

CONNECTICUT LIBRARIES

A Publication of
the Connecticut
Library
Association

“Sail to Success” Annual Conference Wrap-Up

The Connecticut library community braved nasty weather on April 7-9 to congregate for CLA's 112th Annual Conference, held this year at the gracious new Mystic Marriott Resort & Spa in Groton.

This issue of the newsletter is devoted entirely to summary articles of the programs that were offered. The summaries, focused on general topics, have been compiled from reports filed for each session. Thanks to some forty reporters and to CLA Webmaster Judy Smith, the complete reports are accessible at <http://cla.uconn.edu/proceedings/proindex.html>. In addition to the detailed original reports found there, you will also often find informative handouts distributed at the conference.

My special thanks to the people who have written the summary articles for this issue of *CL*: Carol Abatelli, Chris Bradley, Denise Hersey, Vince Juliano, and Earl Roy.

David Kapp, Editor

Current Issues In Administration

Compiled by Vince Juliano, CL Associate Editor for Book Reviews

Sometimes the most current issues in administration are the most traditional. The challenges presented by the relationship between public library board and director are familiar and ongoing.

Sponsored by the Association of Connecticut Library Boards, consultant Simone P. Joyaux emphasized the importance of differentiating the responsibilities of trustees from those of the library director. Collectively, library trustees meeting as the board, have authority over the director. The board, as a whole, is responsible for hiring, supporting, and

evaluating the director, and for establishing policies and direction. Job descriptions for the position of trustee help clarify these responsibilities.

The director's job is to carry out board policies and plans, and to manage day-to-day operations. She or he may assist the board in its policy-making and planning role. However, a vote of the board decides such matters.

Good relations between director and board and, more importantly, the effectiveness of the library will be improved with annual evaluations. The evaluation starts with verifying that a detailed job description for the library director exists. The appraisal may include a self-evaluation by the director, as well the director's goals for the coming year. Ms. Joyaux recommends starting the process by appointing a task force that will distribute appraisal forms to all trustees and to the director. The task force should summarize the results in writing for board review, revision, and approval before it is sent in a letter to the director. The task force should meet with the director to discuss accomplishments,



Gail Hurley (left) and Bridget Quinn-Carey, Conference Committee Co-Chairs, led the team that planned the 2003 conference.

areas for improvement, merit increase, and goals for the coming year.

Full report: <http://cla.uconn.edu/proceedings/legally.html>

Libraries of all types take seriously their charge to meet the needs of the communities they serve. Yet, the workforce in most urban libraries does not reflect the makeup of those communities, especially regarding professional positions. The problem exists not only in Connecticut, but also throughout the country, according to Randi Lynn Ashton-Pritting, Co-Chair of the Career Recruitment Committee.

City Librarian Michael Golrick informs us that, while Bridgeport is about 31% African-American and 32% Latino, the Bridgeport Public Library employs but a single Black library professional and not one native Spanish speaker. With support staff, Michael observes, his library better represents Bridgeport's diversity. He challenged professionals in urban areas to help "grow our own librarians."

To help recruit minority candidates to the library profession, Cornell University Library has initiated the summer Junior Library Fellows Program. Ira Revels, who attracted \$10,000 in grant funds to the program, explained that

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<http://cla.uconn.edu>

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Panelists at the program "Does Your Staff Reflect Your Community" included (l. to r.) Michael Golrick, Em Claire Knowles, Randi Ashton-Pritting, Ira Revels, and Ida D. McGhee.

in Massachusetts. She asked each member of the audience to "become a mentor for people who do not look like you."

Full report: <http://cla.uconn.edu/proceedings/community.html>

The Awards for Excellence in Public Library Architecture give us an opportunity to celebrate not only the beauty and functionality of buildings, but also commitments by communities to enhance reading and informational services. AIA Connecticut, the Connecticut State Library, CLA, ACLB, and Friends of Connecticut Libraries sponsor the awards. Out-of-state jurors deliberated over fifteen project entries.

Schoenhardt Architects & Interior Design created a fresh identity for the Mansfield Public Library with signage, a new main entrance, and a circular trestle style circulation desk, known to staff as "command central." Excellent use of natural light, an appealing color palette, and slat wall display helped Mansfield receive the award for public libraries under 18,000 square feet. Director Louise Bailey reports that, with the creation of a new program room, children's attendance has almost doubled!

Westport Public Library Director Maxine Bleiweis and the firm of Herbert S. Newman and Partners created reading spaces that exploited the view of the Saugatuck River. The renovation and addition project presents visitors with a welcoming appearance, both outside and in, and especially in the renovated Children's Department. The project features high quality finishes and millwork, innovative signage, and good use of natural and artificial lighting. Westport is the award winner in the over 18,000 square feet category. What does the public think? Circulation rose from 500,000 to 850,000 following project completion!

Honorable mention citations went to the Mark Twain Library in Redding for quality of detail and to Chaplin Public Library for the transformation of an existing school building into a public library on a very limited budget.

Full report: <http://cla.uconn.edu/proceedings/ctaward.html>

The Council of Connecticut Academic Library Directors was established in 1993 to improve services and access to resources through cooperation, to benefit economically by purchasing and applying for grants collectively, to serve as a means of communication among Connecticut library directors, and to make recommendations and represent the point of view of Connecticut academic library directors to any agency affecting their service. On its tenth anniversary, CCALD continues its commitment to those goals.

Deborah Stansbury Sunday of the University of Connecticut, Charles Getchell, Jr. of Quinnipiac University, and CCLAD Chair Suzanne Risley of Mitchell College explored the history of the organization, highlighted its achievements over the last decade, and discussed its future. Among CCALD's many programs are faculty reciprocal borrowing, a journal use survey, an IT project, the IPEDs comparative data project; and monthly presentations on topics like document delivery, materials

Cornell provides high school students with literacy and technology training, paid work opportunities, mentoring, and refurbished computers in order to encourage them to pursue librarianship as a career. The program will track the career decisions of these minority students.

Em Claire Knowles of Simmons Graduate School of Library Science reported that Simmons is working with the Gates Foundation to attract people of color to its masters program so they will be available for employment in cities



Mansfield Public Library

budgets, the World Wide Web, special research collections, electronic databases, and copyright.

The organization has expanded to include special research and law libraries. CCALD currently is involved in issues like the fate of the CLSUs, the State Library budget, the Digital Library initiative, lobbying, selecting Tier II databases, professional development, assessing its role in CLA, and encouraging other groups of academic staff to use the CCALD organizational model to form their own interest groups.

Full report: <http://cla.uconn.edu/proceedings/where.html>

All libraries in Connecticut are concerned about the State Library budget. Not only does the State Library provide funding for other libraries, but it is also a key provider of services to libraries and library users.

State Librarian Kendall Wiggin had good news regarding one of those services: Connecticutar delivery. Partial outsourcing of Connecticutar to BeavEx, starting June 1, will permit 81 libraries to begin receiving daily service from this company. This change will also free up C-car drivers to provide more frequent service to other libraries. Other State Library initiatives include literacy training for children's librarians and the historic records preservation grant program.

Julie Schwartz and Stephen Slovasky of the State Library informed attendees about a lesser-known State Library service, the digital archive project. The State Library has responsibility for preserving state documents. The advent of documents available solely on the Web means that documents became more difficult to identify, access, and preserve. State Library staff are now cataloging these documents and making them available via its OPAC, OCLC, and reQuest, as well as developing methods for reviewing agency websites and contacting those agencies to ensure preservation.

Regarding the budget, Ken reported that iCONN would be able to maintain its current service level. State Aid and Connecticutar funding will remain the same as this year, but there will be no bonding funds for construction. CLSUs will suffer a substantial loss, a reduction from \$600,000 to \$150,000 next year. The budget crisis has hit the State Library itself hard: 14 layoffs, with the potential loss of ten more personnel to early retirement, and a reduction of the book budget by one-third. Despite the reductions, the State Library will meet federal maintenance of effort requirements and continue to receive those funds.

Full report: <http://cla.uconn.edu/proceedings/where.html>

Legislative Co-Chairs Mike Moran and Kelly Brown coached conference-goers on improving their effectiveness as library advocates. Kelley described the helpful new features that have been added to the CLA Web Site. She



Les Kozerowitz, CLA President 2003/2004 (left); Chris Bradley, VP/President Elect; and Mike Moran, Legislative Committee Co-Chair; share a happy moment at the conference.

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CLA Scholarship Winner Mary Schweitzer

Mary Schweitzer is a student in the library and information science program at SCSU. Following an earlier career in nursing, she is now pursuing a new career in librarianship. While employed by the Willimantic PL, Mary wrote a successful LSTA proposal to fund a preschool outreach coordinator position and was able to get the town to fund the position after grant funding expired. Listening to the needs of her users, Mary established a collection of Spanish materials for the children's room and was responsible to making the room a safe, friendly and fun environment for all children. ■



The Exhibits Committee filled the spacious exhibits hall with 106 vendors at 123 tables. Co-chairs Rob Gallucci and Alice Knapp, seated, with committee members (l. to r.) Janet Woycik, Sandy Ruoff, Bernadette Balducci, and Stephen Simon.

Connecticut Libraries solicits articles, news, opinions, and photographs about matters of interest to the state's library community. Send contributions to:

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Thursday of the month.



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explained how to obtain background information on state and federal legislators and to search online for library-related bills, and she encouraged members to see CLA lobbyist Barry Williams' online Legislative Action Guide.

Mike reminded everyone of the importance of staying in touch with his or her legislators. He offered some pointers: keep letters under one page in length, focus on only one issue per call or letter, use local examples, be reasonable and specific about what you want, and cite bills by number and name. He encouraged librarians to take part in key legislative events like the regional receptions, the potluck supper, and the legislative links program.

