the Library Services Division, in memory of her parents. Ms. Proctor received a cash award and her name will appear on a permanent plaque in the department.

Mima Dixon of Washington, NC, was recognized for receiving the Scottie Cox Memorial Scholarship from the North Carolina Community College learning Resources Association. This scholarship was established in memory of Scottie Cox, former learning resources dean at Wayne Community College in Goldsboro and a graduate of the library science program at ECU.

The recipient of the North Carolina Library Association $1000 scholarship award for this year recognized was **Charlotte Darwin**, media specialist at Eastern Wayne High School in Goldsboro and candidate for the Master of Library Science degree at ECU. She is married to Jim Darwin and has three children. A former teacher, Ms. Darwin is a graduate of the University of Southern Mississippi and attended Baylor University and the University of Houston. She also was formerly an interviewer with the University of Michigan Institute of Social Research.

Faculty members recognized by Ms. Boyce were **Dr. Veronica S. Pantelidis**, whose new book on Arab education was recently published by Mansell Publishers, and **Dr. Gene D. Lanier**, 1982 national recipient of the Hugh M. Hefner First Amendment Award in the area of education.

Alvin Toffler Speaks In Cleveland County

Alvin Toffler, renowned futurist, spoke in Shelby, North Carolina on June 24th on “Blueprints of the Future.” He elaborated on the ideas of his latest book, *The Third Wave*, and tied into the theme of “Cleveland County in Transition, Changing Community Values in an Age of Technology.”

This was the culminating event of in a series of public programs Sponsored by a National Endowment for the Humanities Library/Humanities Grant. This grant was awarded to Cleveland Technical College of Shelby, North Carolina in cooperation with four county libraries and the historical museum. The cooperating agencies are Cleveland County Memorial Library, John R. Dover Library at Gardner-Webb College, the Jacob S. Mauney Memorial Library in Kings Mountain, the Learning Resources Center at Cleveland Technical College and the Cleveland County Historical Museum. Some goals of the year-long grant

have been to give publicity to the library programs and to increase the use of humanities resources.

Library of Congress Licensed To Make Deacidification Solutions

The Library of Congress has taken a nonexclusive, royalty bearing license (effective October 1, 1981) to make and use nonaqueous deacidification solutions for materials in the Library's custody and in facilities under its control and direction. The solutions being used were invented by Richard D. Smith, Wei T'o® Associates, Inc., Matteson, IL.

The relationship between U.S. Patent 3,676,182 granted to Dr. Smith and U.S. Patent 3,937,091 granted to George Kelly, Preservation Research and Testing Office, and assigned to the Library of Congress has not been clearly understood until recently. As a result of discussions between the Library and Dr. Smith, the Library has been licensed to use Patent 3,676,182.

Dr. Smith pioneered the development of nonaqueous deacidification solutions during the 1960s at the Graduate Library School, The University of Chicago. His preferred deacidification agent, magnesium methoxide, was utilized by Mr. Kelly through addition of carbon dioxide to form methoxy magnesium methyl carbonate (MMMC), a chemical by definition, made up of more than 50 percent magnesium methoxide.

With the exception of the Library of Congress, Wei T'o® Associates, Inc., Box 40, Matteson, IL 60443, is the exclusive licensee under Dr. Smith's patent. The objective of Wei T'o® is to encourage persons and institutions who have been manufacturing their own solutions to become customers.

It is the Library's understanding that Wei T'o® has no desire to penalize any person or institution who has acted in good faith thinking that they were licensed under Mr. Kelly's patent. On the other hand, Wei T'o® has informed the Library that it believes development costs should be evenly spread amongst all who benefit. For these reasons, Wei T'o® will merely seek reasonable compensation from those persons and institutions who promptly undertake negotiations.

NCLA Children's Services Section Publishes Newsletter

The newsletter committee of the NCLA Children's Services Section, chaired by Rebecca Taylor, is publishing a newsletter, three issues of which have already appeared. The newsletter will be published three times a year, in the spring, summer, and fall, and includes information of interest to children's services specialists: book reviews, committee reports, articles, and upcoming conferences and events.

The Spring 1982 issue included an article by Bonnie Fowler about her experiences on the Newbery/Caldecott committee, as well as reviews of the new Newbery and Caldecott books,

and reports on the various section committees. The summer issue (due in August) will be devoted to problems of censorship of children's materials, and the fall issue (due in December) will be on school and public librarian cooperation and isolation.

Collection Development Workshop To Be Held Next Spring

The Resources and Technical Services Section and the College and University Section of NCLA will sponsor jointly a two-day workshop on "Collection Development in the 80's." The workshop will be held during the spring of 1983. Plans are now being made for the workshop, the exact date and format of which will be announced later in the year.

Health Science Librarians Meet

Health science library personnel met May 7th at Moses Cone Hospital in Greensboro to discuss the structure and goals of a North Carolina Health Library Association.

Phyllis Gillikin, Hickory AHEC Librarian, chaired the meeting. The group considered several possibilities for an organization, including forming an independent new association and affiliation with an existing association. It was decided that the group would meet as a loosely affiliated group without officers or standing committees for one year. This will provide a period for those interested to attend meetings and to decide which type of organization will best serve their purposes.

The primary interests of those attending were to develop a mechanism for communication with other library personnel who provide health information, resource sharing, and continuing education. Those attending also indicated their desire to encourage participation in the group of all library personnel who are involved in providing health information in all types of settings—hospitals, AHEC libraries, public libraries, and community college libraries, academic libraries, and corporate libraries.

The next meeting will be in Winston-Salem at Forsyth Memorial Hospital on September 24, 1982. Program information will be distributed widely utilizing existing newsletters, and a mailing list which is being developed by the Medical Center Library at Duke University. Those who were not at the meeting in Greensboro who are interested in being included on the list should contact Warren Bird at Duke.

Microcomputer Workshop Scheduled For Fall

On September 23 and 24, 1982, the State Library and the Forsyth County Public Library will cosponsor a workshop on microcomputers at the Forsyth County Public Library. The workshop is designed to acquaint librarians with the decision making process in the selection of a micro as well as to illustrate some of the current applications of micros in North Carolina libraries. Vendor representatives will be present to demonstrate hardware. More detailed information will be forthcoming.

News Flash, No. 121 (May 14, 1982)

Lanier Representing Librarians On Legislative Research Committee On Obscenity Law

Dr. Gene D. Lanier, ECU Professor of Library Science and Chairman of the North Carolina Library Association's Intellectual Freedom Committee, has attended organizational meetings of the Legislative Research Committee on Obscenity Law. Speaker of the House Liston B. Ramsey appointed Dr. Lanier as the librarian designee on the committee as directed by a substitute bill passed by the General Assembly in July, 1981. The committee is to study the laws relating to obscene literature and exhibitions and make appropriate recommendations to the 1983 General Assembly. Dr. Lanier testified in Senate and House committees in the spring in opposition to Senate Bill 295 which would have repealed the adversary portion of North Carolina's current anti-obscenity legislation. In the substitute bill, a librarian was included because librarians of the state have expressed concern that proposed legislation may subject them to undue harrassment or punitive action.

Senator Robert D. Warren of Benson and Representative George W. Miller, Jr. of Durham are co-chairmen of the research committee. In addition to Dr. Lanier, other members include Senator John J. Cavanagh, Jr. of Winston-Salem who introduced Senate Bill 295, Senator James D. McDuffie of Charlotte, Representatives Jo Graham Foster of Charlotte and Bertha M. Holt of Burlington, Judge Robert Leatherwood, II of Bryson City, Edwin Speas of the Attorney-General's Office, District Attorney Randolph Riley of Raleigh, Robert L. Emanual of Raleigh representing the magazine distributors, Sanford Jordan of Raleigh representing the theater owners, Carl Venters, Jr. of Raleigh representing the television industry, and Rich Gunter of the Asheville *Citizen-Times* representing the press.

The committee will meet monthly and hear testimony from different groups in addition to studying state statutes dealing with obscene literature and exhibitions and offenses against public morals.

