

# CONNECTICUT LIBRARIES

A Publication of  
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Library  
Association

## Public Library Architecture Awards 2005

by Mary Louise Jensen

The Connecticut Excellence in Public Library Architecture Awards are given every other year to encourage excellence in the architectural design and functional planning of public library buildings in the state. Awards are made in two categories, for libraries under 18,000 square feet and for those 18,000 square feet and over. A jury consisting of two librarians and two architects, all from out of state, reviewed and evaluated the thirteen construction projects completed between 1998 and 2003 that were submitted for consideration this year. These projects covered a wide spectrum of building styles and design solutions, which made choosing winners a challenge. The awards will be presented on April 12 during the CLA annual conference. Those involved with the project will be present to discuss them.

**Cornwall Free Library** designed by Kenneth MacLean, Jr. of Amsler Woodhouse MacLean, Architects Inc. (Boston), Cornwall Free Library is the 2005 winner in the under 18,000 square feet category. This new library, an attractive, light and airy 6300 square foot building

located in a small village with a population of 1500, is a focal point of the community. Elements of the building's design reflect those of the rural village buildings and neighboring farms. The heavy timber hemlock post and beam construction relates to the form of a dairy barn at the edge of the village, and the generous windows echo those in the town hall. Approaching the library at night, people can view activity through the windows; during the day, natural light floods the library.



*Cornwall Free Library  
Photograph by Nick Wheeler*

Patrons entering the building can identify all of the service areas easily and are attracted by the appealing color scheme. Although the building has an open layout, the placement of furniture clearly defines service areas. As one enters the library, the circulation desk, staff work area, and adult area are to the right; a separate children's wing is on the left, and a meeting room is straight ahead. An integral part of the interior, the meeting room can also be locked off from the library and approached from the exterior for use when the library is closed. Paintings by local artists are displayed in the meeting room. Clear sight lines and the logical layout enable a minimum number of staff to supervise the entire building from the circulation desk. The site allows for future expansion of both the building and parking as needed.

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<http://cla.uconn.edu>

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# OBVERSION Loving Patrons To Death (Yours)

Like any public service group, librarians are always searching for methods to improve interaction with their clients. Sometimes we share successes within our ranks and other times we consult gurus from without. This latter approach, while sometimes valuable, can also lead to a large amount of head scratching as to how the theories can be applied in a library setting.

A case in point is Peter Senge's *Fifth Discipline*, popular a few years ago, which makes perfect management sense until one reaches the chapter on applying his theories and discovers that the example used throughout the book is operating a beer distribution system. Until library pubs replace our ubiquitous coffee and pastry cafes we may have to leave Senge on the shelf for future consideration.

About a year ago, I joined many of my colleagues to attend a memorable all-day session with a consultant selling the concept of "knock your socks off service." This topic, based on a series of management books, purports to enlighten purveyors of public service about methods of making customers sublimely happy.

While the topic seemed worthy, the speaker turned out to be something quite different. A self-described "customer from hell" who spends her life



William Uricchio

pulling the chains of hapless store clerks and, yes, librarians, she proceeded to tell us with great glee how she gets unreasonable levels of service through an escalating series of threats and by exuding general meanness. Her message was "give your customers what they want or they will never come back." My response to this barrage was somewhere between "good riddance" and "where is Tony Soprano when you need him?"

Working in an organization that prides itself on high quality customer service, and with resulting good marks in our ongoing series of service surveys, many of my colleagues were plainly offended by what they were hearing. In some sort of perverse self-fulfilling prophecy, our guest was clearly not giving good service to her clientele *du jour* since many of them voted with their feet at the break.

I will say this for the speaker: she did make an effort to relate her theories to our particular library experience. One example was: "A faculty member with a lot of overdue books arrives at your circulation desk and demands that you immediately clear his fines or he will report the library's poor service to his dean." She then asked the few remaining at her session what they would do

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## BOOKS LOOKING AT

### The Inn At Lake Devine

by Elinor Lipman, (Random House, 1998)

Elinor Lipman will be our guest at the CLA Conference. If she talks the way she writes, we are in for a treat. Her writing is keenly observant, entertaining, and funny, and she gives her readers plenty to think about.

Certainly, Natalie Marx, the main character in this Lipman novel, has plenty to think about. What starts her thinking is a note her mother receives in reply to her inquiry regarding room rates for a family vacation to Vermont. The owner of the Inn At Lake Devine informs Mrs. Marx, in a neatly typed note, that there are openings for the dates requested, that the cabins cost \$65 per week, and that guests at the family owned resort "who feel most comfortable here...are Gentiles." The offending note is politely signed, "Very truly yours, Ingrid Berry."

Teenaged Natalie is outraged—shocked and angered that, in America, in 1962, there are people who express anti-Semitism openly and unashamedly. She wonders if Mrs. Berry is a Nazi, like the ones she has read about in Anne Frank's *Diary of a Young Girl*. Natalie relates closely to that book because of her aunt. Nazis were responsible for the death of Natalie's namesake, her father's younger sister who had remained in Europe when Natalie's father immigrated to America. At birth, Natalie's identification with her aunt had been sealed. Natalie was not only presented with her aunt's name, but also with her aunt's treasured, silver-framed graduation picture.

The Marx family lived on Irving Circle in Newton, Massachusetts, a town boasting a population that was one-third Jewish, one-third Catholic, and one-third Protestant. Inhabited by families with names like Dobedian, Iacovello, Nagy,



McKemmy, Forestall, and Loftus, her street exemplified the American ideals of tolerance, equality, and patriotism. The heads of the households were World War II veterans and first-time homeowners. Their houses might be nearly identical, but they were affordable and appreciated by the families that lived in them. Relations among those families were comfortable and friendly. The annual Irving Circle Memorial Day block party celebrated their friendships and good fortune.

Prejudice was not part of life on Irving Circle. The families had too much in common. Still, Natalie understood that there were ethnic and religious differences within that

circle. Natalie's family tolerated the marriage of her older sister to a Gentile, though she perceived that they had not fully accepted it. From their own experience, her parents viewed marriage as the union of decent and caring men and women, not necessarily as the ideal outcome of a blissful romance.

