

# CONNECTICUT LIBRARIES

A Publication of  
the Connecticut  
Library  
Association

## Reading the Future 114th CLA Annual Conference April 11-13, Omni Hotel, New Haven

by Chris Bradley, President  
Connecticut Library Association

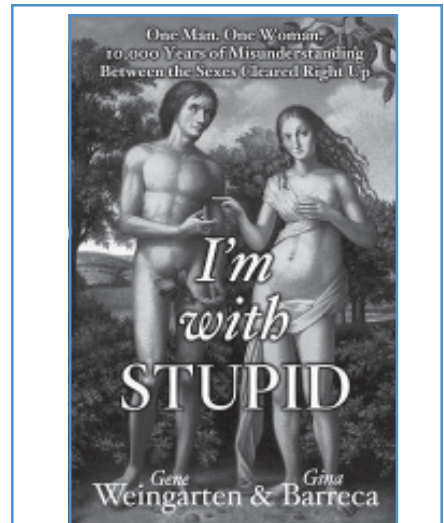
When Conference Committee Co-chairs Henry Dutcher and Nancy Wood and I first sat down to talk about the 2005 CLA conference, we immediately agreed to make reading the focus of our annual get-together and to invite a host of authors. We also wanted to bring the conference back to a city and discovered that New Haven is a great fit for CLA—a city on the move, with a mayor who may become governor, a outstanding library and library director, a premier university—plus IKEA!

Henry wanted to bring back author luncheons and signed up his friend Elinor Lipman, and her friend, Suzanne Strumpek Shea. He wanted an ethics debate on the schedule, so put the word out and got his GenExers and ALA President Michael Gorman to participate. Nancy wanted a connection with Yale and lined up more than a connection; we'll have an all-day pre-conference featuring a behind-the-scenes VIP tour of selected Yale libraries.

I wanted to combine the president's reception with the

awards ceremony. And recalling the time, a few years ago, when we were greeted by wait staff serving glasses of wine and sparkling water as we assembled, I wanted that extra touch of celebration to complement the pizzazz that Sue Smayda has given the ceremony, now called a Night of Recognition.

Our wishes have come true and then some. Award-winning author Orson Scott Card will be our keynote speaker. We'll have a second preconference, this one on fairy tales with illustrator Paul O. Zelinsky, authors Elizabeth Passmore and Donna Jo Napoli, and the Brothers Grimm!



Read the Annual Conference's One Book, then watch as the authors face off in a battle of the sexes in New Haven on April 13.

<http://cla.uconn.edu>

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Gina Barreca, co-author of *I'm with Stupid* and spokesperson for Friends of the Library month, will be our One Book author. She and her co-author, *Washington Post* humorist Gene Weingarten, will conduct a live battle of the sexes to wrap up the conference and send you away in good spirits.

Due to the vision and hard work of our conference co-chairs, dozens of program planners, and our outstanding Exhibits Committee, you can anticipate one of the best conferences in years. Check out the preliminary schedule on pages 5-7 and plan to meet us in New Haven on April 13. ■

## Families of Children with Special Needs Find a Welcome at The Ferguson Library

by Barbara Klipper

One of the most devastating things a parent can experience is the discovery that their child has a disability. Depending on the nature of the problem, doctors, therapists, special educators, social workers, and other professionals enter the family's life. The family must learn to negotiate their way through a variety of agencies and organizations, including the special education system. While there is a wealth of books available in our libraries to help typical parents raise children, often there is a dearth of information and material to help these parents deal with their daunting challenges and make informed choices to help their children.



Marcello Masciarelli, his mom, and his cousin Joseph Johnson get acquainted with a python at the SCOPES program.

Several years ago, in recognition of this need, one mother approached the president of The Ferguson Library and asked him to create a collection for parents like her. A proposal was written and submitted to First County Bank Foundation, which, seeing the value of this initiative, agreed in 2002 to fund the creation of a Special Needs Center that aims to meet the information needs of Stamford's parents of children with disabilities and their families.

Located at the main library in downtown Stamford, the collection contains books, videos, and magazines on topics of interest to parents of children with special needs, as well as

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# BOOKS LOOKING AT

## Shelf Life: Romance, Mystery, Drama, and Other Page-Turning Adventures From a Year In a Bookstore

by Suzanne Strempek Shea (Beacon Press, 2004)

About ten years ago, a new bookstore was opening near my home. The company's job advertisements proclaimed that they were looking to hire book lovers who wanted to share their infatuation with others. I remember thinking, "Why can't libraries run ads like that?" Instead, our job listings seem to communicate that we care less about literacy than we do about computer literacy, and more about non-traditional media than about the written word. We carefully articulate the importance of excellent customer service skills, but leave unsaid anything about the value we place on our product. *Shelf Life* made me wonder what it would be like to hire someone whose livelihood truly depended on books, literacy, and a reading public.



This is what they want, she tells us: names for babies, used car prices, Richard Nixon paper dolls, tips for performing music on stage, drug contra-indications, alternatives to the typical smoothie, a guide to the chakra system, and her list goes on for several more paragraphs. Reference and circulation personnel take note: at the bookstore counter, Shea is more than a "faceless keyboard tapper." She is the "knowledge-brimming, mountaintop-dwelling goddess of wisdom!"

Supernatural powers are not actually required of bookstore personnel. However, Shea has noticed that the common ingredient shared by her favorite bookstores, other than good food, is the nice people who work in them. Staff members in the best bookstores greet customers with a "genuine hello," offer suggestions, and help them find what they are looking for. She concludes that the best staff are the folks who are bookstore customers when they aren't working behind the counter. Maybe that is why they delight in seeing smiling patrons hug their book selections so appreciatively to their chests.

Writer Suzanne Strempek Shea is such a person, an award-winning author of five fiction and non-fiction titles. Shea did not get a job in a library. She did the next best thing. She went to work at an independent bookstore. At the time, Shea was recovering from breast cancer and saw her part-time job as self-prescribed therapy. Happily, she shares with us what she learned and what she came to love about that work.

Some of what Shea reveals will be familiar to anyone who has worked at the circulation or reference desk of a public library. Her opening pages describe what her customers want from her. She refers to those customers, without embarrassment, as "patrons."

Bookstores and libraries have a common interest in confidentiality. Librarians write impressive sounding policies on this subject. Many of us, on soapboxes, proudly declare confidentiality a fundamental professional responsibility. In contrast, Shea sees confidentiality in the bookstore environment as a mixture of doctor/patient privilege and plain, old-fashioned

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Vince Juliano  
Book Review Editor

## LOOKING AT BOOKS

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courtesy. Bookstore people are simply too courteous to blab about what a customer might be reading.

