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Sheila S. Intner, 1984



Winter 1984

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north carolina libraries

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Cover: Sheila S. Intner, "Ten Observations on Change in Technical Services," *North Carolina Libraries* 42 (Winter 1984): 191-194. Her keynote address at the fall conference of the NCLA Resources and Technical Services Section is reprinted in this issue.

Advertisers: Blackwell North America, Cover 2; Baker & Taylor, p. 163; Ebsco, p. 184; Phiebig, p. 184; Reprint Company, p. 211; Ruzicka, p. 180.



stand up for libraries

NORTH CAROLINA LIBRARY ASSOCIATION

From the President

Elections: This is written just a few days after the fall elections, and the feeling of relief from hearing "this is a paid political announcement" is a good one. But knowing that there are "paid political announcements" is reassuring, for it means that we are all part of a democratic process which, though imperfect, is the best in the world. For NCLA this was a first, at least in my memory, for each of the candidates for the office of governor wrote to each member of NCLA indicating his support for libraries ... and asking for our support. I believe it is a sign that NCLA is "coming of age" and that the hard work of our members in the political arena is paying off. Our thanks to Mr. Edmisten and Dr. Martin for writing to us. Our best wishes to Governor-elect James Martin and Lt. Governor-elect Robert Jordan. NCLA looks forward to working with them during the coming years for the betterment of our state, which includes the betterment of library services to our citizens in 100 counties.

More Elections: This spring you will find a special mailing from NCLA, ballots for the election of officers for the association. The slate of candidates is a very fine one, as you will see when you read their names and biographical data in this issue of the journal. Read the information carefully, and "don't forget to vote!"

A Balanced Budget: Starting with the Spring Workshop in April, 1984, the Finance Committee has struggled with formulating a budget for our association for the next two years. (We operate on January-December budgets.) There have been many meetings, phone calls, letters, etc. At the Oxford meeting of the Executive Board the budget for the calendar years 1985 and 1986 was

adopted unanimously. And it's a balanced budget! This is thanks to the profits of the last conference and to the size of our membership. NCLA has budgeted almost \$99,000 for this period of time. Elsewhere in this issue you will find the actual line items. Indicated there is an active association, investing its money in the membership. The budget also is predicated on the tradition of NCLA members being willing to serve in positions of responsibility within the association. You have every right to be very proud of NCLA. And not incidentally, it is a bargain dollar-wise!

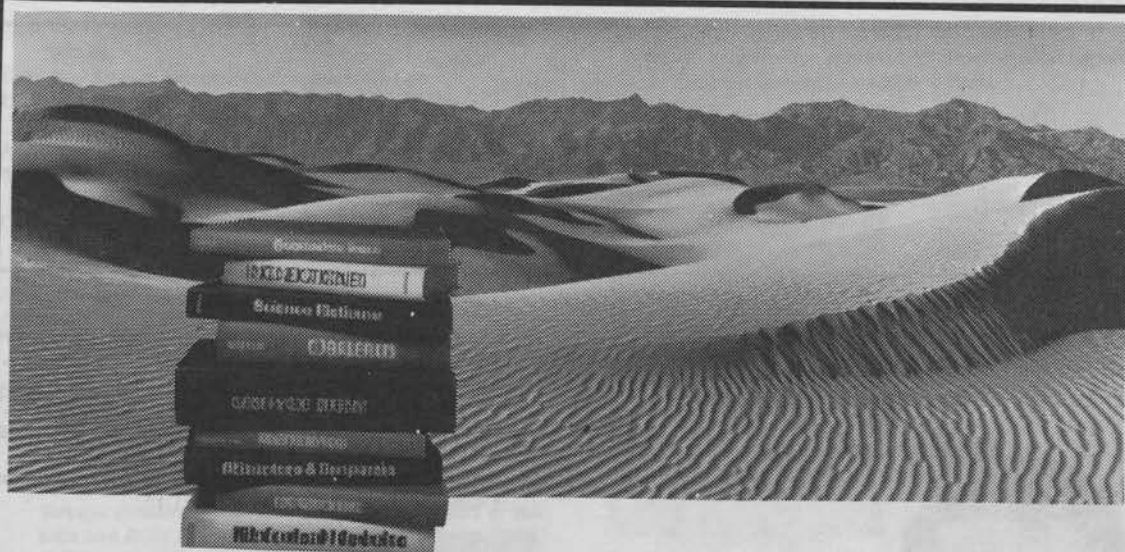
SELA in Biloxi: The October conference of SELA was a fine one in a beautiful section of the Gulf Coast. NCLAsers were everywhere, and I shared in the pride of our members when it was reported that North Carolina has the second largest number of members in SELA (of the 1,774 members, Georgia has 273, North Carolina has 243). NCLAsers Dr. Benjamin Speller and Dave Fergusson were elected chairmen of SELA sections, Library Education and JMRT. Congratulations to them!

Once again a year ends. There is hardly time for reflection, given the schedules we all keep. I hope, however, that the holidays were ones of joy for you and yours. My thanks to all 2,000 NCLAsers for your contributions toward making North Carolina a state that cares for the welfare of others. And I pray with you that the new year will be one of peace and progress ... everywhere.

Happy 1985!

Next Executive Board Meeting: January 25, 1985, Forsyth County Public Library, Winston-Salem, NC

Leland M. Park, President



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Candidates for NCLA Offices

NCLA Nominating Committee Report Candidates for NCLA Offices for the 1985-87 Biennium



Robert E. Burgin, First Vice-President/President-Elect
Current Position

Lecturer, School of Library and Information Science, North Carolina Central University

Education

Currently pursuing Ph.D., Library Science, University of North Carolina at Chapel Hill

M.S.L.S., University of North Carolina at Chapel Hill

B.A., Duke University

Professional Activities

NCLA, *North Carolina Libraries*, Editor, 1983-

NCLA, Local Arrangements Chairman, 1983 Conference

NCLA, Public Library Section, Statistics Committee, Chairman, 1980-82

NCLA, Public Library Section, Young Adult Committee, Vice-Chairman, 1977-79

ALA, LAMA Statistics Section, Statistics for Public Libraries Committees, 1983-85

ALA, LAMA, Committee for Statistics for Systems, 1982-83

ALA, PLA, Public Library Systems Section, Secretary, 1981-82

SELA, Junior Members Round Table, Chairman, 1982-84

Microcomputer Users Group for Librarians in North Carolina, Treasurer, 1982-83

Microcomputer Users Group for Librarians in North Carolina, Summer Camp Coordinator, 1983, 1984

Publications

"Micros in the Carolinas" (with Duncan Smith), *Public Libraries* 23 (Summer 1984): 61-62.

"Hard Facts About Overdues" (with Patsy Hansel), *Library Journal* 108 (February 15, 1983): 349-352.

"Regional Public Library Statistics: A Checklist," *Public Libraries* 21 (Winter 1982): 142-143.

"Rankings of Seventy Selected North Carolina Public Libraries in Twelve Selected Input and Output Statistical Categories," ERIC ED-226-733 (May 1982).

"The Public Library's Future: From Challenge to Opportunity," (with Duncan Smith) *North Carolina Libraries* 39 (Spring 1981): 13-21.

"Networking Without Tears" (pamphlet), 1978; reprinted in *Unabashed Librarian* # 33 (1979): 11-12.



Patsy J. Hansel, First Vice-President/President Elect
Current Position

Assistant Director, Cumberland County Public Library and Information Center, Fayetteville

Education

M.S.L.S., University of North Carolina at Chapel Hill

M.A., Wake Forest University

B.A., University of North Carolina at Charlotte

Professional Activities

NCLA, Public Library Section, Secretary, 1981-83

NCLA, Public Library Section, Personnel Committee, Vice-Chairman, 1976; Chairman, 1977-79

NCLA, Public Library Section, Development Committee, Vice-Chairman, 1980-81, 1983-85

NCLA, Reference/Adult Services Section, Founding Steering Committee, 1975-77

NCLA, Round Table on the Status of Women in Librarianship, Founding Steering Committee, 1980

NCLA, Round Table on the Status of Women in Librarianship, Vice-Chairman/Chairman-Elect, 1981-83

NCLA, Round Table on the Status of Women in Librarianship, Chairman, 1983-85

NCLA, Round Table on the Status of Women in Librarianship, Founding Editor of *MsManagement*, the round table's newsletter

NCLA, *North Carolina Libraries*, Public Library Editor, 1977-80

NCLA, *North Carolina Libraries*, Associate Editor, 1983-
North Carolina Public Library Directors Association, Secretary, 1980-81

Cape Fear Library Association, Vice-President/President-Elect, 1983-84

Cape Fear Library Association, President, 1984-85

Curriculum Advisory Committee, School of Library Science, University of North Carolina at Chapel Hill, 1980

ALA

Served on three incarnations of the North Carolina State Library's Networking Committee, 1979-83

One of the founders (with Phil Barton) of the Loose Region in 1975; editor or co-editor of its newsletter, *Down East*, since its origin in 1976

North Carolina Humanities Association, Associate, 1982-

Publications

"The Administrator's Perspective in Performance Appraisal," *North Carolina Libraries* (Spring 1984).

Guest editor for "Programming in Public Libraries," *North Carolina Libraries* (Summer 1983).

"Hard Facts about Overdues" (with Robert Burgin), *Library Journal* 108 (February 15, 1983): 349-352.

"Reference Administration in the County Library," in *Reference Services Administration and Management*, edited by Bill Katz and Ruth A. Fraley (New York: The Haworth Press, 1982).

"Replacement Charges for Overdue Materials," *North Carolina Libraries* (Summer 1982).

"North Carolina Humanities Committee Funding for Library Programming in North Carolina," *North Carolina Libraries* (Fall 1980).

"One Administrator's Views on Children's Services," *North Carolina Libraries* (Summer 1980).

"Public Library Information and Referral in North Carolina," *North Carolina Libraries* (Fall 1979).

"Dial-a-Story Has Storybook Success," *North Carolina Library Reporter* (Fall 1976).

Edith B. Briles, Second Vice-President

Current Position

Director of Instructional Media, Randolph County Board of Education

Education

M.Ed., University of North Carolina at Greensboro

A.B., Greensboro College

Additional graduate work at the University of North Carolina at Chapel Hill

Professional Activities

NCLA, Education in Librarianship Committee

NCLA, NCASL, School Library Media Day (Plans for 1984 SLM Day won the Grolier National Library Week Award)

NCLA, NCASL, Planning Committee for 1st NCASL Pre-Conference for System-Level Media Personnel, Library Education Personnel SDPI Personnel, and NCASL Executive Board

ALA

Association for Supervision and Curriculum Development

North Carolina Association of School Administrators

Supervisors' Commission, Steering Committee, 1980-81

Supervisors' Commission, Steering Committee, Secretary, 1982-83

Delta Kappa Gamma, Alpha Upsilon Chapter, Secretary

Delta Kappa Gamma, Alpha Upsilon Chapter, Research Committee Chairman

UNC-G Library Science/Educational Technology Alumni Association, Executive Board

UNC-G Department of Library Science/Educational Technology, Advisory Committee

Awards and Accomplishments

Teacher of the Year, Asheboro City Schools

Author and Developer of Project ZOO, an ESEA Title IV-C innovative project. Now approved for dissemination nationally by the Joint Dissemination Review Panel.



Rose A. Simon, Second Vice-President

Current Position

Director of Libraries, Salem Academy and College, Winston-Salem

Education

Ph.D., University of Rochester

M.S.L.S., University of North Carolina at Chapel Hill

M.A., University of Virginia

B.A., University of Rochester

Professional Activities

NCLA, *North Carolina Libraries*, Associate Editor

SOLINET Board of Directors

Forsyth County Library Association, Vice-President/President-Elect

Beta Phi Mu

Publications

"The Faculty/Librarian Partnership," in *Increasing the Role of Academic Libraries*, edited by Thomas Kirk.



Dorothy Wilson Campbell, Secretary

Current Position

Assistant Professor of Library Science, North Carolina Central University

Education

M.S.L.S., Catholic University of America

B.S.L.S., Catholic University of America

B.A., North Carolina College, Durham

Professional Activities

NCLA, Education for Librarianship Committee, 1976-78
ALA, Association of Colleges and Research Libraries, Political Science and Law Section, Nominating Committee, 1979-80
ALA, Association of Colleges and Research Libraries, Afro-American Family History Project Committee, 1980-81
Association of Library and Information Science Education, NCCU Liaison Representative
North Carolina Central University, School of Library Science, Alumni Association

Publications

"A Checklist of North Carolina Imprints from 1866 through 1876 with an Historical Introduction to the Period," Library of Congress American Imprint Series.

(A bibliography on black genealogy) *Public Libraries* (Spring 1980).

(Paper on African American curators) in *The Black Librarian in the Southeast*, edited by Annette L. Phinazee, 1980.

Index to Black American Writers in Collective Biographies, Libraries Unlimited, 1983. Chosen by the ALA Reference and Adult Services Division as one of the outstanding reference books of 1983.

Awards and Accomplishments

Distinguished alumna, North Carolina Central University, 1975



Shirley Parrott Wilkins, Secretary

Current Position

Director, Duke Library, Johnson C. Smith University

Education

M.S.L.S., Atlanta University

B.S., South Carolina State College

Professional Activities

NCLA

ALA

Metrolina Library Association

NCLA, Chairman, Reference and Adult Services Section, 1981-83

NCLA, Executive Board, 1981-83

ALA

SELA

Beta Phi Mu, Secretary/Treasurer, 1971-73

Beta Phi Mu, Vice-President/President-Elect, 1983-85

Alumni Association of the School of Library Science, University of North Carolina at Chapel Hill, Vice-President, 1975-76

Alumni Association of the School of Library Science, University of North Carolina at Chapel Hill, President, 1976-77

North Carolina On-line Users Group

Microcomputer Users Group for Librarians in North Carolina

Guilford Reference Librarians Round Table

Thomas L. Moore, Treasurer

Current Position

Director, Wake County Public Libraries

Education

M.A.L.S., Rosary College, River Forest, Illinois

Two years post-graduate work, Kenrick Seminary, St. Louis, Missouri

B.A., Cardinal Glennon College, St. Louis, Missouri

Professional Activities

NCLA

ALA

North Carolina Public Library Directors Association

Lincoln Trails Librarians Association, Vice-President/President-Elect, President, 1976-78

Illinois Library Association, Public Library Section, Vice-President/President-Elect, President, 1978-80

Illinois Library Association, Legislative Development Committee, 1977-80

Illinois Library Association, Executive Board, 1979-80



William J. Kirwan, Director

Current Position

University Librarian, Western Carolina University

Education

M.S.L.S., Drexel Institute of Technology

B.A., St. Bonaventure University

Professional Activities

NCLA, Exhibits Chairman, 1983 Biennial Conference

Nancy Clark Fogarty, Treasurer

Current Position

Head Reference Librarian, Walter Clinton Jackson Library, University of North Carolina at Greensboro

Education

M.S.L.S., University of North Carolina at Chapel Hill

M.A., University of North Carolina at Greensboro

B.A., University of North Carolina at Greensboro

Professional Activities

NCLA, Constitution and Codes Committee, 1973-74

NCLA, Second Vice-President and Chairman of Membership Committee, 1973-75

NCLA, Organized statewide conference on "Public Relations in the Academic Library," held at Winston-Salem, April 1981
 NCLA, College and University Section, Executive Board, Director, 1979-80
 NCLA, College and University Section, Program Committee, Chairman, 1979-81



Benjamin F. Speller, Jr., Director

Current Position

Acting Dean, School of Library and Information Science, North Carolina Central University

Education

Ph.D., Library Science, Indiana University

M.A.T., Indiana University

A.B., North Carolina Central University

Professional Activities

NCLA, Resources and Technical Services Section, Director, 1967-69

NCLA, Library Resources Committee, Chair, 1969-71

NCLA, Goals and Objectives Committee, 1976-83

NCLA, Resources and Technical Services Section, Vice-Chair, 1981-83

NCLA, Resources and Technical Services Section, Chair, 1983-85

ALA, Membership Committee and Membership Chair for Region VI (Southeast)

SELA, Library Education Section, Chair-Elect

Durham County Library Association, President, 1977-78, 1982-83

Association for Library and Information Science Education, 1975-

National Education Association, 1973-

North Carolina Association of Educators, Inc., 1973-

North Carolina Association for Institutional Research, 1975-

North Carolina Central University Alumni Association

North Carolina Central University School of Library Science Alumni Association, President, 1975-77

Indiana University Alumni Association

Beta Phi Mu, 1972-

North Carolina Public Librarian Certification Commission, 1983-

University of North Carolina Advisory Committee on Instructional Computing, 1983

Publications

"An Index to Obituary Sketches in the *Journal of Negro History*, 1926-1958" (with Michael O'Quinlivan), *Journal of Negro History* 57 (October 1972): 447-454.

Editor, "Zero-Based Budgeting for Libraries and Information Centers: Proceedings of the Workshop," *Library Acquisitions: Practices and Theory* 2 (1978).

Editor, *Zero-Based Budgeting for Libraries and Information Centers: A Continuing Education Manual*. Fayetteville, Ark: Hi Willow Research and Publishing, 1979.

"Profile of Pioneers: Selected North Carolina Black Librarians" (with James R. Jarrell) in *The Black Librarian in the Southeast*, ed. by Annette Phinazee. Durham: NCCU Alumni Association, 1982.

"Purchasing for Libraries and Information Centers—Bids and Contracts," *Library Acquisitions: Practice and Theory* 5 (1981): 31-37.

"Technical Services Management Problems in Small and Medium-Sized Academic Libraries in North Carolina," *North Carolina Libraries* 40 (Spring 1982): 20-24.

"Microcomputer-Based Search/Save System for the Lockheed Information System (DIALOG)" (with George F. Bowie, III), *Information Processing and Management* 18 (1982): 161-162.

Guest Editor (with Robert Burgin), "Microcomputing in North Carolina Libraries: A Special Section," *North Carolina Libraries* 40 (Fall/Winter 1982): 189-232.

Desegregation and the White Presence on the Black Campus (with Charles Brown), ID/IRG monograph 80-1. Durham: Institute on Desegregation, NCCU, 1980.

"Planning for Technology: Manager's Resources Review," *Public Libraries* 22 (Summer 1983): 59-60.

"National Issues Forum: A Potential Strategy for Public Library Outreach" (with Joseph C. Andrews), *Public Libraries* 23 (Summer 1984): 39-40.

Awards and Accomplishments

North Carolina State Library Science Scholarship, 1964

Distinguished Service Award from Elizabeth City State University, 1971

Governor's Public Service Certificate for Volunteer and Community Service Work in Northeastern North Carolina, 1976

President's Distinguished Service Award from NCCU School of Library Science Alumni Association, 1982

Arial A. Stephens, Director

Current Position

Director, Richard H. Thornton Library (Granville County Public Library), Oxford

Education

M.S.L.S., University of North Carolina at Chapel Hill

B.A., University of North Carolina at Chapel Hill

Professional Activities

NCLA, Junior Members Round Table, Chair

NCLA, Public Library Section, Chair

NCLA, Automation Committee, Chair

NCLA, Governmental Relations Committee, Chair

NCLA, National Library Week Committee, Chair

NCLA, Conference Committee, Chair

NCLA, Finance Committee

NCLA, Organization Committee

NCLA, Networking Committee

ALA, 1962-

SELA, Treasurer

SELA, Public Library Section, Chair

Mecklenburg Library Association, President

North Carolina Public Library Directors Association, President, SOLINET Board

LSCA Advisory Commission

North Carolina Public Library Certification Commission
Steering Committee for the Governor's Conference on Libraries
Networking Advisory Committee

Publications

"The Light at the End of the Wand," *North Carolina Libraries* 40
(Summer 1982):113-120.



Clarence Toomer, Director

Current Position

Director, Library/Learning Resources Center, Shaw University
Education

Ed. D. (in progress), North Carolina State University

M.L.S., North Carolina Central University

B.A., Livingston College

Professional Activities

NCLA, College and University Library Section, Executive Board,
1983-

NCLA, Futures Committee, 1983-

NCLA, Archives Committee, 1981-83

NCLA, Intellectual Freedom Committee, 1979-81

ALA

SELA

Capital Area Library Association, Program Committee, 1981-82

Metrolina Library Association, Secretary, 1979-80

North Carolina On-line Users Group, 1979-80

North Carolina Central University, School of Library Science

Alumni Association, Treasurer, 1979-81

Publications

"Bibliographic Education in the Historically Black Colleges and
Universities in North Carolina; Implications for the 1980s,"
to appear in *North Carolina Libraries* (Spring 1985).