The circumstances and coincidences that bring decent men and women together are a central theme of this book. As we learn, young Natalie's obsession with Ingrid Berry and the Inn At Lake Devine has consequences beyond anything she might have expected. Coincidence and fate conspire to link Natalie and Ingrid and their families.

Natalie's determined and imaginative responses to Ingrid's note set things in motion. She calls the inn to make a reservation under an assumed name so that she can speak directly with Ingrid Berry. She anonymously sends Ingrid newspaper clippings demonstrating that many well-known and successful

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Vince Juliano  
Book Review Editor

## Proposed Changes in CLA Section Bylaws

**Business & Economic Development Section** Members of the section will vote on the following proposed changes in its bylaws during the CLA annual conference in April.

- **Article IV: Executive Committee, Section 5** No officer shall hold more than one office at a time or serve more than two terms consecutively in the same office. In the first three years of the Section's existence, the officers may hold (compulsory not mandatory) office three years in a row in an effort to help stabilize our fledgling organization.
- **Article V: Meetings, Section 2** All subcommittee meetings must be approved by the chairperson.

*Submitted by Michelle Foyt, Section Chair*

**College & University Section** Members of the section will vote on the following proposed changes in its bylaws at the CULS Weblogs program on April 13, 11:15 am.

- **Article I** Section name is changed from College and University Section to College and University Libraries Section.
- **Article IV, Section 1** Treasurer is added to the list of officers.
- **Article IV, Section 2** Term of Vice-Chair shall be two years (not one), to coincide with term of Chair.
- **Article IV, Section 3** At-large members will have no term limits.
- **Article VI, Section 3** Slate of candidates for officers shall be presented to program members one month prior to annual conference, not two.
- **Article V, Section 2** Added text: Planning and program decisions may be made through means of email among Executive Board members.
- **Article IV** Delete section 6 that reads: The Executive Board shall meet no fewer than four times per year. Executive Board members must attend two meetings per year.

*Submitted by Nancy Gillies, Section Chair*

*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

### Leverage The Love @ Your Library!

**Leverage—it is what we must do, say all the legislators I've talked with this season.** We library folk must leverage a small amount of state dollars to gain many more local and private dollars to support our worthy programs. With state support for libraries such a small percentage of overall library expenditures, it is clear that we already know how to leverage dollars. Now we must learn to leverage the love.

Connecticut people don't love big state funded programs, but they do love their local libraries. That love was all around last month at Norwich City Hall, which I visited in response to an invitation from Otis Library's Linda Summers. The event was "the public unveiling of architectural designs for the complete renovation and expansion of Otis Library and the public launch of "Opportunity Now, the campaign for Otis Library." This occasion brought together, not just the usual community elders, but, as honorary campaign chairs, Michael J. Thomas and Bruce "Two Dogs" Bozsum, the leaders of the Mashantucket Pequot and Mohegan tribes, respectively.

"The library is the most important asset in any community," said Thomas. "The love of reading that I developed at the Otis Library defined my taste for knowledge and determined the course of my life. The library is a delivery mechanism for information in an information age, and the library venture is the most important sign of tribal commitment, which we will pursue with our Mohegan relatives across the river. We are building a better tomorrow for our children, which is the mission of the Mashantucket Pequot people."

Then "Two Dogs" Bozsum took the floor. After some banter about bringing his eight children to story hours at the library, he stated that the Mohegan Way is to be committed to education. He went on to talk about the library as place—where the community meets, where people can attend book discussions, where individuals are valued, where vitality is added to the city, and where new Americans who work for the casinos can be educated. He finished by saying, "Otis is a unique local institution—the great equalizer," quite a tribute from one whose people haven't always been so equal.

After feeling the love in Norwich, I traveled north to join CLA's Legislative Committee at the General Assembly. As he has done so well for so many years, Asnuntuck's Mike Moran, co-chair with New London's Peter Ciparelli, presented our priorities to the first of many legislative leaders. "We probably don't really need libraries anymore because of the Internet, do we?" was the first reaction. Clearly the love didn't travel well from Norwich to Hartford.

Responses to our legislative agenda (full funding for CLC, construction grants, C-Card, and iConn) have improved since that first meeting. We need to leverage the love people have for their library to gain the love we need for state funded library programs, especially Connecticut.

The State Library commissioned a study of the cost of circulating library materials. We can now document the cost of one circulation transaction at \$1.05, while Connecticut reimbursement under the current budget is \$.14. That translates into a circulation cost of \$4.9 million currently reimbursed at \$676,028. Mind that gap!

Les Kozzerowitz, past president of CLA, chaired the task force on Connecticut and is now leading an ad hoc subcommittee to promote increased funding for the program. This group will need the help of all CLA members to accomplish that goal. In the last legislative session, funding for CLC was doubled when librarians visited, called, or emailed their representatives to deliver the message that state funds for CLC leveraged increased buying power for local library book budgets.

C-Card supporters can deliver the same message. A relatively small investment of state funds provides reciprocal borrowing for all Connecticut residents, thereby improving library services in every municipality. As one of the majority leaders said to us, "You're lucky. You've got your people in every district. Have the local librarian call her local legislator. If I get four constituent calls on an issue, it's a movement!"

Let's start that movement toward full funding for Connecticut. If two once-warring tribes can come together over their library, it should be easy for legislators in the General Assembly to come together to increase Connecticut funding. All you need is love, and leverage.

*Contact Chris at cbradley@ctlibrarians.libct.org.*

# HIGHLIGHTS

## ALA Midwinter 2005

by Jay Johnston

**President** Chris Bradley reported that Mike Moran, Peter Ciparelli and Barry Williams have arranged meetings at the Legislative Office Building with newly elected legislators. The CLA Committee for Quality Library Service is meeting monthly. Their goal is give libraries the tools to provide quality library service. A preliminary report will be made to the board in January 2006. Committee members: Chris Bradley, Alice Knapp, Les Kozerowitz, Laura Goodgion, Theresa Conley, Mary Louise Jensen, Nolan Lushington, Jane McGinn, Sharon Brettschneider and Ken Wiggan.