If you suspect, based on her love of reading and the pleasure she derives from the company of books and readers, that Shea had fallen under the influence of librarians at an early age, you would be correct. Librarians Mrs. Bigda and Mrs. Rehor helped young Suzanne find animal stories on their bookmobile. They wisely never restricted her to the bottom rows of shelves that held titles for younger readers like her. They let her borrow titles that interested her, no matter the reading level. Not surprisingly, Suzanne was an enthusiastic member of the summer reading club who treasured the colorful bookmarks she received. She is still proud that her mother was recruited as a bookmobile driver and hauled truckloads of wonderful stories from one stop to another. Sometimes, Suzanne helped straighten shelves, stamp due dates, and hand out those nifty bookmarks.

Suzanne Strempek Shea, however, is an author first. Her descriptions of book tours and book signings in bookstores are done with humor and self-deprecation. They are touching reminders that writers, too, are just human. Sometimes, like us, they fantasize. Shea, for example, recounts the excitement of seeing an overflow crowd lined up in front of the bookstore where she was scheduled to do a book signing. It was only when she reached the store that she realized that the crowd had formed, not for her, but for Keno, an electronic gambling game being sold for the first time that day at the bookstore.

An author working in a bookstore cannot help but covet the plots, talents, and successes of the other authors whose works surround her and her books. The reader empathizes when Shea strategically relocates an empty book display to a valuable piece of retail real estate and fills it with *her* latest title!

Read more of Vince's reviews at [cla.uconn.edu/reviews/lookbook.html](http://cla.uconn.edu/reviews/lookbook.html).

Susan Strempek Shea will be joining us at the CLA Annual Conference. Bring a smile to her face: hug one of her books. Then, take it home and read it.



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

**David Kapp, Editor**  
**dkapp@aol.com**  
**Phone: (860)647-0697**  
**Fax: (860)647-7826**  
**4 Llynwood Drive**  
**Bolton, CT 06043**

*Deadline:* Second Friday of the month.



*Chris Bradley*

## FROM THE PRESIDENT

### Making the System Serve the Customers

*"How customers are treated is often the difference between organizations that succeed and those that fail." • "96% of unhappy customers never complain; 90% of them never come back." • "Customers are the reason the library exists. Helping customers always takes precedence over other tasks."*

Enough platitudes? I'm sure you've got some of your own. We all know that customer service is important. We know that one can forgive a customer's fines with a smile and a friendly greeting, but that's not enough. Not if the new books aren't new, if the media isn't available in formats people want, if the computers don't work, and if the place is inaccessible. Customer service is about people, but it is also about the system.

The system is the *website*. Is it easily loaded, updated, straightforward to navigate? Can customers use it to access the catalog, to reserve materials, to chat with a reference librarian, to download music and audio books, to search online databases?

The system is the *collection*. How many reserves must be placed before you buy another copy? How soon do new materials reach the floor? On demand? How convenient are loan periods? Blockbuster just gave up fines because of Netflix. What about libraries? We've got competition too.

The system is the *staff*. Do they look like the community they serve? Do they speak the language? I'm young at heart too, but generations read differently, and it's not just about anime and graphic novels. Half the people I talk to are thrilled that Orson Scott Card is coming to the annual conference; the other half have never heard of him.

The system is the *place*. Would you spend time in the library if you didn't have to? As Roy Tennant says in the November 15 *Library Journal*, "Walk in the front door, not the staff door. Can you immediately see where you go to find a book? Use the bathroom? Ask for help?" Come in through your front door and use the public restrooms before you answer that.

The system is *technology*. Roy Tennant again: "Too many requests to vendors for changes to library systems are minor tweaks to alleviate annoyances for librarians instead of changes to help patrons." Thanks to the Gates Foundation, public libraries in America mean public Internet, but have you ever tried to look for a job, write a resume, and email it to a potential employer in an hour? How frustrating is it when the term paper is due and the computers are down? And what about those filters?

This month, CLC is sponsoring a pilot project on virtual reference for community colleges. One participant asked the obvious question: Why can't students query local reference staff, as well as virtual reference staff, using chat mode? They can ask any question they want at the reference desk, or on the phone, or by email. Why not text message a librarian?

As you all know, Google is scanning scholarly texts from New York Public Library, Stanford, Harvard, Michigan and even the Bodleian at Oxford! I like the response by England's Ben Macintyre writing in *The Times* on December 18. He begins by stating the obvious, "Libraries will survive the digital revolution because they are places of sensuality and power." Then he reminds us of the Tracy/Hepburn vehicle, Desk Set (1957) when Hepburn's librarian's job is threatened by Tracy's computer expert. "In the end, the computer turns out to be an asset, not a danger; Tracy and Hepburn end up smooching and everyone lives (and reads) happily ever after. The marriage of Google and the Bodleian is, truly, a Tracy and Hepburn moment"

Clara Bohrer, PLA president, echoes this sentiment in her column in the November/December *Public Libraries*. "Public Libraries are relevant because they continue to redefine, reinvent, and reenergize their services." She relates telling a reporter about libraries that are beginning to make mp3 downloads available. The reporter was "amazed that libraries are always on the forefront in utilizing technological advances." You bet we are. We know that good customer service depends on it!

Contact Chris at [cbradley@ctlibrarians.libct.org](mailto:cbradley@ctlibrarians.libct.org).

# HIGHLIGHTS

**Treasurer** Jan Fisher reported a balance in the operational account of \$31,577 and an investment account balance of \$109,074 as of December 31, 2004.

**Conference 2005** Co-chairs Henry Dutcher and Nancy Wood reported that those who register for the annual conference will receive vouchers for parking at two New Haven garages. Those staying overnight at the Omni Hotel will also receive a voucher for parking overnight. Seating at the two author luncheons is limited to 125 each day so early registration is encouraged. A "dine-around" is being planned for Tuesday night. Conference program flyers will be mailed shortly. Henry is looking for someone to represent a conservative point of view in the professional ethics discussion. If you have a suggestion, please contact him.

**Conference 2006** Mary Ann Rupert and Betsy Bray reported that the 2006 conference, scheduled for May 8-10, will be pared down and more casual as a result of the PLA conference being held in Boston in April 2006. They recommended that the CLA conference be held at the Mountainside event facility in Wallingford, and the board adopted a motion to that effect.

**Conference 2007** Mary Ann Rupert and Betsy Bray also proposed that the 2007 conference be held April 16-18 in Hartford at the new Connecticut Convention Center. They will request a contract to be considered by the board.

**Public Library Construction Grants** Chris Bradley raised an issue that had been brought to her attention by Michael Golrick, director of the Bridgeport Public Library. Their state library construction grant is not going into the library's budget but into the city's budget. The library has requested a written opinion from the Attorney General regarding the legality of this change. Chris asked if anyone knows of this happening in other libraries and indicated that CLA may address this issue in the future.

**Development** Mary Etter distributed a Development Committee survey asking board members to comment on services received from the CLA office and expectations if CLA should hire an executive director.

**Editorial** Contracts for *CL* editor David Kapp and webmaster Judy Smith were presented by Barbara Bailey and approved by the board. David noted that Bill Uricchio, Carol Abatelli, Vince Juliano, Isabel Danforth, and Earl Roy all serve on the Editorial Committee and each contributes a regular column to the newsletter. Webmaster Judy Smith is also a member of the committee.