Christine Bradley of Eastern Connecticut Libraries described ECL efforts in support of funding for the CLSUs. ECL employed newspaper stories and direct conversations with legislators to inform the public on how libraries are funded and to help legislators better understand library budget priorities. Jim Patterson of Babcock Library (Ashford) discussed his work on behalf of CLSU funding. Babcock Library designed and distributed bookmarks explaining how ECL improved its buying power. Jim met with municipal officials to reinforce that important message.

Full report: <http://cla.uconn.edu/proceedings/advocacy.html>

While state budget reductions threaten libraries at one level, the conference program "Patrons, Privacy and the War on Terror" presented a different type of threat to library service, one coming from another level of government. The passage of the USA Patriot Act in the days following 9/11 has broadened federal powers over citizen privacy and allowed the government to "gag" libraries that may be approached by the FBI for patron records.

According to Lynn Bradley, ALA's Director of Government Relations, the provisions of USA Patriot are not new, but strengthen previous legislation, like the 1978 Foreign Intelligence Surveillance Act. Citing a number of federal acts that invade privacy and explaining how they do so, Teresa Younger of the Connecticut Civil Liberties Union maintained that we are losing our civil liberties.

In view of these concerns, State Librarian Kendall Wiggin advised librarians to have policies and procedures in place and staff well informed. He recommended that libraries educate the public of its rights through the use of displays and the scheduling of relevant programs. Ken suggested that librarians review the records they keep. They should make sure that each record has a valid library purpose and eliminate any that do not. Once created, a record must be maintained for the period specified by state law.

Amazingly, the FBI considers libraries to be *de facto* Internet service providers and insists that libraries are subject to the reporting requirements that apply to ISPs. FBI attorney Edward Cugell and FBI agent Ken Gray explained the differences among court orders, search warrants, and national security letters. They reminded attendees that the FBI must believe that a crime has been committed before it can serve any of these documents.

Groton Town Clerk Barbara Tarbox and Morgan McGinley, Editor of *The Day of New London*, stressed the people's right to know vs. privacy issues. Both were concerned that government overreaction to perceived threats would not curtail crime, but will curtail freedom.

Full report: <http://cla.uconn.edu/proceedings/privacy.html> ■

Current Issues in Children's Services

Compiled by Chris Bradley, Executive Director, Eastern Connecticut Libraries

There is no doubt that children's services ruled the 2003 Conference. The Children's Section got off to an early start with an all-day preconference on children's nonfiction, and went on to sponsor eight additional programs.

The preconference, "Children's Nonfiction 101" began with two award-winning non-fiction authors. Marc Aronson, winner of the 2001 Robert F. Sibert Informational Book Award, delivered a speech entitled, "Half Magic." His title alludes to Edward Eager's classic fantasy book for children. However, in his speech, Aronson argued that works of fiction like Eager's are more closely allied to nonfiction than may be evident. Aronson further argued that readers often evaluate fiction for its veracity, and nonfiction for its ability to engage and delight, creating a functional paradox. Good fiction must contain truth and good nonfiction must tell a story! Aronson believes that excellent nonfiction can possess that enchanted engagement so many children identify with in fiction. Children deserve nonfiction that is not only informative, but also

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enjoyable and engaging, allowing children to experience discovery, to answer questions about the past, and to view with new understanding the history of the present.

In his speech, "Writing History and Biography for Children," James Cross Giblin, 2003 Sibert winner, spoke on the value of nonfiction writing for children. Giblin, author of *The Life and Death of Adolph Hitler*, is an enthusiastic researcher. He attempts in his writing to connect or compare modern day opinions to the attitudes of people of other time periods and cultures, often uncovering surprising similarities. "Relevance" might best describe Giblin's commitment in his writing, as he discussed the timeless sayings of Ben Franklin, the heroism and humanity of Charles Lindbergh, and political patterns in Hitler's life. Speaking to a captivated audience at the morning session, both Aronson and Giblin's claims about the enchantment and pleasure of nonfiction can best be supported by the excellence of the works of these speakers.

As reporter Lynn Hidek said, "Children's librarians made time for a little passion with Charles Baker." Editor of two magazines for children, Baker's passion is for accuracy, immediacy, and affirmation, as well as a passionate belief in the particular power of nonfiction periodicals for children. Baker delighted his audience with stories of the creation and continuation of his magazines, which offer so much to the nonfiction collections in children's departments. Baker and his wife Rosalie created *Calliope* in 1981. They wanted the magazine to be read for pleasure by students and praised for accuracy by teachers. Baker's magazines are now part of the successful publishing company that produces seven award-winning nonfiction magazines for children. They include *Cobblestone* on American history, *Dig* on archaeology, *Odyssey* on science and space, *Faces* on world culture, *Appleseeds* on reading, *Calliope* on world history, and *Footsteps* on African American history. Articles are indexed on ICONN.org.

The preconference concluded that not all nonfiction for children is created equally. With the large selection of volumes available, it is imperative that librarians learn to seek out reviews to help choose the most appropriate materials. Reviewing nonfiction is an art form developed over time. The challenges to reviewers are many. Perhaps the most important is whether the author knows his audience. Information must be presented so that the passion he feels for his subject is passed on to the reader. Then, after a proper evaluation has been completed, the reviewer must convey the information into a concise review of the material. The reviewer has the responsibility for spreading excellence in the nonfiction field.

Full report: AM session: <http://cla.uconn.edu/proceedings/nonfictionam.html>

Full report: PM session: <http://cla.uconn.edu/proceedings/nonfiction.html>

The Mashantucket Pequot Museum and Research Center has the largest, most comprehensive collection of Native American materials in the country. So who better than Gaby Kaye and Sarah Ornstein of the Research Center's children's library to offer "Evaluating Children's Materials About Native Americans"? Their collection of 8000 items is separated into two parts: history and research. The latter includes books written or illustrated by Native people or approved by them. When evaluating a book, Gaby said that the first question one should ask is, "Is this written from a Native perspective, or does the author have some Native affiliation?" Also ask, "Does the author write about his own people, or all Native peoples?" Gaby also mentioned that



Michelle Foyt, Chair of the Economic Vitality Committee, brought new excitement to the conference with the first-ever Silent Auction fundraiser. Her very successful idea raised approximately \$7000 for the association and provided fun and suspense for the bidders.

illustrations should be accurate, correctly depicting tribal customs and clothing, and they should depict the right tribe!

Sarah spoke about accuracy and gave guidelines for avoiding errors; controversial topics should not be avoided, but they should be presented accurately. Illustrations and icons, pictures and symbols, should all be correctly drawn and identified correctly as to tribal origins. One should also verify a text with a good source like *UXL*, a Gale encyclopedia; and also try to talk to someone Native. Different tribal nations should be shown as distinct and separate. Librarians should also watch for stereotyping and bias. These guidelines also apply to Internet sources. Librarians should be aware that only federally recognized nations can use NSN as part of their URL. Gaby and Sarah recommend www.nativeculture.com as their first choice website. For bibliographies sorted by age group, email Gaby at GKaye@MPTN-NSN.ORG.

Full report: <http://cla.uconn.edu/proceedings/materials.html>

In "Music and Movement for Preschool Programming," Lillie Feierabend and Karen Davidson offered a lively, informative program on how to incorporate music and creative movement into traditional story times for preschool children. Using the book *The Paper Crane*, Lillie showed how to add music to set a tone for a children's storybook. She ended her part of the program by sharing the book and cassette *Mysterious Thelonious* by Chris Raschka.

Karen Davidson began her presentation with the book *Barn Dance*, demonstrating how to find the rhythm in the words of the story. Both presenters had the audience moving, laughing, and singing, with hands-on activities that could be brought home and used with young patrons.

Full report: <http://cla.uconn.edu/proceedings/music.html>

The annual "Multicultural Arts Performance Showcase," offered by the Children's Section and the Public Programming Service of the Southern Connecticut Library Council, is a sampling of what is available through the SCLC catalog. Joseph Firecrow, a flute man, storyteller, and keeper of songs, opened his program with a Northern Cheyenne welcome song, sung to the beat of a drum in his Native American language. His traditional flute produced a hauntingly beautiful melody, and a new tradition, a drone flute, created a harmonious sound that entranced the audience.

The Greater Hartford Scottish Country Dancers consist of four couples with the men wearing kilts and the ladies in traditional dress of white and plaid. The couples demonstrated several dances, and an enthusiastic audience clapped along as the dancers performed their steps to the lively music.

Living Voices took the stage with a dramatic multimedia presentation depicting the life of a 15-year-old Japanese-American girl during World War II. The audience was moved by the story documenting the discrimination and injustice found in our nation's history. The program concluded with performances by two different and unique storytellers. Gregorio Pedroza is a bilingual storyteller, and the equally engaging Gwendolyn Quezairé-Presutti is a dynamic storyteller who specializes in living history interpretation.

Full report: <http://cla.uconn.edu/proceedings/showcase.html>

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"Let's Talk About Books," also a joint presentation of SCLC and the Children's Section, showcased four authors who write and present workshops for children and young adults. They each talked about what it was like to be an author for their particular audience and discussed their latest work as well as the type of author event they present. Panel moderator and poet Bina Williams introduced each presenter in her unique style.

Gregorio Pedroza, who was also in the Program Showcase, blends English and Spanish together as he shares his imaginative stories in his tapes and books, many of them written by him based upon his experiences growing up in a barrio in South Texas. Judith St. George, the author of thirty books for young people, including Caldecott winner *So You Want to Be President?*, described her love of the public library while growing up during a time when entertainment was limited to books and radio, devouring historical fiction and mysteries as a child.