**Treasurer** Checking account balance is \$29,535 and investment account balance is \$109,000 as of January 31.

**Past President** LesKozerowitz announced the proposed slate of candidates for elective officers for 2005/2006: Vice-President/President Elect—Tom Geoffino, Fairfield PL; Region 1 Representative—Tracy Ralston, Teikyo Post University Library; Region 4 Representative—Lauren McLaughlin, Wilton Library Association; Region 5 Representative—Bridget Quinn Carey, Essex Library Association. A motion was adopted to present these nominations to the membership for a vote at the annual business meeting in April.

**Editorial** Judy Smith displayed the CLA web page for the board and led a discussion soliciting ideas for possible revisions and updates. Some comments: a) the first page is too large for viewing on one screen, b) group forms and applications in a submenu, c) provide members only access to the current issue of *CT Libraries*, d) provide links to other state library associations, e) provide scroll-down access to categories of information, f) provide a search window, g) use images of CT libraries on the front page, h) provide a link to CSL's continuing education calendar, i) use the CLA logo to the web page. The committee will consider these and other ideas and report back to the board.

**ACLB** The date of the 2005 Leadership Conference has been changed to Friday, October 14.

**ADA** The committee is presenting a program on Reference Services for People with Disabilities at Russell Library on March 15. More information at the CLC website.

**ALA** Jay Johnston presented a report from the ALA Mid-winter Conference in Boston. See his report on this page.

**Conference** Henry Dutcher and Nancy Wood reported that the conference brochure will be mailed out in about a week. Please be reminded that two garages are available free parking for "day trippers"; the Omni Hotel garage is *not* one of them.

**Connecticut State Library** Sharon Brettschneider reported: 1) ALCPD has formed a Task Force for Review of Public Library Statutes to examine current statutes for outdated language/content and consider new statutory language. 2) Equal Access Libraries: CSL will be work with Libraries for the Future on a program that provides an integrated approach to transforming public libraries into community centers for information and education. 3) The upgrade to the new iCONN federated searching portal will take place February 7. 4) Winners of the Connecticut Excellence in Public Library Architecture Awards 2005 are the Cragin Memorial Library, Greenwich Library and the Cornwall Free Library. (See page 1) 5) All library construction projects submitted to the Bonding Commission have been placed on their agenda.

**Friends** Mary Engels reported the winter newsletter is in the mail and a promotional packet is being put together for Friends' month in April. Regina Barrecca will be the featured speaker and the Friends 25<sup>th</sup> anniversary celebration on June 4 at CSL.

**Legislative** 1) The CLA Executive Board approved the revision of Statute 11-25. Reports by Libraries—Confidentiality of Records. Representative Lawler will sponsor the bill. 2) Meetings have been held with Senators Herlihy and Harp, and with Representatives Fabriola, Fleischmann, and Merrill. An ad hoc subcommittee chaired by Les Kozerowitz was convened to develop an educational campaign in support of increased Connecticut funding.

**Membership** There are 1126 current members.

**NELA** The Educational Assistance Committee has sent packets to library science schools soliciting students for scholarships. April 1 is the date of the NERTCL Stand Alone Conference at Foxwoods. NETSL will meet at Holy Cross on April 8.

The ALA midwinter conference was tremendously interesting and informative to me as Connecticut's new representative to the ALA Council. I was mentored and shepherded through a maze of meetings from early morning into the late evening. There was a tremendous amount of activity and many opportunities to observe the council at work. Here are some of the highlights:

The ALA-APA (American Library Association-Allied Professional Association) is developing national standards for certification of librarians and other library workers, which may be tied to salary improvements. Other committees and round tables are working on COPE III recommendations related to support staff.

The ALA Washington Office presented many reports dealing with legislation related to: appropriations, telecomm and e-Rate, electronic security, access to government information, and copyright. You can discover what your legislators are supporting at [capwiz.com/ala/home/](http://capwiz.com/ala/home/)

After lively debate on the Salinas (CA) Library closing, Salinas Mayor Anna Caballero promised to unveil a plan aimed at keeping the city's libraries open. Few details are available, but the plan is called "Rally Salinas," and it combines a tax initiative that the mayor will try to get on the ballot later this year with charitable donations from the community.

Currently, the Awards Committee does double duty, handling both awards and scholarships. It has been suggested that the committee should focus on the growing array of awards, and that another group should be established to deal with scholarships. The ways in which scholarships have been handled has often been a source of consternation.

The Institute of Museum and Library Services announced over \$160 million in grants to state library agencies. "This is the premier federal grant program for the nation's libraries," explained Director Martin. "It plays an important role in building the capacity of libraries to help communities address their changing educational, economic, and social needs."

The ALA is accepting applications for the We The People Bookshelf on Freedom grants. The annual grant project will award sets of 15 classic books for young readers to 1000 libraries. Recipients of the awards are required to develop and host a program to introduce the collection

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The CLA Executive Board is pleased to present the following librarians for association offices, 2005/2006. Please plan to meet them at the annual business meeting during the annual conference on Wednesday, April 13, at 8:30, when an election will be conducted. Each person has been asked to respond to the following statement:

*Librarianship is neither a high-prestige nor a high-paying profession. Why should anyone choose to become a librarian? How would you sell the profession to a young person who is deciding upon a career path?*

#### VICE PRESIDENT/PRESIDENT ELECT

##### Tom Geoffino

*Town Librarian, Fairfield Public Library*

##### Education

BA, University of Massachusetts/Amherst; MA, Duquesne University; MLS, Southern Connecticut State University

##### Professional Activities

**CLA:** Region 4 Representative, Exhibits Committee Co-Chair. **Project Amoeba:** Committee Member. **ReQuest:** Executive Committee Co-Chair. **Bibliomation Board of Directors:** Assistant Treasurer, Treasurer, Member at Large. Bibliomation Database Selection Committee, Chair. State Database Selection Committee, Chair. **Fairfield Library Administrators Group:** Vice-President, President. **Member:** NELA and ALA

##### Candidate Statement

I have to agree with the assessment regarding librarianship as being neither a high-prestige nor a high-paying profession. Our image in the media is awful: fussy, rigid and out of step with the times. Finding an effective method to counter this stereotype would be a positive step in making the profession more palatable to young people searching for meaningful work. I believe a compelling argument for someone (of any age) choosing to become a librarian/library worker relates to our opportunity to make a positive difference in the world. Our occupation affords individuals the opportunity to enhance the quality of life for our patrons in particular and the community in general.