**Legislative** CLA lobbyist Barry Williams will provide Mike Moran and Peter Ciparelli with the names of newly appointed legislative committee chairs so that meetings can be arranged with them. CLA's top legislative priority for the coming session is increased funding for Connecticut. Other agenda items, in priority order, include funding for CLC, construction grants, and iCONN. Representative Lawler will introduce a bill for CLA proposing changes in the language of the Confidentiality of Records statute. A copy of the current and proposed statute is available from the CLA office. A motion was made to approve the contract of CLA Lobbyist, Barry Williams with a 3% increase. Motion approved.

**NELA** Kris Jacobi reported that no one from any New England state has applied for the New England Library Leadership Symposium to be held this summer. CLA has committed \$2000 toward the cost of the symposium. Kris has joined the NELA Conference Committee and is looking for someone to present a program on effective meeting management. She is also seeking someone to serve as NELA membership chair.

**Procedures** The Publicity and Public Awareness Committee has requested a change in the CLA By-laws. See page 11.

**Regional News** Pat Holloway has accepted the position of director at the West Hartford Public Library. *Our Town*, by Tracy Kidder, has been selected as a "one book" read for the towns of Wethersfield, Berlin, Newington and Rocky Hill. The Lyme PL is hosting a cooking contest with recipes selected from a donated cookbook collection and with celebrity judges making the awards.

## CLASS Conference 2004 *Renew, Refresh, Revitalize*

About 130 support staffers from Connecticut libraries attended the professional development and networking sessions offered at the annual CLA Support Staff Section (CLASS) in October.

Session I included: "A Genealogy Library for Everyone," with Tom Kemp, Godfrey Genealogy Library, who spoke about how to set up a genealogy collection and the best websites for researching ancestries. Dawn Higginson, CLA's Young Adult Section, led a discussion on YA programming and service issues. "Understanding MARC Format and Tags," ably led by Kris Jacobi, ECSU, was a popular session, with over 50 paraprofessionals learning about the MARC format.

A large audience listened to a panel discuss "Your Professional Opportunities." Hali Keeler presented general information on a paraprofessional career, as well as the LTA certificate program she leads at TRCC. Professor Chang Suk Kim addressed questions about the MLS program offered by SCSU, including course requirements, fees, and online options. The panel also included one paraprofessional who has chosen library work as a career without aspiring to an MLS (Diana Paris, MCC), and one former paraprofessional who chose the MLS route (Sandy Brooks, Mitchell College). Attendees appreciated the variety of viewpoints and the useful information handed out at the session.

Keynote speaker Colin McEnroe, radio host and author, offered a humorous monologue on contemporary topics and his writing process during lunch. He entertained or annoyed participants, depending on whose evaluation you read at the end of the conference!

Session II focused on: "Healthy Eating for Less Stress and More Success," presented by Dr. Andrew Paterna of MCC. Mary Ellen Bowen, Sacred Heart University, showed some of the steps to take before you upload your website in her program on "How to Make Your Web Site Attractive *and* Functional." She offered tips on how to design, plan, and organize information on your website, and emphasized the importance of consistency in editorial style and the use of graphics. The "Print Reference Resources" program was a thorough, systematic overview/review of good print reference sources. Paul Cook, reference librarian, MCC, provided

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# Connecticut Libraries: Reading the Future

114th CLA Annual Conference • April 11–13, 2005 • Omni Hotel, New Haven

Conference details and registration form at <http://cla.uconn.edu>

## PRECONFERENCES • MONDAY, APRIL 11

### Fairy Tales: A Once and Future Genre

Omni Hotel, 9:00-4:30

This magical day is packed with everything you ever wanted to know about fairy tales

#### 9:15-10:30 Literary Fairy Tales, the Shaping of a Genre

Dr. S. Elizabeth Passmore will discuss the origin and development of fairy tales, popular motifs, and their cultural relevance.



Donna Jo Napoli

#### 10:45-12:00 Fairy Tales as Historical Novels

Donna Jo Napoli, professor of linguistics at Swarthmore College, will discuss fairy tales as historical novels. Using her book, *Bound, Breath and Beast*, as an example, she takes the framework of a traditional fairy tale and transforms it into a captivating story rich with historical detail.

#### 12:00-1:30 Lunch and Autograph Session

#### 1:30-2:30 Illustrating the Classics

Caldecott Award-winning illustrator Paul O. Zelinsky will discuss how he approaches illustrating classic fairy tales such as Rapunzel, Hansel and Gretel, and Rumpelstiltskin.



Paul O. Zelinsky

#### 2:45-4:15 The Brothers Grimm

The day concludes on a light note with the Brothers Grimm, interactive storytellers who use improvisation and audience participation to give new twists to familiar fairy tales.

### Behind the Ivy Walls:

#### A VIP Tour of Yale University Library Collections

Yale University Libraries, 8:30-4:00

Sign up for a behind-the-scenes tour of selected collections held by one of the eminent research libraries of the world.

**8:30-9 Registration & Welcome** Alice Prochaska, University Librarian, Sterling Memorial Library, Memorabilia Room

#### 9:15-11:45 Tour of Sterling Memorial Library Collections

Yale Map Collection with Frederick Musto, curator; Irving S. Gilmore Music Library Special Collection, with Kendall Crilly, curator; Yale University Preservation Department, Roberta Pilette, head



#### 12:00-1:15 Lunch in the President's Room, Woolsey Hall

#### 1:30-4:00 Tour of the Beinecke Rare Book & Manuscript Library

Curators Patricia Willis and Timothy Young will guide us through selected collections, including the Collection of American Literature, General Collection (Modern), Medieval and Renaissance Collection, as well as the current exhibit, "My Heart in Company: The Work of J.M. Barrie and the Birth of Peter Pan."



## TUESDAY, APRIL 12

**9:00-9:30 Exhibits Ribbon Cutting and Welcome** CLA President Christine Bradley, City Librarian James Welbourne, Mayor John DeStefano, Conference Co-chair Henry Dutcher, ALA President Michael Gorman

#### 9:15-10:30 Donna Jo Napoli: Accidental Journey: How and Why I

**Became a Writer** Award-winning author Donna Jo Napoli studied mathematics, taught linguistics, won fellowships, contributed to scholarly journals, served on academic committees, lectured all over the world, raised five children...then found time to write books for children and teens. Hear the fascinating story of the talented and prolific author of *The Prince of the Pond*, *Stones in the Water*, *Daughter of Venice*.

**9:15-10:45 Major Gift Fundraising: Pitfalls and Possibilities** Make sure your library is ready for a major fundraising campaign. Consultant Simone Joyeaux will tell you what to expect and how to prepare. Get the right stuff in place, including prospects, volunteers, and the case for support.

**9:15-10:45 Internet Bookselling on eBay** Online selling of unwanted or donated materials has become a way to raise money for the library. Lyn Dowler, eBay consultant, will demonstrate the ins and outs of listing, selling, packaging, and negotiating financial transactions. You'll hear success stories and about pitfalls to avoid. This introduction to an increasingly popular activity will answer your questions and give you confidence to proceed.