Awards and Accomplishments

Selected as one of the Outstanding Men of America, United
States Jaycees, 1980

Fred W. Roper, ALA Representative

Current Position

Associate Professor and Associate Dean, School of Library
Science, University of North Carolina at Chapel Hill

Education

Ph.D., Library Science, Indiana University

M.S.L.S., University of North Carolina at Chapel Hill

A.B., University of North Carolina at Chapel Hill

Professional Activities

NCLA, 1971-

Association for Library and Information Science Education, Sta-
tistics Committee

Medical Library Association, Certification Examination Review
Committee, Chair

Medical Library Association, Publications Panel

Medical Library Association, Ad Hoc Committee on Professional
Development, Chair

Special Libraries Association, Seventy-fifth Anniversary Confer-
ence Program Committee

Special Libraries Association, Nominating Committee

Special Libraries Association, Board of Directors, 1978-80

Special Libraries Association, Chairman, Chapter Cabinet, 1979-
80

Special Libraries Association, North Carolina Chapter, Vice-
President/President-Elect, 1975-76

Special Libraries Association, North Carolina Chapter, Presi-
dent, 1976-77

Beta Phi Mu

Publications

Introduction to Reference Sources in the Health Sciences (with J.
A. Boorkman). Chicago: Medical Library Association, 1980.

"Income and Expenditures," in *Library and Information
Science Education Statistical Report, 1983*. State College,
PA: ALISE, 1983.

"Library School Education for Medical Librarianship," *Bulletin
of the Medical Library Association* 67 (October 1979):
359-364

"The Integrated Core Curriculum: The University of North Caro-
lina Experience," *Journal of Education for Librarianship*
19 (Fall 1978): 159-167.

"The Relationship Between Graduate Education and Continuing
Education in Health Science Librarianship" (with Jo Ann
Bell), in *Proceedings of the Allerton Invitational Conference
on Education for Health Sciences Librarianship*. Chicago:
MLA, 1979.

Kieth C. Wright, ALA Representative

Current Position

Professor and Chair, Department of Library Science and Educa-
tional Technology, University of North Carolina at Greens-
boro

Education

D.L.S., Columbia University

M.S.L.S., Columbia University

Professional Activities

NCLA, Education Committee, Chair, 1984-

ALA, ASCLA, Library Service to the Deaf Section, Chair

ALA, LAMA, Building and Equipment Committee

Maryland Advisory Council on Libraries, 1977-80

Publications

*Library and Information Services for Handicapped Individu-
als*. 2d edition (1983).

Journal articles on related topics and library education

Join NCLA

What is NCLA?

- the only statewide organization interested in the total library picture in North Carolina, whose purpose is to promote libraries and library service in the state
- an affiliate of the American Library Association and the Southeastern Library Association, with voting representation on each council

What are the benefits of membership?

- provides opportunities for interaction among those interested in good library service
- entitles you to receive *North Carolina Libraries*, a quarterly journal, winner of the prestigious H. W. Wilson Award in 1981
- gives you the opportunity to develop leadership skills
- enables you to attend workshops, continuing education programs, and conferences at reduced rates
- keeps you informed on library developments in the state through an information network and publications

- gives you individual voting rights in the association
- encourages support staff and paraprofessionals to join at reduced rates
- entitles you to membership in one of the sections or roundtables of the association

To enroll as a member of the association or to renew your membership, check the appropriate type of membership and the sections or roundtables which you wish to join. NCLA membership entitles you to membership in one of the sections or roundtables shown below at no extra cost. For each additional section, add \$4.00 to your regular dues.

Return the form below along with your check or money order made payable to North Carolina Library Association. All memberships are for two calendar years. If you enroll during the last quarter of a year, membership will cover the next two years.

NORTH CAROLINA LIBRARY ASSOCIATION

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Acquiring an On-Line System for an Academic Library

Raymond A. Frankle, K. Randall May, Wilson M. Stahl, and David J. Zaehring

Background

This article describes the process followed by the J. Murrey Atkins Library in acquiring an integrated library system. The J. Murrey Atkins Library is a medium-sized university library serving the University of North Carolina at Charlotte, one of sixteen campuses of the University of North Carolina system.

Atkins Library has a long tradition of using automation to enhance services. It has been a member of SOLINET/OCLC since 1976 and has had an automated batch process acquisitions system for an equal number of years. It has also used automated techniques to list its periodical and serials holdings.

The library's administration and faculty realized that, unless we took prompt action, we would have to invest heavily in additional card catalogs and human resources to house and maintain an ever-increasing, complex manual file to access the library's collections. This prospect, coupled with our manual circulation system's inability to provide effective control of our circulation process, led us to take a serious look at automation.

Even more compelling was the potential of an automated system for increased service to faculty and students at the university. UNCC's collections are housed in a ten-story tower, and the process of obtaining a location number, going to one of the stack floors only to find the item not on the shelf, and only then finding that it has been checked out, is a frustrating one for many readers. We hoped to find a system that would advise the reader that an item was checked out at the same time it provided the location number. We also anticipated that an automated catalog would give our patrons greater collection access by providing a powerful data base management system that would allow searches not possible in a manual system.

In 1982, the newly appointed director of the library, after reviewing goals with the library staff, established a number of committees to investigate specific areas needing closer scrutiny and planning. One of these was the relationship between retrospective conversion of library holdings and the improvement of services, productivity, and management. Included in the investigation was the idea of acquiring or developing an on-line system for circulation control and access to library holdings.

To perform the investigation, a committee was formed by the director in March 1982. The committee was requested to "develop specifications for an on-line circulation system; to detail what would be required to create an on-line catalog; and to investigate whether or not it would be feasible to utilize an on-line circulation system as an on-line catalog." Eight parameters were given:

- Commercial and noncommercial on-line circulation and on-line catalog systems should be investigated.
- Systems must be compatible with the University's I.D. system, and student, faculty, and staff data bases.
- The system must be compatible with existing machine readable records.
- The system must have on-line access to all files.
- The system must be capable of being shared, if problems involved with sharing can be resolved.
- The operating system should involve minimal staff support outside the library.
- Local programming should be considered only if other options are not feasible.
- Needs and methods of data entry must be addressed, in particular as they apply to circulation control and retrospective conversion.

In addition, the director required that the committee read about on-line systems and arrange demonstrations by major vendors of library on-line systems.

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Prior to appointing the committee, the director asked for volunteers for the project. He asked individuals volunteering for committee service to describe their qualifications for the group relative to their past experience, current responsibilities, and personal interest. As a result, he chose a group of five individuals to serve as the On-line Circulation and Catalog Committee. The committee consisted of two from cataloging, one each from circulation, systems, and reference. Four were members of the library faculty; the fifth was our systems analyst; and a representative from the university's computer center was also included on the committee.

From the beginning, the committee realized that it would have to proceed in a back-and-forth fashion—study the literature, then explore an existing system. The preliminary search of the literature provided the committee with background for the initial encounter with a system. This experience required the committee to expand its expertise prior to examining the next system. The evolution of expertise might be gauged from the fact that the committee first developed a four-page document entitled "Things

The committee established a list of functions the ideal system should have. It rapidly became apparent that no such system existed.

We Need To Know." After myriad additions, revisions, and changes, the end result was a seventy-page document of specifications that was sent to bidders in January 1983. Throughout the process the committee found other libraries willing to share their experience and specifications.

The committee visited four operational systems within a 150-mile radius of Charlotte. Individual members ventured farther afield to Long Island, New York City, Ohio, Georgia, and Iowa. In addition, several vendors sent representatives to demonstrate their products to the committee.

Originally the committee established a list of functions the ideal system should have. It rapidly became obvious that no such system existed. Therefore, expectations were adjusted to take into consideration availability of functions under development. When writing the specifications, this was addressed by allowing the vendor to respond, "Will attempt to develop," as a category under many of the ideal system functions.

During its deliberations, the committee attempted to keep the rest of the staff abreast of its progress. But without the staff's actually encountering this spectrum of functions that were not fully developed by all vendors, it proved almost impossible for them to comprehend the difficulty the committee was having in comparing systems, all of which had components in various stages of development—what some referred to as "buying promises." This lack of comprehension bred a distrust of the system that, surprisingly, the subsequent availability of additional components only served to fuel. Still more recent experience with the system during the time it was being installed and brought into operation has largely dispelled this distrust, but it was a pitfall we would rather have avoided.

We found the process of developing specifications for an on-line catalog to be more complex than for an on-line circulation system, because on-line circulation systems are more common. The committee had hoped to view an operational on-line catalog for each system under consideration; however this proved impossible. There just weren't enough on-line catalogs in operation. We made a limited number of trips to view systems that the committee understood to be in full operation; however, on arrival, committee members found several systems less than fully operational. Yet, some of our most fruitful conversations were with libraries in the midst of implementing an on-line catalog system.

Specifications and Coordination

We realized that it was of paramount importance to inform and consult with others in our university while formulating our plans for library automation. Assuming that we could present a final document to our business office or purchasing department to be sent out for purchase or bid without some form of review was, we felt, overly optimistic. These offices have the legal responsibility to make certain that purchasing regulations are followed. They would have to understand what the system would accomplish and know its benefits. With that knowledge, they could help strengthen the legal components of our bid document or purchasing contract. Obviously, the individual to whom the library reports would have to support our inquiry both on a philosophical plane as well as a practical one, because institutional resources might have to be shifted in order for the library to acquire a system.

Other groups, such as the library's Faculty Advisory Committee, were consulted so that they

understood what the library hoped to accomplish and why. They then served to help others understand the service benefits that would accrue through automation.

Early in the process the director of the library, working with the committee, prepared a cost analysis of the system, to clarify what benefits were expected for the dollars expended. This analysis served the library in good stead when documentation was required by others during the selection/acquisition process. It did not show an immediate cost savings but outlined the significant increase in services that would outweigh the system's cost. The director took care to avoid showing cost benefits and savings that he knew did not or would not exist, feeling that such items would be counterproductive and do more harm than good in the final analysis. This cost analysis will also serve as a measuring device for comparing early expectations to actual results. Break-even analysis using cumulating costs indicated the lease/purchase arrangement would show true cost savings within seven years. This analysis did not include any new services the library would provide.

The director of the computer center and the director of the library discussed, prior to the initiation of the specifications process, the role that the computer center would have in the development, placement, and operation of an integrated library system and agreed that the center should be involved in the process of developing specifications. Although both were aware that it would be possible to acquire a system that would operate on the university's main computer, a variety of considerations led them to discard that option as unworkable in the UNCC environment. The center's attitude from the outset was both supportive and helpful. A member of the computer center staff became a member of the committee, providing depth and perspective invaluable to a group which, at the outset, had limited knowledge and experience with large computer systems.

Bidding

In developing our specifications, we felt that it was of prime importance to provide a thorough articulation of our library goals and how these related to automation as well as an extensive study and investigation into our library's operations and systems. Using these as a foundation, we developed thorough specifications translating this knowledge into a series of specific system requirements and a listing of questions for vendors to answer. We felt that this process was

essential if we were to receive truly competitive price quotations. It also provided a formal mechanism for distinguishing the differences between the many commercially available systems with varying operating systems, library software, and hardware configurations.

Bidding is a time-consuming process, but it was required. In retrospect, we feel that the process was definitely a positive factor in our deliberations. Making an evaluation without following such a bidding process may save some time in acquiring a system; however, the time savings are more than outweighed by the benefits of formally evaluating a bid response that can become a legally binding document. We feel that the bidding process enabled us to obtain the most responsive system for our needs at the best price.

UNCC was required to prepare bid specifications and have them reviewed by both the university and State Purchasing. In order to understand the legal requirements that relate to such a bid, the director of the library and a representative of the university's business office went to Raleigh several times throughout the entire process to meet with individuals who were assigned by State Purchasing to work in the bid proposal and help UNCC prepare for the bidding process. The individuals in State Purchasing offered helpful insights into the construction of a proposal for the acquisition of the system described in the specifications being developed by the library's committee. They also offered suggestions that clarified the contractual obligations a vendor would be expected to fulfill and what support would be available if these obligations were not met. Finally, their comments and critique helped the committee to better define its system expectations, to articulate the system requirements, and to develop an evaluation scheme. The close working relationships between the committee, the university business office, and State Purchasing facilitated the entire process.

Evaluation and Bid Process

We submitted final specifications to State Purchasing in mid-December 1982. That office released bids in late January. Approximately 140 vendors were invited to bid; the bidders' conference was held in February 1983 at UNCC. Bids were formally opened in Raleigh on March 7, 1983; nine companies responded.

The committee first reviewed proposals regarding mandatory specifications. As a result, one vendor failed to survive this stage of the process. We then scrutinized the remaining eight vendors' proposals using the evaluation scheme developed

earlier. As a result of this process, we recommended that Hewlett-Packard, bidding the Virginia Tech Library System, be awarded the contract. The initial cost of the system was about \$165,000.

Implementation

As the implementation began, approximately 50 per cent of the library's bibliographic records were in machine readable form. Because of the staged availability of various system functions, the time required to complete retrospective conversion, and fiscal constraints on our ability to purchase the system hardware required to utilize all of the VTLS capabilities, we expect the overall implementation to span three to five years.

Space provided for computer installation when Atkins Library was built in 1972 proved inadequate to the needs of 1983's computers.

Long before bids were solicited and a final decision made on the system to be acquired, we began to plan for actual installation. The single most difficult and long-term decision was the placement of the future computer within the library. Space provided for computer installation when Atkins Library was built in 1972 proved inadequate to the needs of 1983's computers. Alternative space had to be located, and library functions occupying that space had to be relocated before we could begin to prepare the space for our computer.

Based on available data, we initially estimated the cost of site preparation at \$24,000, and projected a completion date of June 30, 1983. Because of the differences in vendors' equipment requirements, we could finalize our plans only after the system was selected. The room was not ready for equipment installation until almost a month later than we originally projected, and the final cost was 33 per cent higher than we anticipated. The renovation included wiring for all terminals, special air conditioning and humidity control, new flooring, telephones, security system, and specially conditioned electrical service.

As specifications neared completion, the committee began to consider the implementation process. As early as December 1982, the committee recommended to the director that he appoint

task forces to increase staff involvement in system implementation and to increase overall acceptance of the automated system. In addition, task forces could ensure inter-unit cooperation and participation while utilizing more fully the special skills and expertise of staff in various units of the library.

The committee, working with the director, organized the task forces, appointed the members, prepared the charges and set deadlines for the completion of the assignments. The task force members were a cross-section of library employees who were assigned to study or implement particular portions of the anticipated library automated project. At least one committee member served on each task force, frequently as the chair.

After an award was made and the task forces were established, the On-line Circulation and Catalog Committee was dissolved. As task forces made their recommendations, an Implementation Group was formed to guide the implementation of the task forces' recommendations and the overall system implementation. This group consisted of the associate director; the library systems person; and representatives from cataloging, circulation, and reference documents. This Implementation Group is still very much in operation.

While preparing the site for the physical placement of the system hardware, we made an extensive review of the system documentation and a visit to the vendor's facility, and we prepared to load data into the system. During this process, we discovered that VTLS cannot load copy-specific information about an item. This discovery required significant revision in the way we labeled and linked the collection. Originally, we planned to have numbers assigned to each copy, volume, etc., as identified in each machine readable record on the OCLC archive tapes. Barcode labels were to be generated in shelflist order, eliminating the need for a linking project in which each title is retrieved on-line and connected with its appropriate barcode number. The inability of VTLS to load copy-specific data necessitated a more labor intensive labeling and linking method and required changes in the way SOLINET processed UNCC's records and in the way the labels themselves were produced. This change in type of labels caused a 33 per cent increase in the cost of the labels.

The library, Hewlett-Packard, and Virginia Tech mutually agreed that the first phase of the actual system implementation would be the installation of the system hardware. This oc-

curred approximately ninety days after the bid was awarded. The hardware included the computer itself, two disk drives, a tape drive, two modems, a printer, and eight terminals. All the heating and air conditioning, electrical work, and data cables had to be in place before the vendor would install the equipment. Hewlett-Packard installed the hardware and its operating system in about two days. A two week hardware "shake-down" period was programmed into the implementation schedule; only after that would library-specific VTLS software be installed.

As a result of unforeseen delays, the VTLS software was not installed until six weeks after the hardware and operating system were in place. The actual VTLS software installation took only a few hours and was combined with the initial VTLS training session. At this session, VTLS representatives trained one group of staff members who would be responsible for overall system operation and another group that would deal with data base maintenance. These two groups included staff members from the circulation, sys-

tems, and cataloging units. At these initial training sessions, which lasted approximately two days, instructors covered such topics as logging onto the system, tape loading, data backup procedures, and record editing. The Virginia Tech Library System comes with extensive documentation, and the system is relatively easy to use, but the initial training was very important to familiarize staff with the basic system operation.

Immediately after installation of the VTLS software and the initial training sessions, we began the loading of the OCLC archive records from tape. SOLINET extracted UNCC's records from its master file, eliminated duplicate records from the extract file, and converted earlier records to AACRII. The tapes produced by SOLINET contained the library's OCLC records produced from 1976 through May 1983. One hundred eight thousand records, or approximately 50 per cent of the collection, were loaded from these tapes. SOLINET also generated printouts of these records in shelflist order.

The Virginia Tech Library System loaded these full MARC records at the rather slow average rate of one per minute. The system required this large amount of time to index every record. It utilized another six hours per eight thousand records loaded (or 0.5 minutes/record) to make backup copies of the data base. The backups will be used to re-create the data base in case of system failure.

While this OCLC tape load was taking place, very little else could be done on the system. Staff were encouraged to experiment with searching on the system. As records were loaded into the system, the catalog maintenance staff checked for duplicate titles, possible author and subject heading conflicts, and duplicate call numbers. After each group of eight thousand records was loaded, a printout of problem records was generated and given to the catalog maintenance staff. They reviewed these records and made appropriate changes to the records in the system. Because of the time required for this activity, the catalog maintenance staff limited the amount of maintenance work it performed on the card catalog. This decision was made in anticipation of closing the card catalog.

In the early part of the tape load, a disk drive failed. The problem was caused by defective materials in the drive unit. Because this failure occurred before the first data base backup run, the entire tape load had to be restarted. The hardware vendor responded quickly, but the failure added a total of six days to the tape load. While warranties and maintenance contracts



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ensured that the vendor would repair the system components, the loss of data was not covered by these agreements. The disk failure reinforced the library's decision to adhere to a frequent backup schedule.

While the tape load was in progress, designated library staff worked with the university's computer center to convert student, staff, and faculty records to the VTLS format. The computer center supplied these records on tape. The OCLC tape load was interrupted, and the ten thousand patron records were loaded in about three hours. This patron file was rechecked and reloaded a month later because there were problems with duplicate records in the university's file we had used to create our patron file.

Labeling

Concurrent with the loading of the OCLC records, the entire library staff occupied itself with labeling items in the collection for which there were records on the OCLC tape. The labeling project also identified problems that would have to be resolved by the cataloging department. These problems consisted of errors in call numbers and incorrect location indicators. Both the tape load and the labeling project spanned a period of about three months.

The barcoding procedures evolved largely from a report submitted to the director by the Barcoding Task Force. This report also included recommendations on labeling newly acquired materials. The Task Force decided to label that part of the collection already in machine readable form, rather than to follow the "quick and dirty method" of labeling items and linking records at the time of their initial circulation on the automated system. As mentioned earlier, the discovery that the Virginia Tech Library System could not load item-specific information brought us to the realization that the linking process would have to be performed manually. The Barcoding Task Force recommended that we use duplicate labels for those items already in the collection. One copy of the label would be placed on the item; the other, on the list of titles which SOLINET had produced in call number order. While the use of duplicate labels increased their cost, it eliminated the need to key in the ten-digit identification number for each record manually, since light pens could be employed for this purpose.

The printouts of the titles being loaded into the system from the SOLINET tapes were sorted first by OCLC holding library code and then by call number. The printout was formatted so there was sufficient space under each entry to attach a

barcode label. Each entry on the printout consisted of the OCLC number, the call number, title, and format. Each person on the labeling project was instructed to find the book on the shelf using the call number on the printout, verify that the title of the book and that on the printout matched, and then label the book and the entry on the printout with matching barcode labels. The actual labeling procedures were more complex because they specified the handling of such problems as call numbers or titles not matching, books in a different holding library, books in circulation, or books missing. The labeled print-outs were then used for linking the barcode number to the record in the system.