This phenomenon is available to every library worker—from administrators through their efforts in preserving and expanding their organizational budgets, to “floor” librarians assisting patrons with their information and recreation needs, to circulation staff helping patrons in reader’s advisory activity.

I am proud to be employed in a profession whose sole goal is to assist in meeting (and, hopefully surpassing) the library expectations of its public. This lack of an “agenda” is very satisfying for me and my library colleagues and friends. With proper marketing, I believe that this aspect of librarianship as a career can be appealing to young people looking to “do good” in their professional career.

Another attractive argument relates to our relevance as a community hub for our residents (and non-residents as well.) In Fairfield, this function is a crucial element in our current long range plan and plays an important role in formulating our operational decisions. The kind of energy generated by this approach makes the library an exciting and interesting place to work. It is my belief that most young people crave this kind of connection in their choice of a workplace.

Perhaps another selling point with young people is the role technology plays in the daily operation of the library. Computers in general and the Internet in particular play an important role in the daily life of young people. These factors are certainly relevant in library work as well. Finding a way to capitalize on this symmetry could quite possibly bring an influx of tech-savvy young people into our work ranks.

And last but certainly not least, libraries really do serve a vital purpose in the promotion/preservation of democracy in our nation. At no direct cost, our patrons are able to educate themselves regarding the issues of the day and thus be prepared to participate in civil discourse. I think this is a powerful argument that should resonate with young people considering entry into our profession.

#### REGION 4 REPRESENTATIVE

##### Lauren McLaughlin

*Assistant Director, Wilton Library Association*

##### Education

BA, State University of New York at Geneseo; MLS, Southern Connecticut State University

##### Professional Activities

**CLA:** Young Adult Section Co-chair 2000-2001; Member 1997 -. **ALA:** Member 1997 -

##### Candidate Statement

An open letter to all those young people considering becoming a librarian:

You’ll love your job...

...for the opportunity to share your love of books and knowledge.

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## Candidates For CLA Offices 2005/2006



*Tom Geoffino,  
Town Librarian,  
Fairfield Public  
Library*

*Our image in the media is awful: fussy, rigid and out of step with the times. Finding an effective method to counter this stereotype would be a positive step in making the profession more palatable to young people searching for meaningful work.*



*Lauren McLaughlin,  
Assistant Director,  
Wilton Library  
Association*

*An open letter to all those young people considering becoming a librarian:  
You’ll love your job...  
...for the opportunity to share your love of books and knowledge.*

## CANDIDATES FOR CLA OFFICES 2005/2006

*Continued from page 5*



*Bridget Quinn-Carey,  
Director,  
Essex Library  
Association*

*Sharing a passion  
for public service;  
serving the  
greater good.  
Embracing infinite  
challenges;  
Learning growth.*

...for the satisfaction you will get when you introduce a woman who is reading Maeve Binchey to books by Rosamund Pilcher. Or when you place a copy of Ken Burns' *Baseball* in a young fan's hands. Or when you find the latest cancer research for a patient. Or when you help a father and daughter to identify what bird is singing at their window each morning. Or when you introduce *Stitchers' World* magazine to a woman, after a conversation in which she told you she makes sweaters for presents.

...because you will be working in a diverse environment that will challenge as well as surprise you. You will find yourself learning something new every day.

...because you will be using all those skills you were taught in library school. You will get to work on collection development, or with archival material. You will be helping to organize library collections or the website so that people can easily find the information they need. Most importantly, you will work with a community that is grateful for you and your expertise.

...because you will make a difference in your community by offering programs that respond to its needs. You will offer literature-based programs, as well as programs on current events, health issues, art, crafts, history, business and technology.

...because you will most likely be working as part of a team of other librarians. The support you will receive from your peers is invaluable. You can become a member of support groups like CLA, NELA and ALA. You can attend conferences and workshops presented by these organizations and read their professional journals. In doing so, you will be able to keep up to date on all the latest issues and technologies.

...when you realize that even though you aren't in it for the money, there are people in the organizations listed above who are working for increased salaries and prestige for our profession.

...because the job of a librarian as a liaison to knowledge is not likely to disappear anytime soon.

Or you could become a school media specialist and help mold young minds. Or you could become an academic librarian and assist those doing research. Or you could work in a law office, or for a corporation. Or work for a museum or historical society. The possibilities are endless. Good luck and welcome to the wonderful world of librarianship.

## REGION 5 REPRESENTATIVE

### **Bridget Quinn-Carey**

*Director, Essex Library Association*

#### **Education**

BA, State University of New York at Binghamton; MLS, St. John's University

#### **Professional Activities**

**CLA:** Conference Co-Chair, 2003; member 1997-. **NELA:** member 2004-. **ALA:** member 1991-. **LAMA:** Program Committee 1994-1997, Strategic Planning Committee 1996. **COLA:** Representative 1994-1997; member 1993-

#### **Candidate Statement**

Me, a Librarian

Sharing a passion for public service; serving the greater good.

Cultivating the welcoming environment; Friends proliferate.

Respect—no, reverence! With undying gratitude through warm books.

Collegial rapport, affectionate community; Stirring change.

Embracing infinite challenges; Learning growth. ■

#### **OBVERSION**

*Continued from page 2*

about this. One unfortunate fellow started to say something that seemed to be heading towards "politely explain your policies and why they need to be uniform for all users" when she screamed out a loud buzzer noise to cut him off and yelled "WRONG!"

According to the dictates of "knock your socks off service," one must apparently immediately surrender and meet every demand no matter how unreasonable. Of course, seeing staff roll over and play dead will only encourage the next twenty people in line to expect exceptions to your policies as well. Eventually the library director can leave the doors unlocked, put up a sign that says "Take One, Bring One Back," and send the staff home. By doing so we will have perhaps helped launch the next series of books: "Knock Out Your Library Service." The first chapter will undoubtedly contain the question: "What do you mean "Bring One Back"?"

I know I am preaching to the choir, but let me say simply that policies and rules are the bedrock of the solid relationships we build with our customers. We should not, and most of us do not, tailor our operations to the mood and demands of individual users unless there is some extreme and reasonable need. To not follow policies seasoned by decades of experience is worse than folly—it is an insult to the vast majority of our users who not only play by the rules but understand that without them our libraries would soon devolve into chaos. And as for my socks, I will keep them on, thank you.