**9:30-10:30 GenXers Look to the Future** What generation of librarians first envisioned a library without a card catalog? Who would ever have thought that the NUC was a great idea? What about those books chained to the wall? And who ever came up with those stereotypical hair buns anyway? Every generation moves beyond the achievements of the preceding one. Join our panel of GenXers as they predict the future of libraries.

**9:30-10:45 What Can ALA Do for You?** ALA President Michael Gorman and Jay Johnston, CLA's representative to ALA Council, will discuss the many opportunities ALA offers for professional development.

**9:45-10:45 Special Collections: Connecticut Historical Society** Nancy Milnor, director of the Connecticut Historical Society Library will talk about CHS collections, its subject strengths, and services available to librarians and the public.

#### 11:15-12:15 Nobody Owns the Sky: A Multimedia

**Collaboration** Recipe for success: a creative children's librarian, a supportive library director, an enthusiastic elementary school teacher, and an eager class. Add a book, original music, a slide show, and a history lesson. Create a video of the event, and what have you got? The winning entry to the 2004 Black Books Galore Contest. Peter Menta and Veronica Stevenson-Moudamane share ideas on how to create innovative multi-cultural programs.



Michael Gorman

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**11:15-12:30 Public Library Architecture Awards 2005** The Award for Excellence in Public Library Architecture 2005 recognizes outstanding architectural design and functionality among Connecticut public libraries constructed or renovated between October 1, 1998, and October 1, 2003. Three awards are being given this year: Cornwall Free Library, Cragin Memorial Library (Colchester), and Greenwich Library. The architects and representatives from the three libraries will discuss what makes their buildings exceptional.

**11:15-12:45 The New Role of Technical Services** William Wakeling, associate dean of collections and technical services, Northeastern University, will talk about technical services as an integral part of frontline library services. He believes that technical services should strive for active collaboration and better communication with public services and other library departments to attain the common goal of fostering patron oriented functionalities.

**11:15-12:45 RFID: What, When, Where, How?** Radio Frequency Identification (RFID) uses smart bar codes and it is coming to your library sooner or later. RFID allows easy patron self-check and return so that 60% to 80% of patrons will use it. This program will give you what you need to know about RFID—vendors, costs, staff issues, planning, and budgeting. Speakers: Leslie Burger, director of Princeton PL, and Alan Kirk Gray, Darien Library.

**11:30-12:30 Latin American Chamber Music in CT** One way your library can respond to greater numbers of Latino community members is to offer programming that reflects your town's diversity. The Alturas Duo specializes in the rhythms and dances of South America. Enjoy this wonderful duo and get further ideas as members of REFORMA share their experiences in developing diverse programming.

**11:30-12:45 See What I See: Serving Persons with Visual Disabilities** Make a commitment to meet the reading needs of those in your community with visual disabilities. Stephen Thal, Connecticut Board of Education and Services for the Blind, will discuss effective ways to interact with someone who is blind or has low vision. Carol Taylor, director of the Library for the Blind and Physically Handicapped, will describe the library's free service available to your patrons. Barbara Wysocki, children's librarian, Cora J. Belden Library, will demonstrate special equipment she uses to read to children. Anne Shaw Burgan, director, Douglas Library, will talk about special equipment she purchased to help low vision seniors in her community.

**12:45-1:45 What's New with the Nutmeg Awards?** Geri Diorio, teen services librarian, Ridgefield PL and member of the Nutmeg 7 & 8 Committees, will booktalk the 2005 Nutmeg nominees and distribute promotional materials.

**12:45-2:00 Author Luncheon: Dr. Sherwin Nuland** Winner of the National Book Award and Pulitzer Prize finalist for his book, *How We Die*, Dr. Sherwin Nuland is clinical professor of surgery at the Yale School of Medicine. Physician, surgeon, teacher, medical historian and best-selling author, Nuland is a contributor to many national publications including the *New Yorker*, *National Geographic*, *Time*, and *The New York Times*. Whether writing a memoir or a biography of da Vinci, Dr. Nuland is truly a renaissance man.



*Dr. Sherwin  
Nuland*

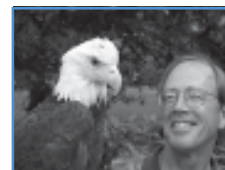
**2:00-3:00 Both Sides Now: Professional Ethics vs. Personal Views** The professional literature and listservs have been atwitter with opinions about where professional responsibilities start and personal viewpoints end. Was opposing Bush's reelection a professional duty? How about support for ERA, a woman's right to choose, or Cuban librarians? How far should your personal viewpoint enter into your professional duties? Is a professional stand on the PATRIOT Act different than a personal viewpoint on the war on terror? What ever happened to the real fair and balanced? Join ALA President-elect Michael Gorman, CLA President Chris Bradley, and others as they explore these questions.

**2:00-3:00 Developing a Spanish Language Core Collection** Loida Garcia-Febo, Spanish language collections manager for Queens Borough Public

Library's New Americans Program, will share ideas on how to develop a core collection of Spanish language materials.

**2:00-3:15 Award Winning Library Service: 2005 Winners** The winners of the 2005 Connecticut Excellence in Public Library Service Awards will share the secrets of their success. Learn how their innovative ideas might be adapted to work in your library.

**2:00-3:15 The Future of Reading for Boys** Meet Will Hobbs, award-winning author of fifteen novels for middle school and young adult readers. Seven of his novels were named Best Books for YA's by the ALA. Hobbs, a life-long lover of reading and natural habitats, will explain how his books help readers discover wild places, share adventures with people from varied backgrounds, and make important choices in their lives.



*Will Hobbs*

**2:15-3:15 Evolving Web: Evolving Librarian** Technologies such as RSS, blogs, and wikis are changing the way people use the web to search, making it a more dynamic and useful tool. Rob Favini, library discovery services consultant, NELINET, will present an overview of current search engine technology and a look at the skills and tools librarians need to make the most of the web for their patrons and themselves.

**3:45-4:45 Keynote: Orson Scott Card** The first author to win both the Hugo and Nebula awards for best novel two years in a row, Card's novels feature inventive plots with strong characters who face moral dilemmas. From his acclaimed Ender's series to the Homecoming Saga, he continues to be one of our most innovative writers.



*Orson Scott Card*

**4:45-6:00 Night of Recognition** Join your colleagues for a gala celebration to honor outstanding representatives of the Connecticut library community.

### WEDNESDAY, APRIL 13

#### 8:30-9:00 Annual Association Business Meeting

**9:00-10:30 Libraries, Literacy & Politics** The No Child Left Behind Act has become a national focus that includes academic excellence for urban students. A May 19, 2004 *Washington Post* article, "Leave No Rich Child Behind," presents an opposing argument. Join the discussion on how librarians can influence the politics for literacy. Panelists: Chiquita Stephenson, vice president, Stamford Public Schools; Dr. Reginald Mayo, superintendent of schools, New Haven; Andrew Jackson/Sekou Molefi Baako, BCALA national president and executive director, Langston Hughes Community Library Cultural Center, Queens PL.