Barbara Moran Joins Faculty At UNC-CH

Barbara Burns Moran joined the faculty of the School of Library Science in August 1981. Ms. Moran, who is a graduate of the cooperative doctoral program in higher education and library science at the State University of New York at Buffalo, will teach library management in the twelve-hour Block and courses in research. She defended her dissertation, "Career Progression of Male and Female Academic Library Administrators," in August. She holds the rank of assistant professor.

A member of the American Library Association and the Association fot the Study of Higher Education, Ms. Moran has taught at the School of Information and Library Studies at SUNY Buffalo library system, served as librarian at the Park School in Buffalo, and been a reference assistant at the Woodruff Graduate Library at Emory University.

Ms. Moran also holds a M.Ln. degree from Emory University and an A.B. degree from Mount Holyoke College. She is a member of Beta Phi Mu, international library honor society.

Elsie Brumback Receives Promotion

Elsie Brumback has been promoted to Deputy Assistant State Superintendent for the Area of Support Services in the North Carolina Department of Public Instruction. This promotion, which was effective March 1, 1982, was announced at the same time that Dr. Craig Phillips also announced that the Department of Public Instruction will be reorganized into three broad areas of service, rather than the previous six areas.

Mrs. Brumback, in a memorandum to system-level media supervisors, stated: "We are excited about the new challenges that this reorganization offers. We feel that it will allow Educational Media personnel to be instrumental in the 'planning stages' of the decision-making process rather than 'after the fact.' Also, it offers our media staff the opportunity to work with all *areas* of the Department rather than only one. It should allow media to remain one of the major skills areas as outlined in the *Course of Study* and *Competency Goals and Performance Indicators* while providing the opportunity for our staff and resources to be involved and utilized by all areas of the Department.

"We do not anticipate any relocation of the six sections of Educational Media; telephone numbers will not change; and I will continue to work very closely with the overall Educational Media program although Section Heads will give major day-to-day leadership to their respective programs. . . ."

St. Mary's College Library To Sponsor Wolfe Fest Biennially

The Sarah Graham Kenan Library of St. Mary's College has announced a change in frequency for its Thomas Wolfe Fest from an annual to a biennial meeting basis. The next Fest is slated for October, 1983. The change has been made in an effort to coordinate schedules with the Thomas Wolfe Society's meetings and to provide more time for significant Wolfe scholarship. The Fest is produced by members of the library staff.

Kenan Library holds one of the four major institutional collections on Thomas Wolfe in the United States. The collection was founded in 1976 by Mrs. John O. Fulenwider and the late Dr. Fulenwider and includes unpublished letters; first, variant, and foreign editions; biographical and critical material; master's theses and doctoral dissertations; photographs; and newspaper clippings. Important to the collection are the papers of George McCoy, Edgar E. Wolf, and Richard Walser.

Held annually since 1976, the Wolfe Fest has drawn speakers and attendants from throughout the United States, with the highest proportion coming from North Carolina. The Fest provides a two day forum of papers, dramatic productions, multi-media presentations,

and discussions on a variety of Wolfe related topics for the general reader as well as the Wolfe scholar. Past speakers have included such eminent Wolfe scholars as the late C. Hugh Holman, Louis Rubin, Richard Kennedy, Richard Walser, and Leslie Field. Partial funding for the 1980 Fest was provided by the N.C. Humanities Committee.

Further information about the Thomas Wolfe Fest or the Thomas Wolfe Collection may be obtained from Mrs. Andrea P. Brown, Head Librarian, Kenan Library, St. Mary's College, Raleigh, N.C. 27611.

School Of Science And Mathematics Wins 1982 Quiz Bowl

The School of Science and Mathematics won the third annual North Carolina Quiz Bowl championship, held April 24 on the campus of North Carolina Central University. Competing in their first year of the Quiz Bowl, the School of Science and Mathematics came from behind to defeat Northeastern High School, of Elizabeth City, 220 to 120.

The championships in Durham were the culmination of the third year of statewide competition. Fifty of North Carolina's 100 counties took part in Quiz Bowl '82. Twenty-seven public libraries sponsored local competitions which involved over 300 high schools and 1,500 students. In addition to donations from individuals and private industries, the Quiz Bowl was funded by the Division of State Library, Department of Cultural Resources, and Title I of the Library Services and Construction Act.

Members of the winning team from the School of Science and Mathematics included Eric Rousch, Darryl Hendricks, Adam Falk and Tommy Yadon. Robin Cunningham and Charlotte Chiu were alternates; Ginger Wilson and James Litle were advisers. The team was sponsored by the Durham County Public Library.

N. C. SOLINET Users Group Meets, Elects New Officers

The North Carolina SOLINET Users Group held its spring 1982 meeting at the University of North Carolina at Chapel Hill on Thursday, May 13, with the emphasis on on-line bibliographic networks. Mary Alice Treat, Member Services Representative from SOLINET, spoke about recent SOLINET news; Larry Cline, head of cataloging at Duke University, moderated a panel discussion on "The Role of the Regional Network in the Growing On-Line Community." Panel members included I. T. Littleton, Director of D.H. Hill Library at N.C. State University; James Thompson, Director of Jackson Library at UNC-Greensboro; and Arial Stephens, Director of the Charlotte-Mecklenburg Public Library. All three of these have served, or are presently serving on, SOLINET's Board of Directors. After lunch, there was a TRLN update by Jeanne Sawyer, TRLN Systems Analyst, and a talk by Sally McCallum of the Library of Congress's Network Development Office on "Plans and Possibilities" of linking present on-line bibliographic databases.

The meeting concluded with a business meeting, at which new officers were elected: Janie Morris (Cataloging Department, Duke University), Coordinator; Barbara Cassell (Cataloging Department, UNC-Greensboro), Assistant Coordinator/Coordinator-Elect; Elizabeth Smith (Cataloging Department, East Carolina University), Secretary/Treasurer; and Stephanie Perrin (Interlibrary loan, Appalachian State University), Interlibrary Loan Coordinator.

Round Table On The Status Of Women In Librarianship To Hold Summer Workshop

The second annual summer workshop will take place on July 29-30 at Guilford College in Greensboro. The theme is "Getting our Fair Share—Personally and Professionally." Two major topics will be addressed—pay equity and access to block grant monies received by state government. Dr. Judith White (UNC-Greensboro) will deliver the keynote address. Ann Stone (Duke University) and Elsie Brumback (N.C. Department of Public Instruction) are presenters for the two economic issues. Registration fees are $20 for members of the Round Table and $25 for nonmembers. Contact: Cathy Collicutt (919-784-0518) or Rose Simon (919-721-2649) for more information.

In addition to planning the summer workshop, the RTSWL Executive Committee has completed a considerable amount of "start-up" work for the first full biennial period of Round Table operation. Three standing committees are now in place. These are Membership, chaired by Nancy Bates; Publications, chaired by Patsy Hansel; and Public Relations, chaired by Rose Simon. The Round Table is establishing a quarterly newsletter that will appear for the first time in July. Patsy Hansel, Tina Foti, and Patty Powell are developing the format and style of this publication.

ARLIS/SE And ARLIS/DC-MD-VA Joint Conference

The first joint meeting of the Art Libraries Society/Southeast and Art Libraries Society/D.C.-Md.-Va. will be held in Chapel Hill, N.C. the weekend of Nov. 5-7, 1982. A reception and dinner is planned for Friday evening. On Saturday, Professor Budd Gambee of the U.N.C. School of Library Science will participate in the program on specialized reference resources in art history. There will be tours within the Research Triangle area and brief business meetings will be held by the two chapters.

All persons interested in art librarianship (public, museum or academic) are invited to attend. For more information contact the Vice-Chairman of ARLIS/SE:
Margaret Knoerr
East Campus Library
Duke University
Durham, N.C. 27708

State Library Study of Continuing Education

On March 26, 1982, the State Library signed an agreement with the Department of Adult and Community College Education at North Carolina State University to conduct the statewide study of continuing library education. An announcement of plans for this study was in the January 1982 FLASH. The Department of Adult and Community College Education at NCSU is the largest of its type in the nation. Its program is directed toward administrators, supervisors and teachers in cooperative extension and community colleges, and other adult education agencies.

