

# CONNECTICUT LIBRARIES

A Publication of  
the Connecticut  
Library  
Association

## 2005 Excellence in Public Library Service Awards

The winners of the 2005 Excellence in Public Library Service Awards will be honored during CLA's annual conference. They are: Groton Public Library and Stafford Library for "overall service" and Goshen Public Library and the Wilton Library Association for a "specific service." Library representatives will discuss their award-winning programs on Tuesday, April 12, at 2 PM. Here are their stories.

### Wilton Library Association *A wounded town seeks healing through "Operation Respect"*

Last spring, our town was shaken by an incident that made us all question the progress we have made as a community in combating racism and other sorts of bigotry. Racial and homophobic slurs were scrawled across lockers at Wilton High School, and while the perpetrators were apprehended, we were prompted to address the environment in which this incident could occur.

The Wilton Library was honored to present, in immediate response to community need, an exceptional series of six film discussions entitled *Operation Respect: A Town Against Intolerance*. Hundreds of people at-



(Standing l. to r.) Rabbi Leah Cohen, Wilton Library director Kathy Leeds, (seated l. to r.) Wilton Board of Education member Troy Ellen Dixon and The Reverend Mary Grace Williams were the catalysts for creating the Operation Respect film discussion series. Unavailable for the picture were Wilton Board of Finance member Andy Mais, Wilton Fire Commissioner Hesham El-Abd, and Middlebrook School Dean Patrick Chang.

tended the films and were encouraged by community leaders (a rabbi, a priest, a member of the Board of Education, a member of the Board

of Finance, a fire commissioner, a middle school dean) to discuss our inhumanity to our fellow men after viewing *Not in Our Town*, *People Like Us*, *Brothers and Others*, *The Laramie Project*, *Gentleman's Agreement*, and finally, *Last Chance for Eden*. Remarkably, the director of the final film offered to come to Wilton from the West Coast at his own expense to help lead that last discussion. The generosity and eloquence of these leaders was inspiring, providing both a wonderful series of programs and an inspiration to us all to do more.

The films were selected for the messages they imparted on the various issues:

*Not in Our Town*, a "straightforward and inspirational documentary" about a city (Billings, Montana) "that comes together to fight hate crimes and in the

*Continued on page 6*

<http://cla.uconn.edu>

## INSIDE

Obverson:	
My Kingdom for a Course .....	2
Looking At Books:	
Copies in Seconds .....	2
People .....	3
President:	
Some CLA Conference SAQs* .....	3
CLA Executive Board Highlights .....	4
Me? A Librarian?	
You've Got to Be Joking! .....	4
Spotlight:	
The Connecticut State Library .....	5
Technology: The Life Cycle	
of Electronic Devices .....	9

# OBVERSION **My Kingdom for a Course**

The news that a seasoned member of Ronald Reagan's cabinet, arms control expert Kenneth Adelman, and his spouse have come up with a management course built around the wisdom of Shakespeare cannot be taken lightly.

As reported in *The New York Times*, this new service has already made its way into a number of corporate boardrooms and even into the US military, where top Air Force officers, dressed in period armor, deliver lines from *Julius Caesar*, scrutinize the actions of Brutus, described by Adelman as "the epitome of a fuzzy-headed academic," and look for leadership examples and lessons in the plays.

In recent years, we have seen management books coming from a number of quarters, including studies of famous individuals ranging from Jesus and Lincoln to polar explorer Ernest Shackleton, General George S. Patton and, of course, Dilbert. To my knowledge, though, Shakespeare is the first Elizabethan poet/playwright to receive this honor.

Since the Adelmans earn their living by presenting Shakespeare workshops, the *Times* article did not include a lot of detail about what is examined during their sessions. One has to wonder if there are any library management



William Uricchio

lessons to be learned from Shakespeare? He did write "neither a borrower nor a lender be," but this is probably not a quote that has ever appeared over a library door and would seem to work against most of our mission statements.

In order to extract the pith in Shakespeare, one must examine an individual's specific actions and the consequences of those actions. The heart of Shakespeare's advice surely resides in the many well-remembered statements uttered by his characters. The value added by consultants like the Adelmans is the removal of the quotes from their original context and the placing of same in a management milieu.

As we all know, library management is somewhat unique in its, if you will, milieusity. For one thing, many library managers work shoulder to shoulder along with their subordinates in the service trenches. They occasionally reside in the same labor union as their employees and sometimes even have to shovel their own walks post-blizzard. So, whereas *Julius Caesar* might be suitable source material for Air Force generals, I suspect *Macbeth*, with its tales of in-house treacheries, might offer more to library workers.

*Continued on page 12*

## BOOKS LOOKING AT

### Copies In Seconds

by David Owen (Simon & Schuster, 2004)

Subtitled "How a Lone Inventor and an Unknown Company Created the Biggest Communication Breakthrough Since Gutenberg—Chester Carlson and the Birth of the Xerox Machine," *Copies In Seconds* is a great reminder of what life was like before plain paper copiers were ubiquitous. It is a tribute to a modest, but persistent man of vision, an innovator who patented a process for making color photocopies onto plain paper in 1939, over twenty years before his first commercial black and white copy machines were manufactured! Working without the support of a large company, Carlson did much of his early work alone, spending countless hours of research at the New York Public Library.

If you disagree with the author about the Xerox copier's place in history, consider this: When I took education courses in the 1960s, I learned to use a variety of complicated, foul smelling, and icky-to-the touch duplication methods. They had spooky sounding names like thermofax, ditto, mimeograph, and spirit duplication. We were not taught about plain paper copiers because most schools did not have them. To create handouts, we wrote or typed onto a two-layered stencil, tore off the first layer, and mounted it on a gizmo that printed up to 100 or so purple-ish copies onto shiny paper. Kids hoping to get high used to sniff our handouts!

As the author points out, these machines were "duplicators," not copiers. Most required the preparation of a special original, usually a stencil of some sort. Others used heat or chemicals to create dingy "masters" from an original. The dingy master then produced dingy copies on a printing device.