**9:15-10:30 Internet Safety in a Public Environment** A representative from the CT State Police Computer Crime Unit will discuss issues surrounding patron use of the Internet in a public place, including the viewing of pornographic web sites, Internet crimes and illegal activity, and safety guidelines for librarians and parents.

**9:15-10:45 Our Town: What Supports Small Business in Connecticut?** Learn about the latest tools library staff can use to help people seeking to start a small business in Connecticut as our small business 'pilgrim' consults librarians, library resources, counselors, an attorney, and a bank officer to create a small business plan. Middletown Mayor Dominique Thornton will explain what town governments can do to help small business. Panelists: Zaiga Antonetti, associate director, CT Small Business Development Center, Storrs; Hugh Curley, director, SBA Small Business Information Center, Hartford; Connie Maffeo, director, Business Response Center, CT Economic Resource Center; Attorney Judy Gedge; Paul Hughes, CT Small Business Development Center counselor, Middletown; and small businessperson Rob Wolter.

**9:30-10:30 Large Crowd, Small Budget: Programming for Preschoolers** Gail Benton and Trisha Waichulaitis from the City of Mesa Library, Arizona, will present step-by-step planning instructions, game ideas, storytime scripts,

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patterns for flannel board, props, magnetic stories and crafts from their new book, *Low-Cost, High-Interest Programming: Seasonal Events for Preschoolers*.

**9:30- 10:45 Looking for Librarians** The literature talks about the “graying” of our profession. With retirement looming for many of us, where do we look for future librarians and how do we encourage people to consider the library profession? Are there alternative tracks to school media programs? Are there scholarships? Hear what the experts have to say: Arlene Bielefield, chair SCSU Information & Library Science Program; Ken Wiggin, CT State Librarian; and Jeryllyn Van Leer, president of CEMA.

**9:45-10:45 Department of Corrections & Police Academy Collections** Ted Wilmot, librarian, CT Correctional Institution, Enfield, will describe the library collection and services provided at this medium security facility. Gerald Seagrave, librarian, Police Officer Standards and Training Council, will discuss the collection and services at the new Law Enforcement Resource Center at the CT Police Academy in Meriden.

**11:15-12:15 Teen Reading Habits: Graphic Novels & Anime Clubs** Dawn Higginson, YA Section co-chair; Amy Schupack, Southbury Library; and Michele Jacobsen, Bridgeport PL will present a program on Graphic Novels and how to run Anime Clubs.

**11:15-12:45 Libraries & School Success: Fostering Emergent Literacy Skills** Public Libraries believe they are a key community resource for emergent literacy. Do our partners in the education and childcare communities agree? Learn how your library can play an active role in developing literacy skills in young children. Hear how you can communicate your role to your community partners and funders. Speakers: Harriet Henderson, director, Montgomery County (MD) PL and co-chair of PLA’s Steering Committee for Every Child Ready to Read @ Your Library campaign; Susan Cormier, CT State Library; and a panel of Connecticut library directors.

**11:15-12:45 Weblogs and RSS: Sharing Information with Your Patrons** Weblogs or “blogs” have caught on as a way to exchange ideas and information in a free and open manner. Susan Herzog, information literacy librarian, ECSU, will discuss what blogs are and how librarians are using them with colleagues and user communities. Arta Dobbs, collection management librarian, UConn Health Center, will speak on using blogs as a work tool, the decision-making process for the selection of free off-site-hosted blogs or in-house-hosted blogs, and purchasing blog software. Nick Tomaiuolo, bibliographic instruction librarian, CCSU, will describe what RSS feeds are and how to use them in your library.

**11:15-12:45 What Works in Today’s Job Market** What are the characteristics of today’s job market? Learn how to be the job seeker’s biggest ally and best asset. Pat Howland is a consultant, trainer, facilitator and career counselor with a statewide reputation and extensive experience. She will address the issues critical to a successful job search.

**11:30-12:30 From Outreach to Equity** Many assumptions about library outreach services no longer reflect current realities of providing equitable library services to those who need them. Robin Osborne, editor of *From Outreach to Equity*, will discuss how librarians can shift our focus from developing special services for specific user groups with funds that may disappear at any time to sustaining quality services for all user groups at all times. If we reframe what we know as “outreach” so that it is based upon equity rather than underserved populations, we can open a new window to information access and service delivery.

**11:30-12:30 Where’s My Stuff? Trends in ILL** How does a library improve patron satisfaction with interlibrary loan service? Learn how the Thomas Crane PL integrates “Buying on Demand” into ILL services. How does the ILL office keep track of incoming and outgoing material? Learn about current ILL management software tools, such as ILLiad and Clio. Presenters: Jim Jaquette, interlibrary loan librarian, Thomas Crane PL, Quincy, MA; Kimberly Farrington, interlibrary loan/access services librarian, CCSU.

**12:45-1:45 Read Me a Story: Adventures of a Children’s Audio Book Narrator** A Recorded Books children’s audio book narrator will share the joy of reading aloud to children. Get some tips of the trade from a professional reader and learn how to hook reluctant readers, create lifelong listeners, and boost your book and audio book circulation.

**12:45-2:00 Author Luncheon: Suzanne Strumpek Shea & Elinor Lipman** Both winners of the New England Book Award for Fiction, these two great authors and friends will entertain you and read from their award-winning books. Shea is the author of five novels, two memoirs and numerous short stories. She teaches writing in two MFA programs at the University of Southern Maine and Emerson College. Lipman is the author of seven novels. Her work has appeared in *The New York Times*, the *Boston Globe*, *Gourmet*, *Salon* and *Yankee Magazine*. She has taught writing at Simmons, Hampshire College and Smith College.



*Elinor Lipman*

**2:00-3:00 How Does My Library Compare?** There is a wealth of state and federal statistics to help you evaluate your library services, funding and service population. Learn how to use the National Center for Educational Statistics Peer Comparison Tool, the CT State Library Statistical Profile, and the US Census to find valuable information about your library, peer libraries in the state and country, and the community you serve with Joanne Turschman, CSL.

**2:00-3:15 Lobbying Federal Issues 101** Emily Sheketoff, executive director, ALA Washington Office, will present a “nuts-and-bolts” workshop in how to work most effectively with our senators and representatives in Washington. She will describe how the ALA Washington Office works and provide an update on federal issues of concern to the library community.

**2:00-3:15 Listening to the Future: MP3 & Audio Books** This panel discussion will be moderated by Chris Bradley of CLC and will include Tom Jewell, director of the Waltham (MA) PL, and three vendor representatives: Paul Davis, Books on Tape; Brian Downing, Recorded Books; a representative from Overdrive.