The principal investigator for the continuing library education study will be faculty member Joan W. Wright. She will be aided by Edgar J. Boone, head of the department, and by Douglas L. Zweizig, the library science specialist attached to the project. All have experience in survey research; both Dr. Wright and Dr. Boone have expertise and long-standing interest in continuing professional education and lifelong learning. Dr. Zweizig is familiar with the library systems in North Carolina, as well as with library science and continuing library education in general.

The study is under way and will be completed by the end of August 1982. The study's purpose is to provide a comprehensive picture of present opportunities and need for continuing library education in North Carolina that can serve as a basis for planning of future continuing education.

The study team will inventory the current and proposed CE activities and resources of state agencies, library education programs, NCLA, and such state-wide, special-interest associations as the NC Chapter of the Special Libraries Association, and the NC Online Users Group. Regional (multicounty) and local (single-county or single-system) library associations will also be included in the study.

Time and budgetary constraints will not permit a survey of all library personnel in the state for the needs assessment portion of the study. However, the survey sampling will be so constructed as to be reliable and representative of public school, postsecondary, public and special libraries and of the variety of positions within each type of library.

Jane Williams

News Flash, No. 120 (April 15, 1982)

Durham Library Dedicates Powell Memorial Room

On April 22, 1982, the Board of Trustees of the Durham County Library dedicated the library's North Carolina Room in honor and memory of Dr. Benjamin E. Powell. Dr. Powell, university librarian at Duke University from 1946 until he retired in 1975, served on the Board of Trustees of the Durham County Library from 1961 until his death in 1981. Serving

as Board Chairman for nineteen of those years, Dr. Powell persisted throughout this period of difficulty and frustration to bring to fruition the dream of a new downtown public library facility. After pointing out that he was a distinguished and nationally respected librarian, the tribute to Dr. Powell by Betty S. Clark states that “Dr. Powell stood for uncompromising excellence, both in his development of an outstanding library and in his vision of what a local public library should be.”

The Board of Trustees chose to honor Dr. Powell by naming the North Carolina Room of the new main library facility “The Benjamin E. Powell Memorial Room,” and by commissioning Elizabeth Reeves Lyon, a Durham artist and Powell family friend, to paint a portrait of Dr. Powell to be placed at the entrance to the room.

At the dedicatory program, over 150 friends and associates of Dr. Powell gathered to hear the Honorable Terry Sanford, President of Duke University, extol Dr. Powell’s longtime service to Duke and his invaluable contribution to the Durham community and to witness the unveiling of the portrait by Mrs. Powell and her daughter Lisa Powell.

Library Trustee-Librarian Conference Held in Chapel Hill

The 15th Annual Library Trustee-Librarian Conference was held at the Carolina Inn, Chapel Hill, on Tuesday, June 1, and Wednesday, June 2. It began at 1:00 p.m. on June 1 and concluded at 12:00 p.m. on June 2.

Keynote speaker for the conference was Ervin Gaines, director of the Cleveland Public Library. His speech was entitled “What is the Business of the Public Library?” In it, Dr. Gaines described what the public library is and what it is not, as well as the responsibility of librarians and trustees to develop the library’s unique services. Gene D. Lanier, professor in the Department of Library Science at ECU and chair of the NCLA Intellectual Freedom Committee, spoke on “Libraries and Intellectual Freedom.” Dr. Lanier discussed First Amendment implications for libraries, reviewed recent trends, and provided an overview of policies and procedures that libraries should establish to deal with challenges to controversial books. Robert E. Phay, professor of Law and Government at the Institute of Government, provided insight into the “Legal Obligations of Library Trustees.” The entire Wednesday morning session was devoted to “Personnel Management and Practices” presented by Debra W. Stewart, associate professor in the Department of Political Science and Public Administration at N.C. State University.

Large Type Catalog For 1981 Available

The N.C. Library for the Blind and Physically Handicapped is mailing its 1981 Adult Large Type Catalog to all county libraries, including those in regional systems, and to the larger municipal libraries. The catalog includes all adult titles in the library’s collection which were purchased through the spring of 1981.

The library will interlibrary loan large type titles when possible. It can make available rotating deposit collections of 25-30 titles to small libraries. Call the library by its toll-free number (1-800-662-7726) if you are interested.

News Flash, No. 119 (March 12, 1982)

State Friends Meet

Durham County Library hosted the annual meeting of Friends of North Carolina Public Libraries on May 1. The program consisted of a panel discussion moderated by Dr. Rosanne Wagner of Haywood County. Panelists included Milton Rice, Kenansville, who delineated the Friends role and explained that close partnership and mutual understanding among Friends, trustees, and the library director are vital. Attorney Dumay Gorham of Wilmington explained procedures for obtaining tax-exempt status from the IRS and the advantages of being a nonprofit corporation. Public Relations Director Mary Hopper, Public LIbrary of Charlotte & Mecklenburg County, told of how Friends are being recruited and public awareness heightened for the new group that is being put together in Mecklenburg. June Lancaster of Fayetteville offered the well-produced slide/tape presentation, *Portrait of a Library*, which graphically illustrates the crowded and confusing conditions of the Cumberland library and the need for a new central library building.

New officers were installed by State Librarian David N. McKay. Elected by mail ballot, the officers are

- *President:* Perry White, Sanford
- *Vice President/President Elect:* Milton Rice, Kenansville
- *Secretary:* Louise Gorham, Wilmington
- *At-Large Directors:* George Linder, Durham; Meade Horne, Tarboro; Mary Parker, Asheville

In addition to the officers named above, John Coulson, Newland, will continue in his post as *Treasurer*.

News Flash, No. 121 (May 14, 1982)

SLA Announces Officers and Essay Award

New officers of the North Carolina Chapter of Special Libraries Association are Georgia Rodeffer (NCSU Textile Library), President; Howard McGinn (Microfilming Corporation of America), Vice President/President-Elect; Pamela Puryear (NCSU Forest Resources Library), Treasurer; Jean Porter (NCSU), Director. Jo Ann Boorkman (UNC-CH Health Sciences Library) continues as Secretary.

Edward Waller is the winner of NCSLA's Sara Aull Student Paper Award. His contribution, "Circulation Patterns in a Library with an Unlimited Loan Period," was judged the best entry in this first annual competition. Mr. Waller, a recent graduate of the M.S. in L.S. program at UNC-CH, is a resident of Hillsborough and has been serving an internship at the EPA library in Research Triangle Park. The Award carries a stipend, and the paper will be published in a special issue of NCSLA *Bulletin*.

Librarians interested in joining NCSLA may contact Ruth Easter, Membership Chairman, at 704/667-6936.

Intellectual Freedom Workshop

Role playing in a simulated censorship hearing was the theme of the sixth annual summer workshop sponsored by the ECU Library Science Alumni Association. It was held on Tuesday, June 22, 1982, in the Willis Building on the ECU campus. The one-day program—planned by Dr. Gene D. Lanier, library science professor and chairman of the Intellectual Freedom Committee of the North Carolina Library Association—gave "participants an opportunity to actually participate in a hearing and to examine their own philosophies concerning intellectual freedom."

The session involved an update on censorship attempts in North Carolina libraries. Major problems, along with suggestions for dealing with the avowed censor, were examined and reviewed. A film which has been subject to previous censorship attempts was shown, roles were assigned, and the afternoon session involved conducting an actual censorship hearing with all people present participating.