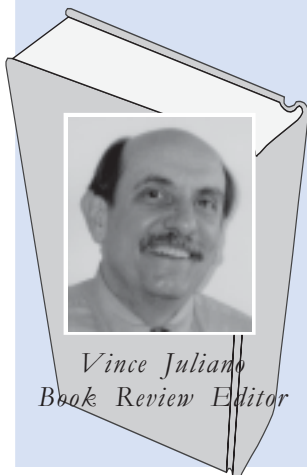
When I entered the world of public libraries, most of the copy machines then installed were not plain paper copiers. The paper came in rolls that had to be loaded with the shiny, chemical-coated side up. Copies were curly, grayish, and blurry, unpleasant to touch and quick to fade. As soon as we got real

Xerox machines, the public rushed in to copy birth certificates, tax forms, medical bills, old photographs, and body parts. Business boomed—no competition from Staples or OfficeMax back then!

Amazingly, no one anticipated the market that the Xerox machine would create. The task of discovering that market fell to the Haloid Company of Rochester, New York, an almost negligible competitor of Eastman Kodak. The first Haloid product to use the not-yet-perfected xerography process was the Model A, introduced around 1950. It was too huge to fit in offices and too complex to replace carbon paper, but commercial printers bought it to produce paper masters for offset presses. The Copyflo, as big as a small truck, was Haloid's next big step. It made copies onto rolls of paper and was prone to breakdown. Only very large companies or government offices could justify the expense and headache of owning one. Selling the supplies required to run the Copyflo kept Haloid in business long enough for its technicians to solve xerography's remaining technical problems.

Chester Carlson's invention of a copying process using photoconductivity and electrostatics was unique and revolutionary. Photoconductive materials act as electrical conductors when exposed to light and as insulators when in the dark. Carlson reasoned that this principle could be used to make copies of an original document comprised of dark letters on a light background. He would place the original in contact with a charged plate made of photoconductive material. When exposed to light, the background areas would lose their charge. Fine dark particles sprinkled onto the plate would be drawn to the charged areas where the letters had been. The particles would then be transferred to a piece of paper and fixed. Carlson was able to demonstrate this process, but only in a very cumbersome way. It took years for Haloid to perfect the xerographic process. It took great confidence and courage for

*Continued on page 3*



Vince Juliano  
Book Review Editor

## LOOKING AT BOOKS

Continued from page 2

Haloid to rename itself after that process.

As late as 1958, a prestigious consulting firm warned IBM against partnering with Haloid/Xerox. According to them, the cost per machine would be too high and the market too small to be profitable. IBM broke off negotiations. Two years later, the Xerox Model 914 demonstrated to the American businessman that he needed plain paper copies of everything! Even Carlson and Xerox president Harold Clark had underestimated demand. They expected large offices to make a few dozen copies per day. Their very first customers made hundreds each day!

Carlson's dream, hard work, and persistence made him a wealthy man, but he never forgot the poverty of his youth. He remained a modest gentleman who anonymously shared his financial success with worthy causes of all kinds. Few beneficiaries of his generosity knew his name. Meanwhile, a strange company name, derived from the Greek words for "dry writing," became *the* household word for copying.

See [cl.uconn.edu/reviews/lookbook.html](http://cl.uconn.edu/reviews/lookbook.html) for more book reviews by Vince Juliano.



## PEOPLE

**Sandy Brooks** is now head of technical services at ECSU's Smith Library.

**Suzanne Elliot** is the new community services librarian for Middletown's Russell Library.

**Pat Holloway** is the new director of the West Hartford PL.

**Valerie Kilmartin** is the new director of the Durham PL.

**Emmet McSweeney** is serving as interim director of the Silas Bronson Library in Waterbury.

**Sarah Catherine Mindel** is the new map librarian for the UConn Libraries.

**Roz Rubenstein** is Waterford PL's new director.

**Denise Stankovics** and **Donna Enmanat** are interim directors at the Rockville PL in Vernon.

**Eileen Topitzer** is now a full-time reference librarian and head of the Interlibrary Loan Department at the Cheshire PL.



Suzanne Elliot

*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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Deadline: Second Friday of the month.



Chris Bradley

## FROM THE PRESIDENT

### Some CLA Conference SAQs\*

*\*Seldom Asked Questions*

- Q.** What's black and white and re(a)d all over?
- A.** Not only our 114th annual conference brochure, but, of course, the daily newspaper, which is not being read all over America anymore, or at least not as much as it was when that joke was new. We are told that *reading* is declining in America, especially among the young, who are supposed to be the Future.
- Q.** Then shouldn't the conference theme be *Reading* the Past, or *Listening* to the Future, or *Watching* the Present?
- A.** We may have become recently obsessed with audio books, especially which downloadable format (MP3? WMA? Apple? Sony?) will be "the one." We may owe our circulation statistics to DVDs. And the new public library paradigm, thanks to the Redmond Gates, (not to be confused with "The Gates,") may be the public library as public Internet provider. But the theme of #114 is *Reading* the Future because *reading* is what we do, what we have always done, and what we will do.
- Q.** Is it *Reading* the Future, as in "Reading is going to be 'the thing' of the future," or is it *Reading* the Future as in "trying to figure out what will happen in the future?"
- A.** It doesn't matter. What matters is that nine authors will be appearing at the 114th in New Haven—nine authors and only two people talking about RFID tags! When is the last time that young people, even teenagers, even librarians' kids, wanted to come to a CLA conference? They're coming to this one to hear Orson Scott Card.
- Q.** What is with the parking, anyway?
- A.** It's in a city. You/We/CLA has to pay to park.
- Q.** So why are we having it in a city?
- A.** Cities are like reading. Reading Text : Life in Cities :: Watching a Video : Life in the Suburbs? I realize that, like the analogy, I may be deposed for suggesting this, because Connecticut is a state with 169 towns and no cities over 150,000. Life in cities can be difficult, but it can also be hot, or at least New Haven is hot, according to the January 16 *Hartford Courant's Northeast Magazine*. It is not going to be as easy to drive into downtown New Haven as it was to exit off the highway into the Mystic Marriott, or the Radisson in Cromwell. In exchange for this difficulty, however, we get Yale, New Haven Free PL, IKEA, a really good movie theater, live theater, and diverse, unchained, restaurants. Reading can be difficult too, but it is also hot, fueled by the power of the imagination.
- Q.** Reading text is hotter than watching a movie?
- A.** I'm currently reading Pete Dexter's *Train*. The man is volatile. His looks, his voice, his manners are created and recreated in my imagination every time I crack open the book. Once the movie is made, however, even if it is a good movie, *Train* will always be just one actor. The cinematic production overrides the pictures that we draw and redraw in our imagination when we read text. When I see the movie, *Train* will always be Jamie Foxx, just like Daisy became Mia, and Anna is Greta; and Cinderella is always blonde. Video is not bad; it is just too easy, like living in the suburbs is easy. In his essay in the March 6 *Hartford Courant*, "Sprawl Is Here to Stay; Let's Make It Work," Joel Kotkin says, "We may continue to decry them (the suburbs) and make fun of them, but we've made them our home." And who wants to stay home on Saturday night when you can go to places where you've never been before?
- Q.** So why should we go to the 114th?
- A.** Why wouldn't you? Where else can you find Gen Xers looking to the future, Latin American chamber music, weblogs and RSS, Internet safety, Yale students, a great party in the Presidential Suite Tuesday night to which you are all invited, and *10,000 Years of Misunderstanding between the Sexes Cleared Right Up?* It's all happening in New Haven, April 11-13. It's the future. Read it!