**2:15-3:15 Music Materials in the Public Library** Members of the New England Music Library Association will offer strategies for dealing with some of the most common questions relating to music, discuss using print and online resources to find songs, and suggest tips for building a useful collection of recordings. Presenters: Erin Mayhood, Darwin Scott, Margaret Chevian.

**2:15-3:15 Behind the Ban** A panel of children’s librarians will expose banned and challenged books for what they really are. Meet some of your bravest colleagues who have successfully fought for the right to read, and be prepared for a challenge. Cheryl Ward, Marilyn Hoitt, and Susan Therriault share their personal experiences and offer useful advice.

**3:45-4:45 One Book: One Conference**  
***I’m With Stupid*, by Gene Weingarten & Gina Barreca** Leave the conference laughing after watching the performance of Connecticut’s own Gena Barreca and *Washington Post* humor columnist Gene Weingarten, authors of *I’m with Stupid: One Man. One Woman. 10,000 Years of Misunderstanding Between the Sexes Cleared Right Up*. Ponder such weighty topics as: why men, but not women, are obsessed with parallel parking; why women, but not men, leave eleven-minute messages on answering machines; and why men feel guilty about nothing, and women feel guilty about everything! Gina and Gene promise to be our outrageously funny guides through this discussion. Gina Barreca is a professor at UConn and a weekly columnist for *The Hartford Courant*. Gene Weingarten writes a weekly humor column for *The Washington Post*.



*Gene Weingarten*



*Gina Barreca*

## SPOTLIGHT

### Friends of Connecticut Libraries



by Carol Abatelli

*Connecticut has approximately 150 Friends groups, who together support about 75% of the state's public libraries.*

"Friends are the most effective library advocates," asserts the current Friends of Connecticut Libraries President Anita Wilson. "It's because everyone understands that they have no vested interests," adds Mary Engels, State Library liaison to FOCL. "Friends only want what's best for their libraries and their communities."

Connecticut has approximately 150 Friends groups, who together support about 75% of the state's public libraries. Standing behind them is FOCL, a non-profit organization whose purpose is "to promote library enrichment...by supporting activities of local Friends groups" (FOCL Bylaws). Founded as Connecticut Friends of the Library in 1979, FOCL's current membership includes over one hundred local Friends groups from around the state, the Connecticut Library Association, the Association of Connecticut Library Boards, and many booksellers and interested individuals.

FOCL has a formal agreement with the Connecticut State Library, which specifies that the director of the Middletown Library Service Center serve as the State Library liaison to the organization and that the center maintain FOCL's official files, along with material relating to the state's various Friends groups.

Almost since it began, FOCL has produced both an annual membership directory and a newsletter, which help inform Friends around the state about local efforts to support individual libraries. The directory, published each January, provides information about book sales and other Friend's activities, along with the name of each group's current president and contact information. A separate section provides a monthly calendar of book sales, which is also available on the FOCL website ([www.cslib.org/focl/](http://www.cslib.org/focl/)) under the Book Sales Calendar link. To view the membership directory in its entirety as a PDF file, follow the Publications link. The current version of the newsletter, which has been published continuously with minor changes, is the quarterly *FOCLPOINT*. Copies of individual issues are mailed to members and are also available at the website.

Through the years, a key FOCL activity has been the presentation of awards in recognition of outstanding achievement by either individual or group members. The first award, given in 1983, recognized newsletter excellence. In 1984, FOCL added a Distinguished Friend award. The purpose of these awards was to encourage members to continue to come up with creative ideas to benefit their libraries and communities and to help them feel less isolated and more a

part of the statewide effort to improve library service. Although the number and type of awards given by FOCL has varied from year to year, this purpose has remained the same.

For 2005, there will be three award categories: a Friends Group Award, an Individual Achievement Award (one or two people), and a Focused Project Award, which will be presented to a committee or other small group that accomplished a successful membership drive, raised significant funds, made outstanding use of media, or otherwise implemented a successful project. The awards will be presented at FOCL's annual meeting in June.

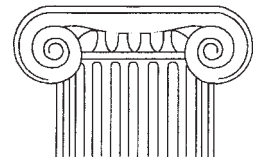
Each year FOCL offers one or more workshops to provide fresh ideas and to promote communication among Connecticut's Friends. Last fall, FOCL sponsored "An Evening with Friends" at three different libraries. The program featured Patty Foley, president, Newington Friends, on increasing and retaining membership; Peggy Brissette, president, Friends of the Mystic and Noank Library, on fundraising; and one or the other of two husband-wife teams on running successful book sales—Shelley and Tom Hall or Judy and Norm Rabe. Following each presentation, the audience split into groups to discuss one of the topics, reporting back to the whole group at the end of the program. To read more about what the speakers had to say, see the Winter 2004/2005 issue of *FOCLPOINT* at the website.

Because it's often difficult for members to attend the educational workshops that it sponsors, FOCL also offers a free consulting service to Friends who want help with a particular project or challenge, such as coming up with a new fundraising idea or revitalizing a tired Friends organization. All FOCL Board members have expertise in some aspect of running a Friends group, and any one of them is willing to speak to a group of Friends about its concerns or to act as a sounding board for new ideas. To further assist members, FOCL also maintains a database with information on topics such as running successful membership drives and fundraising events, as well as a file (located at the MLSC) of examples of Connecticut Friends' publicity and publications.

In addition to its work with member Friends, FOCL works with other library organizations to sponsor programs and events. FOCL is a member of the Friends of Libraries USA (FOLUSA), which sponsors, among numerous other programs, "Books for Babies," a program that FOCL has begun to promote. "Books for

*Continued on page 11*

# HERITAGE



**Salem Free Public Library has changed more than its address.** In December 2004, we moved from our old library to a brand new one. The historic building that had served as Salem's library since 1928 was small and overcrowded—a definite understatement. The building's 875 square feet, plus basement, was full literally to the rafters. Books were shelved so high up that it was a stretch even for tall people standing on a footstool to reach them, and so low that we spent way too much time on our knees searching for things.

Most of the windows in the building were hidden behind shelves, as we desperately tried to make more space where there wasn't any more space. Hundreds of books and several hundred videos were shelved in the basement. The basement was reached by stairs which, to paraphrase a comment by a member of the building committee, would definitely get you down to the basement, but were not guaranteed to get you back upstairs. The basement also housed the staff amenities—a primitive bathroom, microwave, and mini-refrigerator.

The staff had nightmares about everything being returned at once, because our situation required that a certain amount of the 24,000 items in the collection be on loan at any given time. No, that is not a misprint. Over the years, the collection at Salem Free Public Library had grown to include that many items, including not only books and magazines, but almost 2000 videos, nearly 900 DVDs, more than 250 music CDs, and over 800 audio books for all ages.

The parking lot could hold only a dozen or so cars comfortably, but that wasn't a problem, because even a dozen cars' worth of people wouldn't fit inside the library, anyway. There wasn't any room for story time, or crafts, or meetings. Any programs had to be held in the town hall. All circulation, cataloging, interlibrary loan, and even some of the physical processing activities were performed at a single desk using the one staff computer.