LC Issues New Recording of Blue Ridge Parkway Folklife Project

Children of the Heav'nly King, a new two-record phonograph album from the Library of Congress, presents a cross section of the religious expression of the Central Blue Ridge. Selections on the album include hymn singing, prayers, and sermons from church services, performances of gospel music by local trios and quartets, a baptismal service in a creek, and stories of religious conversion or a call to the ministry. The recordings were chosen from a collection of tapes created by the Blue Ridge Parkway Folklife Project in 1978. *Children of the Heav'nly King* (AFC L 69-70) is available for $14.00 from the Information Counter in the Thomas Jefferson Building or by mail from the Library of Congress, Motion Picture, Broadcasting and Recorded Sound Division, Washington, D.C. 20540. Checks payable to the Library of Congress must accompany the order. The price includes postage.

News Flash, No. 120 (April 15, 1982)

Fallacies of Librarianship

A British librarian of many talents and much experience has devised the following list of erroneous but commonly-held beliefs maintained by some library professionals. The list has recently been published by *New Library World*, a London publication.

1. Users can find their own way around a library.
2. Users are completely helpless at all stages of library use.
3. Gift books are free.
4. Cooperation between libraries, of whatever kind, saves money.
5. Holdings are more important than service.
6. The case for well-funded libraries is self-apparent.
7. A library that receives no complaints is a good library.
8. Library education is a useful preparation for library practice.
9. A research library should give the unknown needs of the future priority over the known needs of the present.
10. The catalog is the key to the library.
11. Interlibrary borrowing is expensive.
12. Interlibrary borrowing is a cheap substitute for acquisition.
13. Interlibrary borrowing is no substitute for acquisition.
14. The distance between a lending and a borrowing library affects the speed of supply.
15. It is possible to devise a classification scheme that organizes knowledge in a coherent, useful, and intelligible way that is and will remain acceptable.
16. Existing classification schemes can be improved by local modifications.
17. No system devised for one library can be adopted by any other library.
18. A love of books is a useful prerequisite for a librarian.
19. All that is needed to improve a library service is more money and more staff.
20. A library building that wins a prize for architecture is functional.

College and Research Libraries News, v. 43, no. 1 (January 1982)

New Greensboro Public Branch Library

Greensboro Public Library plans to establish its sixth branch library in the Quaker Village Shopping Center. The Greensboro City Council voted to rent 5,400 square feet of space now occupied by Papillan, a large dance floor and bar. The Guilford College area branch

may well be the first in the United States to use an on-line catalog. It also enjoys the unique position of replacing a dance hall with a library.

News Flash, No. 119 (March 12, 1982)

Library Summer Reading Program

Just Open A Book is the theme for statewide Summer Reading program. Children, pre-school to eighth grade, are invited to sign up for the program at any library location. Children may start reading in the program beginning June 14 and continuing through August 14. Reading lists and game sheets featuring JOAB (for *Just Open A Book*) Frog and his friends will be given to each participant. Those children who complete the reading program will receive a certificate signed by Governor Hunt and a bike decal featuring JOAB Frog.

Many programs have been planned by the library staff for children in relation to the theme, *Just Open A Book*. Libraries will offer story times, movies, and special workshops for children during the summer. Dates and times for each program are available from local libraries.

The picture book, *Just Open A Book* by Patrick K. Hallinan, provided the inspiration for JOAB Frog materials, designed by Ron Jones of the Wake County Public Library system. The materials are being used in libraries across North Carolina through funding provided by Title I of the Library Services and Construction Act (LSCA), administered by the State Library in the Department of Cultural Resources.

A statewide storytelling festival began the Summer Reading program for North Carolina libraries. The storytelling festival was held at the North Carolina Zoo in Asheboro on Saturday, June 19. Children under 15 were allowed free admission on June 19 to visit the zoo and the storytelling festival. The festival was held in the Zoo's new amphitheater and included many types of story tellers from libraries and schools in North Carolina.

Davidson College Library Receives Endowment for New Books

Crediting Davidson College for helping her father become "a truly educated man," Mrs. Ernest B. Obering of Oklahoma City, Okla., has given the college's E. H. Little Library $220,000 for a permanent book fund. Dr. Leland M. Park, library director, explained that the donation will be invested as the Joseph Abrams Bailey Memorial Endowed Book Fund, honoring Mrs. Obering's father, an 1883 Davidson graduate. It is the largest endowed book fund gift ever to the library, Park said.

"The only way to maintain an alive and useful collection for the library is to assure a constant rate of accessions," Park said. "Underwriting part of the 10,000-book-per-year accession rate to which we're committed is of prime importance to the future. This is a big

step forward for us, and we are very grateful to Mrs. Obering for honoring the memory of her father this way."

Park pointed out that the investment return will make possible the purchase of approximately 440 new books per year in perpetuity, or about five percent of the annual need. The total value of the library's 21 current endowed book funds is $335,000, which underwrites the acquisition of 670 books per year.

The 100,000 square foot E. H. Little Library opened in September 1974. Research materials are housed on three floors, and all of the 270,000 volumes, 70,000 U.S. Government documents and 1,500 periodicals are on open stacks, available for students, faculty and college staff to select for themselves.

Maxima Fellowship Awarded At NCCU

Carl D. Rogers, Jr., a graduate student in North Carolina Central University School of Library Science, has been awarded the school's Maxima Fellowship for 1982. The award was announced by Dr. Annette L. Phinazee, dean of the school.

Rogers, who is from Westbury, N. Y., is president of NCCU's Student Group of the Special Libraries Association. He is a 1980 graduate of Wilberforce University, where he majored in psychology.

The Maxima Fellowship for 1982 was funded by a gift from Joshua Smith, a member of the Advisory Council of the School of Library Science. Smith is president of the Maxima Corporation of Bethesda, Md., an information services company.

Branch Library to be Constructed in Newton Grove

The Sampson-Clinton Public Library, which is in the process of constructing a new headquarters library in Clinton, will soon be getting a branch library in Newton Grove. The new branch is a gift to the Town of Newton Grove from the children of Mr. and Mrs. J. W. Bryan. Mr. and Mrs. Bryan were both local educators, and the library will be named in their honor. In addition to donating the building, the Bryan family will also make a contribution to the library's book collection.

The one-story, brick-veneer structure is being designed by architect Leslie N. Boney of Wilmington. Plans call for a 2,900 square foot structure with a book capacity of 5,400 volumes and a meeting room capable of accommodating 50 people. The building will be built on property adjacent to the Newton Grove town hall; estimated construction cost is $150,000 - $200,000.

News Flash, No. 119 (March 12, 1982)

Elizabeth Copeland Honored With Portrait

On Sunday, February 28, 1982, a portrait of Miss Elizabeth Copeland, Librarian of Sheppard Memorial Library from September 1954, until her retirement in February, 1981, was unveiled in the library, where it will be on display. The portrait was painted by Greenville artist Sarah Blakeslee Speight.

Dr. Ed Clement, a former chairman of the Library Board, spoke of Miss Copeland's dedication, service, and efforts in getting city and county support to make the library "the finest public library in North Carolina." These efforts have resulted in building expansion, the instituting of business reference services, and the addition of art and music holdings. The current chairman of the Library Board, Mr. James Ebron, accepted the portrait on behalf of the library.

Miss Copeland was born in Tarboro, and grew up in Ahoskie. After completing her undergraduate work at East Carolina University, she received her graduate library degree from Peabody College, Vanderbilt University. Before becoming Librarian for the Sheppard Library, she was a market researcher for Curtis Publishing Company in Philadelphia. While Librarian, Miss Copeland was active professionally on the state level, serving on committees and holding office.

She is presently coordinator of a local history publication project, "The Chronicles of Pitt County."

NCCU Presents Library Science Awards

Two Library Science awards were presented on University Awards Day, April 2. The oldest award has been given anonymously by an Alumna for several years. The School of Library Science Research Award winner is Nancy B. McNitt, whose paper is entitled "A Study to Explore Information Sources Academically Gifted High School Students Select to Meet Their Information Needs." Mrs. McNitt is now employed as a Media Coordinator at the Mary Phillips Media Center in Raleigh. Beverly Middleton is the first winner of a Special Libraries Paper Award that is also given anonymously. Ms. Middleton reported on "Using Instructional Materials to Educate patients in the Doctor's Office: an examination of six programs in Charlottesville, Virginia." She is a Cataloger in the Alderman Library at the University of Virginia.