*William Uricchio is director of the UConn Tri-campus Libraries.*

**Yale Map Collection,  
Sterling Memorial Library,  
Yale University,  
New Haven**

Maps occupy a distinctive position in the holdings of most libraries: they are at the same time works of art, carriers of information, and historical artifacts, portraying the configuration of the world's surface and the predilections of the cultures that produce them in a way verbal description can not. This will be made clear to anyone visiting the Yale Map Collection during the tour of Sterling Memorial Library Collections, to be held during the CLA 2005 Annual Conference from 9:15 to 11:45 on April 11.

The Yale Map Collection is one of the finest map collections in the world, demonstrating both geographical breadth and historical depth. It offers cartographic content in many forms, from familiar globes, maps, and atlases to carved tusks of ivory and jigsaw puzzles to cutting-edge GIS data sets and the software used to negotiate them.

Alexander Vietor, curator from 1946 to 1978, was instrumental in gaining the collection the prominence it now enjoys. He traveled the world tracking down historically significant maps and atlases, drawing on his own wealth and that of his many friends and associates to do so. During his tenure, many of the treasures of the collection were acquired, including Renaissance-era parchment portolan charts, showing ports-of-call throughout the ancient world, and a composite atlas of maps of North America once owned by George Washington— and perhaps used by him during the Revolutionary War.

An example of the former is the 1553 portolan by Jacopo Maggiolo, master of the 16th-century Genoese mapmaking school, replete with brilliantly colored and gilded illustrations of nomadic tents, world leaders in native costume, and turreted castles. In the "Washington Atlas" can be found *A map of the most inhabited part of New England, containing the provinces of Massachusetts [sic] Bay and New Hampshire, with the colonies of Connecticut [sic] and Rhode Island*, made and published by Thomas Jefferys in 1774. Not surprising to long-time Nutmeggers, the Connecticut represented here varies little from the one described on modern-day maps. The Map Collection also owns a copy of Johannes Ruysch's 1507 world map, the second printed map to show the New World (the first being the Waldseemüller map purchased recently by the Library of Congress).

Growth continued under the stewardship of the next curator, Barbara McCorkle, who made the acquisition of early maps of New England her specialty. She also oversaw a substantial donation of globes and early maps, including many by Japanese and Chinese cartographers, by the heirs of Yale alumnus and map collector Dr. Jonathan T. Lanman.

In the Lanman Reading Room (named after Dr. Lanman) are displayed several globes, two of which—one celestial and one



*Newton's Improved Pocket  
Celestial Globe. 1818*

terrestrial—are a set by the famed globe- and mapmaker, Vincenzo Coronelli of Venice, a Franciscan friar. They measure more than eighteen inches across, and were made in 1699. Nearby is the diminutive *Newton's Improved Pocket Celestial Globe* (1818), a mapmaker's answer to the popularity of pocket-sized devices in the 18th and 19th centuries.



*by Earl Roy*

An example of Dr. Lanman's interest in East Asian mapmaking is a map of Nagasaki (ca. 1700) in which western (probably Dutch) trade ships are shown dotting the harbor.

Another acquisition made by McCorkle is the Seaver Road Map Collection, comprising hundreds of road and street maps of North America, one of the most complete of its kind. A cartographic chronology for most any city, state, or province in its scope can be assembled from the collection, offering urban historians, city planners, and other scholars information otherwise unavailable in one place.

Frederick Musto, the current curator, actively purchases rare and current maps of and from all areas of the globe, but has a special interest in early maps of Africa. One entitled *Nova Africae tabula* (1609) by Jacopo Hondius of Amsterdam is particularly beautiful for its enthusiastic and vivid hand-coloration. Another, *Africae nova descriptio* (1630), by Willem Janszoon Blaeu, also of Amsterdam, is interesting for its marginal "thumbnail" bird's-eye-views of African port cities and vignettes of styles of dress of various African ethnic communities of the day.

Another genre favored by the current curator is that of the political cartoon map, a pictorial map representing nations as people or animals in order to depict the political realities of the day. One example is the *Serio-comic War Map for the Year 1877* by F.W. Rose (London: G.W. Bacon & Co.), illustrating international relations during the Russo-Turkish War, on which Russia is represented by a grasping octopus, one tentacle strangling Poland, another surrounding Persia. The Map Collection has several maps of this type. Musto has also sought out difficult-to-find maps of areas of the world that enjoy (or enjoyed) limited freedom of information, such as military survey maps of the Soviet Union, the Middle East, and parts of Asia and Africa.

The collection is not merely a museum for the antique and peculiar, however; it holds a full complement of modern maps, among them hundreds of map series at a variety of scales (see [www.library.yale.edu/MapColl/tables.htm](http://www.library.yale.edu/MapColl/tables.htm)) and the complete set of USGS 7.5-minute topographical quadrangle

*Continued on page 10*

*The Yale Map  
Collection is  
one of the finest  
map collections  
in the world,  
demonstrating  
both  
geographical  
breadth and  
historical depth.*



*Globes in the Lanman Reading Room*



# TECHNOLOGY

## The New iCONN: Imagination Rules

by Bill Sullivan



The iCONN project team: Bill Sullivan (left) and Steve Cauffman; Jane Emerson (left) and Gail Hurley.