Nancy Hope Wilson started writing late in life. Her first book, *Bringing Nettie Back*, published in 1992, was autobiographical; "It was like a burst of fireworks in my mind. A memory that surfaced in my journal drew me into my first children's novel, and I was hooked." Hans Wilhelm, the author and illustrator of more than 150 books, including many international award-winners, grew up in Germany. His newest publication, *Anook the Snow Princess*, is about a polar bear princess and is "King Lear with a happy ending!" His website, <http://www.hanswilhelm.com>, includes a section for those interested in becoming an author.

As this diverse group of authors and storytellers came together to speak about their work, the common thread was their love and dedication, both for their art, and for the children whom it celebrates.

Full report: <http://cla.uconn.edu/proceedings/books.html> and <http://cla.uconn.edu/proceedings/books2.html>

Veronica Stevenson-Moudamane, Manager, Junior Services, Danbury Library, presented "Kids Connect @ Danbury Library." She discussed the history and development of their new website, Kid Zone. Veronica gave the following advice for website development: The content should reflect the needs of the clients, be accurate, timely, interactive, and easy to navigate, and load in a reasonable amount of time. In the second half of the program, Linda Ellen walked the audience through KidZone and discussed the Internet workshops that she leads for kids.

If you link to the site at danburylibrary.org/kidzone, the buttons on the sides of the main screen remain constant, and the center boxes get updated to include topical subjects, links to current programs, and services the department is trying to highlight.

Full report: <http://cla.uconn.edu/proceedings/danbury.html>

Patrick Farenga, former publisher of the magazine *Growing Without Schooling* and author of *Teach Your Own: The John Holt Book of Homeschooling*, presented "Growth and Demographics of Homeschooling and What it Means for Librarians." He discussed who the homeschoolers are, why people choose to teach their children at home, and why and how homeschoolers use library resources. There are almost

1,000,000 homeschooled children today, and even though their parents generally are not rich, they spend an average of \$500 per child per year on books and educational materials. Mr. Farenga concluded by introducing a number of authors who have been, or are now, writing about homeschooling.

Full report: <http://cla.uconn.edu/proceedings/home.html>

For a packed audience of about one hundred children's librarians, Desiree Webber, a former children's librarian, demonstrated how to conduct a successful book club for kids in grades one through three in her session, "Book Club! Activities to Delight Young Readers." Ms. Webber, Director, Mustang PL, Mustang, Oklahoma, continues to find time to work with children. In her own words, "Once a children's librarian, always a children's librarian." In 1992 she began hosting book clubs for emerging and beginning readers and now speaks to audiences about her own experiences, touching on her published work and showing how easy it is to successfully implement this kind of program.

To demonstrate her methods, Ms. Webber shared one chapter from her book, *The Kids Book Club*. This book is a useful reference tool for librarians planning a book club for children in grades one through three. Each chapter gives information about a different published story, with information about the author and illustrator, possible discussion questions, and creative activities. Throughout her entire presentation, Ms. Webber kept the audience engaged, entertained, energized and, ultimately, inspired.

Full report: <http://cla.uconn.edu/proceedings/club.html>

Dr. Malore Brown, Executive Director, Association for Library Service to Children, presented "Beyond Storytimes and Fingerplays: Children's Services in Today's Libraries." Dr. Brown counseled librarians to find support systems, such as CLA, to share information and pool resources. It is also important to collaborate and partner with other agencies serving children, including boys and girls clubs, museums, zoos, etc. Many of those agencies are not aware of what children's librarians can offer. ALSC will convene a leadership institute, "The 21st Century Learner: The Continuum Begins with Early Learning," in September in Washington, DC, to explore the importance of early learning in shaping lifelong learners. Look for ALSC's new website and a new journal, *Children and Libraries*, which will debut in May.

Full report: <http://cla.uconn.edu/proceedings/club.html> ■

Current Issues In Professional Development

Compiled by Earl Roy, Catalog Librarian, Yale University Library

Never before has professional development been as crucial to the field of librarianship as it is today. Technological change and the consequent shifts in the conceptual framework of information stewardship and retrieval demand a continuous pursuit of training and professional communication. As the sessions devoted to the topic at the 2003 CLA conference made clear, there are many interesting avenues available to the librarian for both professional and personal enrichment. The greatest challenge is to choose those that best suit one's individual strengths and professional goals.

Aware of the ever-growing importance of professional development to library staff, the Black Caucus of ALA, Connecticut Chapter offered "Growing Your Talent Tree: A Professional Development Workshop" as a way of providing practical tips and suggestions on the topic, including ways to promote oneself as a recognized "expert" in a discipline, to make the most out of doing outreach, to be innovative and willing to think "outside the box," and to educate the

community and colleagues concerning what one does best. Pamela Goodes, of *American Libraries*; Ida D. McGhee, Hartford Public Library; Carol W. Robinson, Montclair (NJ) Public Library; and Jose Ruiz-Alvarez, Ferguson Public Library, Stamford; gave participants the benefit



Speakers and BACALA members at "Growing Your Talent Tree" (left to right) Ida McGhee, Josephine Fulcher-Anderson, Pamela Goodes, Veronica Stevenson-Moudamane, Carol Robinson, Jose Ruiz-Alvarez

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of their considerable experience in determining how to develop a library career—and a professional reputation, as well. Career-building imperatives from the workshop include the following:

- Be willing to commit to learning and building needed skills, even if it means taking classes or participating in workshops beyond the workday. Become proficient in as many skills as possible.
- Get on local and/or national committees in order to stay current with trends in the library world and to deliver the benefits of the exposure to your own institution.
- Join local and/or national mailing lists to stay connected intellectually with the greater world, especially if there are obstacles preventing you from joining and attending committee meetings. Great work and ideas are often discussed in such forums, as well as queries and solutions to challenges that you and distant colleagues may be confronting.
- Be a mentor in order to help a junior colleague and to refresh your own attitude toward the profession.
- Publish, in order to communicate with your colleagues about issues of concern to you and to enhance your professional profile.
- Attend local and national meetings (i.e., network) to establish professional relationships with others in the field, which can be valuable for all concerned, leading to resources, solutions, and ideas.

Full report: cla.uconn.edu/proceedings/talent.html

An examination and clarification of our values is critical to an effective understanding of who we are, personally and professionally. Knowing the values of our profession will give us a clearer understanding of our enduring and essential beliefs, of our role in society, and of the unique contribution we make. An explicit set of values provides guiding principles for the profession and its members.

The American Library Association, recognizing the need to articulate the values of librarianship, created a task force to begin this process. That body developed questions in order to prompt a discourse across the association's membership. In sponsoring "What are Your Core Values?" ALA is carrying out this plan. Michael Golrick, who—besides being the City Librarian at Bridgeport Public Library—is the Connecticut Chapter Representative to ALA, led a discussion of core values with co-presenter Lucy Gagnone of Hartford Public Library. Golrick noted that an examination of core values is essential to the delineation of one's professional identity, and that an explicit set of values can provide guiding principles for the profession, generally, and its members, individually.

Approximately 25 conference attendees met to discuss core values. They first chose three values from a proffered list of ten: the top choices were intellectual freedom, access, and service, while diversity and preservation proved the least popular. The group chose to focus on two issues, expressed as follows: "How would you define ethical behavior for library and information professionals?" and "How do you decide which values will prevail in which situations? How do you decide when there is a conflict of values? Is there a higher principle to which you appeal? Are there some values that take precedence over others?" All questions formulated by the task force are available at www.ala.org/Content/ContentGroups/HRDR/1st_Congress_on_Professional_Education/1st_Congress_Core_Values_Discussion_Updates.htm. A lively debate ensued, generating both consensus and disagreement. Comments made during the discussion will be added to those from other discussions across the country to help ALA develop a statement of core values for the profession.

Full report: cla.uconn.edu/proceedings/values.html

Although the title of the College and University Libraries Section's "Mentoring Programs: Will They Really Help Replenish Our Ranks?" indicated a review of mentor programs as a vehicle for recruitment, this was only one of the topics under examination. Presentations and discussion also focused upon the use of organized mentoring to introduce new professionals to the field, and to enrich the professional experience of both mentors and "mentees."

Charles Getchell, Bernhard Library, Quinnipiac University, described his 1995-96 experience with ACRL's mentor program, which has a 10-year history. The goal of the program is to enhance leadership capabilities by offering the support of a veteran library administrator to a new college library director. Getchell was very enthusiastic about his experiences as both a protégé and mentor, despite the considerable commitment required of participants: for example,



CLA Administrative Assistant (left) and Conference Consultant Mary Ann Rupert, as always, provided the behind-the-scenes support for a smooth conference operation.

participant visits to the partner's library may involve hundreds of miles of travel. Benefits, including friendship, networking opportunity, and professional development support, made the effort worthwhile. The program's longevity and its level of participation—nearly 160 librarians to date—testify to its success.

Since 1996, new librarians participating in UConn's academic department liaison program have the assistance of a mentoring system that was described by Carolyn Mills, of Babbidge Library/UConn. The program has evolved over time, becoming more refined and standardized, and now includes collection development assistance and instruction skills enhancement. For the first six months, mentor and mentee are likely to meet on a weekly basis, and in the next six months, the level of engagement is reduced. Experience indicates that not everyone needs a strong mentor program, and that the level of support can be tailored to individual situations. The scheme has proven to be helpful with personnel issues, professional development, publication, and promotion.

Carol Abatelli, Eastern Connecticut State University, spoke of her year-long involvement as a mentor in CLA's mentoring program. The primary methods of communication, in Carol's experience, were e-mail and lunchtime conferences. The process can inspire some problems: for example, both parties might not agree on how high a priority career networking is to the mentoring relationship. Another concern is that while a program goal is recruitment to librarianship, every mentee may not be a good professional "fit." Sometimes, mentors need support to make the process work well.