ALA Opportunities of Interest to Language Librarians

For language librarians, one thing appears clear: that a number of libraries in the U.S. are interested in reaching and serving their multi-language publics. Problems arise on how to do so, who is to be served, and where to get necessary funds. This summer, the American Library Association convention in Philadelphia will present several opportunities to address solutions within the context of total library services and facilities:

1. On Sunday, July 11, 2-5:30 the Reference and Adult Services Division (RASD) Subcommittee on Multilingual Materials and the Public Library Association (PLA) Multilingual Services Committee will present “The Multilingual Library: Buying, Serving, Sharing.” Moderated by Bill McElwain (Chicago Public Library), the panel program will focus on practical aspects of collection development and acquisitions, the public to be served, and sharing resources through intra- and inter-library loan.
2. The Social Responsibilities Round Table, Ethnic Materials Information Task Force is presenting “No Way But Up: Impacting Ethnic Communities,” Monday, July 12, 9:30-11:30 a.m. Chaired by Sylva Manoogian (Los Angeles Public Library), the program will feature sections on both philosophy and practice of multi- and bilingual library services. The latter program will be followed, from 11:30 to 12:30 by a free-wheeling RASD Discussion Group for multilingual or interested librarians.
3. Agnes Griffen, President of the PLA, will introduce an in-depth examination by library directors on financing multilingual library collections in these times of fiscal hardship. That’s from 2 to 3:30 Monday, preceding PLA’s business meeting.
4. The RASD Multilingual Materials Subcommittee, chaired by McElwain and the newly reactivated PLA Multilingual Services Committee, chaired by Patrick Valentine, will hold joint meetings on Saturday, July 10, 11:30-12:30; Sunday, July 11, 11:30-12:30; and Tuesday, 2:00-4:00. All interested librarians are urged to attend.

North Carolina Foreign Language Center Newsletter, February 1982

Rural Hall/Stanleyville Branch Library Opens

March 8, 1982, was an important day for supporters of libraries in Forsyth County. The ribbon cutting ceremony was held, officially opening the Rural Hall/Stanleyville Branch. Rural Hall Mayor Pete Wright, Library Board Chairperson Irene Hairston, and County Commissioner Dr. James N. Ziglar participated in cutting the ribbon.

Years before, Library Director William H. Roberts and other County officials had agreed on the necessity for a larger branch library to serve residents of Northern Forsyth County. Funding was secured, land was purchased, an architect was hired and the building went up. The building has 8,500 square feet of floor space, a solar-assisted heat system and a book capacity of 40,000 volumes.

Approximately seventy-five people—including J. Aubrey Kirby, the architect of the branch, county manager, Pete Jenkins, library staff members; and other County officials—attended the occasion.

Elizabeth Hall Farias, Branch Head, reported that circulation of library materials for that week reached a record high of 859. This was topped the following week by a total of 954.

Circulation during the month of March was 3,570, compared to 1,988 during the same time last year.

The new branch is staffed by Elizabeth H. Farias, Head Librarian; Karen Robertson, Children's Librarian; Phyllis Johnson and Debbie Huneycutt, library assistants; and Donna Dotson, library page.

Forsyth County Public Library, March 1982.

Resources And Technical Services Section 1982 Summer Report

Cataloging Interest Group Established

Elizabeth Smith, of Joyner Library, East Carolina University, submitted a Petition to establish a Cataloging Interest Group. RTSS Executive Board accepted the petition April 2, 1982. Names of respondents to the RTSS postal survey indicating interest in cataloging will be forwarded to Ms. Smith.

Serials Interest Group Sponsors Deselection Workshop

The Serials Interest Group is sponsoring a one day workshop on serials deselection. The workshop features Dr. Robert Broadus, UNC School of Library Science; Marilyn Williamson, Georgia Institute of Technology; and Anne Briley, East Carolina University. The workshop will be October 8, 1982, at the UNC School of Library Science, For further information contact Joline Ezzell, Serials Dept., Perkins Library, Duke University, Durham, NC 27706. (919-6846855)

Grant To NCLA Biennial Conference

RTSS is developing guidelines for a grant to enable an NCLA member to attend his first NCLA Biennial Conference. Details of this grant will be reported When the guidelines are finalized.

Best Article Award

Microfilming Corporation of America will again fund the Best Article Award to be awarded at the 1983 Biennial Conference. The $100 award is given to the best article in the fields of resources or technical services published in NCL between Fall 1981 and Summer 1983. See NCL Winter 1981 for guidelines.

Other News

Doris Anne Bradley and Benjamin Speller, chair and vice-chair of RTSS, are participating in the Electronic Mail Project sponsored by RTSD of ALA.

Mary Frances Crymes has been appointed chairman of the RTSS Membership Committee.

NCLA Minutes And Reports

North Carolina Library Association Minutes Of The Executive Board March 19-20, 1982

The Executive Board of the North Carolina Library Association met Friday, March 19, 1982 during the NCLA Spring Workshop in the Greensboro Building at Greensboro College. Members present were Mertys Bell, Leland Park, Carol Southerland, Mary Jo Godwin, W. Robert Pollard, Gwendolyn Jackson, Kay Murray, Bill O'Shea, Emily Boyce, Mae Tucker, Jonathan Lindsey, Kathy Woodrell, Eugene Huguelet, Cindy Pendergraft, John Pritchard, Paula Short, Bill Bridgman, Nancy Fogarty, Doris Anne Bradley, Gary Barefoot and Ruth Katz. Also attending were Arial Stephens, Elizabeth Laney, Marge Lindsey, Michael La Croix, Louise Boone, Sharon Boyd, David McKay, Trish Gwyn, Martha Davis, Skip Auld, Donald Chauncey, Gene Lanier, Jerry Thrasher and Kathy Shropshire. President Bell presided.

The minutes of the December 3 and 4, 1981 meetings were read and approved with one correction: on page two "award will be" was corrected to "has been".

Robert Pollard gave the treasurer's report for the period January 1 - March 18, 1982 and announced that the 1981 audit was available.

President Bell announced the following times and dates of Executive Board meetings: June Guilford Technical Institute; September 17, Radisson Plaza, Raleigh; December 3, Davidson College.

Vice-President Leland Park reproted that the following conference dates have been cleared: October 25-29, 1983, Winston-Salem and october 1-5, 1985, Raleigh.

Jonathan Lindsey, editor of *North Carolina Libraries*, announced that the editorial board is now complete. The membership directory has been distributed. It reflects the association's membership as of November 30, 1981.

Louise Boone of the Governmental Relations Committee reported that plans for North Carolina's participation in ALA's Legislative Day have been arranged. Appointments have been made with the North Carolina delegation.

Gene Lanier gave an update of the Intellectual Freedom Committee's activities noting upcoming presentaitons and recent challenges. He reported that the Moral Majority has developed a "Fit List" and will be monitoring NC Congressional votes on such issues as tax-exempt status for private schools and use of federal funds for legal services and abortions. The US Senate Judiciary Committee is dealing with an attempt to change the legal definition

of obscenity. The North Carolina Christian Action League is shifting its emphasis from alcohol to pornography.

Scholarship Committee Chairperson Elizabeth Laney announced that the committee selected two persons to receive the NCLA Memorial Scholarship of $1,000, one student to receive the Query-Long scholarship of $500 and three persons to receive $200 loans. The committee identified four people for tentative loans providing currently outstanding loans are repaid promptly. The question of increasing the Query-Long scholarship to $1,000 was raised. After verifying available funds with the treasurer, it was the common consent of the board to make this increase.

President Bell introduced Kathy Woodrell, the new chairperson of the Children's Services Section. Dottie Butler resigned March 10, 1982. Ms. Woodrell outlined the section's goals and accomplishments for the biennium.

College and University Chairperson Eugene Huguelet announced plans for a fall workshop on collection development in academic libraries.

Cindy Pendergraft of the Documents Section announced a workshop, "Legal Resources fot Non-Law Librarians," April 23 at Duke University.