# HIGHLIGHTS

**Public Comment/CLA Office** As requested by the auditor, the following statement will be added to the annual dues renewal form: "8% of the CLA budget supports lobbying efforts. Therefore 8% of membership dues paid to CLA are not deductible for federal tax purposes." It was also decided to delete references to CLSUs, which no longer exist.

**Treasurer** The balance in the investment account stands at \$107,941. Jan Fisher moved to amend this year's budget by adding \$100 to the Architectural Award money, bringing this line item to a total of \$300 to allow for a third award. Motion approved.

**Vice President** Alice Knapp reported that the CLA Total Quality Library Service Task Force has been looking at other state models for a similar initiative. The next meeting will be held in May and a report to the board will follow.

**CEMA** Frances Nadeau responded to questions posed at an earlier board meeting regarding the impact of No Child Left Behind on school library media specialists. Their primary concern is that they want to be included in the definition of "highly qualified teacher." School library media specialists have certification/student teaching experience and are considered teachers.

**Conference** Nancy Wood reported that: 1) There has been interest expressed by spouses of librarians to hear keynote speaker Orson Scott Card. The conference committee has decided to allow non-conference attendees to come in at the end of the day at a charge of \$10. 2) The limit for the Yale Library Tour is 45 with a possible extension to 60. 3) Betsy Bray and Anita Barney are looking for conference volunteers.

**Connecticut State Library** 1) The Task Force for Review of CT General Statutes will host three forums on: March 22, 23 and 24. 2) Connecticut Public Library Statistical Profile has been completed and sent to the printer. The report will be available on CTWebJunction. 3) The new iCONN portal debuted in early February. 4) As part of an evaluation of the CTWebJunction website the State Library will hold two focus groups on April 6 from 10-12 and from 1-3. Call Lynette Baisden at the State Library if you are interested in participating.

**Editorial** Some of the changes suggested at the last board meeting have already been made and more updates will occur on the web page after the conference.

**Legislative** Barry Williams has been setting up meetings with the committee and the leadership in the legislature. Connecticut is still at the top of the agenda. Contact your elected officials about increasing these reimbursements. Chris Bradley delivered testimony before the Appropriations Committee on February 22. CLA's delegation will attend ALA Legislative Day in Washington, DC on May 3-4.

**Membership** Current membership stands at 975.

**NELA** 1) The new NELA membership chair, Matt Hall, is from Quinnbaug College. 2) NELA president Joanne Lamothe will attend the CLA Conference. 3) There is a link to the CLA annual conference on the NELA website.

**ALA** Jay Johnston reported that Leslie Berger, candidate for ALA President, will attend the ALA program at the CLA conference.

## CEMA Workshop

### *Is the Internet Really Reading? New Literacies for New Times*

Presented by Reading Specialists Julie Coiro & Jill Castek  
Saturday, May 7, 2005 8:30-3:00

University Commons Left, Sacred Heart University, Fairfield Campus

The Internet demands processes that extend beyond traditional reading skills. The workshop will present instructional strategies for weaving elements of Internet navigation, searching and critical evaluation into classroom instruction.

Registration: \$30 (includes lunch)  
Deadline: April 29. See [ctcema.org](http://ctcema.org) for details.

## Me? A Librarian? You've Got To Be Joking!

by S. D. Harris

That's what many of us said when approached with the idea of becoming a librarian. Some of us fell into librarianship quite by accident. Others, however, pursued it as a career. Blanche Parker, assistant head of information services at Darien Library, inspired by her high school librarian, wanted to be a librarian just like her.



*Professor Jane Moore McGinn has special responsibility for recruiting minorities to SCSU's library science program. Photo: Phara Bayonne*

Margo Best Nabors, on the other hand, had no intention of becoming a school media specialist. But after receiving a BA in marketing, getting married and starting a family, she decided to go to library school. Nabors' first job is with her alma mater, Sacred Heart Academy, in Hamden.

Those are just a couple of the stories told by members of the Black Caucus of ALA's Connecticut Chapter (BCALA-CT) on February 19 at our librarian recruitment luncheon, co-sponsored by BCALA-CT and Ferguson Library's South End Branch, where the event was held. The purpose of the luncheon was to attract teens, college students, library paraprofessionals, and other adults to the field. Shacojazz, a Norwalk café specializing in West African and Caribbean cuisine, catered the event, and the 34 guests, 12 of whom were not librarians, watched "Me? A Librarian?!!" while they dined. The 10-minute video, produced by the Ohio Library Council, features a comedian making fun of librarians until finally realizing librarianship is not so bad after the host and hostess take viewers on a tour of the library field.

Jane Moore McGinn, associate professor, Department of Information and Library Science at SCSU, was guest speaker for the event. McGinn cited figures from the US MLIS Degree Awards report issued by Tracie D. Hall, director of ALA's Diversity Office and the Spectrum Initiative:

*Continued on page 12*

## The Connecticut State Library



by Carol Abatelli

*“Early literacy is a huge initiative nationwide,” notes State Librarian Ken Wiggin, “and our state has been one of the first to get involved in this effort in a big way.”*

If you’ve been watching the CONNTECH listserv recently, you’ve probably noticed that the Connecticut State Library (CSL) has a number of initiatives in the works. Take the WebJunction focus groups scheduled for April 6, for example. Last year, the library’s Division of Library Development (DLD) partnered with the national WebJunction site to create WebJunction Connecticut (CT.WebJunction.org). This new site provides the state’s library community with free and low cost technology training, as well as a place to share ideas and news. The focus groups will help evaluate the effectiveness of the site as a tool for assisting library workers in their efforts to sustain public access computing and other services for their patrons.