Preparation of instructions for the labeling teams consumed unexpectedly large portions of the committee's time and resulted in many drafts without ever fully eliminating the ambiguities in the instructions. Part of the problem was that the instructions were lengthy, so that people did not read them thoroughly to begin with and did not consult the instructions while labeling in the stacks.



Dr. Edward G. Holley recently announced that he will step down from the deanship of the School of Library Science at the University of North Carolina at Chapel Hill.

We had initially planned the project for the two-week break between the end of the summer session and the beginning of the fall session. But problems with the supplier of the barcodes forced us to delay the project until after the fall session had begun. To compensate for the delay, we offered staff overtime pay or compensatory time off for working nights and weekends, although the major portion of the project was completed during normal work hours. We set quotas for each unit based upon the number of staff in that unit. Each two-person team was expected to label 180 books per hour, but the actual average rate achieved was 150 books per hour.

The cataloging unit cleaned up the bibliographic problems (primarily call number and/or title inconsistencies), and the circulation unit searched a second time for the very significant number of volumes not located in the initial search. We located a large percentage of the more than five thousand volumes marked "missing" on the initial search when they were searched a second time in February and March 1984. One thousand one hundred twenty volumes remain unaccounted for.

After we had loaded both the patron data base and more than 50 per cent of the bibliographic data base, the VTLS staff returned to conduct more extensive training for another two-day period. These training sessions were broken up into functional units for those involved in system operations, circulation, cataloging, and general searching. Of necessity, each group included staff members with varying levels of experience with the system. After the training sessions, we encouraged staff members to work with the system, since we judged the effectiveness of the training would be related more to the amount of work staff members did with the system after training than to the amount of experience they had before training.

Many other planning activities occurred while the tape load and labeling were being done. Task forces reviewed the following procedures: how new books were to be entered into the system and how the data base was to be maintained; how circulation parameters should be determined and their effect on policies; procedures for retrospective conversion of items not in the system when those items circulated, a process known as "rolling conversion," and how public access to the system was to be addressed, including terminal requirements, signs referring patrons from the system to the card catalog and vice versa, and preparation of a guide to using the system.

During this period we chose a logo and local name, "Aladdin" (Atkins Library Automated Data Distribution Information Network). We decided that ten to twelve public access terminals would be required before the card catalog could be closed.

We began the linking project only after the OCLC tape load and labeling project were completed. In this process, the barcodes on the books were linked to the records in the system, a process requisite to circulating materials on-line and to allowing the reader to identify the location of each item within the library: general collection, oversize, reference, etc. Before linking, a book's location is given only in the 049 field on the MARC screen, a screen not ordinarily available to the reader.

The disk failure reinforced the library's decision to adhere to a frequent backup schedule.

The linking procedures utilized the labeled printouts from the labeling project. To link a record, a staff member first retrieved the record from the system using the OCLC number. The title and call number of the entry on the printout was compared with that on the record in the system. If they matched, the number was read into the record by reading the label on the printout with a light pen attached to the terminal.

Four terminals distributed throughout the library were used to link the book label and the appropriate bibliographic record. This project began almost as soon as the initial labeling project was completed and again included all library staff. Each unit had an appointed coordinator for the project, who was trained to answer the kinds of questions and problems that would arise in the linking process. These coordinators checked all print-out sheets as the linking was completed, before the sheets were sent on to cataloging for the resolution of problems that were discovered during the linking process. For all records, except those still in circulation, the linking was completed by the target date, which was three months after the completion of the labeling project. The circulation unit linked the remaining items in a gradual process, largely finished before the library began to use the system for circulation control. Based on the complexity of the bibliographic requirements for multivolume sets, we decided that it would be both easier and wiser for

the cataloging department to handle the linking of those items.

A short time after the linking project was begun, we received and installed a new release of the VTLS software. This new release included the authority control module, which brought us to the realization that about eight thousand of the library's authority records would also require a retrospective conversion project. At this point, we are still discussing how extensive our authority records need to be. The capabilities of the system allow for very extensive records, but we have to balance this against staff resources and the need to perform other tasks.

The terminals assigned for linking were usually heavily used for that project during the normal work day. As a result, the library experienced response times greater than ten seconds during these periods of heavy linking activity. To the system, linking is equivalent to cataloging; during these periods, then, the staff "cataloged" (i.e. linked) more than eight thousand records per day! The resulting slower response time slowed the completion of the entire linking project.

Before direct loading of records began, system backups, which take six hours, were performed during normal work hours, during which time the system was unavailable for other activities. Once we began direct loading from OCLC, we could no longer afford such long periods during which our catalogers could input nothing into the system. Direct loading required the OCLC terminals to be interfaced with the VTLS. When the person updated or produced a record on OCLC, the record was simultaneously added to our VTLS. Because of the nature of the interface, if the VTLS was unavailable, the OCLC terminals were also unavailable. Therefore, we hired two student workers to perform the system backup operation on Sundays before the library opens. The library's systems analyst is available via telephone at home during this time in case a problem arises; thus far, this arrangement has worked well.

We ran a second and final OCLC tape load about three months after the initial tape load was completed. The second tape included all OCLC records generated from the time the first tape was produced to the time we began direct loading of OCLC records. This tape consists of 17,800 records and was loaded at night in small segments, so that the loading process would not interfere with normal library operations. The second tape load necessitated a second labeling and linking project.

In addition to adding each record to our data base, we have saved each transaction, such as adding or modifying a record, or linking an item, on a log tape. We can combine these log tapes with the last data base backup tapes to reconstruct our data base in case of a system failure. The OCLC tapes were loaded at times when few or no other transactions were being performed on the system since, with only one tape drive, logging transactions could not be performed while OCLC tapes were being loaded.

Circulating Materials

We began circulating materials on the system about one year after it was installed. At first, we used dual circulation systems: some items circulated on-line while others were circulated manually. This provided the circulation staff with options while they became familiar with the system. It also provided the cataloging unit with more time to prepare for handling the conversion of items circulated but not in the system. The circulation staff was trained to generate various notices (e.g., overdues, holds, recalls). Our goal was to train each library unit to be responsible for the system functions that are directly related to its activities. Thus, we eliminated the need for the library units to be totally dependent on a central operations staff for routine operations and reports.

Our goal was to train each library unit to be responsible for the system functions that are directly related to its activities.

Our public access plans for the system include both terminals and dial access. Public access terminals were installed in the summer of 1984. We rearranged the public catalog in order to obtain space to accommodate the public access terminals. Patron acceptance of the public terminals has been quite high.

As we added terminals to the system, the internal memory of the computer had to be increased to maintain acceptable response times. Within one year after installation, we increased the memory from .5 MB (megabytes) to 1.5 MB to 2.0 MB. At the beginning of that year, we had nine devices such as terminals and printers, on the system; one year later, there were twenty-nine such devices on the system.

Dial access will allow patrons with appropriate equipment to access the system via telephone lines. This dial access will operate through the university's campus-wide data communications network. An important aspect of dial access is systems security. Before we can make dial access available, we will either have to acquire or write in-house programs to eliminate terminal-generated character sequences that would allow the user to enter the computer's operating system.

Six months after the system implementation began, the director appointed a select committee to review our goal of closing the catalog, a recommendation reviewed and endorsed by the library's Faculty Advisory Committee. We plan to close the card catalog within the year.

Before the card catalog can be closed, we must have a backup COM (computer output on microform) catalog. Staff have developed the specifications for a backup COM catalog on fiche, which will not need extensive displays or frequent updates. The COM catalog will utilize records from the library's system. We hope to have as many COM catalogs with fiche readers as there are public access terminals.

One of the more immediate ways in which the on-line system has had an impact upon the library user is through the circulation of library materials. The Circulation Task Force, charged in part with examining existing policies and procedures regulating the borrowing of library materials, was one of the first to begin operation. It undertook to rethink existing policies with a view toward improving services to users as well as increasing control and accessibility of materials far exceeding what is possible with a manual system.

The Circulation Task Force surveyed faculty opinions and canvassed other universities for comparative information on circulation policies. Surprisingly, the task force retained many of our policies. We effected major changes in regulations governing faculty borrowing: we established a limit to the number of times a faculty member may renew an item; we now allow renewal from a list of items checked out for faculty (the change most requested by faculty); and we were able to strengthen the library's means of enforcing recall of library materials by instituting a process made up of notices, billings, and fines for lack of response. The capabilities of the system made these changes possible.

We have already mentioned that we did, for some time, operate dual circulation systems: manual and automated. This allowed the circula-

tion staff time to develop techniques for loading, managing, and updating the patron data base. This is a major task and proved a major roadblock to a smooth transition at the circulation desk. During the transition period, we found that performance of the circulation routines required two to three times the normal amount of time.

An even more critical factor in the switch-over process is the interface of automated circulation with those materials in the collection that are not in the data base. There are various ways to accomplish the conversion of these materials. We chose a "rolling conversion" in which barcode labels are placed on such materials when they circulate. Duplicate barcode labels are placed on the book cards, from which the cataloging unit converts and links the books. Given the loan period, the cataloging staff feel that they can have the bibliographic records in the system before any overdues need to be run.

The best way to determine a system's capabilities is to see it in actual operation.

The library is beginning to see various efficiencies gained from using the system. The implementation of an integrated system involved the review of virtually every operation in the library. Some streamlining of operations evolved simply from the review. Already the acquisitions staff can do a significant amount of initial pre-order checking without leaving the acquisitions area. As the implementation progresses, the library anticipates eliminating redundancies that a manual system required.

System implementation added to the total work burden during the transitional phases. For example, until cataloging could load records directly into VTLS from OCLC, the system created additional work for the catalogers without eliminating any of their other work. The direct load capability eliminated most of this additional work, and we began to realize some efficiency. Of course, when the card catalog is closed, significant gains in efficiency will be made. As staff began to use the system, their acceptance of the system often reduced the time of the transitional period from manual to on-line processes.

The implementation process has also heightened each of the library units' awareness of other units' activities. Both through planning discussions and through every unit's access to the

library's central file, everyone has become more involved in what everyone else is doing.

We expect the implementation process to last three to five years. New functions such as keyword searching, serials control, and acquisitions with fund accounting may be added to the system during this period. The system offers many possibilities for handling collections that could not be fully integrated into the library's record systems before they were automated. Documents and audiovisual materials collections are still controlled by separately maintained manual records, but we plan to bring these into the on-line system. The system also provides opportunities for a more sophisticated collection development effort. We will be analyzing and discussing these possibilities throughout the implementation process, reviewing them as each new function or collection is added to the system. The integrated library system will, in fact, integrate the library.

Summary

The staff of the J. Murrey Atkins Library have learned many things from this system's acquisition and implementation process that may be of help to other libraries about to embark on the same type of undertaking.

- Maintenance of ongoing communications with the entire library staff throughout the system acquisition and implementation process is essential to the success of the process. Low pressure, gradual involvement of many library staff members in task force activities, training, and general discussions allow people to become familiar with the system in a non-threatening way.

- The best way to determine a system's capabilities is to see it in actual operation in a library.

- The best way to ascertain that a system's capabilities will suit your needs is by taking reference questions, searches, and other transactions from your own library and trying them on the system being examined.

- Pay particular attention to the sequence and type of screen displays the user must work through when doing bibliographic searches on the system. An on-line catalog is different from a manual one in many aspects. The system's handling of bibliographic searching may require both changes in cataloging operations and in the user's approach to a search. Small details, such as the occurrence of the system vendor's name on the screen, can result in confusion for the user.

- Contact other libraries that have been through the system acquisition and implementation process. They are the most valuable sources of information on the subject. However, be sure to do background preparation by reading the literature and establishing your own goals for a system first.

- Realize that the cost for an automated system includes much more than the cost of the hardware and software. Other costs include space renovation, supplies, processing of the library's existing machine readable data, data conversion, and necessary system upgrades. A hidden cost, not often considered, is that of the extensive staff time required for acquiring and implementing a system.

Be prepared to be unsettled during the system implementation.

- Despite your best efforts to word specifications so as to elicit unambiguous responses from the vendors, be prepared for misinterpretations to occur. Again, the best way to evaluate a system's capabilities is to work with the system.

- Be prepared to be unsettled during the system implementation. Because of the complexity of library operations and of the systems themselves, it is virtually impossible to have all the answers ahead of time. Unexpected problems and the need for unexpected decisions will arise.

As more systems are installed and operate for longer periods of time and as the literature — particularly the literature relating to on-line catalog systems — becomes more plentiful, the problem of selecting a system will become less adventuresome, though probably even more complex. While involved with the selection process, the group given the responsibility for selecting the system must also communicate its procedures to staff not involved in the selection process. Keeping such lines of communication open is important not only because it will affect the whole staff attitude toward the system as it is brought into operation, but because staff input to the selection committee will point up areas of concern and importance that will ultimately become primary concerns of the entire group of users of the system.

The installation of an on-line system is a major undertaking for any library and one that

can be both satisfying and frustrating. This article could only highlight briefly some of these experiences from the perspective of one North Carolina academic library. Any one aspect could be described in significantly greater detail. The authors welcome questions and comments.

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I & R and Public Library Management

Donald Beagle

Much has been written about information and referral (I&R) as a public library service for patrons. To be sure, public need is the ultimate justification for any public library service. But I&R has the potential to meet an additional need: that of the library manager for information on community resources and problems confronted by area residents.

Briefly stated, I&R links people who have problems to people and agencies who can provide solutions. Before I&R staff can perform this function they must conduct an inventory of local resources; the word *resources* being broadly defined to include far-flung social programs as well as the local expert on beekeeping. This community resource file is then used to answer questions from the public, the goal being to refer callers to agencies or individuals who can address their needs.

Most I&R services also keep at least a minimal account of patron calls, and many record more detailed information about each transaction. Both the record of calls and the community resource file contain data that can impinge on management decisions in such areas as planning, collection development, adult programming, and public relations. This article briefly considers the use of I&R files as a management tool in each of these areas.

Planning

Users of the ALA publication *A Planning Process for Public Libraries* will be familiar with the need for extensive data collection prior to establishing goals and objectives. "The early steps of the planning process require information about the community and its population, its library and other information resources, and library performance."¹ Data collected toward this end is often compiled in a self-study and/or community analysis.

The I&R resource file and record of calls can provide valuable raw material, as well as a coher-

ent framework, for those portions of an analysis dealing with the community, its population, and its alternative information resources. This data would naturally need to be interpreted within the context of library planning requirements.

A second area of data collection in the planning process involves "... characteristics of users and non-users and reasons for non-use."² Citizen and staff surveys are discussed in this regard. The whole area of representative sampling (with its attendant problem of patron confidentiality) is too vast to be dealt with here. But at least one study has suggested that telephone information service is the library service most likely to attract traditional non-users.³ An established I&R service will include in its record of calls a significant number of queries from persons who use the library for no other purpose. Opportunities for surveys exist at two points in a typical I&R operation, either at the initial point of contact or during follow-up calls.

Is the type of information available to an I&R service appropriate for library surveys? Consider the sample survey in *A Planning Process*, described as being suitable for a ten- to fifteen-minute telephone interview. Its first section is "... designed to determine individual(s) perceptions of their information needs, how they meet such needs, and how well they are satisfied."⁴ This, of course, goes to the very heart of I&R; nearly every caller expresses such a need as well as the attempts they have already made to meet it.

Three of the five questions in this first section of the sample survey deal with specific population groups whose problems are routinely served by I&R programs: older adults who require special programs, consumers who want financial counseling, and newcomers who ask for directories of local agencies and services. Many communities establish specialized I&R services to deal with such groups individually. But a comprehensive, library-based I&R program can integrate its data into a broad overview of the community while serving the library manager's need for planning information.

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The second section of the survey deals with community activities. "Asking questions about community involvement allows planners to relate this type of activity to specific population groups ... Differentiating interest areas by population groups can help the library to design services to meet the needs of particular groups, especially the underserved."⁵ Again, the I&R service is likely to reach groups not served by other library departments, and the type of patron questions it will address are closely related to the survey rationale. (One study has indicated that informal and formal community involvement is a positive indicator of library use.⁶ It would be interesting to know whether a local I&R program fosters greater community and civic involvement.)

The planning process does not end with the first analysis. Evaluation of progress is cyclical, requiring periodic updates of the community study. Such updates, done by a hurried manager during a single week each year, will be at best a series of snapshots of a changing scene. But I&R files provide a picture of the community that evolves along with its subject. While not yielding the same quantity of data as the survey, the regular call files can capture changing currents of local interest not always reported in the popular media. When this author directed ACCESS Line in Cumberland County, I&R staff were aware of a newly formed "tax revolt" lobby group well before local newspapers caught the story.

Collection Development

An ever larger section of the reference collection consists of directories of organizations, subject specialists, and information networks and services. Such directories go beyond the role of traditional encyclopedic reference tools in that they provide secondary information the user may need to seek out primary answers. They may be seen as printed equivalents of I&R services. The reference librarian who includes such directories in a search strategy blurs the distinction between reference and I&R.

Has this distinction ever been valid? Reference librarians have used such directories for many years. The question goes beyond the proper scope of this article, but I would venture to say that many librarians have felt that their service responsibility (both in reference and collection development) begins with the patron and ends at the printed page. I would simply suggest that optimal selection and use of directories entails a service responsibility that begins with the patron and extends beyond the printed page into the

wider information environment of the community. Such a service responsibility is inherent in I&R.

The I&R service will reflect potential interest in the many specialized self-help manuals being published, especially in such areas as health, consumer rights, and the law. Local interest in the arts, crafts and recreation will also be indicated. Questions about topics on the cutting edge of the news may be the first clues to future widespread interest.

A recent issue of *Popular Government* profiled a municipal documents collection and an adult education project as examples of emerging library information services.⁷ It is worth noting that use of such special collections can be facilitated by comprehensive I&R services. Through their regular contacts with personnel in government and education, I&R staff stay abreast of new programs which inevitably generate printed materials. Conversely, collections of governmental and institutional documents greatly help staff who provide information and referrals to patrons.

Adult Programming

"The sensitive programmer can keep informed about the needs of the community by making the library an active member of strategic local organizations."⁸ Patricia M. Grim has given us this advice in her primer for programming. I would only add that there is no more strategic organization for identifying community needs than the I&R service. The programmer should indeed keep close contact with local I&R staff. And if such do not already exist in a community, then the library manager has the option of establishing the I&R service as a "member" of his own organization.

Many librarians have felt that their service responsibility begins with the patron and ends at the printed page.

ACCESS Line has shown that an I&R service can mount effective community programming on its own.⁹ Its files can be used in two ways: in identification of topics likely to be of interest and in identification of resource people to serve as speakers or moderators. Every community has individuals with unique talents and abilities. The I&R inventory will have identified and contacted many of them.

The I&R program can directly serve groups as well as individuals. Americans are joiners, and community groups form around topics of common concern. The same linking function applies whether the question is expressed by one person or by the entire membership of an organization. The referral provided by I&R staff applies whether it means giving one phone number to one patron or arranging for an entire panel of resource people to speak at a community meeting.

Finally, the library with an I&R service may well have a higher profile in the minds of other agency staff members than will a library with no such service. This is because many I&R programs are initiated by community advisory boards or involvement councils, with representatives from the agencies in question. Certainly, the library manager who wishes to maximize the I&R program's benefit to the library should invite such participation. Service providers in many fields are expected to do programming. They should more readily think of the library as a cooperative agent for their programs when they helped to establish its I&R department and handle referrals from its staff.

There is no more strategic organization for identifying community needs than the I & R service.

Public Relations

"By representing the library, a programmer can offer to locate needed information for another agency, keep abreast of community activities and needs, publicize a program or service, and generate positive public relations for the library."¹⁰ True; and when I&R staff are themselves representing the library in daily contacts as well as in interagency meetings, the public relations potential described above is, if anything, enhanced.