*Ideally, iCONN should find what the user wants to know, be comprehensible, and fit each unique user like a glove.*

### ISSUES & OPPORTUNITIES

In May 2003 the State of Connecticut issued a Request For Proposal (RFP) for the Connecticut Digital Library. It stated in part that there was an opportunity to respond to the emergence of Google as the *de facto* standard of online information searching by creating:

*... a Connecticut-specific, post-Google search environment that extends the reach of the easy-to-use, easy-to-learn one-stop information seeking experience (now synonymous with the name Google) to: iCONN's licensed commercial databases, Connecticut-specific public domain databases hidden behind the deep web, the statewide library catalog (and interlibrary loan system), other library catalogs... [and by so doing] expanding Google's reach into the domain of high-quality library information resources.*

The section "Issues and Opportunities Pertaining to the Library Portal" captured key themes voiced by Cornell University Librarian Sarah E. Thomas and editorials reflecting what many were thinking at the time:

*One of the salient distinctions of this portal will be that it will bridge the analog and digital worlds in a far more comprehensive way than most Internet search engines do, calling attention to the 96% of the world's published knowledge that does not exist electronically.<sup>1</sup>*

*[Libraries] can forge a link between past knowledge, as collected and curated in library and archival repositories, and emerging ideas, as manifested in a variety of media, in a way that a search engine which restricts itself to the URLs of web pages cannot. And libraries can permit and facilitate the discovery and use of proprietary information that is not open to the independent Web searcher using a commercial portal.<sup>2</sup>*

*My wish would be that the interface of the library's resources would look like Google, and it would operate that simply.<sup>3</sup>*

*Most users do not care where the information they need comes from, or who provides it... nor should they have to... but our systems presently require them to know these things... How can we create systems that minimize what the user needs to know to get what they want?<sup>4</sup>*

The RFP process concluded with the selection of a system proposed by Auto-Graphics and the signing of a contract in December 2004. The implementation process concluded in February 2005 when the reQuest statewide library catalog and iCONN-licensed electronic resources merged into a single system, accessible from [www.iconn.org](http://www.iconn.org), with all resources visible to all users, and supported by a single, multi-layered authentication system.

### THE NEW ICONN

Key elements of the new iCONN are brought together in the opening search experience:

- A simple keyword search screen (with the option for advanced search)
- The ability to simultaneously search the statewide library catalog, other library catalogs whose holdings are not in reQuest, iCONN licensed databases, and other public domain databases, such as Connecticut History Online—all or in any combination
- A concise and organized summary screen of search results
- The absence of any commercial advertising integrated with the search results (in contrast to Google)

Significantly, the opening search defaults to searching all databases rather than requiring the user to select which databases to search. The basis for this decision was our desire to present a *simple* search screen that would not immediately overwhelm the user with myriad database choices, such as the screen you see when you click on "Display the Resources of...Library." The user can still display all the databases from either keyword search or advanced search, clear all default selections in one step, and then select specific databases for searching.

We were very concerned that displaying all databases (unchecked) on the initial keyword search screen would have introduced too much complexity, especially for novice users. Many users reported that even the original iCONN welcome page, which presented very few choices, was confusing; they did not know what to do once they got there. Moreover, we considered what would be the most effective way to introduce iCONN to the vast majority of the state's residents, who are not even aware that iCONN exists. Ideally, users should be able to quickly gain confidence and a sense of mastery over the search experience. Our challenge is to discover the best way to achieve that.

Viewing each database as an information channel, the fact that you are searching and receiving "hits" from all channels simultaneously (as the default setting) is analogous to a television or radio receiver that receives all channels all the time, and that likewise allows you to select and view only one channel at a time—after the content has already been delivered (with "after" being of no consequence to the user).

This model is intuitive in the case of radio and TV, but may seem counterintuitive in the case of an information retrieval system—but should it? Is there a difference in kind or consequence between the knowledge that iCONN users must employ when deciding which databases to search *before* the search is launched as compared with deciding which set of search results to view *after* the results have been delivered? Finally, is this really a new search paradigm for libraries? Consider that union catalogs, such as reQuest (c. 1990), and

*Continued on page 12*

Carol made it her business as a social worker to stay informed about services that might be helpful to her many clients. It was her job to know about people like Henrietta and Marie, older adults receiving deliveries of books and other library materials through the Homebound Delivery Service (HDS) of East Haven's Hagaman Memorial Library. She could not have anticipated that one day she too would discover the value of homebound library service in her own life.

Henrietta, a life-long reader and a regular visitor to the library for many years, calls the service "the biggest boon to me." She credits her father with initiating her love of reading at the age of seven. She praises Hagaman Library and Public Services Librarian Cynthia Gwiazda for allowing her love affair with books to continue into her nineties. Henrietta receives large print mysteries and spy stories by the bagful thanks to the delivery service. Henrietta reads fourteen books every two weeks, but she has strong preferences—no romances allowed! "They are too mushy," she complains.

Marie, in contrast, had rarely found time for books for most of her life. Her real estate and insurance businesses had kept her too busy. Community affairs, like helping to found the local Chamber of Commerce, also took up much of her time. However, age and health issues now keep her at home. Still, this retired businesswoman is not bored. "It's wonderful," she enthused, referring to the delivery service, "It has changed my whole life." A fan of recorded books, Marie now has time for reading and she will read just about anything Cynthia Gwiazda recommends. "Reading keeps me current. It helps the day go by, and the books give me something to think about at the end of the day," Marie notes.

Social worker Carol became a regular customer of the delivery service when an inherited medical condition interrupted her career. Following a hospital stay, she was confined to the second floor of her home where she received daily care from a visiting nurse. Hagaman's delivery service became her "connection to the world," as she calls it.

During her difficult recovery, Carol stayed connected by borrowing anything the library sent her—books and magazines, movies on video, and recorded books. Her reading tastes extend from the informational to the professional to the recreational. She explored medical issues and alternative healing because of her condition. At work, she had always read *Psychology Today* and the *Journal of the American Medical Association*. At home, she kept up with her professional reading because the library

happily delivered these periodicals. She also read for entertainment and escape and appreciated Cynthia Gwiazda's help in selecting titles. Carol calls Cynthia a "godsend" because she made certain that Carol, in desperate need of homebound service, received the assistance she needed.

Cynthia Gwiazda was not in East Haven long before she realized that the town was home to a large elderly population. To discover how the library could improve its services for seniors, she conducted two surveys. Based on the results, the library developed a plan for bringing services directly to residents of East Haven's assisted living and senior housing facilities, and for initiating home delivery of library materials to any of the town's estimated 460 homebound residents who wanted them. The plan was ambitious, but it was implemented because outreach programs for older adults were a funding priority for LSTA grants. With a \$10,000 award from the Connecticut State Library, Hagaman Library and Ms. Gwiazda were able to experiment with a number of services.

The plan required establishing a traveling collection of about 600 large print books, recorded books, closed-captioned and descriptive videos, and high interest/low reading level titles. The traveling collection rotated between the two senior housing facilities each month. Residents browsed the collection and borrowed the materials. Each facility also received one of three different library programs each month. There were librarian-led book talks and "Reader's Roundtables" where participants shared their reading adventures. "Read-Aloud" programs brought volunteers to the facilities to read pre-selected titles to residents. Hana Mark, social services coordinator at East Farm Village, helped schedule the traveling collection rotations and library programs.