The Division of Library Development also will soon offer other types of training at CT.WebJunction.org. For example, Sharon Brettschneider, the division’s director, envisions having available “Every Child Ready to Read @ Your Library,” a research-based early literacy program that was developed by PLA. In February, CSL held a workshop for children’s librarians that featured “Every Child Ready to Read” training on how to inform caregivers of the best practices for encouraging early literacy.

“We will be able to reach so many more members of our library community with this training once it is on WebJunction,” says Sharon, who has been a leader in the initiative promote early literacy activities in public libraries.

“Early literacy is a huge initiative nationwide,” notes State Librarian Ken Wiggin, “and our state has been one of the first to get involved in this effort in a big way.”

CSL began its initiative to encourage and promote early literacy activities in public libraries in 2003 with the launch of *Connecticut Libraries...It’s Never Too Early*. Based on programs developed by the Maryland State Library and PLA, *It’s Never Too Early* provides research-based training, grant opportunities, and statewide publicity in support of library efforts to foster pre-reading skills in very young children. Over 190 librarians from 128 of the state’s public libraries attended the workshop “A Research-Based Approach to Supporting Preschool Language and Literacy in Public Libraries,” which was offered by CSL in 2003.

Both Sharon and Ken believe it essential to increase public awareness of the library’s role in promoting literacy, noting that the general public tends to think only of schools in this regard, despite strong indirect evidence that libraries are having a positive impact in promoting literacy. For example, it is

documented that children who read over the summer maintain their reading level better than those who don’t read. Yet, even libraries with well-attended and apparently successful summer reading programs frequently cannot assess and do not publicize their true contribution to the education of those children who participated in their programs. As both Sharon and Ken point out, reporting that so many children participated in a summer reading program doesn’t prove that they benefited from their participation.

“Our traditional outputs, such as circulation measures, don’t communicate our real value,” observes Ken. “The vague idea of the library as a public good is no longer enough to guarantee support in tight financial times. We need better outcome measures.”

Although CSL has been offering training on how to perform outcome-based assessment, some librarians still have trouble with the idea that libraries need to “prove” that their programs are having a successful impact. “We need to be realistic,” advises Ken.

As state librarian, Ken clearly understands the need to justify even the most worthwhile library programs to legislators. But sometimes justification, no matter how well documented, isn’t enough, as is likely to be the case with Connecticut this year. This popular and successful program circulated 4.6 million books last year. Yet despite a recent study showing that the median cost of a Connecticut transaction is \$1.05, the current reimbursement to libraries who participate is about 14 cents and not likely to get much higher.

Ken believes many legislators understand the value of Connecticut but that it is going to take several years of effort to increase funding for the program. He hopes to make enough progress this year to retain libraries that might leave Connecticut due its severe under-funding.

An area where Ken remains hopeful for greater progress this year is funding for CSL collections. The library’s acquisitions budget was cut three years ago and has been level-funded since then. In addition, there has been less flexibility in how those dollars can be spent because two-thirds of the book budget now comes from bond funds, a situation that has worked against funding for the Library Service Centers in Middletown and Willimantic. Both centers have seen reduced budgets in recent years, forcing them to limit collection development to professional materials for librarians, large print books and audiotapes, and materials for children’s programming. An added strain on the acquisitions budget has been the rising cost of legal materials, which, as

*Continued on page 11*

## 2005 EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

*Continued from page 1*

process learns of the incredible power of people united for peace and tolerance.”

*People Like Us*, a film that portrays how social class can determine opportunity as much as race or ethnicity and raises the question, “Are all Americans created equal—or are some more equal than others?”

*Brothers and Others: The Impact of September 11th on Arabs, Muslims and South Asians in America*, which focuses on the heightened climate of hate, FBI and INS investigations, and economic hardships these groups have encountered.

*The Laramie Project*, “a dramatization of a town forced to confront itself in the reflective glare of the national spotlight, responding with love, anger, sympathy, support, and defiance” following the homophobic murder of Matthew Shepard in 1998.

Clips from the classic *Gentleman's Agreement*, starring Gregory Peck, a film about a writer assigned to do a magazine series on anti-Semitism who decides to pose as a Jew and soon discovers what it is like to be a victim of religious intolerance.

*Last Chance for Eden*, a documentary about eight men and women discussing issues of racism and sexism that “examines the impact of society’s stereotypes on their lives in the workplace, in their personal relationships, and within their families and in their communities.”

This innovative series not only brought many together to delve into difficult issues, but it also attracted funding from businesses, organizations and individuals that we subsequently used to purchase materials about intolerance for our collection. The Wilton PTA Council, Wilton Education Foundation, and Wilton Chamber of Commerce all contributed funds to cover the costs of these additions to an already robust collection of resources that are constantly in use.

The library and the community will continue to work creatively on combating bigotry and embracing diversity, with resources and programs that bring us all together and strengthen the fabric of our shared world. We are tremendously grateful for the inspiration and the beginning and are committed to continue playing a leadership role in this important work.

Indeed, several other programs have taken place or are planned around the Operation Respect theme:

We conducted our first community-wide read this fall and chose Harper Lee’s *To Kill a*

*Mockingbird* in large part because its themes are so relevant to any discussion of community and mutual understanding, appreciation and respect. Like the film discussion series, the community read (a full description of which can be found on our website at [www.wiltonlibrary.org/mockingbird.asp](http://www.wiltonlibrary.org/mockingbird.asp)) drew hundreds of participants and received additional funding and press coverage.

We invited the Stonewall Speakers, a group of lesbian, gay, bisexual and transgender activists and their families and friends, to lead a discussion on discrimination against homosexuals and the ways in which people can accept differences in others.

We have begun a multicultural book discussion group that features leaders who grew up in the countries and cultures central to the books discussed.

We will be hosting a program in the spring with Norwalk Community College entitled “*Memoir as Witness*” in which four memoirists read from their first-hand accounts of WWII, the Holocaust and the struggle for civil rights in America.