Kate Byroade, Manchester Public Library, former Chair of the CLA Mentoring Committee, spoke about its history and past problems. She noted that its primary purposes were to recruit to the profession and to encourage CLA membership and participation, and emphasized that the program was developed to serve as many library people in Connecticut as possible and that almost anyone could offer valuable advice and guidance to someone else. Moderator Denise Hersey, of Qualidigm Medical Library, an early participant in CLA's mentor program, agreed, describing the positive influence of her involvement as she found her first professional job. The program continues and new groups are being formed this spring.

Full report: cla.uconn.edu/proceedings/mentor.html

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Support Staff Awards Margaret Van Allen & Carole Dixon

CLA, in conjunction with the Support Staff section, CLASS, presented the 4th annual Support Staff of the Year awards to two deserving individuals notable for their commitment, willingness to learn, and enthusiasm. Each represents the best that our profession has to offer.

Margaret Van Allen is the PC Technician for the Norwalk Public Library. Director Les Kozerowitz, in his nomination letter, praised Margaret for her commitment to learning about new technology from the day, 15 years ago, when the library acquired its first PC. During the transition to computer technology at the library, Margaret was willing and eager to learn and teach the new technology. Starting as a library clerk, she never refused to do something because it wasn't in her job description, nor did she ask for additional compensation. Eventually her position was upgraded to PC Technician in recognition of her efforts and the changes in her job duties. Margaret has also been involved in professional activities outside the library. In the mid-80's, the LTA section of CLA was without a chair and membership was low. Margaret was instrumental in revitalizing the section, serving as chair for several years.

Carole Dixon has worked at the Hamden Library for 22 years. She started as a volunteer and worked her way into a permanent LTA position. Over the years, she has worked in the Circulation, Cataloging, and Media Departments. Carole loves to stretch her mind; she has completed and successfully implemented Effective Reference Training as well as Customer Service Training. Irene Nolan, Head of Public Services at Hamden Library, nominated Carole saying, in part, "Carole is my nominee because of the fine example she sets with her incredible work ethic as well as her palpable thirst for knowledge and her wealth of experience in the library setting."

Sandy Brooks, Assistant Director, Eastern Connecticut Libraries

CURRENT ISSUES IN PROFESSIONAL DEVELOPMENT

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Perhaps the most intriguing offering to those interested in professional development alternatives was the Conference Chairs' "Volunteer/Exchange Opportunities for Librarians." Samuel R. Brown, Director, Albertus Magnus College Library, began the presentation by discussing the "nuts and bolts" of doing an international exchange, drawing upon his experience during the summer of 2001 when he was involved in a job exchange with the library director of Writtle College in England. He stressed the importance of writing goals for the exchange, official documentation, medical considerations, and other items demanding the participant's attention, and pointed out the Web site of the ALA International Relations Office (www.ala.org/work/international/ircirt.html) as a useful resource in this regard.

David McChesney of UConn discussed trading places with a librarian at Portsmouth Polytechnic in England, highlighting the benefits to the cooperating institutions, to his professional growth, and to his family. His wife was a volunteer tutor during the exchange, and both of his children attended British schools. He described his work with the European Documentation Center and his part in seeing that the center continued to function at the library.

Vivian Bordeaux of Bridgeport Public Library gave some background on her trip to South Africa as part of the World Library Partnership. She discussed the work she and her colleagues performed in a school library in KwaZulu-Natal and what she learned from the experience.

Full report: cla.uconn.edu/proceedings/volunteer.html ■

Current Issues in Public Services

*Compiled by Carol Abatelli, Head, Public Services,
Smith Library, Eastern Connecticut State University*

"**S**ail to Success" offered several inspiring programs for conference attendees looking to enliven public services at their libraries. On Tuesday morning, the conference chairs sponsored "Merchandising and Display: Why, How, What, Where and When?" Karen Ribnick, founder of Library Display Design Systems; and Betsy Bray, Director, Cora J. Belden Library, Rocky Hill, used extensive photographic examples to illustrate many practical suggestions. They encouraged librarians to employ the same marketing strategies they see at local shopping malls to attract and assist library patrons.

Observing the ways that stores display merchandise can offer clues about what creates eye appeal and easy access to featured items, Karen told her audience. By focusing on displays that work, librarians can start to see the display possibilities in their own libraries. Another good idea is to consider how patrons view the library by walking through the front door as if for the first visit.

Betsy noted that in the years since the Cora J. Belden Library began incorporating display into its customer service, both circulation and door counts have increased, citing dramatic rises in circulation of specific collections—such as DVDs and graphic novels—just by placing them in face-out displays. Successful library displays can range from low-budget tabletop book displays to expensive permanent installations that include slatwall, special shelving, and display modules originally designed for retail stores. The presenters also stressed that merchandising includes making a diligent effort to reduce clutter and keep the library neat.

"If you care enough to own the materials you have in your library, you should care enough to show them off," Karen summed up the message of the session.

Full report: <http://cla.uconn.edu/proceedings/display.html>

One of the best-attended public services programs at the entire conference was New England Library Association's "The Golden Rules of Customer Service." What does a huge retail giant like L.L. Bean have in common with libraries? "Plenty," answered Anne Washburn, Training Developer for L.L. Bean. Speaking to a standing room only crowd, she explained that the success of L.L. Bean is not about "the stuff, the guarantee, or the marketing strategy." It's the quality of the interaction that customers (or patrons) experience when they come into the store (or library) that matters.

How can you improve service in your library? By going back to the basics, Ms. Washburn urged. The two most important phrases in customer service are "thank you" and "I'm sorry." Get into the habit of using them and meaning it, she told those in attendance. Her other advice:

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CURRENT ISSUES IN PUBLIC SERVICES

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Avoid jargon. Don't be afraid to say, "I don't know, but I will find out." And always address people by their last names unless told to do otherwise.

Ms. Washburn captivated her audience with tales of exemplary customer service at L.L. Bean, recounting the time the company shipped a live squirrel in a fresh Christmas tree to New York City. (Don't worry, the squirrel is alive and well and living in Central Park!) Then there was the woman living in Hawaii who called L.L. Bean customer service to complain that her Christmas tree was all brown. What she didn't say was that the tree was from the previous year. She had wrapped the still-decorated tree in foil, propped it up in her garage, and expected it to remain green for the next year because it was, after all, an "evergreen" tree. In the interest of maintaining superior customer service, L.L. Bean actually sent her a new tree!

Full report: <http://cla.uconn.edu/proceeding/service.html>

Ms. Washburn's presentation was surely a conference highlight, but several other public services offerings also delighted "Sail to Success" attendees. "Marketing Your Library for the 21st Century" provided a progress report on an initiative by the Capitol Region Library Council (CRLC) to teach librarians basic marketing principles. The CRLC initiative consists of a media development campaign, two marketing symposia, and the selection of three "pilot libraries," each of which agreed to receive assistance from a professional marketing consultant in exchange for serving as a resource for libraries wishing to develop marketing plans. At the program, the directors of the three pilot libraries and marketing consultant Maureen Connolly shared their perspectives on the CRLC initiative. Ms. Connolly encouraged attendees to keep in mind the critical components of marketing success: define your goals, target your publicity, increase your population served, and heighten your image within your community.

The library directors each revealed how their new marketing plans have helped reposition their libraries for stronger roles within their communities. Marsha Mason, Director, United Way Non-Profit Resource Center, a special library with a one-person staff, noted that having her marketing plan in place made it easier to stay focused. Kathy Cockcroft, Director, Canton Public Library, a small town library with a limited budget, told those present that "The most important thing about my marketing plan is that I have one." Pat Holloway, Director, New Britain Public Library, a library serving 70,000 with a staff of 60, explained that she put together a marketing committee with representatives from each library department to ensure that a marketing philosophy was in place throughout her organization.

After the directors finished speaking, Ms. Connolly answered questions and suggested ways to work "marketing magic." "Have fun with whatever you do," she told everyone. "And enjoy marketing yourselves—and your libraries—into the 21st century."

Full report: <http://cla.uconn.edu/proceeding/marketing.html>



Woodbridge Town Library staff
(l. to r.) **Library Director Jan Day, Kathy Charbonneau, Lynn Serra, Judy Rabin, Phyllis Hedberg, Sandy Alpert**

Woodbridge Town Library has increased its program attendance by 600%! Woodbridge Library offers such great programs as "Family Fun Day" and "Pets on Parade, along with juvenile book groups and the library's annual Super Bowl events.

Winner in the category of specific service for a town under 25,000 was the Simsbury Public Library for its Business Resource Center. Librarians Ann-Marie Kaminsky and Jennifer Keohane

discussed the center, which opened in 1999. Simsbury PL has placed its commitment to business services on the same level as children's services—totally indispensable. The presenters emphasized making an honest assessment of what works and what doesn't when planning services such as those offered by the Business Resource Center.



Library Director Henry Dutcher and the Enfield Library staff

Enfield PL took the prize for specific service in a community of over 25,000 for its "Summer Reading is Groovy: A Retro Reading Program." Kristen Frost, wearing rose-colored Elton John glasses, told attendees about a very creative program that had resulted in large increases in the numbers of participants over previous years, as well as media coverage. Her slides showed events such as "Disco Night," "World Record Leap Frog Contest", and a "Woodstock for Kids" folk concert, making everyone present wish they had thought of these great programming ideas.

For a detailed description of the winning programs, please see the April issue of *Connecticut Libraries* at <http://cla.uconn.edu/Newsletters/newshome.html>.

Full report: <http://cla.uconn.edu/proceedings/servwin.html>

The ADA Committee's program "Add a Little L.I.F.E. to Your Library," was presented by Gretchen Knauff, Connecticut Office of Protection and Advocacy for Persons with Disabilities. She began her talk by describing the L.I.F.E. program—Library Inclusion for Everyone, a collaborative project of the UConn Center for Developmental Disabilities, the State of Connecticut Office of Protection and Advocacy for Persons with Disabilities, and the Connecticut State Library. Access to a local public library is a civil right of every citizen, and L.I.F.E. seeks to provide information and technical assistance to librarians, which can help them make library programs and services welcoming to all people.