In times of tight money, every unit of government is called upon to defend its relevance to taxpayer needs. While the call may be voiced by elected officials, the final arbiter will be the average citizen who asks "How is the library important to me?" I&R questions are different from reference queries. The difference between the question "In what year did the Lusitania sink?" and "Where do I appeal the denial of my claim for workman's

compensation?" is more than the difference between any two random questions. I would only again suggest that a proper response to the second question requires a different stance toward the community. Without slighting the importance of the first question, I would also suggest that a library that will not deal with the second risks being perceived as a luxury rather than as a necessity. At the very least, the library manager who can point to areas of urgent community interest that the I&R program has addressed has a handy wedge to drive in any debate over the relevance of libraries today.

The I&R inventory can be an excellent time to improve interagency relations. Opportunities for support and coordination may be missed if there is a lack of regular communication. Again, Patricia Grim's primer warns us against unnecessary duplication of effort among agencies. It was to expressly avoid such duplication that the United Way began a nationwide promotion of I&R services.

The results of the I&R inventory may be compiled in a booklet format for community distribution. Such a directory can be an effective public relations tool so long as its contents are accurate and up to date. It can be organized to highlight the library's own contributions to the cultural and intellectual life of the community. Portions of the directory dealing with services to particular groups could be reprinted as brochures and distributed to those constituencies in the area.

Conclusion

The use of I&R as a library management tool is not a panacea. This article has deliberately stressed its potential advantages. But no manager should hope to sit back and let I&R staff do the planning, programming, and public relations for the library. And while I have described I&R as a library-based service, it exists as an independent agency in many localities. Even so, it offers the library manager potential tools for understanding and serving his or her community.

Effective use of these tools requires confronting a number of questions. How can the inventory be best conducted to supply answers for analysis and planning? How can follow-up calls best be structured to allow for user surveys? How closely should the I&R service be identified with the library in its publicity? Such questions admit no general answers, only special solutions for each individual library.

Nor can the solutions be arbitrarily or conclusively given. Library staff continually face

novelty in the form of new questions, new community needs, new political pressures, and new opportunities. Novelty forces our plans, our collections, our programs, and our public relations to change. I&R offers us a channel for sensing and responding to change.

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Cape Fear Union List of Serials

The sixth edition (1984) of the Cape Fear Union List of Serials is now available. The Union List includes approximately two thousand serials titles held by Cape Fear area libraries, including Fayetteville State University, Fayetteville Technical Institute, Command Reference Center and Main Post Library (Fort Bragg), Methodist College, Pembroke State University, Base Library (Pope Air Force Base), and Cumberland County Public Library and Information Center.

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Microcomputers in Public Libraries for Public Access: A Survey

Jennifer K. Carpenter

Microcomputers for public use are appearing in increasing numbers in public libraries around the United States. Public access services, which were first instituted in the late 1970s, are now geographically widespread. However, only a relatively small percentage of public libraries had implemented the service by the beginning of 1984. Many libraries are now considering adding such services. The use of microcomputers has been the subject of numerous articles, conferences, and workshops for libraries. Since micros are such a current topic of concern, very little research is available on their use. The purpose of the research for this survey was to determine the present use of microcomputers for public access in public libraries.

Review of Related Literature

The demand for information about computers has created an abundance of literature for libraries. The focus of much of this literature is directed towards staff use of micros for library operations. As more and more libraries have implemented public access projects in the past three years, the amount of related literature has increased. No books were located that were solely concerned with public access; in the few books about all applications of micros in libraries, public access was briefly treated as one of the applications. Only one journal article revealed a research study related to public use of micros in libraries. Several journal articles described the projects of specific libraries. The references given at the end of this article are some of the sources used as background for this survey.

The one article that reported research on the public use of micros was written in 1982 by Kusack and Bowers: "Public Microcomputers in Public Libraries." In April 1982, a questionnaire was sent to one hundred public libraries randomly selected from the Library General Information Survey of 1978, which consisted of libraries

serving a population of 100,000 or more. Responses were obtained from eighty-eight libraries; only twenty-two had at least one micro for public use or planned to acquire one within a year.

Survey Procedures

The sample of libraries for this survey consisted of fifty-two libraries in the United States known to have implemented public access micro computers by January of 1984. The libraries were identified by literature review and personal contacts. A questionnaire consisting of fourteen questions was sent to the fifty-two libraries. The questionnaire was designed with closed-response questions, requiring only a check for most answers. Since this type of question could limit the amount of information obtained, a space for comments was included with each question. The questionnaire was mailed with a cover letter in February 1984.

Survey Response

From the original sample group of fifty-two libraries or library systems, forty-one responded, yielding an overall response rate of 79 per cent. The responses of five of the libraries were determined to be unacceptable. Services had not yet begun in two of the libraries. The service was no longer provided in two of the libraries; one of these indicated that the service had been discontinued because the computer was stolen. The fifth unusable response contained literature without the questionnaire. The numerical data for this analysis is based on the remaining thirty-six acceptable responses.

Since the study was initiated in North Carolina, the responses from libraries in the state are of particular interest. The questionnaire was sent to nine libraries in North Carolina, which were thought to be the only locations with public access micros. A 100 per cent response rate was obtained from these nine libraries. Acceptable responses came from seven: one library indicated that their service was not yet implemented, and one library reported the computer had been stolen but will be replaced. The responses from

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the North Carolina libraries were analyzed separately as well as included in the total sample.

Survey Results

The results obtained from the questions (Q) will be discussed in the following paragraphs.

Q1: "Is computer literacy a goal of your service? If no, please indicate your primary goal(s)." Of the thirty-six responses, thirty-three were "yes," while three were "no." Therefore, computer literacy was a goal of 92 per cent of the libraries. The three libraries which checked "no" indicated their primary goals to be: (1) "public access to microcomputers"; (2) "making computers & self-teaching tools available"; and (3) "bringing more patrons into very small libraries." Since each of these primary goals does involve computer literacy, these libraries may view computer literacy as a means rather than a final goal. All seven of the North Carolina libraries checked "yes" indicating that computer literacy was a goal of 100 per cent of the state's public micros.

Q2: "Which of the following software applications are available?" Table 1 lists the applications, gives the number of library responses, and the percentage of the thirty-five libraries. Only one of the thirty-six libraries did not respond, because the computer itself was loaned and no software was provided. It is significant to note that thirty-four of the thirty-five libraries, 97 per cent, included educational applications, while only nine libraries, 26 per cent, allowed game use. Other responses which were written in by three libraries each were (1) business, (2) spreadsheet, and (3) Visicalc.

Q3: "What brand(s) of microcomputers are you using?" Table 2 gives the names and state locations of the thirty-six responding libraries. On the table, the brand of micro and number of units owned are given for each library. The vertical column totals add the number of libraries which have each brand. Apples were used by twenty-

four of the thirty-six libraries, or 67 per cent of the total, which indicates a majority. Table 2 also reports the total number of micros each library has and the total number of brands by horizontal totals. Two or more different brands were owned by twelve of the libraries: Scottsdale and Salt Lake County both have five brands; Enoch Pratt and Menlo Park both have four brands.

Q4: "Where was your micro hardware purchased?" and Q7: "Where do you purchase software?" Table 3 gives the number of responses and the percentages for each answer. Ten sources were given for the purchase of hardware and seven sources for the purchase of software. The number used for determining the percentages of hardware purchase was thirty-six; for software, thirty-two. The software question was not applicable to two libraries because only hardware is available; and two libraries did not respond to the question. Table 3 shows that by far the largest number of libraries, twenty-eight of the thirty-six, or 78 per cent, purchased hardware from a local dealer. Software is purchased from more of a variety of sources, with local dealers being again the highest: twenty-seven of thirty-two, or 84 per cent. Purchase of software by mail order was the second highest response, checked by 72 per cent of the libraries.

Q5: "What factors influenced your hardware purchase decision?" Table 4 gives the variety of responses for this question. Software availability, location of dealer, and cost were the factors which received the highest responses. Two of the factors written in the "other" response by two libraries each were (1) "user friendly" and (2) "quality of product." Two libraries wrote in the comments space that they desired to use several different products.

Q6: "What other hardware is used with your micro(s)?" The results were that thirty libraries have disk drives; nineteen have color monitors; twelve have joy sticks; twenty-nine have a printer;

TABLE 1
Software Applications

Application	Total libraries: N=35		N.C. libraries: N=7	
	Responses	% of N	Responses	% of N
Educational	34	97%	6	86%
Data base management	21	60%	3	43%
Arcade-type games	9	26%	2	29%
Word processing	28	80%	5	71%
Programming	26	74%	7	100%
Simulations	13	37%	3	43%
Other ^a	16	—	0	—

^aThis category includes eleven different applications, no one of which was included in more than three responses.

TABLE 2
Public Access Microcomputers Owned by Libraries

Library and State location	Brands and number of units									Total Brands	Total Units
	Apple	TRS-80	Commodore	VIC-20	Atari	IBM	Timex Sinclair	TI	Franklin Ace		
Adrian MI	1		1		1					3	3
Baltimore Co. MD	10									1	10
Bettendorf IA	1									1	1
Cloquet MN	2				3					2	5
Cumberland Co. NC	2									1	2
Dansville NY				1						1	1
Delaware Div. of Libraries DE			1							1	1
Denver CO	1 ^a				1 ^a					2	2 ^a
Downers Grove IL							1			1	1
Edgecombe Co. NC	1									1	1
Enoch Pratt MD		4		2	2			2		4	10
Florence OR					1					1	1
Forsyth Co. NC	6									1	6
Frankfort IL	2									1	2
Franklin Co. NC							5			1	5
Harlan IA	1		1							2	2
Lincoln Trail IL	15									1	15
Lorain OH		7								1	7
Macon Co. NC									1	1	1
Madison WI	1									1	1
Mansfield-Richland OH		12								1	12
Mastics-Noriches-Shirley NY		8								1	8
Menlo Park CA	1	1	1		1					4	4
Minnesota Valley MN	1				1					2	2
Neuse Regional NC	2			2						2	4
New Hanover Co. NC	1	1								2	2
Norman OK		4								1	4
Portsmouth NH	1			4						2	5
Rolling Meadows IL	1									1	1
Salt Lake Co. UT	12			1	5	1	1			5	20
San Francisco CA									3	1	3
Scottsdale AZ	1	1	1			1		1		5	5
Tredyffrin PA	1									1	1
Victoria TX	1									1	1
Wheeler Basin AL	3									1	3
Wilmette IL	3									1	3
TOTALS:											
# of libraries: N=36	24	8	5	5	8	2	3	2	2		
% of N	67%	22%	14%	14%	22%	6%	8%	6%	6%		
# of units: N=155	71	38	5	10	15	2	7	3	4		
% of N	46%	25%	9%	6%	14%	1%	5%	2%	3%		
N.C. TOTALS:											
# of libraries: N=7	5			1			1		1		
% of N	71%			14%			14%		14%		
# of units: N=20	12			2			5		1		
% of N	60%			10%			25%		5%		

^aRespondent checked brand, but did not indicate quantity.

and fourteen gave other responses, eight of which were different.

Q⁸: "Do you charge a fee to patrons for access? If yes, how much?" A total of twenty-three libraries, or 66 per cent, responded "no," and twelve libraries, or 34 per cent, responded "yes." No response was given by one respondent. Therefore, the majority, 66 per cent offered free access. The responses to "how much" were combined as follows: the five libraries that charged \$1 for thirty minutes use were Baltimore County, Cloquet, Frankfort, Tredyffin, and Wilmette; the three libraries that charged \$.50 for thirty minutes use were Delaware, Salt Lake County, and Wheeler Basin; San Francisco charged \$1 for twenty minutes; Menlo Park charged a "nominal fee for reservations plus a fee for printing." Minnesota Valley charged \$20 for a forty-eight hour loan. None of the seven North Carolina libraries charged a fee for access.

Q⁹: "Are your microcomputer hardware and software used in-house or loaned?" This question was answered by thirty-four libraries with the following results; thirty-one libraries, or 91 per cent, checked "in-house hardware"; six, or 18 percent, checked "loaned hardware"; twenty-nine, or 85 per cent, checked "in-house software"; and five, or 15 per cent, checked "loaned software." The Delaware Division of Libraries was not included in the

totals because its micro is "loaned for two months to public libraries." All four responses were checked by three libraries indicating that they have both hardware and software for in-house use and for loan: Portsmouth, Cloquet, and Minnesota Valley. Only hardware was loaned by Dansville and Downers Grove. Franklin County loaned both hardware and software. The brand of micro most often loaned was the Timex-Sinclair; however, Apples, VIC 20s and Ataris were also loaned. The only North Carolina location that loaned was Franklin County which loans five Timex microcomputers. Other libraries which loaned were Downers Grove, one Time; Cloquet, one Apple and three Ataris; Minnesota Valley, one Apple; Dansville, one VIC 20; and Portsmouth, four VIC 20s.

Q¹⁰: "Where is (are) the micro(s) placed in your library?" The answers shown in Table 5 give a variety of eight places the micros are placed. The total number for the percentage was thirty-one, because five did not answer. The children's area and the reference area both had thirteen responses, resulting in 42 per cent for each of those locations. Those two areas also received the highest percentage from the North Carolina libraries, 43 per cent. The responses written in as "other" locations included "general reading area" (two libraries), "study area carrel" (one library), and

TABLE 3
Purchase of Hardware and Software

Where Purchased	Total libraries				N.C. libraries			
	N=36		N=32		N=7		N=6	
	Hardware	% of N	Software	% of N	Hardware	% of N	Software	% of N
Local dealer	28	78%	27	84%	5	71%	5	83%
General retail store	2	6%	6	19%	0	0%	0	0%
Turnkey vendor	1	3%	0	0%	0	0%	0	0%
Library vendor	2	6%	12	38%	0	0%	3	50%
Manufacturer's rep.	1	3%	4	13%	1	14%	2	33%
Mail order	1	3%	23	72%	1	14%	3	50%
Other ^a	5	—	2	—	0	—	0	—

^aThis category includes four different responses for hardware and two for software.

TABLE 4
Hardware Purchase Factors

Factors	Total libraries: N=35		N.C. libraries: N=7	
	Responses	% of N	Responses	% of N
Service contract	3	9%	0	
Cost	16	46%	4	57%
Software availability	19	54%	4	57%
Location of dealer	17	49%	5	71%
Cooperation with local schools	6	17%	2	29%
Other ^a	11	—	0	—

^aThis category includes eight different factors, no one of which received more than two responses.

TABLE 5
Location of Micro in Library

Location	Total libraries: N=31		N.C. libraries: N=7	
	Responses	% of N	Responses	% of N
Children's area	13	42%	3	43%
Reference area	13	42%	3	43%
Circulation area	6	19%	1	14%
Glass-enclosed area	4	13%	0	0%
Separate room	3	10%	0	0%
Other	5	—	2	—

"Adult Continuing Education area" (one library).

Q¹¹: "Which of these are included in your micro use policies or guidelines?" Table 6 gives the number of responses for each policy or guideline and the percentages of the total of thirty-four libraries. A majority of the libraries do have policies regarding four of the topics. Only 26 per cent of the respondents have policies regarding "copying of software." In the literature review, many libraries noted that their policies and guidelines have undergone change since the initial service began. This study did not attempt to correlate the various policies. The respondents were asked to send copies of policies or guidelines if possible. User policies and other related materials were sent by thirteen of the libraries.

Q¹²: "Approximately how much of the available time is the service being used?" Totals for the thirty-one libraries which responded are: four libraries checked 95-100 per cent use; 13 checked 75-94 per cent use; eleven checked 50-74 per cent use; and six checked less than 50 per cent use. Two responses were checked by three of the libraries: Wilmette checked 50-74 per cent use on weekends but less than 50 per cent on weekdays; Mastics-Noriches-Shirley checked 95-100 per cent use in the children's department, and 75-95 per cent use in the adult department; Adrian reported 95-100 per cent use in the summer and 50-74 per cent use the rest of the year. It is significant to note that of the six libraries which checked less than 50 per cent use, five charge fees for the service. Therefore, it is reasonable to assume that free access results in greater use.

Q¹³: "Do you offer workshops or orientation for patrons?" Of the thirty-five libraries which responded, twenty-eight answered "yes" and seven answered "no." Thus, the majority of 80 per cent do offer workshops or orientation for patrons. At least two of the libraries that checked "no" only loan the equipment.

Q¹⁴: "What staff training and development activities do you use?" These are the results for the thirty-three libraries which replied: thirty, or 91 per cent, checked "orientation for staff"; twenty-eight, or 85 per cent, checked "hands-on experience"; fifteen, or 45 per cent, "training on specific software." Comments by four libraries indicated that the staff is encouraged to attend computer classes at local colleges or technical schools.

Summary and Conclusions

Computer literacy is viewed by libraries with existing public micros as the primary goal of the service. This goal is accomplished by a variety of applications in the libraries. The micros are utilized for both adult and children's services. Nearly all of the services include educational applications. Programming, data base management, and word processing applications are offered by a majority of libraries. A few libraries allow recreational, arcade-type games; however, many libraries prohibit this use in their guidelines. It is important to determine which applications will best meet the library's goals before the equipment is selected.

TABLE 6
Use Policies or Guidelines

Policy or Guideline	Total libraries: N=34		N.C. libraries: N=7	
	Responses	% of N	Responses	% of N
Age restrictions	18	53%	0	0%
Registration of users	27	79%	6	86%
Time limitations	28	82%	7	100%
Advance reservations	18	53%	6	86%
Copying of software	9	26%	1	14%

Many factors influence the choice of microcomputer equipment. In selecting hardware, the considerations of most libraries are software availability, location of dealer, and cost. This indicates that libraries are concerned about the availability of software compatible with the chosen applications. The microcomputer hardware was purchased from a local dealer by a large majority of libraries. The location of dealer is of concern because of convenience for maintenance and repair. By far the most used brand of micros in libraries is the Apple, although the market is shared by at least eight other brands. A few libraries chose to offer a variety of products to the public. A large majority of libraries provide disk drives and printers; many use color monitors and other peripheral equipment. The availability of local maintenance and repair is not as important in the purchase of software. This market is shared more evenly between local dealers and mail order vendors.

Free access is an issue of microcomputer service which sparks conflicting viewpoints. The majority of libraries offer the service free of charge; however, several libraries do charge fees for access. There is evidence that free access does create greater use.

The loaning of microcomputer hardware and software is a service of a few libraries. Some of these libraries also provide in-house use. The less expensive brands of computers are most often loaned. Most of the libraries which loan hardware also loan software.

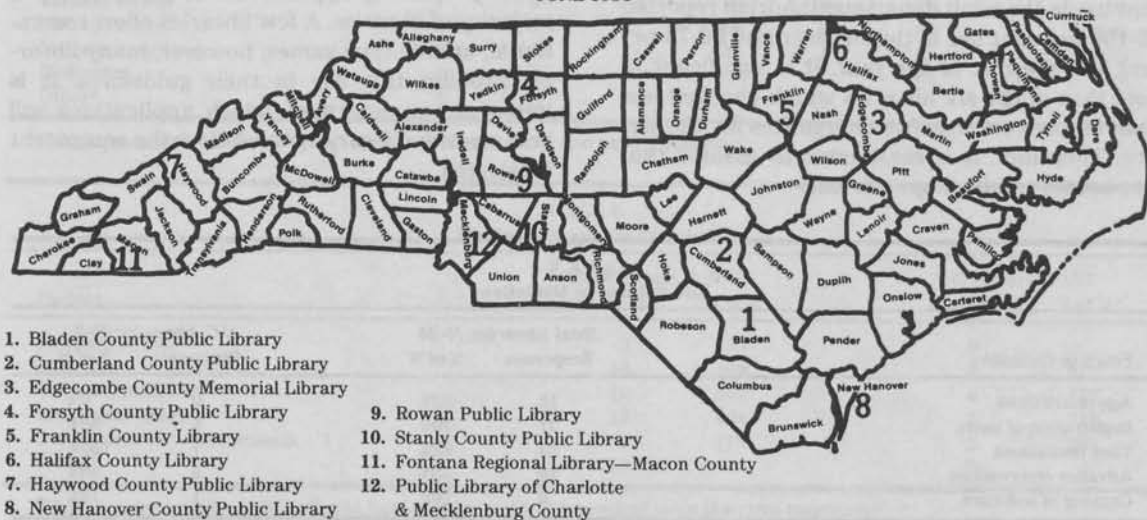
Libraries with public service micros have found the need for strict policies or guidelines for use. These guidelines include age restrictions, registration of users, time limitations, and advance reservations. Flexibility to change these guidelines as needed is essential for this rapidly developing service.