JMRT Chairperson John Pritchard reported that the section is working hard to increase membership. Plans are being made for a fall workshop on middle management techniques. The section will award a $250 Baker and Taylor Grassroots Grant for the 1982 SELA Conference.

Activities of the North Carolina Association of School Librarians were reviewed by Chairperson Paul Short. She distributed a brochure on volunteerism produced by the section. Six members of the association will make presentations at the AASL Houston Conference in October.

Bill Bridgman reported that the Public Library Section's Planning Council had met and all committees had received their charges.

President Bell introduced Nancy Fogarty, recently elected chairperson of the Reference and Adult Services Section. She announced plans for a workshop to be held in late September incorporating topics such as performance evaluation, nonprofessionals in reference service and dealing with problem patrons.

The Resources and Technical Services Section, the Trustee Association and the Roundtable on the Status of Women in Librarianship all announced plans for upcoming workshops. The Trustee—Librarian Annual Conference will be June 1 and 2 in Chapel HIll. The Roundtable Workshop will be July 29 and 30 and feature Anne Stone as the keynote speaker.

President Bell expressed her feelings of encouragement for the number of sections planning workshops and activities for the membership. She adjourned the meeting at 3:10 p.m.

President Bell called to order the March 20th meeting of the Executive Board at 8:47 a.m.

Shirley Jones was recognized and gave a report for the Junior College Section.

Emily Boyce reported on the ALA Midwinter Conference. She called for the board to take action on the proposed Statement of Professional Ethics. Dr. Park made a motion that we support the Statement of Professional Ethics of ALA. Ms. Boyce seconded and all approved.

Ms. Boyce has received a request for $250 from NCLA to help fund the ALA Teleconference. After some discussion, Ms. Boyce made a motion that NCLA not fund the ALA Teleconference from Philadelphia in 1982. Ms. Tucker seconded and the motion carried.

SELA representative Mae Tucker reported that the association is called for librarians to speak out against proposed federal budget cuts and the proposed revision of federal classification and qualification standards for library and information service positions. She announced that Arial Stephens has been nominated as a candidate for treasurer of SELA.

President Bell recognized Desretta McAllister-Harper, North Carolina representative to the Memebership Task-Force. Dr. McAllister-Harper hopes to establish a dialogue between NCLA Membership and ALA. She asked for suggestions and to be added to section mailing lists in order to be kept informed of activities, especially workshops. Mr. O'Shea suggested that she contact the State Library about discussing membership in ALA, SELA and NCLA at their orientation meetings for new public library directors. President Bell suggested that she work with Carol Southerland, Chairperson of NCLA Membership Committee.

Gary Barefoot made a motion to accept the committee appointments as presented by the President. Bill O'Shea seconded the motion and it passed unanimously.

Don Chauncey, chairperson of the Media Committee, asked that the board address the Matter of whether to remain a member of the NC Media Council. He recommended that NCLA not join but appoint someone to attend the council's meetings to facilitate cooperation, After much discussion about the Media Council's goals and the importance of avoiding duplication of effort, Ms. Katz made a motion that NCLA withdraw from membership in the Media Council. Ms. Boyce seconded and all approved with Ms. Short abstaining. Mr. O'Shea and Mr. Pritchard suggested that the Goals and Objectives Committee should study the matter of how to meet the needs of special interest groups such as the Media Council and Health Sciences librarians.

The meeting was adjourned and reconvened at 10:12 a.m. in joint session with committee chairpersons, members and guests.

Jerry Thrasher, chairperson of the ad hoc Publications Committee, reported that the committee plans to undertake an inventory of all publications that are published by the various sections, committees and roundtables of NCLA and of all publications produced by librarians and the library community within North Carolina. The committee plans to consider the need for occasional papers, a possible standing committee on publications and to investigate the functions of such committees within the Texas and Alabama Library Associations.

Gwen Jackson, reporting for the membership committee described the new membership brochure the committee is developing. She asked that section representatives work with them in revising the section descriptions for the new brochure.

The Library Resources Committee chairperson, Pat Valentine noted that the committee's disaster preparedness manual is ready and they are studying methods of distribution. The committee is planning a revision of the North Carolina Interlibrary Loan Code. Librarians with input should contact Sue Farr, Interlibrary Loan Department at the State Library.

Reports from Archives, Community Education, Constitution Codes and Handbook Revision, and Education For Librarianship committees were given. Roy Day, Chairperson of the Community Education Committee announced their plans to study the relationship which may exist or be developed among community college libraries, school libraries and public libraries in the state.

Richard Barker, Finance Committee chairperson said the committee had reviewed the 1981-82 budget and the Treasurer's report for 1981 and found the Association to be in good financial condition. Any committee anticipating needing more than $250 allocted to each committee should submit a request to the Finance Committee prior to September 1, 1982.

Other committees reporting were Goals and Objectives, Governmental Relations, Honorary and Life Membership, Intellectual Freedom, Media, Networking, Nominating and Public Relations.

Kathy Shropshire reminded everyone that the deadline for nominations for honorary and life memberships is January 31, 1983. Martha Davis, reporting for the Nominating Committee, announced that Gene Lanier and Rebecca Ballentine had been nominated for Representative to SELA.

President Bell thanked the members for taking an active part in the Association and adjourned the meeting at 11:23 A.M.

Respectfully submitted,
Mary Jo Godwin

Treasurer's Report

January 1, 1981 - December 31, 1981

Exhibit A

Exhibit A: Treasurer's Report, January 1, 1981 - December 31, 1981

Item	Amount	Subtotal or total
Balance on Hand - January 1, 1981 - checking Account		**$799.75**
Receipts:		
Dues and Association	$21,378.00	
Sections (Schedule 1)	9,690.98	
Total Dues and Receipts		**$31,068.98**
North Carolina Libraries		5,111.12
Returned Check		20.00
Reimbursed Expenses		240.65
RTSS Symposium Receipts		5,671.60
College & University Sect. Workshop Receipts		820.00
Women's Round Table Workshop Receipts		580.00
Transfers from:		
General Savings	$14,000.00	
McLendon Loan Passbook Sav.	800.00	
Scholarship Fund Passbook Sav.	2,500.00	17,300.00
Total Receipts		**$60,812.35**
Total Cash to Account For:		**$61,612.10**

Item	Amount	Subtotal or total
Expenditures (Exhibit B):		60,092.94
Cash Balance, December 31, 1981		**$1,519.16**

Exhibit B. Cash Disbursements

Exhibit B: Cash Disbursements

Item	Amount	Subtotal or total
Executive Office - Expenses:		
Telephone	$536.88	
Postage	741.70	
Printing and Stationery	403.32	
Computer Charges	1,024.23	
Photocopy	26.85	
P.O. Box Rent	20.00	
Clerical Help	64.00	
Mail Processing	189.61	
Audit and Preparation of 1980 Tax Forms	350.00	$3,356.59
Executive Officers Expenses		1,032.74
ALA Representative Expenses		1,865.61
SELA Representative Expenses		350.05
Conference Expenses		58.97
North Carolina Libraries		14,124.77
Tar Heel Libraries		664.64
Scholarship Awards (3)		2,500.00

Item	Amount	Subtotal or total
McLendon Loans (4)		800.00
ALA Dues		50.00
SELA Dues		25.00
State Council For Social Legislation Dues, 1981 & 1982		200.00
ALA Washington Office Donation		100.00
Executive Board Luncheons		73.50
Freedom to Read Foundation Donation		100.00
Committee Expenses:		
Governmental Relations Committee	$437.40	
Handbook Revision Committee	568.70	
Archives Committee	139.97	
Intellectual Freedom Committee	36.31	
Honorary and Life Membership Committee	141.15	1,323.53
Labels for NCCU-SLS		22.38
Refunds of Association Dues		93.75
Transfers to General Savings		14,500.00
Returned Check		40.00
Labels for NCOLUG		4.02
NCLA/SCLA Preregistration for Personal Member		15.00
Section Expenses		18,777.39
ALA Governmental Documents Round Table		15.00
Total Expenditures (To Exhibit A)		**$60,092.94**

Honorary And Life Memberships In NCLA

The 1982-1983 Honorary and Life Membership Committee requests your recommendations for persons you consider worthy to be honorary or life members in NCLA. Suggestions should be accompanied by a biographical sketch, including contributions to libraries or librarianship. These suggestions should be sent to the Committee Chairperson by January 31, 1983.