Ms. Knauff provided her audience with an overview of laws prohibiting discrimination against individuals with disabilities in the programs, services, and activities of public entities and described the most relevant accessibility standards for existing buildings, as well as those for buildings undergoing renovation. Admitting that renovations to improve accessibility can be costly, Ms. Knauff pointed out that there are many inexpensive or cost-free ways for libraries to become more inviting to people with disabilities. Some of these include removing one chair from a bank of computers so a person who uses a wheelchair doesn't have to ask for help in order to get up close to the workstation, removing step stools from aisles so that access is easier for someone who uses a walker or a wheelchair, and having a dry erase board easily accessible to staff who may need to communicate with someone who is deaf.

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To learn more about the L.I.F.E. program, readers can contact Gretchen Knauff at 860/297-4300 (voice); 1-800-842-7343 (voice); or 860/566-2102 (TDD).

Full report: <http://cla.uconn.edu/proceedings/LIFE.html>

REFORMA sponsored another program of interest to public services librarians—"Library Web Site Development in Spanish—Getting Started." Monica Caruso of Hartford PL introduced each of the panelists: Ferguson Library's José Ruiz-Alvarez, Queensborough PL's Loida García-Febo, Norwalk PL's Luis Ayala, and New Haven PL's Hal Bright. Mr. Ruiz-Alvarez spoke about the politics of offering web pages in Spanish, stressing that you can justify the effort to library boards and municipal officials if you have the numbers demographically. He showed attendees Ferguson Library's Spanish language page (www.fergusonlibrary.org/spanish.htm), and explained why certain content was chosen for translation, along with pointing out some items on the web page that are exclusively available in Spanish. Mr. Ruiz-Alvarez told his audience that the Spanish language page is the second most visited page at the Ferguson Library site.

Loida García-Febo spoke about Queensborough's New Americans Program, which provides a number of services for immigrants to the U.S., including its Spanish web page (www.queenslibrary.org/spanish). Mr. García-Febo noted that offering materials in Spanish and other languages lets foreign-born library users know that Queensborough PL cares about them and respects their ethnic backgrounds. Of course, reaching out to all members of the community also helps to increase attendance at library programs.

Luis Ayala modestly referred to Norwalk PL's Spanish page, which went live on March 7, 2003, as a "baby page" in comparison to the pages produced by the two previous speakers. As a web novice, Mr. Ayala worked by trial and error, but with the assistance of a webmaster and both print and online sources, he helped Norwalk PL reach its goal of offering a Spanish language page (www.norwalklib.org/spanish/).

Mr. Bright noted that he had created and maintained a website in Spanish at the New Haven Free PL for five years, relying on native speakers for translations (www.cityofnewhaven.org/library/spanish/spanish.htm). Like the other panelists, Mr. Bright advised that the library's main



Chris Hurlburt (center) and friends. Hurlburt won the "Best Exhibit in Show" award for his display, "The Magic of Christopher."

page have an "En Español" link. He noted that NHFPL's Spanish site is one of the library's top five websites in terms of hits.

Full report: <http://cla.uconn.edu/proceeding/Spanish.html>

"The Long and Short of Promoting Programs" provided conference goers with an inside look at the workings of two libraries known for their successful public programming: Hartford PL and the Harriet Beecher Stowe House Library. Moderator Kat Lyons started off by asking Kathy Brophy, now retired from Hartford PL, and Mary Ellen White of the Stowe Center Library to talk about the ideas behind their libraries' promotional campaigns.

Ms. Brophy responded by discussing how difficult it can be to choose a logo that really works as a unifying device for a program series. One example that she felt had worked well was the palm tree that Hartford PL used on all publicity for its Festival of Caribbean Literature. Ms. White said that the Stowe Center had developed a recognizable logo for all its materials, which can be "abbreviated" by using part of the design: a simple "S."

The speakers next discussed how they get their creative juices flowing. Kathy said that she turns over different slogans in her head until one rises to the top. She also runs ideas past colleagues, scans clip art books, and keeps notebooks of her ideas for future use. Mary Ellen commented that she always gives serious consideration to how the public might react to particular imagery and that she spends a great deal of time thinking about visual images.

Moderator Kat Lyons also asked the speakers to talk about the technology they use to produce their publicity materials. Ms. Brophy strongly recommended that each library have some type of publishing software, such as Microsoft Publisher, and encouraged purchase of a scanner as well. Ms. White agreed with these suggestions, adding that librarians should look at what others are doing and remain open to good ideas.

Following the main presentations were remarks by representatives from two libraries that won CLA Public Relations Awards this year: Barbara Butler of ECSU Smith Library and Maxine Bleiweis of Westport PL. Barbara passed around copies of Smith Library's award-winning bookmark, designed by Curriculum Center Librarian Hope Marie Cook to publicize the Banned and Challenged Book Collection. She also described Smith Library's 2002 annual retreat, where members of the library staff developed a marketing plan.

Maxine said that if a library wants a truly sophisticated look for its promotional graphics, staff members should see if a design professional within the community might be willing to donate his or her services. She described Westport PL's award-winning annual report, suggesting that libraries send out their annual reports just before beginning their annual fund drives.

Full report: <http://cla.uconn.edu/proceedings/programs.html>

Keynote Speaker Simon Winchester concluded the conference. Mr. Winchester is the author of *The Professor and the Madman*, *The Map That Changed the World*, and most recently, *Krakatoa*. He opened his presentation with a challenge to the Connecticut library community: consider creating an author reimbursement fund similar to such a program in the United Kingdom. In the UK, authors register with a government agency and are eligible to receive annual payments based on the number of public library circulations of their books. Mr. Winchester suggested that the first state on this side of the pond to adopt a similar reimbursement program would encourage many authors to make that state their home.



**Keynote speaker
Simon
Winchester**

Mr. Winchester next discussed *Krakatoa*, which had hit bookstore and library shelves the week before the CLA conference. His recent observations of the volcanic island Anak Krakatoa, (literally: "child of Krakatoa") show that it remains an active volcano and an future environmental threat, having grown 500 feet in less than 30 years! While his book deals with a geological and environmental subject, Mr. Winchester didn't shy away from discussing certain geopolitical themes related to his subject. He convincingly traced the relationship between the first eruption of Krakatoa and the rise of Islamic fundamentalists against the Dutch, who in 1883 occupied Indonesia. And while he wouldn't go so far as to say that the volcano was the cause of the current conflicts between the West and the Middle East, he did trace a path that assists with understanding how these tensions may have developed.

This wonderful speaker brought "Sailing to Success" serenely back to homeport. Thanks to Mary Engels and HarperCollins, Inc. for making Mr. Winchester's program possible.

Full report: <http://cla.uconn.edu/proceedings/winchester.html> ■

Current Issues in Reference & Resources

Compiled by Denise Hersey, Medical Librarian, Qualidigm Medical Library

Reference librarians and staff are continually looking for new ways to assist their patrons in finding and understanding information. As a result, librarians attempt to not only provide their patrons with pertinent resources, but also have found ways to pass on new skills to their patrons so that these resources will be useful. Numerous panels at the CLA Annual Conference addressed these issues and gave library staff important information on how to successfully pass on helpful information to patrons.

Although we often think that the role of reference staff is to educate patrons about which resources will best suit their needs, just how they communicate this information to patrons is an important aspect to their job. For many patrons, the greatest obstacle to using important library resources is the fact that so much of it can only be accessed with a computer. For librarians who need to share resources with users, this means that they are often put in the position of teaching patrons how to acquire new skills such as navigating the web. "Building Web Literacy for New Computer Users" addressed this issue with much helpful advice on teaching web navigation and use.

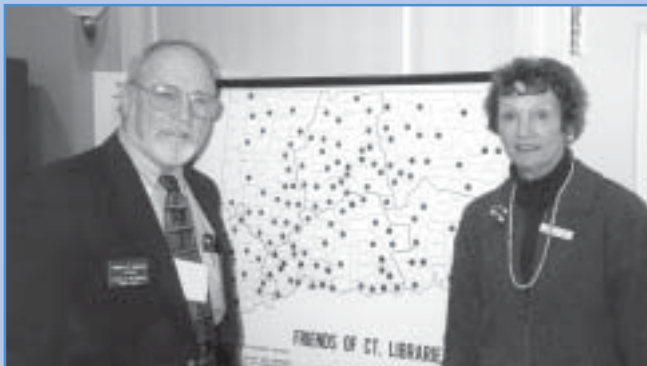
Betsy Thorpe and Susan Herzog both emphasized that the teaching methods used by librarians are often as important as the actual computer skills being taught. Librarians who show patience and empathy toward new computer users during training will ultimately have greater success in teaching patrons how to use the web than those who only explain the facts. Thorpe and Herzog gave useful advice, such as avoiding the use of computer jargon or acronyms that may confuse new users. They also recommended being in the classroom when students arrive so that the librarian conducting the training will seem approachable and be able to gauge the comfort level of the students. They also listed resources on the web for formulating class goals, sample learning objectives, and lesson plans that librarians who are conducting computer courses can use. These resources are available at www.easternt.net/personal/staff/herzogs/websearch-cla.htm.

Full report: <http://cla.uconn.edu/proceedings/users.html>

Librarians now find that communication with library users can be virtual as well as on-site. Because reference services come in many forms—online, via email, or in person—many libraries are offering their services at all times of the day or night. In "24/7 Reference: An Update on Programs Around the State," staff from different libraries reported on their experiences providing reference services at various hours using different technologies.