Homebound delivery service was another component of the plan. Members of VNA Community Healthcare helped the library to register interested homebound seniors. Materials from the traveling collection were made available for loan to individual readers. Library personnel assisted patrons with their selections, maintained circulation records, and delivered the books. Gwiazda developed a Microsoft Access database to

*Continued on page 10*

## Reaching Out to Older Adults in East Haven

### Hagaman Memorial Library's Home Delivery Service

by Vince Juliano

*"It's wonderful," Marie notes, referring to the [homebound] delivery service, "It has changed my whole life. Reading keeps me current. It helps the day go by, and the books give me something to think about at the end of the day."*



Public Services Librarian Cynthia Gwiazda hands off a bag of books she has selected for a homebound patron to Brian DePonte, who makes the deliveries.

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## LOOKING AT BOOKS

*Continued from page 2*

Americans are Jewish. Two years after the note incident, Natalie still has Ingrid on her mind. She sends Ingrid a copy of the 1964 Civil Rights Act with a note saying that it applies to Jews, as well as to "Colored People" and other ethnic groups. Natalie conspires with her father in order to observe Ingrid Berry up close. Disguised as the Martin family, the Marx clan undertakes a reconnaissance mission to the Inn. Natalie is not disappointed; she observes anti-Semitic nuance in Ingrid's every word and gesture.

Summer camp brings Natalie an unexpected opportunity. At first, Natalie shows little interest in her dull bunkmate, Robin Fife. Then, Robin mentions that, when camp ends, she would be joining her family for a vacation to the Inn at Lake Devine! Calling upon all of her cleverness and charm, Natalie cons an invitation to join the Fifes on their vacation. To Natalie, the Fife family is a means to an end, defiance of Ingrid Berry's ban on Jewish guests. In contrast to Natalie's cynical and self-serving view of the Fifes, Robin's family warmly welcomes Natalie into its midst. Stereotypically liberal Mr. Fife even learns a handful of Hebrew expressions to help his guest feel more at home.

To her surprise, on that vacation, Natalie and Ingrid Berry's graciously decent husband Karl acquire a mutual fondness for one another. She develops a crush on Ingrid's strikingly handsome son, Nelson. She learns to avoid Ingrid's overly indulged daughter, Gretel. And, she fails to even notice Ingrid's quiet younger son, Kris, who has noticed her. Without Natalie realizing it at the time, the relationships evolving during her week at the inn shape the rest of her life.

*Read more book reviews by Vince Juliano at [cla.uconn.edu/reviews/lookbook.html](http://cla.uconn.edu/reviews/lookbook.html).*

## TREASURES

*Continued from page 7*

maps of the United States. As described in an earlier column, all Sanborn fire insurance maps prepared for Connecticut towns, and many for several other locations can be found here. Also, a sizable portion of the collection's real estate is devoted to housing the Atlas Collection, over 3000 atlases ranging from the late 17th century to the present day, and the Map Reference Collection, which includes over 1000 works on cartography, cartographic history, librarianship, and bibliography.

The Yale Map Collection includes much more than sheet maps, globes, and reference books. A relatively recent addition to the collection is the GIS Service, under the direction of GIS Specialist and Librarian Abraham Parrish. Since his arrival almost four years ago, Parrish has brought map librarianship at Yale into the 21st century, offering a broad range of services, including data searching, file processing and conversion, georeferencing, and instruction. A public workstation is available for patron use of ArcGIS/ArcView, DLG Viewer, and other GIS software. Using a color sheet scanner and a 42"-wide color plotter, the service can render sheet maps as vector files and make color prints from GIS products and sheet map scans. More information is at [www.yale.edu/gis](http://www.yale.edu/gis).

Retrospective conversion for the Map Collection is not yet complete; records for approximately 75 percent of the sheet maps can be accessed only via the on-site card catalog. The Atlas and Map Reference Collections are fully represented in Orbis, Yale's online catalog ([orbis.library.yale.edu](http://orbis.library.yale.edu)). The collection

does not circulate, but is open to the public. Visitors who do not have Yale identification must be escorted, and should call 203-432-1867 to make arrangements to visit. The Yale Map Collection website is at [www.library.yale.edu/MapColl/](http://www.library.yale.edu/MapColl/)

*Earl Roy is Catalog Librarian for the Map Collection, History & Social Sciences Team, Yale University Library.*

## REACHING OUT TO OLDER ADULTS IN EAST HAVEN

*Continued from page 9*

support the reader services function she performed for homebound patrons.

The grant period has now come to a close, but the library's commitment to serving older adults continues. Gwiazda and the library now concentrate on the services that proved most successful during the time frame of the grant. The traveling collection has been discontinued, but patrons of that component of the project now have books brought directly to them.

Homebound delivery has been a hit, as the experiences of Henrietta, Marie, and Carol attest. In addition to the clear need for the service, Gwiazda cites other factors for its success. Support and cooperation from Barbara Katz and the visiting nurses of VNA Community Healthcare of Guilford were vital. Collaboration on this project led to the establishment of a Caregivers' Corner within the library. This collection of informational resources, donated to Hagaman by the VNA, targets people who provide care to disabled or seriously ill family members.

Gwiazda credits library custodian Brian DePonte for the excellent work he does in making deliveries. "You know, I worked for eleven years in a convalescent home. I enjoy talking to the people and I think they enjoy seeing me," he proudly reports. Several patrons confirmed that DePonte was dependable and business-like, yet caring and concerned about them.

Homebound patrons give Gwiazda much of the credit for the smooth operation of the service, even though most of them know "Cynthia" only through their telephone conversations. She calls patrons every two weeks to remind them of upcoming delivery dates. She discusses their reading tastes and previous selections with them, makes suggestions, and tracks down requests. As Marie puts it, "I let Cynthia choose for me and I am never disappointed!"