The focus of this research study was to determine how microcomputers are being used for public access in public libraries. The author hopes that the information collected and presented will be of use to those libraries that are planning for implementation of this service or an expansion of existing services.

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MICROCOMPUTERS IN NORTH CAROLINA PUBLIC LIBRARIES CHILD ACCESS JUNE 1984



1. Bladen County Public Library
2. Cumberland County Public Library
3. Edgecombe County Memorial Library
4. Forsyth County Public Library
5. Franklin County Library
6. Halifax County Library
7. Haywood County Public Library
8. New Hanover County Public Library
9. Rowan Public Library
10. Stanly County Public Library
11. Fontana Regional Library—Macon County
12. Public Library of Charlotte & Mecklenburg County

Ten Observations on Change in Technical Services

Sheila S. Intner

Technical services provides the infrastructure for organized service of all sorts in all kinds of libraries. It can be perceived as the heart of library and information work, since its central functional component is the organization of materials for use. All other services really depend to a greater or lesser degree on this key to retrieving something somebody needs from the great storehouse of knowledge contained in library collections—even in collections of relatively modest size. Furthermore, technical services comprises more than just organization, with acquisition work preceding it (one must acquire materials before they can be organized, after all) and circulation succeeding it.

There are many changes in technical services work today and the technical services librarian is expected to play a much more complex role than ever before. The following ten observations focus on these changes in order to identify and describe them, and in a small way offer suggestions about the responses likely to be effective and professionally satisfying.

Ten Observations

1. Computers play a major part in the unsettled and unstable information world today. However, the first observation is that computers are merely a *change agent*; accommodating them is not the purpose behind recent changes in technical service activity despite appearances to the contrary. Rather, increases in the amount of intellectual activity over several decades and the concomitant larger numbers of information products and increases in demand for library services based on those millions of pieces of information—more than eleven million of them in OCLC—are the powerful influences behind change, along with a fearful reduction in dollars available to put to the task. The capabilities of computers, a result of technical progress occurring outside the pro-

fession-at-large, can be exploited in libraries to furnish sophisticated services previously unimaginable on any scale, with limited numbers of staff.

2. On the whole, library educators are not preparing technical service librarians properly with the skills they need to perform in this brave new real-world. Those who have been out in the field for a while have either acquired them by the seat of their pants or dropped by the wayside.

The skills they need are management skills, especially financial and personnel management, with a large dose of training in systematic, ongoing, critical analysis of processes in order to achieve improvements in the input/output ratios of their departments. We do not teach this in library school—certainly not in cataloging, not even at the advanced level, nor in most courses in technical services. Yet most people with professional library degrees working in catalog departments are expected to manage those departments in addition to doing original cataloging and classification. They are expected to plan services, organize personnel, recruit and train staff, devise and monitor budgets, and account for expenditures. All of these are management skills, not technical service skills, and they are required *in addition to* a thorough knowledge of technical services theory and practice.

3. Technical services has always been perceived as the most complex area of library and information service and every part of technical services has become far more complicated than ever. For example, libraries used to be concerned about standardizing local practice and exerting bibliographic control over their own collections. Now attention is focused, not on regional or national standards, but on *international* standards and *universal bibliographic control*. OCLC is in England. UTLAS is in Japan. It is not an easy task for us to think globally and act locally, as David Stam asked us to do.¹

Internal consistency is not the measure of good work any more; in fact, it may represent a fatal flaw in a library operation if it is a reflection of policies that rely only on the institution's own resources to satisfy all client needs. No library can

Dr. Sheila S. Intner is Assistant Professor at the Columbia University School of Library Service in New York. Her remarks constituted the keynote address at the fall conference of the Resources and Technical Services Section, held September 26, 1984.

satisfy all or even most of its client needs alone, without tapping the vast body of knowledge it can encompass only by acting in concert with other libraries.

Think how many pages there were in Cutter's *Rules for a Dictionary Catalogue* or the red and green books² compared to the 620 pages of rules and explanations in the *Anglo-American Cataloguing Rules*, second edition. Yet in our complicated new world we are prodded by carrot and stick to work faster and increase our productivity. A small city library acquisition department I recently investigated dealt with more than twenty-five vendors in addition to an unknown number of publishers for direct orders. Suddenly we are buying quantities of materials in languages whose scripts we cannot read, media in formats we cannot understand, and subjects which the Dewey Decimal and Library of Congress classifications were never designed to classify.

Computers are merely a *change agent*.

4. Perhaps most important of all, the public catalog has finally been recognized as the important public service tool it really is; moreover, a tool for the public to use, too. Reference librarians are casting hungry glances at it if they have not already begun swallowing it down whole. What is meant is that control of the public catalog is passing out of the hands of technical service librarians in general and catalogers in particular, and into the sphere of public service staff and administrators. At one great university research library, for example, the university librarian said she was quite satisfied that the design of the proposed online public access catalog was not being left to the cataloging department, but was a library-wide project in which the reference staff were taking the lead. Some of the planning committees involved had no one from the cataloging departments on them and others had one or two out of a body of eight or nine people. If Marshall McLuhan was ever right in proclaiming that "the medium is the message,"³ it is visible in what is happening in developing online catalogs for the public.

We cannot continue to change "computer software" to "machine-readable data files" for descriptive cataloging purposes, or transform other familiar everyday language into the esoteric nineteenth century terminology of subject heading lists, or any of our other arcane maneuvers. If technical service librarians had to do regular duty

as bibliographic instruction librarians it would help them to understand and appreciate more fully the problems clients encounter in using the catalog. The intimate relation between technical and public service librarians is closest at the public catalog. It is our interface.

5. The fifth observation is a corollary to the fourth: Technical service librarians are going to have to be, if they are not already, resource personnel for public service activities. Long ago, Tauber recognized the technical aspects to public service activities, which he termed the behind-the-scenes or non-public parts of circulation and reference.⁴ Automating circulation, for example, exposed its natural relationship to the other technical services, acquisitions and cataloging. Mitch Freedman recently discussed this in a lengthy article in *Library Journal*.⁵ If you consider circulation's dependence on bibliographic files and the host of backroom activities circulation performs, such as managing overdues and shelving materials, the public service acts of checking things out and receiving them back or of taking fine money from clients are far less dominant than its traditional public service categorization would imply. On the contrary, maintaining bibliographic and inventory control over materials which are part of automated circulation control systems are really technical service operations and we must lend our expert knowledge to the tasks.

6. Now, if *They* are getting control over the catalog and *We* are getting control over circulation, where is our nice traditional organization chart going? Into the wastebasket, I believe. If your library has this neat departmentalization, it is probably going to change with the introduction of a computer system. A new Automation Coordinator's or Supervisor's position will very likely be created, with authority and responsibility in both camps—maybe in all three camps if the organizational structure is divided, typically, into Administrative, Public and Technical Services. The Automation Coordinator is wedged in there somewhere between the Chief Executive Officer and any cohorts at the top level, and the rest of the line staff, including your run-of-the-mill reference and technical service librarians. The position is not only asymmetrical on the organization chart, it is also the focal point for interdepartmental activity. This should be perceived as positive, helpful and encouraging; but all-too-often may be received as threatening and scary, to be thwarted at all costs. If you should be catapulted into such a position, just assume all paths are mined and proceed with extreme care and sensi-

tivity. If someone else in your library is in that position, ask yourself if you are, by mistake or unconscious design (since no technical service librarian would do it deliberately), throwing turf-protecting monkeywrenches into the action and inadvertently sabotaging multidepartmental progress.

7. One of the most complex problems in technical services today, and one with which librarians at the cutting edge of technological change are already wrestling, is how to determine the best mix of tradeoffs for their institutions, between bibliographic excellence and bibliographic expedience. Can we afford AACR2's second-level description, forgetting third, and extensive editing of cataloging copy, or manually-enriched subject access, or even automated additions to *LCSH* headings as found in the bibliographic utilities? Can clerical help be substituted for professional staff so libraries can reap the dollar benefits of shared automated cataloging without sacrificing either quantity or quality of the products and services emanating from their departments? How can one compare service potential of manual catalogs and cataloging operations with the on-line catalog? How can librarians make that leap of imagination to totally new possibilities instead of merely trying to re-create card catalogs in the new medium?

The public catalog has finally been recognized as the important public service tool it really is.

8. In order to initiate and direct the ongoing changes that will serve goals identified as constructive and appropriate, technical service librarians will have to learn to do empirical research. It is no longer enough to know what is currently working without visible problems. Now new developments will have to be monitored and experiments with new applications will have to be done without waiting for their imposition from outside the technical services department, or from outside the library, or from outside the parent institution. Where, after all, did we get the computer? Certainly not from within the profession. Computers were a development from the military-industrial complex—about as remote as possible from the profession. Perhaps less extravagantly, we must examine our own operations—our acquisition routes, cataloging processes, and circulation procedures—to see where changes

can result in better service or achieve cost savings, or both. The tradition of the scholar-librarian, mourned as lost in recent times, must be resurrected, but with a modern twist. The positive part of that image must be regained and revitalized and employed in the pursuit of our new objectives.

9. Cultivating the political arts of sensing strategy, influencing policy, and winning points for visibility and achievement, never a need in traditional technical service operations (which occupied the deepest, darkest, least obvious nook or cranny of a library building), should be an urgent priority in this changing world. I've seen technical service heads, under whose official authority hundreds of thousands of dollars worth of computer equipment lies, unable to exert any real control over decision-making for computer services and precious little control over hiring and promotion, even within their own shop. This came about because they failed to recognize where the real lines of authority were and did not put forth the effort to "win friends and influence people" who could help them achieve their goals. Some of my colleagues believe it is undignified or unprofessional to do more than sit back and wait to be recognized. Others are hampered by personal distaste for activities even vaguely resembling lobbying or selling their point of view. Still others fail to understand policy processes in their institution, and the never-fail value of creative funding ideas when seeking approval for important, but expensive, projects. Many are helpless in the face of a large bureaucracy. We need much more internal political sophistication and expertise. Also, we need to be willing to plunge into the fray and slug it out, toe-to-toe with other department heads using all the ideas, statistics, and logic at our disposal in order to prevail.

10. The final observation is that effective technical service librarians must recognize the wider role they can play in providing library services and helping fulfill the mission of their libraries, not only by ordering books and cataloging them on receipt, but by participating, in the fullest sense of the word, in collection development and management as well as collection use. We must come out of our cozy back rooms and work out front, on the line. We must be prepared to work with the public and with public and administrative services personnel. Is that an aggressive stance? I certainly hope so. Colleagues who perceive only the confines of their job descriptions can probably be replaced by a student aide with a computer terminal.

The hallmark of the well-trained technical service librarian of the future will include flexibility and vision in addition to tangible evidence of personal professional development and frequent exercise of intellectual curiosity. Perhaps the greatest change in technical service activities will be the leadership provided in helping libraries to fulfill their missions. Somehow we must move from passive and reactive modes of operation to active and creative ones, which, though difficult and much more work, offer satisfying and rewarding professional careers.

Postscript

A very wise librarian writing about trauma in catalogs and cataloging in an earlier age said, "Those of us who see ourselves bridging ... two eras have an added responsibility. We know and respect what was good in the past. We honor the traditions in which to greater or less extent we participated. And for such reasons our leadership in charting new courses should and can be so much the wiser."⁶ Those were Andrew Osborn's words in his famous article, "The Crisis in Cataloging." A little more than twenty years later, Ruth

the *Library of Congress* (Washington: The Library, 1949), called "the green book." The 2nd edition of the "red book," known as the ALA or 1949 rules, was a much expanded version: *A. L. A. Cataloging Rules for Author and Title Entries*, 2nd ed. (Chicago: ALA, 1949).

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NCLA Scholarships

The North Carolina Library Association administers three funds which assist students of library science who are residents of North Carolina.

The North Carolina Library Association Memorial Scholarship is a \$1000 scholarship for any type of study in library science. The Query-Long Scholarship is a \$1000 scholarship for a student who plans to work with children or young adults. The McLendon Student Loan Fund awards loans at a low rate of interest.

All of these funds are available for original or continued study in library science and may be awarded to a student enrolling in library school for the first time, to a student currently enrolled in a library school, or to a practicing librarian who wishes to pursue additional studies.

To be eligible, the applicant must have been a legal resident of North Carolina for at least two years and must hold an undergraduate degree. In addition, the applicant must have been accepted by a library school and should demonstrate both a genuine interest in professional library work and a need for financial assistance.

In 1984, the Memorial Scholarships were awarded to Charles Harmon of Thomasville and Elinor Vaughan of Winston-Salem. The Query-Long Scholarship was awarded to Susan Annette Hall of Wilmington. In addition, two loans of \$300 each were made from the McLendon Fund.

Applications for 1985 Scholarships are due March 1, 1985. For application forms and further information, contact:

Sheila A. Core, Chairman
NCLA Scholarship Committee
Surry Community College Library
P. O. Box 304
Dobson, North Carolina 27017
Telephone:
Home: 919-386-4195
Work: 919-386-8212, ext. 259

We must come out of our cozy back rooms and work out front, on the line.

French Strout said, "The enormous and still increasing proliferation of publications is of course central to the matter of both the format and the function of the catalog."⁷ These venerable librarians recognized and articulated problems that sound familiar now—Osborn decrying the unnecessary complexity of cataloging codes and practices emphasized simplicity, but simplicity with discipline in the form of practical and flexible standards. Strout, with the words above, introduced a 1964 conference focusing on *Changing Dimensions of the Catalog* when only the tip of the iceberg was visible.

The best, for technical services, is yet to be—providing we can make it so.

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2. Charles A. Cutter, *Rules for a Dictionary Catalogue* (Washington: Government Printing Office, 1876); *Catalog Rules: Author and Title Entries* (Chicago: American Library Association, 1908), called "the red book"; *Rules for Descriptive Cataloging in*

The Clemmons Branch Library

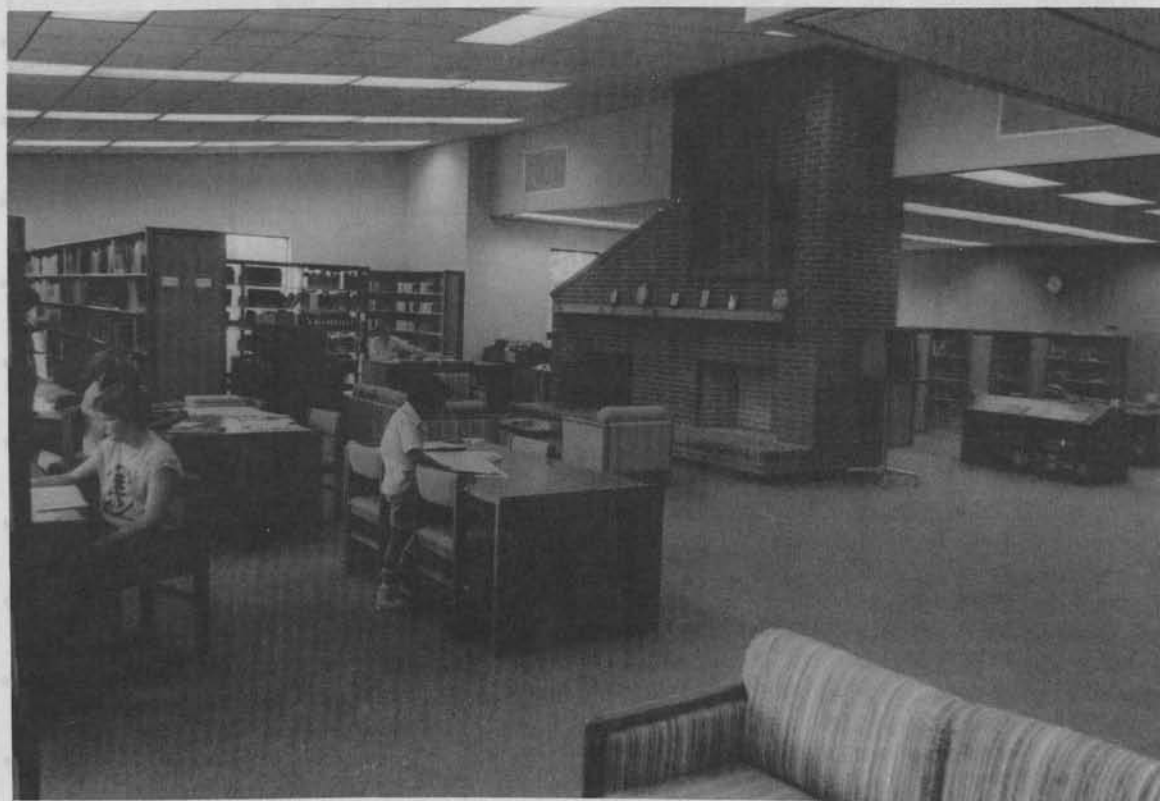
Jim Govern

Construction of the new Clemmons Branch Library began in March 1983, with completion and occupancy in August 1984. Clemmons, an unincorporated community ten miles west of Winston-Salem on I-40, has a population of just over eight thousand. The old branch building had only 1,500 square feet of space and had been severely overcrowded for some time. Several factors contributed to the decision to build the new branch—space limitations of the old building, the population growth of Clemmons (80 per cent increase between 1970 and 1980), and the likelihood of continued growth in the area.

Jim Govern is Head of the Clemmons Branch Library of the Forsyth County Public Library system.

Local businessman Edgar Broyhill donated roughly one acre of land adjacent to the Edgar B. Furniture Plantation on Route 158 in Clemmons, keeping the cost of the project down considerably. Plans called for constructing a building similar in design to, with some modifications, the Rural Hall/Stanleyville Branch Library that was completed in Forsyth County in 1982. Using this basic design for the Clemmons Branch helped the county manage costs by way of lowering the architectural and consulting fees to \$35,310.

The 8,900 square foot structure was built for \$619,370 (or \$54.95 per square foot) with \$88,310 coming from the Appalachian Regional Commission; \$60,300 from the state; and \$470,760 from Forsyth County. The building includes an auditorio-

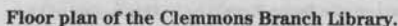


"One of the design characteristics that makes the building so successful is the incorporation of a large fireplace in the center of the main building area."

Equipment and furniture for the building amounted to \$95,000 and includes seven study tables in the adult areas along with an index table, atlas and dictionary stand, two full-sized couches, and four sitting chairs. The children's area is furnished with four regular tables and one picturebook table for display and reading. Display

In designing the building, the services to be offered were carefully considered. The Clemmons Branch has two microcomputers, and therefore space needed to be made for them. The micros are housed in two carrels near the children's room. The idea of putting the micros in carrels was a sound one although the carrels are only six feet square, which is not enough space for a computer, printer, and work area. Twelve square feet for each machine is desirable.

The entire building (except the auditorium) can be observed from the circulation desk and work room areas. With the limited staff in the branch, this allows one person to be able to "control" the operation of the building with its seating capacity of sixty-eight from a single vantage point. Before moving into the new building, the branch had a staff of one full-time and one part-





The circulation desk and work areas.

time employee. Staffing expanded to include two professional librarians and two pages. A children's librarian was among those hired, allowing the Clemmons Branch to offer services to children for the first time. Along with the new building and additional personnel, the branch was also given a one-time-only book budget of \$27,500 for fiscal year 1984-85. This sum will go a long way toward meeting the demand for reading material created by the new building. The Clemmons Branch had roughly eleven thousand volumes before the move into new quarters, which will house up to forty thousand books.

Circulation doubled immediately in the new building—3,500 books circulated monthly in the old building while over 7,000 books have been checked out monthly in the new location. Every other service offered here at the branch has also increased, voter registrations, reference inquiries, and library registrations among them. Along with the new branch and lots of new books, the increase in the library's hours of operation has also contributed to the increase in circulation.

The branch is now open fifty-nine hours weekly as opposed to the forty-three hours each week in the old building.

The difference that our new building has made is not only an increase in circulation but a real raising of the awareness of the library in the Clemmons area. A new building calls attention to the fact that there is indeed public library service in Clemmons. Coinciding with the move to new quarters was the formation of the Friends of the Clemmons Branch Library. With membership pushing one hundred, the group has already assisted us with an open house and dedication ceremonies by providing refreshments. Friends have also helped out with some of our programs for children. In the planning stages are a book drive and sale and helping with our Christmas program by providing a tree, ornaments, and a Santa. I think the formation of the Friends and the level of their activity are due in large part to the enthusiasm for the library generated by the arrival of the new building. If you wish to increase the profile of the library in your area—build a new one!