The NCLA by-laws provide for the Honorary and Life Membership Committee to seek suggestions from all members and to recommend names for these honors to the Executive Board at the Spring Workshop prior to the Conference.

Criteria for selection are as follows:

1. Honorary memberships may be given to non-librarians who have rendered important services to the library interests of the state.
2. Life memberships may be given to librarians who have served as members of the North Carolina Library Association and who have made noteworthy contributions to librarianship in the state. These memberships are limited to librarians who have retired.
3. Honorary memberships for non-librarians should be given at a time considered appropriate in relation to the contribution made.
4. Contributions of both groups should be above the local level.
5. Selections of the past are to be reviewed with the idea of adding any persons overlooked.

Please send your selections to:
Kathy Shropshire, Chairperson
Honorary and Life Membership Committee
P.O. Drawer X-4
Greensboro, NC 27402

Possible Revision Of NCLA Interlibrary Loan Code

The state's present ILL Code was adopted in 1972. Since then the American Library Association has promulgated a new National Interlibrary Loan Code and a new Model Interlibrary Loan Code for Regional, State, Local or Other Special Groups of Libraries. All these Codes are voluntary, but essential regulatory mechanisms in these days of increased library cooperation. In light of the new Codes, the North Carolina Library Association has charged the NCLA Library Resources Committee with the analysis and possible revision of the existing NCLA ILL Code. All libraries and groups of libraries which have written ILL policy statements should send copies to the Committee. All libraries and librarians

interested in ILL policy should send their comments or suggestions as soon as possible to Patrick Valentine, Library Resources Committee, 328 Gillespie Street, Fayetteville, N.C. 28301. Other Committee members are: Duane Bogenschneider, Microfilming Corp. of America; Sue Farr, N.C. State Library; Emerson Ford, Duke University; Mary Hamil, Davidson Co. Community College; Michelle MacCaughelty, UNC-CH; Karen Measell, Wake Co. Public Schools; Barbara Miller, Pembroke State University; Miriam Ricks, N.C. Central University; Karen Seawell, Moore Co. Library; Edward Shearin, Central Piedmont Community College; John Sharpe, Duke University; Evelyn Thomas, Davidson College Library.

NCLA Education For Librarianship Committee Spring Workshop Report; March 19-20, 1982

Committee members in attendance were Helen Tugwell (Chairman), Gerald Hodges, Fay Byrd, Karen Perry, Alice Naylor, Pauletta Bracy, Bill Kirwan, Sangster Parrott, and Beth Roundtree. Helen Tugwell asked Gerald Hodges, past chair, to bring the new committee up to date on the work of the past biennium. He distributed copies of the “Hear and Be Heard” report taken from the program which the committee presented in Charlotte last October. Handouts containing the goals of the committee and the accomplishments of the past biennium were also distributed.

The committee has discussed methods of implementing the goals, continuing on the project of flyers on continuing education, and specific activities for this biennium. The following list of topics was discussed, and members of the committee will begin work immediately in identifying priorities:

1. The idea of the committee serving as a clearinghouse for library-related continuing education opportunities was not accepted by the committee. The extensive clerical and staff workers required for such an activity prohibits this committee from offering such a service.
2. The committee discussed the idea of making NCLA membership lists available to departments of continuing education.
3. The committee discussed the possibility of compiling a list of state library publications to be sent to state continuing education departments as alternatives for publicizing the programs available.
4. The possibility of working with Public Relations in securing a list of publications and also checking with the State Library to determine whether they have such a list was discussed.
5. The committee decided that it was not its function to conduct continuing education workshops, but that it would co-sponsor and/or promote such activities.

6. The committee decided to distribute copies of “Hear and Be Heard” to members present at the Saturday morning meeting. Copies are also to be mailed to identified departments of continuing education throughout the state.
8. The flyer devised by the 1980-82 committee will be printed and mailed.
9. The committee discussed the possibility of having some workshops video-taped so that the tapes could be made available to any locale in the state.
10. The committee discussed the possibility of sponsoring or co-sponsoring a program at the 1983 conference.

Respectfully submitted,
Helen Tugwell, Chairman

NCLA Awards Scholarships

The Scholarship Committee of the North Carolina Library Association announces the award of three scholarships in the amount of one thousand dollars ($1,000) each for 1982.

NCLA Memorial Scholarship to:
Elizabeth Gail Harrell
Route 3, Box 253 C
Fuquay Varina, NC 27526

NCLA Memorial Scholarship to:
Viola Ann Roth
710 B. East Ninth Street
Bloomington, IN 47401

Query-Long Scholarship to:
Charlotte Darwin
PO Box B
Goldsboro, NC 27530

Three other applicants were selected from the applicants to receive loans of two-hundred dollars ($200) each from the McLendon Loan Fund.

Members of the North Carolina Library Association Scholarship Committee are:

- Lillie Caster
- Marjorie Lindsey
- Myrtle McNeill
- Lucy McGrath
- Anne Sanders

- Elizabeth Laney, Chairman

Intellectual Freedom Committee Minutes Of The March 19 Meeting

The Intellectual Freedom Committee of the North Carolina Library Association met at Greensboro College on March 19, 1982, during the 1982 NCLA Spring Workshop. Along with several visitors, the following members were present: Lanier, Chair; Amelang, Brown, Caddell, Clark, Chisholm, Detty, Keresey, Morris, Shockley, Smith, Sutton, and Wilson.

After Gene Lanier, as Chair, called the meeting to order and directed the introductions, the minutes of last May's meeting in Wilmington were summarized and passed to new Committee members. The minutes were approved as summarized, and Mary Ann Brown was re-elected Committee secretary.

Dr. Lanier reminded Committee members of the Committee's charge and responsibilities, explained the goals as presented to the NCLA Executive Board, and reported on some of his activities during the past year on the Committee's behalf.

1. Correspondence and telephone calls
    a. John Henry Faulk, who was a keynote speaker sponsored by the Committee at last fall's joint NCLA/SCLA conference, has asked to be kept in touch with intellectual freedom concerns in North Carolina.
    b. Elliot Goldstein, of the Social Issues Resource Series Company, has informed Dr. Lanier that the cash award which his company made to the winner of the first NCLA Intellectual Freedom Award (1982, to Amanda Bible) will be made biennially.
    c. Dr. Lanier has been in touch with other Intellectual Freedom Committees (particularly those in Michigan and Wisconsin) and in frequent contact with Judith Krug and the Office of Intellectual Freedom at ALA.
2. Dr. Lanier continues to make presentations and to participate in programs relating to issues of intellectual freedom in North Carolina:
    – N.C. State University Education Day
    – Bill of Rights Day (Pitt County)
    – N.C. Jr. High/Middle School Conference (Chapel Hill)
    – Women in Communications/ACLU program (Charlotte)
    – N.C. Learning Resources Assn. Conference (Winston-Salem)
    – Children's Librarians, Public Library Section (Raleigh)

    Among his future commitments is the ECU Library Science Alumni Summer Workshop in Greenville, on the topic, "Intellectual Freedom: A Role Play."