Several patrons each day came to use our dial-up Internet on one of three public computers, or to type up a paper or letter they could print—if the public printer was working; toward the end, it wasn't. Despite our severe space limitations, we did a brisk business. Total circulation for FY2004 was slightly more than 44,000 items, a 73% increase since FY2000.

Fortunately, there was a light at the end of the tunnel. Thanks to the tireless efforts of the library board, the Friends of the Salem Library, the building committee, and the staff, with help from the State Library and Lt. Governor (now Governor) Jodi Rell, a new library was planned. A State Library construction grant was approved and bonded, and the citizens of Salem voted overwhelmingly to fund the \$1.6 million library building. It was designed by Noyes-Vogt Architects of Guilford, and G. Donovan and Associates of Lebanon was selected as general contractor. Construction began in October of 2003 and was substantially completed by November of 2004. We moved in during the first two weeks of December, held a

ribbon-cutting ceremony on December 11, and opened for business on December 13.

The new library is located just up the road from the old one, next to the town hall. Its approximately 7000 square feet is enough to accommodate the collection, even if it all comes back at once. There is a children's room and a young adult room, each of which is almost as large as the old library. We have a meeting room with kitchenette, a children's program room, and a small meeting/tutoring room. There are public restrooms and a coat closet. There are chairs for patrons to sit in and relax and read and study.

A high ceiling in the main part of the building adds to the feeling of spaciousness and provides natural light through clerestory windows. People entering for the first time invariably comment on the change, and they are astonished when we tell them that, yes, we have bought a few new things since we moved, but almost all of the books and other materials in the new library were in the old one.

We have a steady flow of people using our twelve public computers, which offer word processing, DVD drives, and cable Internet access. Wireless Internet access is available to patrons who bring their laptop computers. Middle school students come in after school to hang out, check out books and movies, and even study. Residents who haven't set foot in the library in years—if ever—are coming in to renew their cards or get new ones.

The staff area includes an office, kitchenette, and processing room, as well as a staff restroom. We no longer have to do all of our work on a single staff computer; we have more staff computers than we have staff on duty. This is luxury, indeed, to a staff used to functioning in a few square feet and taking turns using the computer.

Yes, the Salem Free Public Library has changed. Now that we have made the giant stride forward into a beautiful new building, we are faced with another great challenge. We hope to provide the best service we can to our patrons in the new, larger space, while still preserving the small-town library feeling the people of Salem have always valued.

## Salem Free Public Library

*by Margaret Leary*

**Director** Margaret Leary

**Dedication**

December 11, 2004

**Architect**

Noyes-Vogt Architects,  
Guilford

**General Contractor**

G. Donovan and Associates,  
Lebanon

**Collection** 24,000

**Size** 7,000 sq. ft.

**State Construction Grant**  
\$500,000

**Project Cost** \$1.6 million

**Population** 4,000



## Connecticut Library Association

### OFFICERS

**President** Chris Bradley  
cbradley@ctlibrarians.libct.org

**Past President** Les Kozerowitz  
leskoz@yahoo.com

### VP/President Elect

Alice Knapp  
aknapp@fergusonlibrary.org

**Treasurer** Jan Fisher  
jfisher@brdgprtpl.org

### ALA Representative

Jay Johnston  
johnston@southington.org

### NELA Representative

Kris Jacobi  
jacobikr@easternct.edu

### Region 1 Representative

Vacant

### Region 2 Representative

Betsy Bray  
bbray@ci.rocky-hill.ct.us

### Region 3 Representative

Francine Aloisa  
faloisa@biblio.org

### Region 4 Representative

Bernadette Baldino  
bernadette@snet.net

### Region 5 Representative

Tracy Ralston  
library@teikopost.edu

### Region 6 Representative

Theresa Conley  
tconley@lymepl.org

### CONNECTICUT LIBRARIES

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### EDITORIAL COMMITTEE

Barbara Bailey *Chair*  
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David Kapp *Editor*  
Earl Roy *Treasures*  
Judy Smith *Webmaster*  
William Uriccho *Obversions*

### CLA OFFICE

**Administrative Assistant**  
Karen Zoller  
cla@ctlibrarians.libct.org  
(phone) 860-465-5006  
(fax) 860-465-5004

**JOBLINE**  
<http://www.ctlibrarians.org/ctlibs/jobs.html>

## FAMILIES OF CHILDREN WITH SPECIAL NEEDS FIND A WELCOME AT FERGUSON LIBRARY

*Continued from page 2*

information on specific disabilities. The language in most of the books is not technical, and Spanish-language materials are purchased when available.

The center also maintains a pamphlet file containing fact sheets, catalogs of specialized equipment, and information about services and organizations. Notices of conferences and meetings of interest to these parents are posted on a bulletin board. The library's web page, [www.fergusonlibrary.org](http://www.fergusonlibrary.org), contains information about the center and links to selective local and national resources. (Click on Youth Link, then Parent's Place).

The center has met with a positive response from parents and the community, and a number of agencies that serve parents of children with special needs have supported the effort. The Connecticut Association for Children and Adults with Learning Disabilities has donated almost \$900 worth of books to supplement the collection, and several agencies, including the Connecticut Parent's Advocacy Center, are linking their websites to the center.

Everyone who uses the Special Needs Center has a story; some are heartbreaking, others heartwarming. One day a woman sat in the reference area surrounded by books from the collection. When I went over to chat, she told me that she was an advocate for a child with a disability and our collection had saved her a trip to New York City and to a law library. On another occasion, a mom entered the library with two young children in a stroller, one with Down Syndrome. She had been told to put him on a therapeutic diet. When she asked the librarian for help, the librarian offered her *The Down Syndrome Nutrition Handbook* by Joan E. Guthrie Medlen, the perfect book to meet her child's need.

This year, as an expansion of the library's commitment to serve children with special needs and their families, the Youth Services Department applied for and was awarded an LSTA grant. Called "No Child Left Out," the grant is funding a multilevel initiative in partnership with several Stamford organizations, including the Special Education Division of the Board of Education.

Under the grant, members of SCOPES, Stamford's support group for families of children

with disabilities, attended a special event at the library. Chris Evers of Animal Embassy introduced these families to an array of animals, and his calm and gentle manner charmed even the most hyperactive children.

Also, thanks to the grant, the library's youth services staff, many of Stamford's media specialists, and a number of children's librarians from around the state were able to attend a workshop, "Including All Children," presented by Carrie Banks, director of the Child's Place for Children With Special Needs at the Brooklyn Public Library. The goal was to increase participants' skill and comfort in working with and programming for children with disabilities in an inclusive setting. One attendee, CSL's Linda Williams, said: "This was the first training that I know of specifically designed with library programs and services for patrons with special needs in mind. It was enlightening to learn of specific ways we could serve these often underserved patrons. I wish all Connecticut librarians could have attended the program."