Operation Respect has pulled our community together and has reaffirmed the role of the Wilton Library as the cultural and educational heart of our community. We are proud to be regarded as a meeting place where information is provided not only in print and electronic formats, but also as a result of dialogues between those who gather here. Former United States Poet Laureate Rita Dove once said, “the library is an arena of possibility, opening both a window into the soul and a door onto the world.” The role of a library as a catalyst for understanding and change is one we embrace. ■

*Kathy Leeds, director, Wilton Library Association*

### Stafford Library

#### *A New Building Revitalizes Library Services*

Three years ago, a new library building brought fresh life to the Stafford Library. Since then, the collection has increased by 25 percent, the number of registered borrowers has grown by 36 percent, and circulation is up by 43 percent.

Stafford, a small town of 12,000 located in northeastern Connecticut, is a mix of old and new. For over 200 years, it has been a working-class mill town and it retains that character in the Stafford Springs section. At the same time, it offers many areas of scenic beauty. Boundless wooded landscapes, hills, and beautiful Staffordville Lake lend the town its charm. Many families have lived in Stafford for generations, but the building of new homes has increased, and more citizens are putting down roots here. Stafford residents take pride in their community and look out for one another; it is a wonderful place to raise children.

The library is located next to the high school, and many students walk here to use it after school. The middle school is just half a mile away, and a new elementary school is being built across the street, opening further possibilities for use by school children.

Here are examples of how we have been able to make the library more visible in the community since the opening of the new building:

#### Services

- We increased service hours from 48 to 54 per week, opening four nights.
- A Homework Help Center was initiated in November 2003. Three professional tutors work on a contract basis and are available for two hours per day three times a week. Students may meet with a tutor for 30 minutes per visit.
- A storage room was converted to a computer lab where our computer technician offers free training on five classroom terminals.

*Continued on page 7*

## 2005 EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

*Continued from page 6*



*Stafford Library Staff*

- We provide 17 public computers and wireless Internet access for users who bring their wireless-capable laptops to the library.
- Our teen department staff formed a Teen Advisory Council to gain feedback from teens on services for them. Staff also started an Anime/Comic Club where members discuss graphic novels they have read from our collection or those they have heard about and suggest we purchase. Teens also bring in their depictions of characters from the novels for display in the library.
- A coffee bar sponsored by the Friends offers an opportunity for patrons to visit with neighbors in a relaxing atmosphere or for high-school students to stop by after school to visit with classmates. This area also houses shelving for an on-going used book sale sponsored by the Friends.
- The library is an AARP tax site. From the beginning of February through April 15, free tax assistance is offered by volunteers one day per week to any low or moderate income resident. This service brings in residents who may not normally use our services.
- Staff work hard to provide personalized customer service. They greet patrons cordially, answer phones with their name and the name of our library, and may waive overdue fines if a patron expresses dissatisfaction with the fine amount. The library also offers an amnesty program each year, whereby patrons bring in non-perishable food items for the Stafford Food Bank.

### Outreach

- A volunteer from the Friends makes monthly visits to a local senior housing center to deliver materials, and staff deliver materials on their way home to any individual who cannot come to the library.
- On weekly visits to town hall to deliver payroll information, the library director talks about books with town employees, recommends new authors, and then delivers books to them.
- Our children's librarian, Mary Schweitzer, attends monthly Headstart meetings and meets regularly with Stafford's Family Services Department for early child development programs. She is a representative to the town's School Readiness Council, which includes school personnel and interested parents. She hosts teas for daycare providers at the library, which serves as a meeting place for them to discuss their special needs. The daycare providers are furnishing children's room staff with ideas for kits that will be made available for borrowing.
- Deb Galotto, our children's program coordinator, and Mary Schweitzer offer a special story hour program for needy students in kindergarten through grade 2 in cooperation with an elementary school. Deb also visits schools to conduct Nutmeg book discussions.

- Before our summer reading program began last year, children's room staff made personal visits to every elementary school in town (public and private) and visited every single classroom in early June to be sure everyone knew about the program
- Our quarterly newsletter is delivered to every household in Stafford, Stafford Springs, and Staffordville through a local newspaper. Our web site was revised to reflect our expanded services.
- We began a "Knowledge Is Power" campaign for library card signups. We rented a billboard in downtown Stafford Springs for three months, posted flyers in schools and around town, and had 5,000 bookmarks printed. The billboard generated much exposure for the library and brought in new patrons.

### A Special Project

The Stafford Library has never had a designated reference librarian. To draw attention to that serious need and to have fun at the same time, Deb Galotto created a mannequin to substitute as our "temporary reference librarian" at the reference desk. We held a contest and asked library patrons to give our "temp" a name; they responded with 244 suggestions. Three locally prominent individuals—our first selectman, chairman of the finance committee, and personnel director—were judges; they chose four names and suggested that library patrons vote for the winning name, which turned out to be "Mr. Reed Moore."

The contest brought a great deal of spirit to the library and the community. A local newspaper wrote an article about our "temp" and the reason for his creation. By choosing the judges we did, we made sure that town officials who would be directly involved in approving the library's budget would know and understand our critical need for a reference librarian. ■

*Ann Davis, director, Stafford Library*

### Goshen Public Library

#### *"Reading Round-Up" Corral New Readers*

On July 6, 2004, nearly 200 people moseyed over to the Goshen Public Library for our summer reading Kick-off Corral! Children from preschool through sixth grade were invited to register for the Reading Round-Up and join us for six weeks of activities incorporating reading, music, art and entertainment. After they registered, they could dress in costumes from our costume box and have their pictures taken to put on their own WANTED poster. Every child who participated had his or her poster

*Continued on page 8*

## 2005 EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

*Continued from page 7*

mounted inside the library—a definite eye-catcher that prompted many patrons to ask about our program. The Kick-Off Corral also included several fun activity stations where children could test their aim at our squirting gallery, pan for “gold,” turn a brown paper bag into a cowboy vest, and take pony rides on four ponies generously loaned to us by a local farmer. Believe me, pony rides in front of your library bring in the patrons! It was a great start to what proved to be a truly memorable summer.

Goshen has been hosting a summer reading program for many years, but we all agreed there was something special about the Reading Round-Up. Perhaps the Western theme was a particularly good fit for a small, rural town like Goshen. Perhaps it was the fact that Goshen had recently hired its first children’s coordinator, Pamela Buckley, whose creativity had revitalized our children’s programming. Certainly a great deal of the credit must go to the town of Goshen itself for providing dozens of tireless volunteers and donating so many of the supplies, equipment, and facilities that were needed to make the Reading Round-Up happen.