Daniel Alexandre, Coordinator, 24/7 Reference, Hartford PL, discussed how the service developed from the earlier "Midnight Library." Their service offers patrons telephone, e-mail, fax, and live reference assistance. The 24/7 service is more cost effective and maximizes staff usage better than the Midnight Library service did.

Michael Simonds then detailed the virtual reference service now offered at fourteen libraries in Connecticut—AskYourLibrary.Org. This virtual reference service allows the librarian to interact with the patron in a "live" format. The librarian has the capability to "push" pages of information to the patron as they assist them with the research.



Gil Alwang (Meriden) and Marge Storrs (Simsbury) represented the Friends of Connecticut Libraries

Finally, Heather McFarland discussed her experience running the virtual reference service at Wesleyan University between the hours of 6 PM and 2 AM. According to Heather, Wesleyan's program has been neither a flop nor an overwhelming success. While she has been instrumental in getting Wesleyan students into the library and in touch with library staff, she found the software to be cumbersome and the program not terribly cost effective. Wesleyan's 24/7 reference program will end soon, to be replaced by an abbreviated but similar program.

Full report: <http://cla.uconn.edu/proceedings/update.html>

Sometimes, the resources to meet a patron's specific need can be difficult to find. Fortunately, there were a number of conference sessions that informed attendees about some of the best resources for finding business, funding, health, law, and patent information. Zaiga Antonetti and Hugh Curley presented a hands-on session called "Fastest, Cheapest, Best: Finding Business Resources on the Web." Zaiga provided an overview of her three, all-time favorite websites that are useful for answering common questions about starting and growing a successful business. These sites included information on licensing questions and business plans. Hugh Curley described the role of the SBA Business Information Center in Hartford, which provides the latest in high-tech hardware, software, and communications aids, free business counseling, and workshops to help start-up and expanding businesses grow. Additional information can be found at www.sba.gov/ct. Hugh stressed the importance of evaluating websites, cautioning that "bad information is worse than no information."

Full report: <http://cla.uconn.edu/proceedings/business.html>

Although organizations such as the SBA do not provide grants or funding for starting and developing businesses, such information might be found through the Foundation Center products that were presented by Erika Wittlieb. The Foundation Center tracks the activities of private philanthropies and corporate giving programs throughout the nation. This information can be found not only in print but also in various online and CD-ROM databases. Erika showed librarians how to develop search strategies in one particular product, FC Search, which is available in four Foundation Center Cooperating Collections in Connecticut (Danbury, Greenwich, Hartford, and New Haven public libraries). Library staff and patrons can use FC Search to construct a list of potential donors. FC Search also provides grant writers with donor contact information, fields of interest, financial information, limitations to giving, and examples of previous grants.

Full report: <http://cla.uconn.edu/proceedings/resources.html>

"Special Collections: Health, Law & Patents" offered information about resources in these subject areas. Robert Chapman gave an overview of using and searching the Patent Office's database, an online fulltext and image database including patents back to 1790, available online at www.uspto.gov. He explained how librarians can assist patrons with the basics of patent searching and demonstrated a search strategy that allows the database user to find the specific classification term for a particular product. Staff at the Hartford PL Patent and Trademark

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Depository Collection, Connecticut's only patent depository library, will also search for patents at a patron's request.

Many library users also seek health information, but finding reliable information can be difficult. Alberta Richetelle, Program Director, Healthnet, gave an overview of the Healthnet website at <http://library.uchc.edu/departm/hnet/>. The site includes a guide to help patients and their families do their own research, including an explanation of the best sources to use when searching for information on diseases or selecting physicians. In addition, Healthnet provides a free, customized research service for Connecticut residents with health related questions. Healthnet staff can be reached at 860-679-4055. Healthnet also serves as a backup reference service for Connecticut public libraries when their local collections are not extensive enough to answer specific consumer health questions. Alberta also discussed the numerous health resources available to the

public at the UConn Health Center's Lyman Maynard Stowe Library, where Healthnet is located.

Although not permitted to give legal advice to the public, law librarians at the Connecticut Judicial Branch Law Libraries can assist those who need to find particular legal resources. The law libraries' web page at www.jud.state.ct.us/~awLib/index.html includes many subject-specific pathfinders to help individuals search for legal information or search the libraries' holdings. The law libraries also provide in-person, telephone, and mail reference service to the public and provide a virtual reference service in cooperation with the reference consortium, Librarylawline.

Full report: <http://cla.uconn.edu/proceedings/health.html>

At "Finding Jobs on the Web," Betsy Butler Thorp demonstrated how librarians could help patrons develop useful search strategies for finding job opportunities on the Internet. She showed attendees how the Internet can be used by job seekers who want to access career development tools, gather information about career fields of interest, find job openings and post resumes, and identify and research potential employers. The main role of the librarian is to help job seekers develop a clear search focus. By clarifying where in the search process the job seeker is and what kind of information they are seeking, librarians can help patrons narrow their search options. As a result, patrons will not waste time browsing too many sites or applying for positions already filled.

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Future Librarian Award Michael Cifferelli, Jr.

Michael Cifferelli received his MLS degree from SCSU in January 2003. Ida McGhee, co-chair of the CLA Recruitment Committee, says of Michael, "He exemplifies the qualities that we look for in future librarians—Scholarship, Attitude, Integrity, Leadership, and Service. His plan of study, in the MLS program at Southern Connecticut State University, combined scholarship with practice, and focused on academic librarianship."

Michael is currently employed in two part-time professional reference positions at Gateway CC and the University of Bridgeport. Both involve helping students conduct research, providing bibliographic instruction, developing and maintaining collections, as well as providing technical support.

In 1995 Michael made a decision to set aside his career as a self-employed general contractor and begin his college education at Gateway CC. During his first semester, he noticed a posting for a student work-study position in the college library, and within days of responding to it, was working part-time and immersed in the library environment. "After spending a few shifts in the library," he says, "I knew that a career in librarianship was a realistic option for me. That realization has guided my education and my life to this point."

Throughout his childhood, Michael found the library to be a place of independent learning, and as an adult in the building and renovation trades, he was helped by the library and its staff countless times. Yet even with



*CLA's "Future Librarian of the Year"
Mike Cifferelli*

this longtime association with libraries, he never considered the option of being a librarian until attending Gateway. "Working there with the library staff and its users was for me the key that unlocked librarianship as my career objective," he says. "The Gateway librarians were generous, patient and encouraging, especially when I expressed my great interest in the field. This was an early encounter with the cooperative nature of librarianship that I appreciate so much."

Michael also benefited from the support received from fellow students at Gateway. Representing the full social spectrum of the New Haven area, they demonstrated a wide range of responses to the changes taking place in libraries as they migrate to a digital environment. Some adapted without pause, while others were discouraged easily and had to be coaxed to the OPAC. "Then there were students like me," he says, "who, even with the best intentions, had a difficult time getting our heads around what was happening to the nature of libraries and the field of information gathering."

Crossing the line to gain an education—to pursue an MLS degree by way of a BA in Art History at Trinity College—was for Michael a real leap of faith and reorientation of his entire life. "What set me off to cross that line," he says, "were the words of my partner, who told me with certainty to 'follow your passion.' By following that advice, I feel I have made the right choice in pursuing a career in librarianship." ■

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Given the incredible number of job search sites and the rate at which these sites change, Betsy recommended that job seekers start their search with *The Riley Guide* (<http://www.rileyguide.com/>), *Job Hunters Bible* (www.jobhuntersbible.com), and *Job Web* (www.jobweb.com). She also recommended other useful web sites that give advice on career planning, searching for available jobs, writing and posting resumes, and salary information. All of these sites are posted on the CLA web site with the Conference Proceedings.

Full report: <http://cla.uconn.edu/proceedings/jobs.html>

For anyone in search of resources and information on the indigenous people of North America, the Mashantucket Pequot Museum and Research Center may be the best place to go. In the session "Uniquely Native: Resources at the Mashantucket Pequot Museum and Research Center," Elliott Caldwell described the many unique collections housed at the Research Center, the only Native American collection in the country that is owned and operated as a public research facility by Native Americans.

The Information Resources Department of the center includes Archives & Special Collections, the Children's Library, and the Research Library. The Research Library currently has 50,000 volumes and numerous periodicals. In addition, there is a Native American Pop Culture collection made up of advertising materials, entertainment items, film, posters, toys, music, and numerous other items. The Children's Library is the only children's research library on Native Americans in the US and is designed for use by children age fourteen and under. There is also an education collection with materials for teachers. Archives and Special Collections contains primary source material and information on the Pequots and tribes of Southern New England. This collection includes manuscripts, printed and recorded materials, oral histories, photographs, scrapbooks and various memorabilia and tribal family papers. The Research Center has an online public access catalog, but the stacks are closed and the collection is non-circulating. The public is welcome to use materials in-house.

Full report: <http://cla.uconn.edu/proceedings/mashantucket.html>

Many conference programs addressed the interests of reference librarians, who are continually presented with an ever-increasing array of new resources. Presenters were able to guide librarians through some of this quagmire by focusing on business, law, patent, and health materials that would be most useful to patrons. In addition, library staff were able to learn more about the best ways to work with patrons, whether they are new to technology or computer savvy. ■

Current Issues in Technical Services

Compiled by Earl Roy, Catalog Librarian, Yale University Library

Technical library services were well represented at the 2003 conference, with presentations on topics for those interested in cataloging, acquisitions, systems, and preservation issues. From the recent changes in cataloging rules to the digitization of Connecticut's nautical past (and everything in between), the library "techie" could find much of interest available.