New North Carolina Books

Alice R. Cotten, Compiler

Jill McCorkle. *The Cheer Leader: A Novel*. Chapel Hill: Algonquin Books, 1984. 267 pp. \$15.95. (P.O. Box 2225).

North Carolina writer Jill McCorkle has proven to be a phenomenon in the world of publishing—so much so that she was recently featured in *Publisher's Weekly* (Sept. 21, 1984). Algonquin Books of Chapel Hill is simultaneously publishing her first novel, *The Cheer Leader*, and her second, *July 7th*, believing "that the two together would be mutually supportive and bring added attention to a writer at the beginning of her career." A native of Lumberton, Ms. McCorkle is a graduate of the University of North Carolina at Chapel Hill and Hollins College and now lives in Chapel Hill.

The Cheer Leader is described as a novel that "reveals what it means to have grown up in the years so recently gone by that their dynamics and patterns have not yet been explored." This may well be the reason for the unique appeal of this work. For those of us of Jill McCorkle's generation, being a child in the sixties and attending college in the late seventies has until now not been expressed in a way that is so true to life, so heart-wrenchingly realistic that we can almost relive those days and those very feelings. Her Jo Spencer is a character whose voice is pure eastern North Carolina and whose observances are high school circa 1976. Her memories of growing up are like photographs—tiny moments, sometimes insignificant, but captured so clearly, in such crisp detail, that the reader sees, hears, even feels the images. Jo is the girl so many of us were at seventeen—striving to excel in studies, become popular and accepted, please our parents and our friends, attract A BOY—in a hurry to grow up, but hearing a small voice inside still wishing to slow down, go home, and be the protected little girl again. It is when she first begins to lose her perfect control and to doubt her direction that Jo's carefully regulated life begins to crumble. Pressures, expectations, and the struggle to find out who Jo Spencer really wants to be result in a frightening time that will be hauntingly familiar to many readers.

The cliché of the seventies was "finding oneself." This is a story of slowly losing sight of self, of

the discovery that "love can be a very depressing thing," of the pain of loss, the loneliness of withdrawal, and the triumph of hope. This novel describes a time when Southern girls were torn between becoming independently successful and finding their success defined in terms of their attractiveness to men. The "me" generation was self-absorbed and serious-minded, struggling for liberation while yearning nostalgically for the simpler past. The first steps toward adulthood, the separation from families, the pseudo-independence of going away to school, and the illusion of control are rarely so well portrayed as they are here. Jill McCorkle brings growing pains to life.

From eastern North Carolina to the University of North Carolina at Chapel Hill, the sense of place here is flawless. Jill McCorkle seems destined, at age twenty-five, to become an important voice in literary North Carolina now and for years to come.

[Ed. note: *July 7th* will be reviewed in the next issue of *North Carolina Libraries*.]

Julie W. Sanders, Forsyth County Public Library

Karen Ordahl Kupperman. *Roanoke: The Abandoned Colony*. Totowa, N.J.: Rowman and Allanheld, 1984. 182 pp. \$24.95 cloth; 12.50 paper. (81 Adams Drive, Totowa, N.J. 07512)

Intent on plundering Spanish colonies and treasure ships and eager to promote England's naval greatness, expeditions set out from the Devon coast in the 1580s bound for the New World. In *Roanoke: The Abandoned Colony*, Professor Karen Ordahl Kupperman of the University of Connecticut has crafted an engaging and thoughtful narrative of the achievements and failures of those adventurers and settlers who represented the interests of Elizabeth's England in North America.

This intriguing volume discusses events from the period of first English contact with the North Carolina barrier islands to the establishment of a permanent English settlement at Jamestown on the Chesapeake Bay. Kupperman illustrates how

the perceptions of sixteenth-century Englishmen about themselves, their fellow Europeans, and the New World shaped the colonizing enterprises they undertook. For example, the dual interests of private plunder and public glory shared by Raleigh and other financiers dictated that they would choose colonists—such as the men sent out under Philip Amadas and Arthur Barlowe in April, 1584—who were not well fitted for founding a permanent settlement. Barlowe's glowing account of North Carolina's coast only decreased the likelihood that a lasting colony would be established by fostering false expectations of quick wealth that might be extracted from the New World settlement.

The titled but inexperienced leadership of Sir Richard Grenville brought trouble to his 1585 venture. Grenville's quarrels with Ralph Lane, the colony's governor, created dissension where a firm hand was needed to keep the colony under control. Among the most grievous shortcomings of Grenville, Lane, and other colonists was their callousness in dealing with the area's native population. The English, unfortunately for the Indians, used military methods to subdue "recalcitrant" neighbors, based on lessons the invaders had learned in Ireland.

Kupperman devotes a sensitive chapter to Carolina's native Americans and their interaction with the Roanoke colonists, a task for which she is well qualified by earlier researches (summarized in *Settling with the Indians: The Meeting of English and the Indian Cultures in America, 1580-1640* [Rowman and Littlefield, 1980]). Aspects of Indian theology, medicine, agriculture, and psychology are treated with a careful and informed hand.

The ordeals and triumphs of John White's colonists make for engrossing reading, largely because Kupperman succeeds in placing the settlers squarely in the context of both earlier and later ventures. Roanoke's legacy—in addition to the splendid drawings of John White and the scholarship of Thomas Hariot—is that it served as "the prototype of all later successful plantations" (p. 107). Families, not single men, would prove to be the New World's most successful colonists. Funding settlements through joint-stock ventures would succeed where intermittently-funded privateering forays had not. Raleigh's colonies were, Kupperman writes, "a fitting beginning for American history" (p. 172) because they illustrated graphically that colonial and native interdependence—or the lack thereof—would dictate the success or failure of England's efforts in the New World.

Roanoke: The Abandoned Colony provides a succinct introduction to the central issues of the Roanoke story. For popular audiences, Kupperman's volume is a readable, delightful synopsis of current interpretations of the activities of Roanoke's settlers. The dearth of endnotes and lack of bibliographical citations slightly impairs the book's usefulness for students and scholars. Public, college, and university libraries will want to purchase this volume as a welcome addition to their collections of early American and North Carolina history.

Julia S. Hesson, East Carolina University

Sylvia Wilkinson. *Dirt Tracks to Glory: The Early Days of Stock Car Racing as Told by the Participants*. Chapel Hill: Algonquin Books, 1983. 167 pp. \$19.95.

This handsomely produced and well-written book is an informative and entertaining account of the early development of stock car racing—a development in which North Carolina played a prominent role. The author's introduction provides a useful background for "the series of individual remembrances" of promoters, car owners, and former drivers who experienced first-hand the sport's evolution from rowdy and obscure beginnings toward its present status as a major spectator sport.

Each of the book's sections is based upon in-depth interviews. Bill France Sr., Tim Flock, Ned Jarrett, Wendell Scott, Banjo Matthews, Freddie Lorenzen, and a half dozen other stock car veterans provided the author with their often colorful recollections, including their memories of Fireball Roberts, Little Joe Weatherly, Curtis Turner, and other greats who no longer survive.

Although Sylvia Wilkinson is known primarily as a novelist, she brought to the writing of this book considerable experience in the world of auto racing. A North Carolina native, she has worked as a timer for actor Paul Newman's Can-Am and other sports car teams and has contributed regularly to racing magazines. Her writing reflects both a factual knowledge of racing and a feeling for the relationship between the drivers and their cars.

The book's flaws detract only slightly from its overall impact. Several sections might have benefited from tighter editing to eliminate extraneous material. At other times topics are insufficiently developed, and a few of the numerous black and white photographs seem unrelated to the text. The serious student of stock car racing might also question why some veterans were selected to be

interviewed while others, perhaps more prominent, were not. On the whole, however, the arrangement of the volume is logical and its illustrations effective.

Because North Carolina is and always has been a major center for stock car racing, this book should prove a popular addition to the holdings of the state's public libraries.

Wilson Angley, North Carolina Division of Archives and History

H. Leon Prather, Sr. *We Have Taken A City: Wilmington Racial Massacre And Coup of 1898*. Rutherford, N.J.: Fairleigh Dickinson University Press, 1984. 214 pp. \$19.50.

The tragic events of November 10, 1898, in Wilmington constitute a landmark in North Carolina history. What is traditionally termed the "race riot" on that day left at least twelve blacks dead in the city's streets. This followed the 1898 election by only two days. The campaign over the preceding weeks had been marked by unprecedented appeals to mob violence on behalf of a "white supremacy" effort. In Wilmington, the state's largest and least-segregated city, this appeal bore particular force as blacks had for some years occupied positions of power and influence. In the aftermath of the events of 1898 blacks in Wilmington and across North Carolina were increasingly denied access to the political process.

H. Leon Prather, Sr., professor of history at Tennessee State University, offers a provocative interpretation of what he terms "the most ghastly massacre of the Progressive era." His book is touted on the dust jacket as an account of "the only *coup d'état* in the history of the United States." By strict definition the phrase does seem to fit since in the hours and days after the riot the legally elected regime in Wilmington was ousted from power by armed force. In his preface the author credits historian Arthur Link with being the first to apply the term to the sequence of events. Yet Prather finds a "propensity for distortion among white scholars," arguing that "the definitive pen of the black scholar is needed to correct the distortions and to fill in the glaring omissions." Since most of what has been written on the subject predates the civil rights era, his perspective does offer a useful corrective. Prather, author of a previous volume on education in North Carolina between 1890 and 1913, is the first historian to write a book-length account of the Wilmington riot.

It was the author's stated aim in this book to bridge the world between scholars and the

general reading public. Using newspapers, archival materials, and interviews with descendants of principals in the disruption, Prather has uncovered a wealth of new details about the riot. Unfortunately, disjointed writing, occasional factual errors, and poor editing detract from his contribution. The illustrations, however, will appeal to the general reader, and historians will find much to appreciate in the footnotes and bibliographical essay. Although the book has its weaknesses, it does belong in college libraries and in public libraries in the Wilmington and Cape Fear area.

Michael Hill, North Carolina Division of Archives and History

Betty Adcock. *Nettles. Poems by Betty Adcock*. Baton Rouge: Louisiana State University Press, 1983. 60 pp. \$13.95 cloth; \$5.95 paper.

Adcock's first book of poetry, *Walking Out*, appeared in 1975 and was also published by Louisiana State University Press. At that time Adcock described the concerns of her poetry as "growing up in rural, small-town south, folk-tales, ancestral hauntings, objects touched by time, the world's myths, the despair of the present, language as possibility. I am interested in pointing out relationships . . . And I care about our people, our failings, our deaths and the real earth. I have no program for salvation."

Nettles continues and develops these same concerns. As a collection it has a satisfying wholeness. Part One deals with the past in general, the "spiders of memory" of the first poem of the work. Part Two deals with the poet's particular past, especially with her mother's death when Adcock was a child, and her father's death thirty years later, two events which affected her deeply. Poems also recall her childhood suffering with asthma and an accident "when car and bridge, colliding, threw me / out of my fifteenth spring." Part Three brings us to the poet's present life—her daughter Sylvia, now grown, her twentieth wedding anniversary, teaching poetry at a reform school. The final part consists of one longer poem, dedicated to her husband, which shows the poet's struggle to come to terms with the past and to look toward the future. This collection is a mid-life view, hard-won.

The poems are permeated with an autumnal sadness, nostalgia, foreboding, and richness. The poet looks into October woods, her grandmother's pine quilt chest left now with only "flakings from dreamed-under patterns," a box-camera snapshot she doesn't quite remember, her grandfather's now run-down farm. The child, even while

safely recovering in bed, hears the radio hum "somewhere in the Pacific" and wonders whether she should cry. Looking at the run-down farm, Adcock writes:

we shape a world that will become all risk,
as warfare will become all light.

Until, from necessary dark, we take
the real, pared moon we've earned.
Then, knowing what we ask,
we'll ask the ground again
to dream us if it can.

Images and insights in the poems must be re-read and savored. This is polished writing. Adcock writes in "To Sylvia, Grown Daughter":

You may enter by the door of what is not yet,
as you did before. Or by the new door
of what has been taken from you.
Pain will let you in, or fury. Ordinary
love will let you in, or any dying.
No key is too odd, no reason too far away.

It is only the house of your first name ...

Of marriage after twenty years she writes:

And whatever singing, forgetting or nightmare
howled in this house between man and woman,
the child laughing or stifling
in clenched sleep, here
it is summer and cool, the shelves
green with okra, beans, pears in clear jars.

The final poem of the collection, "The Swan Story," is a summing up of the whole. The child finds that "String and tatter, a life / is what it can find / growing wild in the woods and churchyard," while the adult discovers that "Nettle, thorn and sandspur, / The world stings itself into summer." But, in the end, the poet says to her husband:

We walk toward our winter fire
under the sky's downfall,
Bird-Loose-Feather whitening our hair.
Dear one, hold on. We are
only halfway there.

And so there is hope—earned the hard way, but hope.

Betty Adcock is Kenan Writer in Residence at Meredith College. She grew up in Texas, did part of her college work at North Carolina State University, and now lives in Raleigh. She has published in various journals and has been included in anthologies such as *New Southern Poets*, edited by Guy Owen, to whom she dedicates this volume.

Nancy Shires, East Carolina University

Elizabeth Evans. *Thomas Wolfe*. New York: Frederick Ungar Publishing Co., 1984. 204 pp. \$12.95 (36 Cooper Square, NY, NY 10003).

This survey of the work of Thomas Wolfe and the critical reaction to it is one of a series of handbooks that appraise the fiction of contemporary authors. It is a short work, carefully researched, which provides a well-written insight into the major themes of Wolfe's work and the fictional characters he created.

In a highly readable style Dr. Evans gives us a brief biography of Wolfe and examines each of the novels as well as *From Death to Morning*, a collection of short stories that appeared in 1935. While Evans draws heavily on the work of other Wolfe scholars, she is not without her own point of view. Many of the comments on Wolfe's style, themes, and characterizations are clearly her own.

While Evans considers Wolfe, in one sense, a failed talent, she seems to agree with William Faulkner, who said that among their literary contemporaries Wolfe was "first because we had all failed but Wolfe had made the best failure because he had tried harder to say the most." Evans thinks that *Look Homeward, Angel* escapes many of the literary pitfalls of the later works, which she believes are patchworks inexpertly pieced together. Acknowledging their failures, Evans points also to their strengths: the brilliant novellas they contain, the vivid characters that people them, and the lyrical quality of much of the writing.

The book explores Wolfe's recurrent themes of loneliness and death and shows how deeply rooted they are in Wolfe's life. Finally, Evans touches on Wolfe's slowly developing social awareness, as evidenced by the haunting short story, "I Have a Thing to Tell You."

This is a fine book for the serious high school or college student, as well as a useful guide for high school and college teachers. There is an excellent bibliography of works by and about Wolfe. The book is recommended for high school and college libraries.

Frances A. Weaver, University of North Carolina at Chapel Hill

Belinda Hurmence. *Tancy*. New York: Clarion Books, 1984. 203 pp. \$11.95.

It would be easy to focus on the historical accuracy of *Tancy*, a novel for young adults that provides a lucid portrayal of the transition from Civil War to Reconstruction. But in addition to portraying correctly a period in history, this book

New North Carolina Books

is the personal story of Tancy, a sixteen-year-old house girl for the mistress of Gaither's Mill in piedmont North Carolina.

Tancy works well as a historical vehicle, for through her we learn of the atrocities of slavery and the social upheaval created by sudden freedom for blacks. Because Tancy is one of the few literate slaves, she is able to work for a time at the Freedman's Bureau. This allows us to view the rampant governmental abuses of the period. Yet Tancy is more than a chronicler of events or a representative of her people. She is an individual with real problems who is forced to make serious decisions for which she has been grossly unprepared. When Tancy is twice almost raped by the master's son, it is the feelings of that naive young girl that emerge and not merely the historical prevalence of such brutality. When Tancy discovers that she is actually the daughter of the recently deceased master of Gaither's Mill, we respond to her ambivalence. Though such an occurrence was commonplace, it is as though Tancy is unique in her torn desires. Should she search for her biological mother, sold away when she was very young? Or should she be content with her dependency on "Miss Puddin'," the only "mother" she has ever known? It makes no difference that Tancy's choices between the comfort of the known and the dubious promise of the unknown were the rule of the day. It is Tancy who counts, Tancy who draws upon our sympathies. Hurmence, through sensitive characterization, lifts this novel from its interesting historical underpinnings into the realm of a memorable coming-of-age story. Tancy is surrounded by and reacts to characters who are very human combinations of good and bad. Stock characters are used only to facilitate the movement of the plot.

And the plot moves well. Through a judicious balance of dialogue and narration, Hurmence sustains interest throughout. In fact, a bit of slowing at the end might have been welcome. Tancy becomes decisive about her life—tying up loose ends, intimating future directions, and leaving the absorbed reader saying "Wait! Not so soon!" Perhaps that reaction is simply the ultimate compliment for a fine, affecting novel. Ms. Hurmence, author of two previous novels, *A Girl Called Boy* and *Tough Tiffany*, might consider a sequel to Tancy. This is one reader who cares about what happens to that endearing young girl.

Yvonne Hardy, Asheville-Buncombe Library System

Jane Turner Censer. *North Carolina Planters and Their Children, 1800-1860*. Baton Rouge:

Louisiana State University Press, 1984. 191 pp. \$20.00.

Dr. Censer is associate editor of the Frederick Law Olmstead Papers at American University, Washington, D.C., but this book is the result of doctoral research carried out primarily in North Carolina at Raleigh, Durham, and Chapel Hill. Personal letters, wills, deeds, and other records of hundreds of families were combed to produce this pioneer study of North Carolina parents and children. Initially we are introduced to the planter class by being told of many of their common characteristics—means of livelihood, religion, recreation, attachment to locality, political and economic backgrounds, their ideals, sentiments, and other traits. Six chapters then deal with young children and family life, youth and education, courtship, and marriage, parent-adult offspring relations, the younger generation as adults, and finally, the white family and slaves.

North Carolina families were found to have been devoted to and concerned about their children and insistent upon education and achievement and the wise use of time and money. Even so, parents were not unduly manipulative of their children's lives. For example, young people were free to choose their own marriage partners, to make their own decisions as to occupations, and in other ways to manage their own lives. Parents were generous in helping their children become established in life and fair in distributing family property, often dividing estates much earlier than might have been expected.

This book is carefully researched and written in a readable style. The variety of information it contains will appeal to a wide range of readers both to inform and to entertain. It is a delightful supplement to Guion Johnson's *Ante-Bellum North Carolina*, a work that has fascinated North Carolina readers since it first appeared in 1937. The assorted charts and tables will have reference value for librarians, and the classified bibliography will be useful to students of history. The scholarly reader will regret that the index, while certainly useful, is not more detailed. The pedantic reader will wish that the author had made use of guardianship records in the State Archives, a source for unusual information on wealthy orphans: they contain precise information on clothes, jewelry, toys and games, travel, educational expenses, and other unusual facts not available from other sources. But this would have prolonged the research perhaps by years, and we must be grateful for the new look at antebellum children that the author has given us.

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

Portfolio 1983: A Collection of Award Winning North Carolina Poetry. [32] sheets in 1 portfolio. \$5.00

Portfolio 1984: A Collection of Award Winning North Carolina Poetry. [22] sheets in 1 portfolio. \$7.50

Greensboro, NC: Poetry Center Southeast. (Library, Guilford College, 5800 Friendly Ave. W., Greensboro, NC 27410)

These titles, anthologies of poems by North Carolina authors, have each been published in the form of looseleaf printed sheets or broadsheets sheafed together in an attractive folder. The original Portfolio concept is attributed to Barbara Rosson Davis. Several different styles of printing are used, and the individual design of each piece enhances the work as it appears on the page and intrigues the reader beyond the appreciation of the poetry itself.

The poetry, award-winning works submitted statewide for these publications, varies in subject matter and level of skill. Some of the most accomplished poets in the state appear in these collections, along with some new voices. Ruth Moose's "River Bed" (You made your bed / on the pine needles / under the tin roof / in the rain. You rarely / think for the roar, / think for the roar.) is a good poem by an author many North Carolinians will recognize. This reviewer's favorite is a poem by Paul Jones from the 1983 Portfolio, "There Are Not Enough Ways" (to talk about passion. / ... like the field resting / in the arms of winter, / we hold seeds in us, / the smoldering code of briar / whose crooked thorns forbid / the mention of spring.). The 1983 selections were made by Sam Ragan, Poet Laureate of North Carolina, and San Francisco poet Roger Apon, and the 1984 ones by Stanley Lindberg, editor of *The Georgia Review*. In general the poems reflect a strength of craft and variety of theme that should appeal to a wide spectrum of readers.