The core of our program, naturally, was the reading log. Different reading goals were set for pre-readers, beginning readers, and advanced readers. Small weekly prizes were given out for progress to keep children on task and also to give us the chance to kit them out as cowpokes with sheriff’s badges, cowboy hats, and harmonicas. By the time our final Round-Up square dance rolled around, everyone had the “duds” they needed to come in costume.

In addition to the reading goals, our program included events for all ages. We work with a very small programming budget in Goshen, and our summer reading program is almost entirely funded with grant money. That means we can only splurge on a few paid performers while filling the rest of our calendar with volunteers and a lot of creativity. The Reading Round-Up featured a visit from guest artist Maddie Chiarenzelli, who came in costume as Pocahontas to lead an Indian pow-wow, and Lesa Scheifele from The Lost Ark, who presented the delightful “Animals in the Movies.” But our biggest expense—worth every penny—was hiring a live band and square dance caller for our final Round-Up. All ages were invited to this rousing event, where we came in Western costume to learn traditional square and circle dances, then

took a break to enjoy root beer floats and present awards to all the children who completed their reading logs.

Our paid performers were great, but we also presented a lot of activities that were virtually free:

*Weekly Activity Times* Organized by both staff and volunteers, each week’s program targeted a different age group. High school volunteers designed a craft program for preschoolers, a local teacher presented an ice cream story time where the children churned old-fashioned ice cream, and a local artist led a mask-making workshop.

*4H Fun* The programs offered each summer by the hard-working volunteers in the 4H are outstanding—and free! The children who participate especially like having the programs led by teens—ininitely cooler than adults!

*Outreach* We work with the Goshen Recreation Department and send a bookmobile out to their summer day camp each week that camp is in session. Campers who don’t have a library card can borrow books through a special account we set up for the camp. Dale Ives, Goshen recreation coordinator, tells us, “After the bookmobile departs, it is quite a common sight to see a camper sitting in the lap of a staff member enjoying the pleasure of reading or being read to.” With our bookmobile, we can reach children whose families don’t regularly visit the library—children we otherwise might not see all summer long.

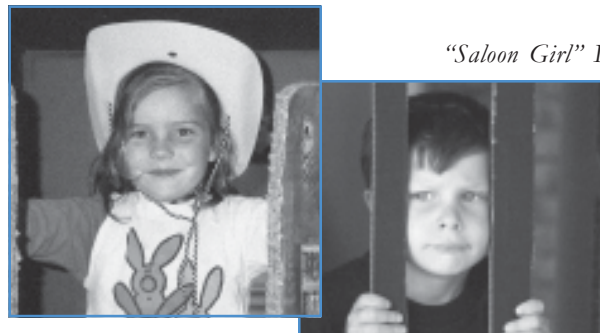
*Parking Lot Art Show* All it takes is chalk. Each summer we section off the Goshen Town Hall parking lot into huge “canvases” for our sidewalk-chalk artists. Our library board president and his artist wife have kindly judged this contest for the past several years. Since everyone gets a prize, the hardest part is thinking up the categories.

*Wagon Ride & Sing-Along* I admit I was skeptical when Pamela Buckley first proposed this activity, but it turned out to be one of the most popular events of the summer. A local resident kindly loaned us his hay wagon and offered to drive the tractor. We borrowed sheet music through interlibrary loan and corralled a guitar-playing college student to be our “singing cowboy.” So many families came for this event, we had to take two separate trips. What a great way to spend a warm summer night, and what great free publicity for the library as our wagon full of singing children wound its way through town!

One hundred twenty five children registered for the Reading Round-Up—nearly 55% of elementary school enrollment for the entire town! Summer reading makes July and August the busiest months for the Goshen Public Library. During the Reading Round-Up, both our circulation and our attendance were up an average of 30% over the other months of the year. Those numbers are great, and we’re proud of them, but they are only part of what we want to accomplish with summer reading. As Friends of the Goshen Library President Cheryl Arnold put it so nicely in her nomination, “Not only did the library incorporate the importance of reading into several fun events throughout the summer, they also brought families together as well.” ■

*Alice Freiler, director, Goshen Public Library*

*Continued on page 10*



“Saloon Girl” Louisa Dux and “Jailbird” Joseph Doherty participated in Goshen Library’s summer Reading Round-Up.



# TECHNOLOGY

**Have you ever considered the environmental cost of producing computers and other electronic devices?** Researchers at the United Nations University (UNU) in Tokyo have. They completed a study that found that producing a PC and a 17-inch CRT uses at least 529 pounds of fossil fuels, 40 pounds of chemicals, and 3306 pounds of water. An earlier UNU study determined that creating just one 2-gram 32Mbyte Dynamic RAM memory chip uses 3.7 pounds of fossil fuels and chemicals and 71 pounds of water (about eight gallons).

What resources go into the production of a cell phone? At the Environmental Literacy Council's web site on life cycle analysis you can see the components that go into producing a typical cell phone: 17.5 pounds of energy, 0.8 pounds of chemicals, and 352.5 pounds of water. (See [www.enviroliteracy.org/article.php/322.html](http://www.enviroliteracy.org/article.php/322.html))

Libraries cannot survive without electronic equipment. Computers are necessary to conduct business and to provide access to information resources for our patrons. Many libraries are working hard to acquire enough computers to meet demand. Library software vendors are requiring that we have more recent versions of Windows and therefore more up-to-date hardware to run the software. How do we deal with these pressures?

Webjunction has an article, "WebJunction's Focus on Buying Hardware and Software," in which "Section II: Making Do" deals with some of these issues. (See [webjunction.org/do/DisplayContent?id=10230](http://webjunction.org/do/DisplayContent?id=10230)) One suggestion made there is that a library does not need to possess the latest and greatest technology at all times. In one instance, computers obtained with a Gates Foundation grant had a four-year service contract on the hardware, rather than the three-year service contract often purchased with computers. Perhaps we can get away with replacing 25% of our computers each year instead of 33% of them. If a library has 50 PCs, that means purchasing four or five fewer each year, saving both the purchase price and also reducing the environmental impact of manufacturing these machines. We might also consider upgrading computers rather than replacing them.

Another solution suggested in the Webjunction article is to use "thin-client" technology. In that situation, older computers function as clients and only one additional powerful machine is needed as the central processor. This extends the life of older hardware.