With the recent publication of the 2002 revision of the *Anglo-American Cataloging Rules*, 2nd ed. (AACR2), and the relatively recent development of the *MARC Format for Holdings Data* (MFHD), catalogers have had to adjust to many changes in their routine, and this is especially the case for serials catalogers. "Alphabet Soup in My Serial," presented by James Shetler, Assistant Head, Acquisitions, Yale University Library, went far to explain these changes, and to mitigate much of the confusion they can inspire. Mr. Shetler provided the audience with a comprehensive overview of both MFHD and the recent revisions to AACR2's chapters 9 and 12, which will have a significant impact on those who catalog serials and electronic resources.

He clearly outlined the benefits of choosing to record serials holdings in MFHD, both for the library and for the community. Benefits for the library include the ability easily to transfer serials holdings from one Integrated Library System to another, the ability easily to share holdings data among libraries, and the facilitation of predictive check-in. Benefits for the community include greater consistency in holdings data, effective holdings displays for users, and the continuing, cooperative development of holdings standards by libraries. Shetler then explained

the actual structure of MFHD and gave a detailed description of the MARC tags that constitute MFHD records and how those tags interrelate to form a concise and standardized serials holdings statement.

Mr. Shetler then discussed the highlights of recent revisions to chapters 9 and 12 of AACR2 that may have a major impact on catalogers. Chapter 9's scope covers all electronic resources, and includes a change in terminology from "computer file" to "electronic resource," among other things. Chapter 12 addresses continuing resources (including electronic resources) and has been revised to scale back the number of serials title changes with which catalogers must cope. Although learning the changes requires patience and study, their use should result in a considerable savings of time and labor in the long run.

Full report: cla.uconn.edu/proceedings/serials.html

From *how* to catalog to *where* to catalog: at "What To Do When Your Passport Has Expired," Robert Cunningham of NELINET discussed alternatives to cataloging using Passport, which will expire in December 2003. Fortunately for some, Cataloging Microenhancer (CatME) will expire at least a year later. OCLC introduced the Connexion Web interface last July. Response time is slower with Connexion than on a dedicated line, but hyperlinks in Connexion can save valuable keystroke time searching for authority and subject headings, as well as providing quarterly updates, MARC or Dublin Core cataloging, larger record capacity, simplified word processing, and WebDewey links (to subscribers). The other Connexion interface will be the much-anticipated Windows client available in June 2003. This promises to be Passport's "look-alike" and will have three releases in 2003 with batch and offline functionality and individual local files.

The other migration possibilities include CatME, which offers a combination of online or offline work mode and batch processing that can help keep telecommunication costs down. CatME, along with CJK and Arabic software, will remain available until their functionality and features are included in Connexion in the course of the next year. Another interface, CatExpress, is now integrated with Connexion. Mostly for smaller collections and exclusively for copy cataloging, CatExpress offers ease of use via Web browser and quicker turnaround time from acquisitions to the shelf.

Before choosing the means of migration, institutions should analyze workflow and see what will work best depending on library size, workload, budget, and number of staff to retrain. Also, NELINET consultants can help determine the best course to take. Information about Connexion is at <http://www.oclc.org/connexion>, and information about training workshops from NELINET is available at <http://www.nelinet.net/>.

Full report: cla.uconn.edu/proceedings/helinet.html

Good advice (and a bit of salesmanship) was on offer from both the supply and the demand sides of the acquisitions relationship at "The Ins and Outs of Acquisition," balanced as it was with a roster of presenters that included two library acquisitions personnel and two vendor sales representatives. Chip Marlor, Head, Acquisitions/Serials Department, CCSU, described the acquisitions process at his institution, and went on to enumerate the tools necessary for carrying out this work effectively. These include an intimate knowledge of the

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Publications Award Winners

Annual Report/Westport PL

Director: Maxine Bleiweis
Designer: Judy Renacia

Bibliography/Stratford Library Association

Director: Karen S. Bowles
Designer: Teresa Neville

Bookmark/J. Eugene Smith Library, ECSU

Director: Dr. Tina Fu
Designer: Hope Marie Cook

Brochure/The Norfolk Library

Director: Mary Lou Wigley
Designer: Ann Tracy and Committee of Staff and Trustees

Calendar/Hagaman Memorial Library (East Haven)

Director: Ellen Gambini
Designer: Carolyn A. Siedzik

Newsletter/New Haven Free PL

Director: James C. Welbourne
Designers: Leslie Williams and Kathie Hurley

Program Flyer New Milford PL

Director: Lorraine Kerr Faison
Designer: Gail Copple

Poster/Manchester PL

Director: Douglas McDonough
Designer: Ed Wilson

Promotional Item/Edsel Ford Memorial Library, Hotchkiss School

Director and Designer: Walter E. Demelle, Jr.

Thematic Project/Prosser PL (Bloomfield)

Director: Beverly Lambert
Designers: Laura Vasselle, Al LeFebvre and Carol Lennig

Thematic Project/Hagaman Memorial Library (East Haven)

Director: Ellen Gambini
Designer: Carolyn A. Siedzik

Website/Trumbull Library

Director: Karen Ronald
Designers: Suzanne Uznanski, Tom Therriault, Helen Steinnagel and Dan Uznanski

CURRENT ISSUES IN TECHNICAL SERVICES

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ILS, persistent advocacy for needed equipment, a well-trained, well-respected, and independent staff, and an informed choice of vendors that relies more upon a broad appreciation of the value of service rather than upon balance sheet calculations alone.

Bob Schatz, of Franklin Book, described in similarly ideal terms virtues library vendors should engender, and offered advice to library staff responsible for choosing and dealing with them. First and foremost, the vendor should provide good service by paying attention to clients' needs, and by answering them with flexibility. Representatives of vendor and library should deal with each other as individuals, rather than as opponents. He established common ground with Chip Marlor in his emphasis that price and value of service should not be confused. Vendors have different strengths and weaknesses, and should be evaluated according to institutional need. Generally, he stressed that acquisitions personnel should be well informed about available options and the vendors that offer them.

The next two speakers presented object lessons on the themes already discussed. Barbara Greenburg, Acquisitions Support, Bridgeport PL, described the vendors her library uses and the purposes to which each is put there. Katy White, Baker & Taylor, outlined her company's services in a PowerPoint presentation, describing three different ordering systems and selection programs, and a free online service for continuations, called Compass.

Full report: cla.uconn.edu/proceedings/acquisitions.html

For those who want to grow more flexible at the workstation and less constrained by computer licensing arcana (and fees), open source software may be the solution, according to Dave Bretthauer, Network Services Librarian, UConn Libraries. At "Tech Talk: Open Source Software—Not Just for the Server Room Anymore," he defined open source software as copyrighted and licensed software that can be distributed freely. The underlying source code is available to users gratis, and they can copy, reuse, share, and modify the programming.

Open source software gives users options, since it and commercial programs are not mutually exclusive. A number of open source programs will run on the Microsoft Windows operating system. Some popular commercial software products have open source alternatives: for example, the OpenOffice is an open source alternative to Microsoft Office. In choosing open source software, considerations that users need to address before implementation include the need for administrative support prior to adoption, documentation, training, and support.

As proof of the viability of open source, Dave cited some public and academic libraries that are using open source software extensively. He also revealed that his slide presentation was completed using both OpenOffice Impress and Microsoft PowerPoint. He encouraged attendees to be aware of open source alternatives, and pointed out that adopting open source was not an "all or nothing" decision—there is little cost in downloading and trying an open source program. For very detailed information about the open source software initiative, see www.opensource.org/.

Full report: cla.uconn.edu/proceedings/tech.html

Another intriguing technology was under discussion at "The Wireless Library: Current Architectural and Technological Issues for Implementation Projects." Recent hardware and software advancements have made wireless technology a cost-effective and practical option for computer use. According to the speakers, this is true especially in buildings like libraries.

Angela Cahill, Schoenhardt Architects, discussed the integration of wireless technology and architectural design, which she claims offers opportunities whether one is designing a new library or remodeling an old one. The availability of wireless digital communication has changed how libraries can expand their technological capabilities while maintaining architectural and historical integrity, an option heretofore unavailable. She urged coordination between design, technology, and library professionals in formulating such plans.

Michael Callahan, Applied Thermodynamics Technical Issues, discussed introducing wireless technology to libraries. He explained that, while wireless systems are currently slower and less secure than hardwired systems, they are very flexible, easy to install, and improve public access to library resources such as online databases and catalogs. Also, wireless systems can be relatively inexpensive to install in existing facilities. The three current wireless standards are all well suited to the library environment.

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The newsletter is published eleven times each year.
Subscriptions: \$35 in North America; \$40 elsewhere
ISSN 0010-616X.
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CURRENT ISSUES IN TECHNICAL SERVICES

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Karl Thornton and Peter Maas, Alternative Work Environments, continued the comparison of wired and wireless technologies, claiming that the ease of connectivity for staff and public, relatively low cost, and ease of installation are important advantages of the latter in libraries. They admitted, however, that wireless systems are not yet secure, and that they should not be used if sensitive data would thereby be made available to network users. Generally, they believe that this is not an insuperable problem for libraries, but added that payroll and employee information should not be on the wireless network.

Douglas McDonough, Director, Manchester Public Library, spoke as a librarian representing a facility that found wireless connectivity an answer to its needs. Manchester's Mary Cheney Library lacks both adequate network and electrical wiring. Macintosh laptops equipped with wireless cards are used there as public Internet access computers. Mr. McDonough said that this arrangement has worked well. Despite some minor problems, wireless-enabled laptops have proven to be an easy and inexpensive way to provide Internet connectivity.

Full report: cla.uconn.edu/proceedings/wireless.html

The opportunity for an investigation of a unique collection and its preservation efforts proved to be an attractive excursion at "Travel Back in Time: A Tour of Mystic Seaport's New Digital Preservation Facility." The tour, conducted by Library Director Paul O'Pecko and his staff (including Fred Calabretta, Maria Bernier, and Katrina Sniper) also included other areas of Mystic Seaport's facilities.