3. The Committee has given support during the past year to the Lincoln County Public Library (*How Do You Feel*) and to the Pitt County Schools (*Catcher in the Rye*, *Of Mice and Men*, *The Grapes of Wrath*), both successful in defeating censorship attempts, and has forwarded information and responded to requests from Pittsboro, Deep Run, Rocky Mount, Gastonia, Statesville, Randleman, Farmville, Greensboro, and Charlotte. Problems were noted:
    a. in Statesville, where *Run, Shelly, Run* was removed, but only after due process;
    b. in Randleman, where no formal complaint was ever filed against *The Bronze Bow*;
    c. in Greensboro, where a worn copy of *The Voyages of Dr. Dolittle* was removed, but other copies retained;
    d. in Charlotte/Mecklenburg Schools, where values clarification as a teaching method was challenged; and
    f. in New Hanover County, were a request by petitioners to preview all school materials was denied.
4. As the librarian designee on the Legislative Committee on Obscenity Law, Dr. Lanier reported of the meetings held thus far. As was true in the sessions last year on repealing the adversary hearing, the issue is frequently muddied by some speakers' attempts to reduce the question to one of pro-pornography vs. anti-pornography, which is not the point. Dr. Lanier promised more information as the Legislative Committee's meetings continue.
5. Members of the Committee reported that school librarians, many of whom feel particularly vulnerable to censorship attempts, have begun to look critically at their selections policies, in many cases rewriting them. In the discussion, it was suggested that school librarians be alerted to possible dangers in "package deals" offered by publishers, remembering to examine each title for its appropriateness to the library's purpose and clientele: in other words, the professional librarian, not the publisher, should determine a book's appropriateness for a particular situation.
6. Several areas of concern were discussed.
    a. The Moral Majority has developed a "Fit List" and will be closely watching N.C. Congressional votes on such issues as tax-exempt status for private schools and use of federal funds for legal services and abortions. This systematic approach could well touch issues of intellectual freedom.
    b. In July the U. S. Supreme Court will issue a ruling on the Island Trees, N. Y., case involving the right of a local school board to remove books from a school

library. This decision is being very closely watched, because it will have broad implications.

e. In the U.S. Senate, the Judiciary Committee is dealing with an attempt to change the legal definition of obscenity. As proposed, the definition would specify, " . . . taken as a whole, the average individual, applying contemporary community standards, would find (it) appeals predominantly to the prurient interest . . ." The Moral Majority is on record as opposing the use of the word "predominantly." In the new definition, too, anyone less than 18 years of age would be viewed as a minor.

d. The North Carolina Christian Action League, long active against the use of alcohol in this state, has now shifted its emphasis to pornography. They have planned legal seminars, rallies, and appearances before legislative bodies; and their involvement in this issue, given the success of their previous activities against alcohol, will doubtless have definite effects on community and perhaps legislative opinion.

Dr. Lanier reminded the Committee of the importance of continuing to send to him local editorials, cartoons, and news articles about censorship or other aspects of intellectual freedom. Often it is possible to move much more quickly—and more helpfully—in a situation with this sort of background information.

The Committee next considered the expenses involved in its activities, particularly on the part of its Chair. After a discussion which commended Dr. Lanier for his numerous appearances throughout the state on behalf of intellectual freedom, as the spokesman for this Committee and for NCLA, and which concluded that Dr. Lanier's assumption of all expenses was not justified, Dr. Elizabeth Detty moved and Jean Amelang seconded a motion to ask the NCLA Executive Board to increase its financial support to the Committee's activities. The motion passed unanimously, with Dr. Lanier abstaining; and the Secretary was directed to present the request to a member of the Executive Board before its Saturday morning meeting.

After a brief discussion of a possible Committee-sponsored program for the 1983 NCLA meeting, and after having set the next Committee meeting for Friday afternoon, 23 July, at 1:00 p.m., in Chapel Hill, the meeting was adjourned.

Mary Ann Brown, Secretary
Ravenscroft School
Raleigh

We Are On Call . . .

Having trouble revising your selection policy?

Anticipating trouble with would-be censors?

Believe in free access to information?

Your NCLA Intellectual Freedom Committee is ready to give you information and aid. We serve as a clearinghouse for information relative to censorship. Business and home telephone numbers are given. Contact any of the following:

- Chairman: Dr. Gene D. Lanier, Department of Library Science, East Carolina University, Greenville, NC 27834 (919) 757-6627; 756-4108 Courier 142
- Jean Amelang, New Hanover County Public Library, 201 Chestnut Street, Wilmington, NC 28401 (919) 763-3303; 799-6958
- Mary Ann Brown, Ravenscroft School, Falls of Neuse Road, Raleigh, NC 27619 (919) 847-0895; 967-7715
- Nelda G. Caddell, Union Pines High School, Route 1, Cameron, NC 28326 (919) 947-5511; 692-9616
- Betty Clark, Durham County Library, PO Box 3809,, Durham, NC 27702 (919) 683-2626; 688-8315
- Clarence Chisholm, Bluford Library, A & T State University, Greensboro, NC 27411 (919) 379-7782; 621-6535 Courier 212
- Elizabeth Detty, Salisbury City Schools, PO Box 2349, Salisbury, NC 28144 (704) 636-7500; 636-2144 Courier 243
- Jim Foster, LRC, Central Carolina Technical College, 1105 Kelly Drive, Sanford, NC (919) 775-5401; 776-7153 Courier 333
- Barbara Hempleman, Library, Warren Wilson College, Swannanoa, NC 28778 (704) 298-3325; 298-2756
- Gayle Keresey, East Arcadia School, Route 1, Box 100, Riegelwood, NC 28456 (919) 669-2934; 763-7149
- R. Philip Morris, High Point Public Library, PO Box 2530, High Point, NC 27261 (919) 887-3006; 885-2336
- Arabelle Shockley, Media Services, Winston-Salem/Forsyth County Schools, PO Box 2513, Winston-Salem, NC 27102 (919) 727-2373; 765-1342 Courier 223
- Merrill Smith, LRC, Randolph Technical College, PO Box 1009, Asheboro, NC 27203, (919) 629-1471; (919) 629-0987 Courier 265
- Judith Sutton, Charlotte-Mecklenburg Public Library, 310 N. Tryon Street, Charlotte, NC 28202 (704) 374-2660; 364-2613

- Ashby Wilson, Greensboro Public Library, Drawer X-4, Greensboro, NC 27402 (919) 373-2603

Instructions for the Preparation of Manuscripts for North Carolina Libraries

1. *North Carolina Libraries* seeks to publish articles, book reviews, and news of professional interest to librarians in North Carolina. Articles need not be of a scholarly nature, but they should address professional concerns of the library community in the state. Examples of the types of articles published in the journal would include evaluations of library practices and programs; biographical and historical studies; state of the art reviews; and reports on studies or surveys of North Carolina libraries.
2. Manuscripts should be directed to the Editor, *North Carolina Libraries*, Carlyle Campbell Library, Meredith College, Raleigh, NC 27611.
3. Manuscripts should be submitted in triplicate on plain, white paper measuring 8½" × 11".
4. Manuscripts must be double-spaced (text, references, footnotes, etc.). Manuscripts should be typed on 60-space lines, 25 lines to a page. The beginnings of paragraphs should be indented eight spaces. Lengthy quotes should be avoided. When used, they should be indented on both margins.
5. The name, position, and professional address of the author should appear in the uper left-hand corner of the first page. The number of words in the text rounded to the nearest hundred should appear in the upper right-hand corner of the first page.
6. Each page after the first should be numbered consecutively at the top right-hand corner and carry the author's last name at the upper left-hand corner.
7. Footnotes should appear at the end of the manuscript. The editors will refer to *A Manual of Style*, 12th edition, University of Chicago Press. The basic forms for books and journals are as follows:

   Keyes Metcalf, *Planning Academic and Research Library Buildings* (New York: McGraw-Hill, 1965), p. 416.

   Susan K. Martin, "The Care and Feeding of the MARC Format," *American Libraries* 10 (September 1979): 498.

8. Photographs will be accepted for consideration but cannot be returned.
9. *North Carolina Libraries* is not copyrighted. Copyright rests with the author.

Upon receipt, a manuscript will be acknowledged by the editor. Following review of a manuscript by at least two jurors, a decision will be communicated to the writer. A definite publication date cannot be given since any incoming manuscript will be added to a manuscript bank from which articles are selected for each issue. Publication can be reasonably expected within twelve months.

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