At the other end of the use cycle is what to do with old computers. They can be used as doorstops, but that can be clumsy. As early as 2001, a *Los Angeles Times* article, "Do It; Discarded Computers Mounting Up to Environmental Threat; Government agencies and PC makers can help with recycling obsolete electronics equipment," raised the issue of what to do with out-of-date hardware. One web site recommended in the article is Electronics Recycling. (See [www.electronicrecycling.net](http://www.electronicrecycling.net)) There are concerns, however, about physically recycling computer hardware. Many times, the hardware to be recycled is shipped to China where the handling of toxic materials may not be controlled as well as it is in the US. We might want to be concerned about exporting dangerous materials and toxic work to another country.

Inland Retech ([www.inlandretech.com](http://www.inlandretech.com)), a firm that serves eastern Washington and part of Idaho, is working to minimize the environmental impact of recycling. They pick up machines and provide other services. If the computer is a Pentium class machine, there is no charge for taking the computer. Their website offers several outcomes for the used equipment: 1) It can go directly to recycling. 2) It can be refurbished and either sold or donated. Refurbishing is done in Hong Kong. 3) If non-functional, it will be recycled in Beijing, China under strict environmental standards.

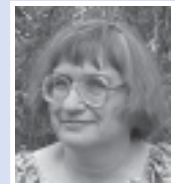
A number of computer manufacturers also offer recycling services. For example, Dell offers its "Asset Recovery Service." They will either sell your machine or recycle its parts for a fee. In the process, they will clean data off the hard drive as best they can and perform other such tasks.

Donating used computers, however, is more energy efficient — by a factor of five to twenty times — than having the hardware recycled. Some programs that accept older machines include Computers 4 Kids and World Computer Exchange. "Computers 4 Kids receives older, obsolete computer equipment and upgrades it to meet today's basic computing needs such as word processing, using CD ROMS, online research, etc." Currently, they accept Pentium III machines. World Computer Exchange accepts Pentium II computers, which are sent to schools around the world.

Do consider the environmental impact of purchasing and disposing of electronic devices, whether for your library or for yourself. Be a responsible user of technology.

*Isabel Danforth is Director of Library Services, International College of Hospitality Management, Suffield.*

## The Life Cycle of Electronic Devices



*Isabel Danforth  
Technology Columnist*

*Donating used computers is more energy efficient — by a factor of five to twenty times — than having the hardware recycled.*

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## 2005 EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

*Continued from page 8*

### Groton Public Library

*Users Know What They Want.*

#### *We Listen to Them*

Our users often tell us how much they appreciate our excellent public service programs, but it is especially encouraging to know that a panel of "outside experts" also thinks we are doing a good job. We intend to share their opinion with town officials in the hope that they will continue to provide us with solid financial support.

Betty Anne Reiter, supervisor of adult services, nominated the library for this award and encouraged us to list the services we provide. After seeing the list, she commented that she could not think of much more we could do for users within the scope of our rather broad mission.

Why do we do all these things, and how do we add new services? The staff gets out and observes what other libraries are doing and they read the literature for new ideas. They are open to suggestions and ideas from library users, and if one or two people make a suggestion for a new service, we seriously consider trying it. After all, users know what they want, and we try to have something for everyone who walks in the door. We follow developments in technology and make sure the library is as up-to-date as possible. We provide Internet access in sufficient quantity (96 computers in the building) to satisfy the demand and never ask people for more personal information than is absolutely necessary. Our services include:

*Video* Our Municipal Television Division is the first in Connecticut to offer on-demand streaming video of town meetings (See [www.town.groton.ct.us/library/gmtv](http://www.town.groton.ct.us/library/gmtv)). In addition to broadcasting town council and representative town meetings, the channel airs town informational programming, state capitol programming from the Connecticut Television Network, military news and NASA Television. GMTV also screens satellite conferences for town departments.

*Internet Access* In November 2004 Groton became the first public library in southeastern Connecticut to offer free wireless Internet access. The library provides unlimited Internet access to all ages, and staff assistance is always available. We partner with LEARN, a non-profit educational organization, to provide space for the RAFT (Regional Access for Technology) computer center. Last year, scheduled RAFT classes accommodated 950 people. Classes

include Introduction to Computers, Word, Introduction to the WWW, PowerPoint, Viruses, Spyware and Adware, Digital Cameras and Job Searching Online.

*Local History* Since the collection does not have space to grow, we have begun a digitization project that will make our historical photograph and postcard collections available online. These materials will be accessible for Groton's 300<sup>th</sup> anniversary in 2005.

*Adult Programming* Book discussions and art lectures are held regularly. Multiple copies of books purchased for the book group are added to our "Book Discussion Collection," which has proved popular with other book clubs in the area. In November 2004, the library presented Local Authors' Night, where six authors were invited to read from their books, to speak about writing for publication, and to sell and autograph their books. The Independent Film Series is another popular program, now in its second year. We show first-run, independent films every month and add the films to our circulating collection. Finally, the library has taken a lead role in organizing One Book, One Region, Eastern Connecticut. This year, programs featured *The Kite Runner* by Khaled Hosseini, who spoke to over 400 people in Groton.

*Teens* Some entertaining activities offered to students in grades 6-12 include an Anime Club, Teen Writers' Workshop, Tolkien Fest, Safety Sunday, Holiday Help for the Dog Pound, Book Bingo and various craft programs. A Youth Advisory Board and a Teen Volunteer Club allow teens the opportunity to provide input and assistance in offering these programs.

*Children* Services and materials are available for children from birth to grade 5, and for their caregivers and teachers. Programs include Baby Bundles, Toddler and Preschool Storytimes, After School and Family Programs, Summer Reading Programs, Library Cards for Kids and Readers' Advisory. Library Cards for Kids introduces first graders to the library and issues first library cards. The children receive a tour of the library, have a brief story time and select books to take home.

*Circulation* Last year, 362,455 items were circulated, which averages over 1000 items each day. The library circulates materials in all formats, including books, books on tape and CD, videos, DVDs, children's toys, art prints, and more. The library is a state government document depository. Interlibrary loan services are provided to all patrons via reQuest and OCLC.

*Continued on page 11*

## 2005 EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

*Continued from page 10*

*Outreach* For two weeks every December, library users may donate food items instead of paying fines for overdue books. The food is donated to the town's Social Services Department. During the holiday season, the library also collects new books for children and teens for distribution by Social Services. Library staff and volunteers provide services to the homebound and to area nursing homes and convalescent centers.