Mystic Seaport's digitization project was undertaken to minimize the need to handle original materials, to facilitate access to its collection, and to increase the institution's visibility. Grant funding supported the purchase of scanners and the employment of three project staff.

The digital lab has flatbed and slide scanners, used with Adobe Photoshop. Master images are created in TIF format, archived on CD or DVD, and are used as source files for GIFs and JPEGs for the Web site. TIF images are also microfilmed for preservation. Images that were produced during the project can be found at www.mysticseaport.org/library/initiative/intro.html. Unfortunately, grant funds have been exhausted, ending the digital preservation project, since there is no internal funding for its continuation.

The Ships' Plans section of the facility, comprising ships' plans from the 1880s to the 1960s, functions as a special library. One hundred thousand sheets are stored flat in drawers in acid-free folders in a climate-controlled environment using manually controlled compact shelving. The photo lab contains space and equipment for photographing two and three-dimensional items and artwork. There are two print darkrooms. The Rosenfeld Collection contains over 800,000 images of maritime photography from 1881 to the present, including spectacular photos of the America's Cup races. The video facilities include everything necessary for producing videos on-site. Equipment is also available for cleaning old film and transferring it onto video. Special cold-storage areas maintain materials at optimal temperature and humidity levels.

The Seaport owns a quarter million objects, about 70% of which are kept in storage. Among the items housed here are paintings, prints, silver, ships models, figureheads, and scrimshaw. Each medium is stored in specially designed areas allowing for compact storage. There is a visual file of every object owned, and each is represented in an online database.

Full report: cla.uconn.edu/proceedings/mystic.html

With advancements made in digital preservation, network access, ILS flexibility and usefulness, and software development, work in the technical services areas is requiring greater specialization and the professional development that it entails. Just as the communication of information is the *raison d'être* of library service, it is also increasingly the means of maintaining professional viability, and of providing the best service to the library community. The attention paid to technical services issues at the 2003 conference is encouraging in this respect, since it helped expose many in the profession to new ideas, new technologies, and new colleagues, and therefore served as a forum for the communication of information increasingly essential to all members of the profession. ■

Current Issues in Young Adult Services

*Compiled by Chris Bradley, Executive Director,
Eastern Connecticut Libraries*

After a period of not-so-benign neglect, public libraries' attention to young adults has been increasing steadily in recent years. This was nowhere more apparent than at the 2003 Annual Conference, with several programs offered specifically for those who serve this audience. The YA section's featured speaker was Tamora Pierce, a fantasy author for teens. As section co-chair Marie Spratlin-Haaskarl said in her introduction, "Tammy" has a passion for writing."



*YA author
Tamora Pierce*

Making choices is the hottest topic for teens, according to Ms. Pierce. The characters in her fantasy novels make risky choices or pick something out of their reach and will learn from that choice. They realize that choices bring more choices and that the world is a complex place. Ms. Pierce asserts that books help teens escape the present by presenting a quiet place from which they can look at the world and all of its flaws. Through her characters, teens discover the tools to deal with life in the safe confines of the pages of a book. A book can be closed and then pondered, put aside and then picked up again. This is the essential value of the novel written for the teenage reader. It fosters thought, promotes questions, and as Ms. Pierce strongly suggests, provides hope and courage for teens. They realize that despite their flaws and failings, they are human. With honor, hope, and courage as her motto, Tamora Pierce weaves her stories for the enjoyment of teens everywhere.

Full report: <http://cla.uconn.edu/proceedings/pierce.html>

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Faith Hektoen Awards

Book Voyagers Program

The Book Voyagers program, part of the Time for Ideas in Libraries project of the Connecticut Humanities Council, is recognized for its successful and popular book discussion series for children, young adults, and families. Since 1999, about 200 series have taken place in 100 libraries across the state, attended by more than 12,000 children and adults. The program makes it possible for libraries of all sizes to host quality book discussion and storytelling events facilitated by experienced leaders. Whether it is a Family Book Voyage, where a storyteller weaves together stories, music, and books for all ages, a Mother-Daughter or Parent-Son series, where the two generations read and discuss the same books, or a series geared for young readers delving into fantasy or adventure, Book Voyagers has generated new excitement for exploring books and ideas. ■



A Book Voyager

Rabbit Hill Festival

The Westport Public Library hosts the Rabbit Hill Festival of Literature, now in its third year. Through a magnificent collaboration between the library, the schools, and the community, the library has drawn together outstanding children's book writers and illustrators to share their ideas during the four-day event. The festival was created to honor the memory of one of Westport's most beloved residents, Robert Lawson, who won both the Caldecott Medal and the Newbery Medal for excellence in children's book illustration and writing.

The authors and illustrators visit the schools, visit with attendees at an elegant dinner, talk at a symposium about



Rabbit Hill Festival authors (l. to r.) Susan Jeffers, Hope Ryden, Jerry Pinkney, Wendell Minor, and seated, Jean Craighead George

particular aspects of children's books, and lead workshops related to their books. And of course, they also autograph lots of books. A film festival and a puppet show have rounded out the weekends, which have drawn people not only from Westport, but also across the state and country to ten states and 52 towns in Connecticut this year. ■

The enjoyment of reading for teens, especially the enjoyment that should be a goal of required reading lists, was the theme of the program on reading lists appropriately entitled, "Sifting through Sand for a Pirate's Booty."

Dawn Higginson, YA Section Co-chair, introduced this three-person panel. Linda Williams of the State Library spoke about the work that she has done compiling Connecticut high school summer reading lists. Her compilation is available on the Conference Proceedings page of the CLA website, as are the other lists used in the program. Linda deplored the fact that many schools focus only on requiring reading for curriculum purposes and don't emphasize that books are fun and appropriate for leisure time reading.

Bill Molyneux, President of Assembly on Literature for Adolescents, National Council of Teachers of English; and Sara Herz, author with Don Gallo of *From Hinton to Hamlet: Building Bridges between Young Adult Literature and the Classics*, managed to convey with charm and wit the essence of 65 young adult novels and non-fiction in 70 minutes! Titles were discussed as to their relevance for middle or high school readers, themes, reluctant readers, boys, appropriateness for classroom work and reader's theater.

Full report: <http://cla.uconn.edu/proceedings/booty.html>

ALA's Black Caucus presented "Youth Services for Multicultural Communities." Speakers Sherelle Harris, South Norwalk Branch Library, and Dymphna Harrigan, Danbury Public Library, both held that statistics are important, but that we also need to know who we serve in order to give them what they want, not what they think we should have. Both librarians said that they inherited collections full of Mexican information, even though most of their patrons are from Puerto Rico and other Latin American countries. Harris said that she likes to purchase books written by authors who are from the culture that they write about. To this end, Harris has designed a website, www.norwalklib.org/sonokids. Harrigan and Harris both work in culturally rich areas. Harrigan's pride is her council of fifty kids, who help her run programs and advise her on book, magazine, and music purchases. She said the key to working with teens is to ask them what they want. Harrigan offers her "Internet Resources for Young Adults" to those who email her at dymphna@danbury.lib.ct.us.

Full report: <http://cla.uconn.edu/proceedings/youth.html> ■



Herman Totten, candidate for ALA President, campaigned at the conference.

Outstanding Librarian: Karen McNulty

Karen McNulty, Children's Librarian at the Avon Free Public Library and currently President of CLA, is the winner of the well-deserved 2003 CLA Outstanding Librarian Award. A dozen colleagues wrote letters supporting Karen's nomination, and no doubt many more could be written, as Karen's personal and professional outreach extends locally, throughout the state, and even on a national level to issues facing all of us in the library profession.



Karen McNulty (center), CLA President 2002/2003 and CLA's "Outstanding Librarian of the Year," with Melanie Ferko (left), Chair of the Awards Committee. Mary Engel, peeking over Karen's shoulder, presented the award.

Karen brings leadership, energy, enthusiasm, passion and commitment to all of her professional undertakings, and is one of the most generous persons I have ever met. These assets have served her well during her CLA presidency and in a simultaneous, two-year battle against cancer. Karen's dedication to libraries and related organizations is reflected in her outstanding service as a children's librarian at the Avon Free Public Library since 1989, as well as her participation in regional and state roundtables, as a certified trainer for Customer Service and Pay Equity workshops, and her service as president of the Connecticut Library Association. Karen was also the recipient, in 1999, of the Faith Hektoen Award for outstanding service to children.

Karen has worked diligently as a volunteer on the school board, the library board, and the historical society in her home community of Hartland. She has managed the Avon's children's room brilliantly and groomed her staff well. She has built and maintains a terrific collection and provides as many story times and special programs for

Avon's children as staff will allow. She does outreach with local schools, nursery schools, and day care centers, and works extremely hard to provide quality children's services for the town of Avon.

As a mentor, Karen has supervised numerous part-time staff, volunteers, and interns, many of whom have continued their interest in the library profession and have gone on for their MLS degree. Five such people are: Cheryl Donahue, Children's Librarian, Canton PL; Ann Marie

White, Director, Oliver Wolcott Library; Donna Bozzuto, Library Media Specialist, Southington School System; Heather MacFarlane, Reference Librarian, Wesleyan University; and Christine Archambeault, library science student at SCSU.

The Connecticut library community benefits from Karen's tireless advocacy for quality libraries and library services. To quote one of her colleagues, "Karen has many wonderful attributes, but those that particularly stand out are her intelligence, creativity, and pleasant interpersonal manner. She always has the right book to hand a child. Never have I seen her less than gracious with the most demanding patron. She is interested in people, lovely with children, and is a compassionate listener. Even through her sickness and treatment she was grace and optimism under adversity. You couldn't find a stronger candidate for the CLA award." She is a valiant, outstanding champion for libraries! ■

Donna Miller, Assistant Director, Adult Services, Avon Free PL

Connecticut Libraries
Volume 44, Number 5

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