What makes this publishing effort unusual, the broadside format, also unfortunately makes it unwieldy for library or personal use. I enjoyed handling the loose pages, appreciating each example of the printer's art, until they began to scatter and fray because they weren't bound between conventional covers. In general the works would be better served if they were in book form and could be placed on a shelf. This reservation aside, however, the Portfolio projects, supported by several grants including one from the

North Carolina Arts Council, are a success in terms of quality of content and presentation and are recommended for public, academic, or high school libraries.

Coyla Barry, Chapel Hill

Paul Hulton. **America 1585: The Complete Drawings of John White.** Chapel Hill: The University of North Carolina Press, 1984. 213 pp. \$24.95.

Among the most valuable legacies of America's Four Hundredth Anniversary Committee are many fine publications sponsored in whole or part by the committee. Surely this volume is one of the finest.

John White was the artist who came from England with the colonists who landed on Roanoke Island in 1585. He had instructions to draw plants, animals, and people in the New World. His drawings are remarkable. The surviving original watercolors are in the British Museum. This volume reproduces all seventy-six of those, plus the complete set of Theodor de Bry engravings (1590), and the copies made in the early 1660s. There are 186 illustrations in all, eighty of them in color.

Paul Hulton, the author, was Deputy Keeper in the Department of Prints and Drawings of the British Museum. The British Museum is a co-publisher of this volume. In addition to the reproductions of the White drawings, this volume contains brief chapters on the English discovery of the New World; on White; on Theodor de Bry, White's publisher; on the history and publication of the drawings; on their meaning and influence; and on White as artist. Extensive notes on the plates, a short bibliography, and an index complete the volume.

A book of this quality and importance deserves a place in all public, school, and academic libraries in the state. It is a stunning accomplishment. Congratulations to the publishers and to Mr. Hulton.

Alice R. Cotten, University of North Carolina at Chapel Hill

Other Publications of Interest

Hunter Publishing Company in Winston-Salem has a series of North Carolina county histories (twenty-three so far) that are of interest to public libraries and local and genealogical collections. The text of each was written by local county residents and includes a brief history of the county, a large section of family history, pictures, and an

index. The quality of the writing varies, and researchers familiar with publications such as this know that some information presented as factual must be verified. The presence of an index certainly enhances the usefulness of each volume. The books are printed on archival paper, are hardbound, and are embossed with the county seal, making attractive and durable volumes. Prices range from \$30-\$45. (P.O. Box 5867, Winston-Salem, NC 27113)

The North Carolina Friends Historical Society has recently published (1984) *Friends "at the Spring": A History of Spring Monthly Meeting* by Algie I. Newlin, fourth in their series of histories of Friends meetings. Newlin's story is a meticulous tracing of this Piedmont meeting from its beginning in the mid-eighteenth century until the present. Two appendixes, notes, and a bibliography round out this 147-page volume. Recommended for collections of local history and of religion.

Sketches of Old Warrenton, North Carolina by Lizzie Watson Montgomery, originally published in 1924, has been reprinted by The Reprint Company in Spartanburg, S.C. (P.O. Box 5401). Warrenton, county seat of Warren County, was incorporated in 1779. The book is subtitled "Traditions and Reminiscences of the Town and People Who Made It," and it covers the daily lives and events of the residents, including education, social customs, newspapers, business, churches, and anecdotes about the residents. It's fascinating and quite readable, suitable for genealogical and local collections, and for libraries with collections of North Caroliniana. It's good to have this one back in print. (\$25.00)

A new edition (paper) of Jane Corey's *Exploring the Seacoast of North Carolina* is available for \$5.95 from The Provincial Press, Box 2311, Chapel Hill, NC 27514. Since the volume first came out in 1969, this book has been popular with both tourists and natives who like to explore our state's coast. It's slim (40 pages), attractive, nicely illustrated, has good maps, and is useful. This edition includes changes along the coast in the last fifteen years. Recommended for school and public libraries and for collections of North Caroliniana.

Genealogical Publishing Company, Inc. (1001 N. Calvert St., Baltimore, Md. 21202) has recently published *North Carolina Taxpayers, 1701-1786*, first of a projected two-volume work. For about half of North Carolina counties formed before 1786, this volume lists those persons paying poll or property taxes. Names are from tax lists at the North Carolina State Archives and from *North Carolina Genealogy*. There are about

28,000 names, giving county of residence, date, and occasionally some additional information. (\$17.50)

RTSS Grant for the NCLA Biennial Conference

The purposes of the grant are to encourage (1) membership in NCLA and RTSS, (2) attendance at NCLA Biennial Conferences, and (3) participation in RTSS activities.

The grant will be for \$250.00 to finance attendance at the next Biennial Conference of NCLA. Membership in NCLA and RTSS are required upon acceptance of the grant.

The grant will be awarded without regard to sex, age, or type of library.

Criteria for Selection

1. At least part of the applicant's current work must involve an aspect of technical services: acquisitions, cataloging, classification, resources, collection development, preservation of library materials, or related activities.
2. The applicant must not have attended an NCLA Biennial Conference previously.
3. The applicant must work in North Carolina.
4. The applicant must demonstrate financial need.
5. The completed application form must be neat and intelligible.
6. The applicant must secure work leave approval as appropriate.

Conditions of Grant Acceptance

1. The recipient must provide confirmation of acceptance in writing to the chairperson of the Resources and Technical Services Section.
2. The recipient must be a member of, or join, NCLA and RTSS.
3. The recipient must attend the entire Biennial Conference and all RTSS functions and will assist with RTSS programs if requested by the Executive Committee.
4. The recipient must notify the chairperson of the section, and return the grant funds if the terms of the grant cannot be met.

The selection of the grant recipient will rest solely with the RTSS Executive Committee. In the absence of qualified applicants, no grant will be awarded.

For application forms, write to: Joline Ezzell, Head, Serials Department, Duke University Library, Durham, N.C. 27706. Deadline for applying: July 1, 1985.

Candidates for NCASL Officer

North Carolina Association of School Librarians Nominating Committee Report Candidates for NCASL Offices

Frances Bryant Bradburn, Vice-Chairman/Chairman-Elect
(1985-87)

Current Position

Upper School Librarian, Greensboro Day School

Education

M.L.S., University of North Carolina at Greensboro
B.A., Wake Forest University

Professional Offices and Memberships

NCLA, North Carolina Libraries, Editorial Board

NCLA, NCASL, Executive Board

NCLA, NCASL, Research Grants Committee

ALA

Guilford Library Association, Membership Chairman

UNC-G Library Science/Educational Technology Alumni Association, Chairman, Scholarship Committee, 1983

Publications

Research on Adolescence: An Annotated Bibliography on Adolescent Development Educational Needs and Media, 1978-1980 (with Gerald G. Hodges). Chicago: ALA Publications, 1983.

"Research on Adolescence" (with Gerald G. Hodges), *Top of the News* (Spring 1983).

Awards and Accomplishments

Beta Phi Mu

NCLA Query-Long Scholarship

Tassels, honorary women's leadership-society, Wake Forest University

Edith B. Briles, Vice-Chairman/Chairman-Elect (1985-87)

Current Position

Director of Instructional Media, Randolph County Board of Education

Education

M.Ed., University of North Carolina at Greensboro

A.B., Greensboro College

Additional graduate work at the University of North Carolina at Chapel Hill

Professional Offices and Memberships

NCLA, Education in Librarianship Committee

NCLA, NCASL, School Library Media Day (Plans for 1984 SLM Day won the Grolier National Library Week Award)

NCLA, NCASL, Planning Committee for 1st NCASL Pre-Conference for System-Level Media Personnel, Library Education Personnel, SDPI Personnel, and NCASL Executive Board

ALA

Association for Supervision and Curriculum Development

North Carolina Association of School Administrators

Supervisors' Commission, Steering Committee, 1980-81

Supervisors' Commission, Steering Committee, Secretary, 1982-83

Delta Kappa Gamma, Alpha Upsilon Chapter, Secretary

Delta Kappa Gamma, Alpha Upsilon Chapter, Research Committee Chairman

UNC-G Library Science/Educational Technology Alumni Association, Executive Board

UNC-G Department of Library Science/Educational Technology, Advisory Committee

Awards and Accomplishments

Teacher of the Year, Asheboro City Schools

Author and Developer of Project ZOO, an ESEA Title IV-C innovative project. Now approved for dissemination nationally by the Joint Dissemination Review Panel.

Carolyne Carter Burgman, Director at Large (1985-89)

Current Position

Media Specialist, F. D. Bluford Elementary School, Greensboro

Education

M.L.S., University of North Carolina at Greensboro

B.S., Fort Valley State College, Fort Valley, Georgia

Professional Offices and Memberships

NCASL School Library Media Day Committee, Secretary/Treasurer

ALA, AASL

North Carolina Association of Educators

National Education Association

Greensboro Association of Media Specialists

Publication

"Humble Beginnings: Lessons in Computer Utilization," *North Carolina Libraries* 42 (Fall 1984): 118-120.

Awards and Accomplishments

1974 Fellow in Higher Education Act Title II-B Program at UNC-G

One of six professionals selected to write computer modules for the Ford Foundation Grant Programs at Bennett College

Ford Foundation Grant Steering Committee

Ben L. Smith Memorial Scholarship Fund, Board of Directors

Jennie A. Johnson Franklin, Director at Large (1985-89)

Current Position

Supervisor, Media and ECIA, Chapter I Reading

Education

M. Ed., North Carolina State University

B.A., Elementary Education, Bennett College

Professional Offices and Memberships

NCLA, NCASL

ALA

International Reading Association

National Education Association

North Carolina Association of Educators, Building Representative

North Carolina Association of Educators, PACE Committee

North Carolina Association of Educators, Public Relations Officer

Association for Supervision and Curriculum Development

North Carolina Association for Supervision and Curriculum, Publications Committee

North Carolina Association for Supervision and Curriculum,
Region 3, Secretary
North Carolina Association of Compensatory Educators
Council on Educational Services for Exceptional Children, Vice-
Chairperson
Council on Educational Services for Exceptional Children,
appointed by the State Board of Education for two terms
to represent the Second Congressional District
Awards and Accomplishments
Listed in *Outstanding Educators of America*, 1972
Sound and Print United (WVSP-FM, Public Radio). Served as
member of the Board of Directors for two terms and was
active in fund-raising efforts for this non-profit organiza-
tion.

Katherine Seitz Kiser, Director, Geographical Area (1985-89)
Current Position

Director of Media Services, Catawba County Schools
Education

Ed. D., Curriculum and Supervision, Appalachian State Univer-
sity

M.S., Library Science, Appalachian State University
B.S., Library Science, Appalachian State Teachers College

Professional Offices and Memberships

NCLA, NCASL, School Library Media Day Committee

NCLA, NCASL, Committee for Pre-Conference for Media Super-
visors

North Carolina Association for Supervision and Curriculum
Development

North Carolina Association for School Administrators

Awards and Accomplishments

Alpha Chi

Delta Kappa Gamma

Beth Miller Rountree, Director, Geographical Area (1985-89)
Current Position

Media Specialist, Curriculum Research Center, Charlotte-Meck-
lenburg Schools

Education

M.L.S., University of North Carolina at Greensboro

A.B., Elon College

Professional Offices and Memberships

NCLA, Intellectual Freedom Committee

NCLA, Education for Librarianship Committee, 1980-83

NCLA, NCASL, Research Grants Committee, Chair

ALA

Association for Supervision and Curriculum Development

Mecklenburg Library Association

Metrolina Library Association

Awards and Accomplishments

Kappa Delta Pi

UNC-G Department of Library Science/Educational Technology,
Advisory Committee

Gayle Keresey, Affiliate Assembly Delegate (1985-87)
Current Position

Media Coordinator, East Arcadia School, Bladen County
Education

M.A.L.S., University of Kentucky
A.B., Miami University, Oxford, Ohio

Professional Offices and Memberships

NCLA, Intellectual Freedom Committee, 1980

NCLA, NCASL, AASL Affiliate Assembly Delegate, 1983

NCLA, NCASL, Executive Committee, 1983

NCLA, Children's Services Section, Children's Book Award Study
Committee, Chairperson, 1981-83

ALA, AASL, School Faculty Materials Selection Committee, 1981

ALA, ALSC, Print and Poster Evaluation Committee, 1982

ALA, ALSC, Filmstrip Evaluation Committee, 1983

ALA, YASD, Outstanding Non-Fiction for the College Bound,
Revision Committee, 1980-82

ALA, YASD, Intellectual Freedom Committee, 1981- ; Chairper-
son, 1983

National Education Association

Children's Literature Association

Publications

"School Book Club Expurgation Practices," *Top of the News*
(Winter 1984).

"Expurgation Practices," *Indiana Media Journal* (Winter 1983).

"Young Miss," in *Children's Periodicals of the United States*, ed.
by R. Gordon Kelly, Greenwood Press, 1984.

Reviewer, *School Library Journal*, *Voice of Youth Advocates*,
Women Library Workers Journal

Awards and Accomplishments

ALA, Junior Members Round Table, Shirley Olofson Memorial
Award, 1982.

E. Glenn Wall, Affiliate Assembly Delegate (1985-87)
Current Position

Media Specialist, Charles C. Ervin Junior High School, Granite
Quarry

Education

M.A., Appalachian State University

B.S., Appalachian State University

Professional Offices and Memberships

NCLA, NCASL

ALA, AASL

National Education Association

North Carolina Association of Educators

Education Media Association, 1976-80

Phi Delta Kappa, 1971-77

Awards and Accomplishments

NC Department of Public Instruction Scholarship for Graduate
Study, 1970-71

Rowan Technical College Media Advisory Committee, 1972-77

NC Association of Student Councils, School Advisor, 5 years

NC Association of Student Councils, Western District Con-
vention, Chairman, 1972

NC Association of Student Councils, State Leadership Work-
shop, Mars Hill College, 1973-74

National Association of Student Councils, Convention, Roches-
ter, Minnesota, 1974

Teacher of the Year, Central Cabarrus High School, 1974

Outstanding Young Educator, Central Cabarrus Jaycees, 1974

Outstanding Secondary Educator of America, 1974

NC Association of Educators, Local Unit Vice-President, Local
Unit Treasurer, Local Unit Parliamentarian

NC High School Library Association, School Advisor, 7 years

Granite Quarry Elementary School, Parent Teacher Association,
Vice-President, 1983-84

Rowan County School Media Committee for NC State Accredita-
tion, 1983-84

Local Junior High Computer Camp, Director, 1984

NCLA Minutes and Reports

North Carolina Library Association Minutes of the Executive Board

July 20, 1984

The Executive Board of the North Carolina Library Association met on July 20, 1984 at the Radisson Hotel, High Point, North Carolina. Board members present were Leland Park, Shirley McLaughlin, Mary Avery, Robert Bland, Rebecca Ballentine, Mertys Bell, Jane Williams, Benjamin Speller, Robert Burgin, Karen Perry, Patsy Hansel, Judith Sutton, Emily Boyce, Eunice Drum, Jerry Thrasher, Dorothy Burnley, and Judie Davie. Also present were Gene Lanier, Louise Boone, Ariel Stephens, Marge Lindsey, Gary Barefoot, and Helen Tugwell.

President Park called the meeting to order. He recognized representatives from the Radisson Hotel, who welcomed the group to High Point and spoke briefly about the facilities and services of the hotel. President Park welcomed Mary Avery, new chairperson of the Junior College Section, to the board. He also recognized Immediate Past President Mertys Bell and congratulated her on her recent retirement as dean, Learning Resources, Guilford Technical Community College.

The minutes of the April 6, 1984, meeting of the Executive Board were presented for Secretary Roberta Williams by Acting Secretary Shirley McLaughlin. Two corrections were noted:

a. Page 2, paragraph three. Name of the headquarters hotel for the 1985 NCLA Biennial Conference is the *Radisson* Hotel in Raleigh.

b. Page 7, last paragraph. Correct spelling of Jim McKee's last name.

The minutes were then approved as corrected.

President Park stated that dates and sites for meetings of the NCLA Executive Board for 1985 are presently under consideration and will be announced soon. He asked that board members let him know as soon as possible of any conflicts, special events, or personal commitments which should be considered in scheduling the meetings.

President Park reminded everyone of the form sent to all section and committee chairmen by Vice President/President-Elect Pauline Myrick requesting dates, times, space needs, and plans for section and committee meetings and programs at the 46th Biennial Conference to be held in Raleigh October 1-5, 1985. This information is needed no later than February 1, 1985, in order for the Conference Planning Committee to work out scheduling and room arrangement details.

President Park stated that Governor Hunt has declared August 1984 as "Adult Literacy Awareness Month." A kick-off dinner will be held in Raleigh at the Radisson Hotel on August 8. Board members were invited to represent NCLA at this event.

President Park reported that reaction to the Spring Workshop held in Greensboro on April 7 was generally favorable. The one-day format seemed to work well, and participation was good.

Eunice Drum gave the treasurer's report and distributed copies to all board members.

President Park pointed out that NCLA's complete mailing list has been sold to the Virginia Library Association for a charge of \$50.00. He also called the board's attention to the need for

additional funds in the budget for office expenses. Robert Burgin moved that the board authorize an overexpenditure in the Executive Office Expense Account up to \$1,000, provided that funds are available within the overall budget. This motion was seconded and passed.

The President announced that the Finance Committee will meet on Thursday, July 26, at the State Library in Raleigh. He shared with the board an invitation from Bob Pollard, committee chairman, stating that all interested board members would be welcome to attend this meeting.

Ariel Stephens reported on plans for the 1985 Biennial Conference. He urged all committee and section chairpersons to send in their requests for space, time, and choice of dates for meetings as soon as possible.

Robert Burgin, editor of *North Carolina Libraries*, reported that the summer 1984 issue is being printed and should be mailed within the next week. The fall issue will focus on children's programming. Burgin also stated that he hopes to continue to serve as editor of *North Carolina Libraries* while assuming his new duties as a lecturer in the School of Library Science at North Carolina Central University in Durham and as a doctoral student in the School of Library Science at UNC-Chapel Hill.

Louise Boone, chair of the Governmental Relations Committee, reported that North Carolina libraries were represented by a contingent of seventeen persons at Legislative Day on April 10 in Washington. The group visited the offices of the North Carolina congressional delegation to discuss issues and concerns of librarians and libraries. A major concern was the federal legislation regarding deregulation of AT&T and the accompanying rise in telephone charges, access line fees, and FCC regulations regarding use and cost of lines and equipment. Such rising costs are already having a tremendous impact on library budgets throughout the United States. Chairperson Boone stated that all librarians need to make their concerns known and that legislators should be urged to adopt legislation that would exempt libraries from these added charges. President Park agreed to send a mailing to NCLA sections and committees requesting information and input on the effect of added telephone charges on the budgets of North Carolina libraries.

Dr. Gene Lanier, chair of the Committee on Intellectual Freedom, reported on recent incidents involving censorship in North Carolina libraries. He announced that September 8-15 will be "Banned Book Week" in the United States and urged the participation of North Carolina libraries and librarians in this event. Dr. Lanier also announced that the North Carolina Chapter of Citizens for the American Way has provided funding for a forum series on censorship and controversial issues. Four meetings are currently planned for the following dates and locations: July 31, Winston-Salem; September 6, Asheville; September 13, Greenville; October 4, Durham. Dr. Lanier distributed copies of proposed legislation regarding the confidentiality of patron records in North Carolina libraries for members of the board to review. Emily Boyce announced that Dr. Lanier had received the 1984 Immroth Intellectual Freedom Award at the ALA Annual Conference in Dallas in June. The board extended its congratulations to Dr. Lanier on winning this award.

NCLA Minutes and Reports

The report of the Membership Committee was given by 2nd Vice-President Jane Williams. She reported that 2,000 copies of the recently revised NCLA membership brochure have been printed and made available to the treasurer and to the Membership Committee for distribution. She also asked the board's advice regarding the printing of a message on the brochures notifying members of their option to be excluded from the NCLA mailing list when it is made available to private and/or commercial distributors. The board agreed that the Membership Committee should include this message on the next printing of the brochure.