**People Say...** During National Library Week we invite people to answer a question and to be entered in a drawing to win a library book bag. In 2004, we asked our customers to complete the sentence, "My library is important to me because..." These are some of the answers we received:

- The library provides the world at my fingertips.
- It opens a window to the fascinating world of knowledge and opportunity.

- I use the computers (I have none at home).
- It has books and has taught me about fire safety.
- It has all the resources I need for reports and it provides a place for me to grab a book and read.
- There is wonderful staff to help and assist.
- I love this library! It is a main source of knowledge of the world we live in and has many community bonding programs and resources.

The Groton Public Library strives to provide services, programs and materials that support and enrich the lives of people in our community. These responses lead us to believe that we are on the right track. ■

*Alan G. Benkert, director of library services, and Betty Anne Reiter, supervisor of adult services*



*Shannon Jansson and family leaving the children's library.*

## SPOTLIGHT

*Continued from page 5*

Connecticut's principal law library, CSL is obligated to provide.

CSL is also responsible for maintaining complete collections of state government publications. Despite reduced staffing in its Government Information Services Unit, the library has gone forward with its initiative to deal with the developing crisis in government publishing, as both public records and government publications move online and print becomes less available. Partnering with the Library of Congress, OCLC, and other state libraries, CSL is continuing to develop systems and mechanisms that can reliably capture and preserve state government information from myriad departmental and agency websites. The rapid rate at which the federal government is dropping print in favor of online-only publication has also spurred efforts in this regard.

CLA's Legislative Agenda for 2006-2007 calls for the revision of statutory language on the confidentiality of library records. In December 2004, the Advisory Council of Library Planning and Development created a taskforce to review all Connecticut public library statutes, including those that deal with confidentiality. Sharon and Ken represent CSL on this taskforce. The review is necessary because Connecticut's public

library laws date to the late nineteenth century and contain outdated language and sections that conflict. In recent years, questions have arisen about the required make-up of library boards, who should sign grants, and other technicalities, causing the state librarian to refer an increasing number of questions to the attorney general.

The taskforce has been seeking input from the library community about the state's library statutes. In February, it put out a survey on CONNTECH asking for information on statutes known to be in need of revision, and the following month it held public forums to gain further input on this and related topics.

Although it is impossible to cover every CSL initiative here, one final topic that deserves mention is DLD's emerging concern that libraries are properly equipped to meet the needs of older adults. Many senior citizens are choosing to remain in Connecticut after retirement, and this population is expected to grow rapidly over the next decade. One public library, New Britain PL, is already experimenting with an older adults section, and others are considering this concept. CLC has started a Services to Older Adults Roundtable of which CSL's Doug Lord is a co-chair, along with Sue Smayda of Wallingford PL. Older library patrons are likely to benefit from CSL's new partnership with Libraries for the Future to develop a network of EqualAccess Libraries in Connecticut. The EqualAccess concept provides an integrated approach to transforming public libraries into more broadly based community centers, which will offer services to seniors, among other community groups.

"As we all know, libraries serve the full spectrum of Connecticut's population," Sharon reminds us. "We should be proud of the services we offer, but we must learn better ways to measure and communicate the value of these services to those outside the library community."

*Carol Abatelli is Head of Collections and Electronic Services Management, Smith Library, ECSU.*

## ME? A LIBRARIAN? YOU'VE GOT TO BE JOKING!

*Continued from page 4*

- In 2000-2001 minorities accounted for only 504 of the master's degrees awarded, and minorities earned only five of the 60 LIS PhDs awarded.
- In 2001-2002 minorities accounted for 494 of the master's degrees, and the total number of PhDs for all groups dropped by nearly 50 percent to 32; only six were awarded to minorities.

Hall's report challenges educators to find out why the drop in numbers and lack of interest in the field.

Professor McGinn mentors and advises minority students, develops courses of specific interest to minority librarians, and seeks grants to support minority scholarships. She was responsible the 2003-2004 Bill and Melinda Gates Foundation scholarships for students seeking to become urban public librarians.

"SCSU aggressively recruits minorities into the MLS program through a variety of initiatives," said McGinn, who promotes the SCSU program and recruits minorities through speaking engagements, collaboration with libraries on minority recruitment programs, and through her work on the BCALA Executive Board and the Association for Library and Information Science Education Recruitment Committee. McGinn also addressed librarians in her speech, encouraging them to consider LIS PhD programs.

Director W. Michael Havener and Associate Professor Donna Gilton represented URI's Graduate School of Library and Information Science at the luncheon. Havener has a passion for library science and his love for the profession was evident and refreshing. "I thought the recruitment



*W. Michael Havner is dean of URI's Library Science School.*

luncheon went really well," he said. "I spoke with five people about entering a master's program and two specifically expressed interest in pursuing a PhD. Based on the question and answer period, I suspect that there are others who now may start thinking about that option."

"This program was an excellent vehicle for meeting and encouraging potential minority applicants for our MLS program," McGinn said. "Working with organizations like BCALA and BCALA-CT is crucial for success in reaching future minority students and library science faculty. The success of the BCALA-CT luncheon demonstrates just how effective this type of recruitment activity can be." ■

*S. D. Harris is a children's librarian at the Norwalk Public Library and President of BCALA-CT.*

## OBVERSION

*Continued from page 2*

Some of the more pertinent library management lessons from the "Scottish Play" are:

- Never keep a steaming cauldron in your front lobby, it's bad for the bindings.
- Use washable library paste or you may have trouble getting it off your hands.
- Board members who commit murder to attain the role of chairperson may be a little too self absorbed to be good leaders.
- Staff members should not swear at library users named Spot.
- Never describe your supervisor's annual report as "a tale told by an idiot, full of sound and fury, signifying nothing" since s/he is scheduled to be on desk with you in an hour.

One wonders how far this management-by-the-famous trend will go and who will be next? Some managers with very clear goals, like Josef Stalin, would seem to be unlikely subjects, although one can never be sure what will sell in today's market. Perhaps "The Five Year Plan" will be the next best-selling how-to book. I can't wait for the scintillating chapters on harvesting quotas and tractor repair. Come to think of it, for libraries weeding their collections or operating bookmobiles those might be the two most important chapters of all. Does anybody have the Adelmans' e-mail address? This could be big, very big.

*William Uricchio is Director of UConn's Tri-Campus Libraries.*

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