The training will be put to the test this year as many school groups that include children with special needs come to Ferguson Library on our purple bus for programs, young children attend our inclusive Story Craft programs on Saturdays, and our librarians reach out to preschool groups that include children with disabilities.

And, at the library, there will be more specialized materials and equipment for these children; additional books, two computers with adaptive hardware and software, special craft supplies, and two multi-format Learning Kits to Go on topics of interest to these families (one on grooming and dressing, the other on social skills and friendship).

With the Special Needs Center and the LSTA grant, The Ferguson Library is actively welcoming children with disabilities into the library. We encourage other Connecticut public libraries to do the same, so that no child, regardless of his or her special needs, is left out of all that our libraries offer their communities. ■

*Library Service and Technology funds provided by the Institute of Museum and Library Services, a federal agency that fosters innovation, leadership and a lifetime of learning, supports Ferguson Library's services to the families of children with special needs.*

*Barbara Klipper is a youth services librarian at The Ferguson Library and coordinator of the LSTA Special Needs Grant.*

## Proposed Changes To CLA By-Laws

**Connecticut's Libraries Are Filled With Amazing** librarians and support staff. CLA makes several awards each year to recognize the work done by our colleagues. Recipients of awards will be notified prior to the conference, and everyone who is nominated will be recognized at the Awards Ceremony. This will give us a chance to hear about the terrific things that are going on throughout the state and to be inspired by the dedication of our fellow library workers. Please consider nominating someone for one of the following awards:

Outstanding Librarian (kind of a life-time achievement award) • Special Achievement (for a project or innovative program during the past year) • Intellectual Freedom (for courage in defense of intellectual freedom) • Adeline Mix (for library students) • Support Staff of the Year (for outstanding support staff) • Supporter of Support Staff of the Year (recognizes someone who promotes the role of support staff) • Faith Hektoen Award (outstanding children's program during the last 2 years). And don't forget the awards for • Outstanding Publications.

Details and nomination/application forms at [cla.uconn.edu/awards/awrdlist.html](http://cla.uconn.edu/awards/awrdlist.html).

The Publicity and Public Awareness Committee has proposed new wording to describe its mission as listed in the CLA By-Laws.

**Current By-Laws: Publicity And Public Awareness Committee.** This committee will assist all sections and committees in publicizing their activities and programs, and will be responsible for publicizing the activities of the officers, the Executive Board, and the Association as a whole and will develop and present a public awareness campaign concerning the value and use of libraries and work of the librarians. It will direct publicity to the membership, the profession, and the public at large. It will work to improve the public perception of library services, librarians, and librarianship. It will be responsible for conducting the annual CLA public relations award program. It will submit copies of all press releases, radio scripts, speeches and other materials relating to the Association to the Archivist for the permanent record.

**Proposed Wording: Publicity And Public Awareness Committee.** This committee will work to improve the public perception of library services, library staff, and librarianship. It will collaborate with the Legislative Committee, and other committees as necessary, to promote public awareness. It will be responsible for conducting the annual CLA public relations award program. It will submit copies of all promotional materials relating to the Association to the Archivist for the permanent record.”

This change will be voted on by the CLA membership at the annual business meeting on Wednesday, April 13 at 8:30 am, during the Annual Conference in New Haven. ■

*Sandy Brooks, CLA Procedures Chair*

### FRIENDS OF CONNECTICUT LIBRARIES

*Continued from page 8*

Babies” aims to ensure that new parents understand the importance of reading by providing them with an information packet that includes baby's first library card and baby's first book. (For more information see: [www.folusa.org](http://www.folusa.org).)

FOCL's relationship with CLA is long-standing, dating back to 1982, when members first teamed with the CLA Legislative Committee to co-sponsor the annual Potluck Supper for legislators, a cooperative arrangement that continues to the present. In the past year, FOCL members ladled out lemon strawberry punch and helped serve many of the home-cooked foods that were brought to the event by participants. During 2004, FOCL members also took part in two legislative breakfasts that were sponsored by the CLA Legislative Committee. FOCL usually sponsors one annual program at CLA's spring conference. Last year's program featured the talk “Making Friends” by Sally Reed, executive director of FOLUSA.

Even though the vast majority of Friends groups support public libraries, Connecticut does have four academic Friends. To support

them and to show how FOCL can help other college and university libraries with an interest in forming Friends organizations get started, Mary Engels and FOCL past president Marge Storrs attended a Council of Connecticut Academic Library Directors meeting this past June. FOCL is committed to supporting the efforts of all kinds of Friends organizations, so whether the library that you would like to support is academic or public, FOCL can help you get going. To learn more about FOCL, visit [www.cslib.org/focl/](http://www.cslib.org/focl/) or contact Mary Engels at the Middletown Library Service Center: [mengels@cslib.org](mailto:mengels@cslib.org) or 800-437-2313. ■

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

*In addition to its work with member Friends, FOCL works with other library organizations to sponsor programs and events.*

#### Subscribe to FOCL-forum, a Listserv for Connecticut Friends

Go to <http://mylist.net/listinfo/focl-forum>.

Scroll to “Subscribing to FOCL-Forum” and enter your email address, name, and password.

Click subscribe—that's all you need to do to join!

To post a message to the list, send it to: [FOCL-Forum@mylist.net](mailto:FOCL-Forum@mylist.net).

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**CLASS CONFERENCE 2004**

*Continued from page 4*

excellent information and handouts in this standing-room-only session.

Kris Jacobi led the cataloging roundtable, continuing the discussion of MARC records from Session I. Topics included: security issues for DVDs, books on CD, gift book handling, double barcoding, smart barcoding, the Dewey system, and how to deal with damaged material returns. This session was not just about cataloging technology, but also for sharing tips on how to reduce stress through a better understanding of the issues and good work habits.

The day wrapped up with: "Collection Maintenance—Basic Care & Repair of Print & AV Materials," with Sharon Slattery, Cora Belden Library, Rocky Hill, who shared tips and techniques for quick book, CD, and DVD repair. She provided a list of supplies and tools needed to get items back on the shelf as soon as possible. Carol Taylor, Library for the Blind & Physically Handicapped, talked about how to repair audiotapes, and everybody got a chance to practice. She emphasized that collection maintenance needs to follow collection development policies—discarding, temporary retention, permanent collection—in deciding what kind of repair to use.

"How to Provide the Best Customer Service and Handle Pesky Patrons at the Same Time" gave such tips as: be positive and friendly, always help customers first, treat customers with respect and as you want to be treated. Betsy Bray, Cora Belden Library, Rocky Hill, and Chris Bradley, CLC, spoke not only about how to deal with problem patrons but also shared their own customer service experiences. The other two afternoon sessions were "Connecticut's Law Libraries" presented by Jeff Dowd, a law librarian for the CT Judicial Branch Law Libraries, and "Library Reference and the Digital Landscape," where Debbie Herman, digital resources librarian, CCSU, explored how you can customize digital reference resources for your patrons. ■

*Sandy Brooks, Mitchell College Library, Kris Golden, WLSC, and Tzoumin Hsiung, CCSU*

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