Emily Boyce, NCLA representative to ALA, reported on the 103rd annual ALA Conference in Dallas on June 23-27, 1984. North Carolina was well represented at this conference. Dr. Lester Asheim was recognized by the association with the presentation of an honorary membership. Dr. Gene Lanier received the Immroth Memorial Award from the Intellectual Freedom Roundtable. Edith Briles, chair of the NCASL Committee on School Library Media Day, presented a program on this project during the conference. Friends of North Carolina Libraries received the Friends of Libraries, USA, award in recognition of their accomplishments in organizing state workshops and programs dealing with legislative library-related activities.

Some discussion followed regarding the scheduling of ALA annual conferences for July 1985 and June 1986, requiring budgeting of travel funds for two annual conferences within one budget year. The possibility of planning a reception for North Carolina representatives at future SELA and ALA conferences was also discussed. President Park asked Rebecca Ballentine, SELA representative, and Emily Boyce, ALA representative, to discuss this matter and recommend some plans at a later date.

The NCASL report was given by Dr. Judie Davie. Pauline Myrick and Judie Davie represented NCASL at Legislative Day activities in Washington on April 10. School Library Media Day was celebrated throughout North Carolina on Wednesday, April 11, during the week-long celebration of National Library Week. The executive committee of NCASL met on May 25 and drafted a resolution concerning the AASL future structure report and the writing of national standards. The Executive Committee of NCASL met on May 25 and drafted a resolution concerning the AASL future structure report and the writing of national standards. The Executive Committee voted to withhold financial assistance for the standards project until questions concerning expenditures and revenues were answered. The Ad Hoc Committee on Committees, chaired by Arabelle Fedora, has revised guidelines for policies and procedures for the Awards and Scholarship, Budget, and Standards Committees. Wilma Bates of Greensboro was appointed chair of the Awards and Scholarship Committee; Emily Boyce was appointed chair of the Standards Committee. The 1984 AASL affiliate assembly forwarded resolutions in support of AASL remaining a part of ALA to the Executive Board of the Affiliate Assembly for action. Dr. Davie announced that Jane Belsches from Carrboro had received one of two G. P. Putnam grants awarded to a school librarian attending a first national conference at the ALA conference in Dallas. NCASL representatives will participate in the workshop for youth services coordinators in Raleigh on August 20 and the AASL Atlanta conference in November 1984. Dr. Davie also reported on plans for the 1984 Biennial NCASL Work Conference to be held in Raleigh October 4-5.

Karen Perry reported on activities of the Children's Services Section. Two ad hoc committees, Standards and Book Award, were appointed and approved by the Executive Committee at a meeting in Raleigh on March 21. The Program Committee is planning a program to be presented during the NCASL Work Conference in Raleigh October 4-5. This committee has also begun plans for the NCLA 1985 Biennial Conference program.

The report for the Resources and Technical Services Section was given by Benjamin F. Speller, Jr., chair. This section will sponsor a mini-conference on "The Changing Role of the Technical Services Librarian" at the Whispering Pines Country Club on September 26-27. The Section has obtained LSCA Title III funds to support this conference.

Robert Bland, chair, College and University Libraries Section, reported that ninety-two people attended the Section's Workshop on "The Library and Its Campus Community: Partners in Academic Excellence," which was held June 15 on the campus of Meredith College in Raleigh. The section is also making plans with the Junior College Section to co-sponsor a program or workshop on automation and the small library.

The report of Emily Correll, chair, Documents Section, was read by Shirley McLaughlin. This section plans to sponsor a workshop in Durham on October 19 with Raymond Greene and Michael Crowell discussing the role their departments play in the distribution of information in the state. The Committee on the State Documents Depository is working toward changes in the current ineffective state depository law. This problem will also be submitted to Louise Boone and the Governmental Relations Committee.

Mary Avery, chair, Junior College Section, reported that ballots have been mailed to the section membership regarding a proposed name change to more accurately reflect the types of institutions represented by the membership. The results of this survey will be presented to the Constitution, Codes and Handbook Revision Committee for its recommendation.

Patsy Hansel, chair, Round Table on the Status of Women in Librarianship, reported on the successful funding of \$600,000 in the state budget for a study of state personnel positions to determine areas of inequity in job classifications. This project was supported by the RTSWL Executive Board. Ms. Hansel also reported that initial response to the workshop, "The Good, The Bad, The Ugly: Documenting Employee Performance," planned for July 26-27 in Winston-Salem, was very favorable, with approximately fifty persons registered thus far.

Mary Williams, chair, Round Table for Ethnic Minority Concerns, reported on plans for a workshop, "Promoting Oneself in the Field of Librarianship," to be held October 5 at Shaw University in Raleigh.

Rebecca Ballentine, SELA representative, reported on plans for a conference, "Access to Information: A Youth's Right—A Community's Responsibility," to be held at the Florida State University Conference Center, July 29-August 1. She also reviewed pre-conference and conference program highlights for the SELA Biennial Conference to be held October 17-19 at Biloxi, Mississippi. After some discussion regarding travel fares to Biloxi, Ms. Ballentine offered to check into the possibility of NCLA group bus or plane rates to the conference.

Other reports were presented by Judith Sutton (Public Libraries), Dorothy Burnley (Trustees) and Arial Stephens (Networking).

Judie Davie invited the Executive Board members to attend the NCASL Biennial Workshop in October. She also expressed the desire of this section to remain a part of NCLA.

Jane Williams reminded the board that LSCA funds are available to fund workshops. She distributed copies of guidelines for application and use of such funds.

Arial Stephens discussed plans and arrangements for the October 12 meeting of the Executive Board, which will be held in Oxford at the Richard H. Thornton Library.

There being no further business, the meeting adjourned.

Shirley McLaughlin, Acting Secretary
Roberta S. Williams, Secretary

Children's Services Section

The Executive Board of the section has not met during this quarter. The next meeting is planned for July 30 in Fayetteville at the Cumberland County Public Library.

All Executive Board appointments had been made by the chair during this quarter, with the addition of Maryjane Carbo (Children's Librarian in Franklin County) as chairman of the Bylaws Committee. However, resignations were received from Dot Guthrie (Gaston County Public Library) in an elected position as director and from Nina Lyon (Children's Coordinator of Charlotte-Mecklenburg Public Library) as chairman of the ad hoc Committee on Standards. Also, Kathy Woodrell, past-chair and a member of the board, moved out of state. This leaves our board with two vacancies at this time and a vacancy in an ad hoc committee for this biennium.

The Program Committee has been notified that there will be an opportunity for a program at the NCASL Work Conference, Oct. 4-5, and they are working on the contents of this program. They have also begun plans for the NCLA biennial conference program. A money-making project to help finance the conference program is being investigated by the section chair.

Karen Perry, Chair

Documents Section

The Executive Board of the Documents Section met May 21, 1984, in Winston-Salem to discuss plans for the fall workshop/business meeting. The meeting will be in Durham, October 19, with Raymond Greene and Michael Crowell discussing the role their departments play in the distribution of information in the state.

The Committee on the State Documents Depository is under a new chair, Pat Langelier of UNC, and is working toward changes in the current ineffective state depository law. We shall be submitting this problem to Louise Boone and the Governmental Relations Committee.

Because the Documents Section chair's term of office is one year, the current vice-chair, Stuart Baselsky, will be attending the next meetings.

Emily Correll, Chair

Junior College Section

On June 20, Andrea Brown turned the Junior College Section chairmanship over to Mary Avery, vice-chairman/chairman-elect for 1983-85. Andrea is moving to Richmond, Virginia.

Correspondence with Mae Tucker, chairman of the Constitution, Codes, and Handbook Revision Committee, gave the section guidelines for a change in the constitution. The section is seeking a name change. The Junior College Board feels the name "Junior College" does not properly reflect the type of institutions that the membership of the section are associated with. Two possible choices are Two-Year College Section and Community and Junior College Section.

Due to the fact that we are not sure how our membership will vote, the section is not ready at this time to submit our final proposal. The membership has received ballots, and they are to be returned by July 27, 1984. By the next Executive Board meeting, the section will have the new name submitted to the Constitution, Codes, and Handbook Revision Committee for a recommendation to the Executive Board of North Carolina Library Association.

The section is also pursuing the possibility of sponsoring a workshop with the College and University Section in late winter.

Mary Avery, Chair

North Carolina Association of School Librarians

During the second quarter of 1984, NCASL has been active in local, state, and national events concerning school library media coordinators and school library media programs. On April 10, 1984, Pauline Myrick and Judie Davie represented NCASL during Legislative Day activities in Washington.

School Library Media Day was celebrated throughout the state on Wednesday, April 11. Numerous individual schools and systems were involved in week-long activities for National Library Week with highlights on School Library Media Day. Balloons were launched; open houses were held; contests were won; authors, illustrators, and storytellers shared their talents. Evaluations from almost 400 individuals provided feedback for planning and implementing School Library Media Day, 1985. Details of School Library Media Day were shared by Edith Briles at the National Library Week Committee program in Dallas on June 22; a poster session was presented in Dallas on June 23.

The Executive Committee of NCASL met on May 25 to discuss and direct activities of the association, particularly the content of resolutions for the 1984 AASL Affiliate Assembly. Resolutions concerning the AASL future structure report and the writing of national standards were drafted. The Executive Committee voted to withhold financial assistance for the standards project until questions concerning expenditures and revenue were answered.

The report from the Ad Hoc Committee on Committees, chaired by Arabelle Fedora, provided revised guidelines for policies and procedures for the Awards and Scholarship, Budget, and Standards Committees. Wilma Bates of Greensboro was appointed chair of the Awards and Scholarship Committee; Emily Boyce was appointed chair of the Standards Committee.

At the 1984 AASL Affiliate Assembly, delegates were briefed on a preliminary report of the survey of members and non-members regarding the future of AASL. Numerous affiliates brought resolutions in support of AASL remaining a part of ALA but addressing the need to improve communication within ALA and to support a stronger federated structure within ALA. These resolutions and others were consolidated, approved, and forwarded to the Executive Board of the Affiliate Assembly for action.

NCASL was well represented at the ALA Conference in Dallas with building level and system level school library media coordinators. Jane Belsches from Carrboro received one of the two G. P. Putnam grants awarded to a school librarian attending a first national conference. She was recognized at the Newbery-Caldecott banquet and the ALSC Membership meeting.

NCASL has been invited to present the activities of School Library Media Day at the workshop for youth services coordinators in Raleigh on August 20.

At the AASL Atlanta conference in November 1984, NCASL will be a part of the program session on school library media celebrations with a slide presentation of the planning, implementation, and evaluation of School Library Media Day, 1984.

Plans continue for the 1984 Biennial Work Conference, "Library Media Services: Practical and Political," in Raleigh, October 4-5. Concurrent sessions, a media fair, exhibits, author visits, and a preconference for library media supervisors are some of the events. Pre-registration and NCLA/NCASL membership information will be available at the SDPI Regional Workshops in August.

NCLA Minutes and Reports

As the halfway mark of the biennium approaches, NCASL strives to contribute to the excellence in school library media programs and school library media coordinators.

Resources and Technical Services Section

The Resources and Technical Services Section's Executive Committee met on April 27, 1984, at the UNC-Chapel Hill Health Sciences Library and on July 13, 1984, at the New Hanover County Public Library, Wilmington, North Carolina. The major focus of these two meetings was the development of the program for the mini-conference on "The Changing Role of The Technical Services Librarian," which will be held at the Whispering Pines Country Club in Whispering Pines, North Carolina, September 26 and 27, 1984. These two meetings resulted in:

1. The preparation of an LSCA, Title III, proposal to support the conference. The proposal was funded by the Division of State Library, North Carolina Department of Cultural Resources.

2. A tentative schedule for the mini-conference. A copy of the brochure, which includes the program and an advance registration form for the conference and rooms, will be mailed to NCLA members as near to July 30 as possible. The registration fee for the conference is \$20.

The chair attended a meeting of the Planning and Research Committee of the Resources and Technical Services Division (RTSD) of ALA at Dallas. The proposed name change, Association for Libraries Resources and Technical Services, did not receive the necessary two-thirds majority. This committee has discovered significant overlap in the activities of committees and round tables of RTSD and of the Library and Information Technology Association (LITA).

Benjamin F. Speller, Jr., Chair

Round Table for Ethnic Minority Concerns

August 27, 1984, Round Table Executive Board Meeting. The Joyner Library at East Carolina University hosted our meeting along with a mini-session of invited guests and librarians. A workshop entitled "Microcomputers — Library Uses" was conducted by Dr. Veronica S. Pantelidis, associate professor at ECU's Department of Library Science. She brought with her a microcomputer system and many programs accessible for immediate reproduction for those in attendance.

On July 19, we met at St. Mary's College to finalize plans for the October 5 workshop.

On Friday, October 5, 1984, at Shaw University's Library, the workshop, "Promoting Oneself in the Field of Librarianship," will begin at 9:30.

Benjamin F. Speller, Jr., acting dean at North Carolina Central University, will present "Networking and Mentoring: The Impact of Cross-Generational Experiences in the Career Development of Ethnic Minority Librarians."

After lunch, there will be a panel discussion: "How to Develop a Career Pattern: Steps to Take." Four librarians will be featured, each representing the profession in four different settings.

Our next newsletter will appear in September.

Mary P. Williams, Chair

Round Table on the Status of Women in Librarianship

The round table's two primary projects for this quarter were to plan a workshop on personnel documentation and to do

what we could in support of the pay equity effort in the legislature.

On May 16, State Senator Wilma Woodard met with the RTSWL Executive Board to brief us about the plan to request \$600,000 in the state budget for a study of state personnel positions to determine areas of inequity in job classifications. The Executive Board pledged their support to this effort, and we were pleased to note that the \$600,000 did make it through the budget process.

"The Good, The Bad, The Ugly: Documenting Employee Performance" is scheduled for July 26 and 27 in Winston-Salem. An LSCA grant enabled RTSWL to have the funds to do a bulk mailing of the workshop brochures to all NCLA members, and response was immediate and enthusiastic. The workshop's fifty places should be filled this week. We will report at the next Executive Board meeting about the success of this workshop.

Patsy J. Hansel

Governmental Relations Committee

Washington Legislative Day 1984 fell on April 10; most of the library delegation was in the Washington area by the evening of April 9.

Information packets for congressmen were picked up at the ALA office late in the afternoon of the 9th, and that evening information material from sections of NCLA was added to the packets.

The day, April 10, began with a briefing session at 8:00 in the Rayburn House Office Building. Following the briefing, two teams were formed more or less along east-west lines, and they advanced to their first 10:00 appointments. Both teams met at 3:00 for the final appointment in the office of Representative Jim Martin back in the Rayburn Office Building.

The wrap-up session at 3:30 was filled with reports of a very successful day. The usual congressional reception, hosted by the ALA Washington Office and the District of Columbia Library Association, began at 5:00 in the Rayburn Building.

North Carolina congressmen seen during the day were Ike Andrews, Stephen Neal, Tim Valentine, Robin Britt, and Jim Martin.

NCLA delegates and members who went to Washington were William Bridgman, Dr. Judie Davie, Beverley Gass, Henry Hall, Artemis Kares, J. A. Killian, David McKay, Nancy Massey, Pauline Myrick, Dr. Leland Park, Dr. Benjamin Speller, Ariel Stephens, Judith Sutton, Jerry Thrasher, Jane Williams, Dr. Kieth Wright, and Louise Boone. Dr. Ben Speller had the customary group of library school students from North Carolina Central University present.

The North Carolina delegation seemed to reflect an even more positive outlook than last year. This upbeat attitude was felt all through the wrap-up session and the reception. However, when we approach matters of appropriations, much real work remains to be done.

Louise V. Boone, Chair

Membership Committee

The major accomplishment this quarter was the revision and reprinting of the NCLA brochure to include the Round Table for Ethnic Minority concerns and to change the list of committees, the treasurer's name and address, and the dues for the various categories of membership. Costs to the association were \$36.40 for typesetting and \$177.06 for printing 2,000 copies of the brochure; total costs were \$213.46. Several hundred bro-

chures have already been given to the Membership Committee and the NCLA treasurer for distribution.

The committee did not meet this quarter. Members did receive copies of the new brochure and the printout of NCLA's institutional members.

Jane Williams, Chair

SELA Report

The conference on "Access to Information: A Youth's Right—A Community's Responsibility" will be held at the Florida State University Conference Center, July 29-August 1. The conference is aimed at those who are responsible for providing information for children and young adults in school and public libraries. Registration may be made by telephone no later than Monday, July 23. The Conference Center registrar's number is 904/644-3801 or 6281. Gerald Hodges of UNC-G will be one of the library experts who will speak at the conference. A CEU certificate for 1.6 units will be awarded to those who attend.

The SELA Biennial Conference, sponsored with the Mississippi Library Association, will take place at the Mississippi Coast Convention Center at Biloxi, October 17-19. Preconference programs include a PR institute, "Getting on the Air," for October 15-16; a program on productive management of time on October 16, sponsored by the SELA Special Library Section; and a program on "Selection of Microcomputer Software for the Workplace" on October 16. MLA and the Mississippi Archivists Conservation Committee will present a program on "Disaster Planning" on October 16.

Studs Terkel will be speaker at the First General Session. Other speakers will be Donald H. Peterson, NASA astronaut; Jim Trelease, author of the *Read Aloud Handbook*, who will address the problem of declining literacy; and John Maxwell, who will present a one-man show in two acts, "Oh, Mr. Faulkner, Do You Write?"

Program highlights will include a program on "The Library Consultant Relationship: How to Select, Employ, and Use a Consultant." Bill Corbin of Peabody College will discuss "The Computer in User Instruction." Dr. David Mathews, president of Kettering Foundation, will speak on "Programming for the Changing Role of Public Libraries." There will be a program on "Selection and Evaluation of Instructional Microcomputer Software."

If you are not a member of SELA but would like to receive a conference registration packet, write to Kay Miller, Chair, Conference Committee, University of Southern Mississippi, Southern Station, Box 5053, Hattiesburg, Miss. 39406-5053. Packets will be mailed to the membership next week. Republic Airlines (1-800-328-1111) is giving a conference travel discount. If you plan to drive to the conference, write to Mississippi Travel Ticket (P.O. Box 22825, SL 484, Jackson, Miss 39205) for discounts on food, accommodations, shopping, and entertainment. The Mississippi travel ticket is available to all Mississippi welcome centers and at the Mississippi Pavilion at the 1984 Worlds Fair at New Orleans.

The Executive Committee met earlier this week and will propose at the Biennial Conference the name of a candidate for the position of SELA executive secretary.

Rebecca Ballentine

Preservation Conference

The Librarians' Association of the University of North Carolina at Chapel Hill will sponsor its ninth annual spring conference on March 4 and 5, 1985.

The topic of this year's conference will be "Preservation in the 80s." The conference will cover many aspects of library preservation, including causes of deterioration, collection management, administration of preservation programs, and cooperative solutions.

This year's speakers will include the following: Carolyn Morrow, Library of Congress; Carolyn Harris, Columbia University (CRL Intern at the University of Georgia); Paul Koda, School of Library and Information Science, Catholic University; John Finzi, Library of Congress; Margaret Child, Smithsonian Libraries; and representatives from SOLINET and the Preservation Office of the Library of Congress.

Registration is \$20.00 (members), \$25.00 (nonmembers), and \$10.00 (retired librarians and students). For further information, write or call Carson Holloway, BA/SS, Davis Library 080A, University of North Carolina, Chapel Hill, NC 27514; telephone (919) 962-1151.

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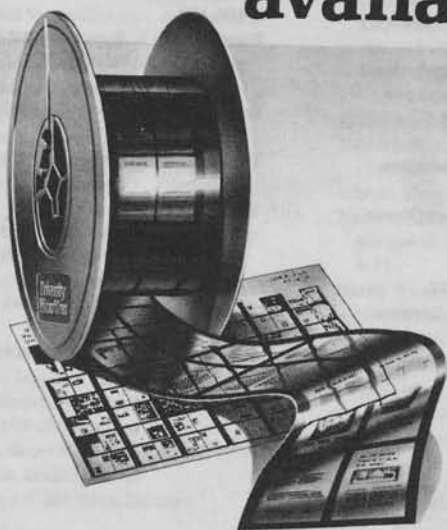
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