The monthly Readers' Roundtable is a continuing success. It is held at the Village at Mariners Point, an assisted living facility, but is attended by anyone who is interested in taking part in the book discussions. One of its regular contributors is ninety years old! She loves to talk

*Continued on page 12*

## **PUBLIC LIBRARY ARCHITECTURE AWARDS**

*Continued from page 1*

The co-winners for libraries over 18,000 square feet are the Cragin Memorial Library in Colchester for its expansion and renovation of a 20,000 square foot building and the Greenwich Library for its expansion and renovation project of 100,000 square feet

**Cragin Memorial Library's** original building was a 100-year-old, 4000 square foot building located at a busy intersection in the heart of Colchester. The architect was Bruce Tuthill of Tuthill and Wells, Architects in Avon. Jurors felt that the architect took advantage of the site by having the main entrance off the parking lot at the lower level. Even though the library is located in the heart of Colchester, there is substantial parking on three sides of the building, with an accessible drop-off area.

The addition complements, but does not overpower, the original building because the mass of the addition is broken up with separate components that are in scale with the original structure. Exterior materials and detailing were chosen with understanding and conviction. The library's interior has a pleasing color palette with good natural and artificial lighting. An open floor plan with services delineated by carpeting, furniture, shelving, lighting, and signage gives the library flexibility to change in the future. There is a logical arrangement of services, making it user-friendly for patrons and easily administered by staff.

A meeting room where artists can display their paintings is located on the lower level along with the children's area, which has a separate story hour room. The space for young children is separate and distinct from an area for older children. The adult area on the upper level has quiet study rooms and a variety of seating choices. The original building has been restored to provide both a meeting and a reading room, each with its own fireplace.

**Greenwich Library** is a well-executed contemporary urban public building. Architect Cesar Pelli of Cesar Pelli & Associates in New Haven, successfully incorporated the 1999 addition and renovation project with the existing library that consisted of the former Franklin Simon Department Store, built in 1931, and an addition built in 1967. The street side of the building was designed with respect for surrounding architecture. From the parking area, with parking for 251 cars, people can see the activity inside in the library, which makes it inviting.

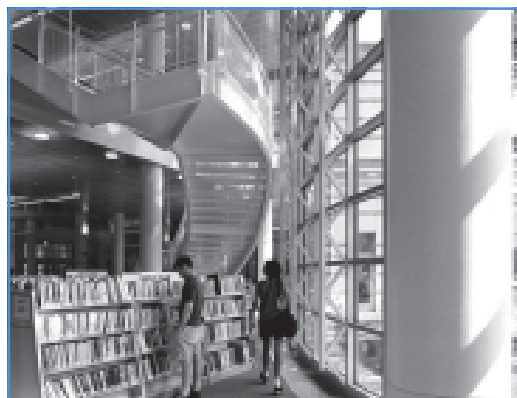
A new entrance in the middle of the main level allows easy access to this impressive building. Upon entering, people are greeted with a welcome center with a wall of glass behind it, return and check out desks, a dramatic metal and wood curved stair suspended from the ceiling, and an organizational axis called "Main Street," which is defined by a double row of columns. Natural light streams through the glass wall creating a bright, airy atmosphere. The separate book return desk makes it fast and easy to return library materials, and since this is such a large building, the axis helps orient people to service areas.



*Cragin Memorial Library, Colchester  
Photograph by Susan Rooney*

The reference desk and a generous number of electronic public workstations are located near the entrance and there are hookups for personal laptops. The grand staircase orients people and unifies the two floors. Entering the second floor from the stairs, one can see the Flinn Art Gallery through a glass wall. The color palette used throughout the building is attractive and reuse of the original building is very appealing.

The architectural awards are sponsored by: the Connecticut State Library, the Connecticut Library Association, the Association of Connecticut Library Boards, the AIA Connecticut, and the Friends of Connecticut Libraries.



*Greenwich Library. Photograph by Jeff Goldberg*

The next awards will be given in 2007.

*The architect jurors were Frank Adams from Boston and David Webster from Portland, Maine. The two librarian jurors were Anne Larsen, associate library building consultant at the Massachusetts Board of Library Commissioners, and Betty Hughes, retired librarian. Mary Louise Jensen, building consultant for the Connecticut State Library, served as non-voting facilitator. ■*

## **ALA MIDWINTER 2005**

*Continued from page 4*

and its theme to students and/or patrons. Guidelines and applications are available at [www.ala.org/wethepeople](http://www.ala.org/wethepeople).

The Public Library Association's Recruitment of Public Librarians Committee is conducting an online survey to obtain a current statistical picture of recruitment efforts. See [www.cmpl.org/pla/results.htm](http://www.cmpl.org/pla/results.htm). Please make sure Connecticut is well represented.

National Legislative Day will be held May 3-4 in Washington, DC. ■

## TECHNOLOGY

*Continued from page 8*

their more recent virtual union catalog equivalents, typically default to searching "all libraries" rather than requiring users to first select which libraries they want to search.

Those familiar with reQuest will recognize that the new system's search interface originated from reQuest and, as such, even its advanced search module, which is highly tuned for searching library catalogs, does not yet provide all of the functionality (e.g., search qualifiers) we are used to seeing when searching full-text databases. Nor can the new iCONN search interface yet approximate the look/feel of such specialized databases as *Kids InfoBits*.

Our challenge, therefore, is to deliver more of that functionality, and look/feel, starting with the ability to more easily limit search results to just full-text (scheduled for April/May 2005). Still, when search results are presented today, they are presented in each database's native search interface, whose functionality is available for further search refinement. Also, the original iCONN resource menu that allowed users to search databases one at a time using their native search interfaces has been fully preserved with a different look in the new version thanks to our electronic resources coordinator, Jane Emerson. And the ability to post direct links to each database from library home pages (with authentication performed either by Auto-Graphics or by the database vendors) has also been preserved in the new system.

Regarding authentication, we now have the ability to update IP address registrations in one step for all databases and in real-time; no more waiting for changes to take effect, and users no longer have to choose their access method (i.e., access from library or from home).

Ideally, iCONN should find what the user wants to know, be comprehensible, and fit each unique user like a glove. Achieving these goals means having to meet a series of challenges, not all technical, that will test the ability of the system to know the right shape for the task at hand, and the ability of its developers to discover the outline of those shapes using continuous feedback from all users.

We invite everyone to try the new system, to elicit feedback from users, and to tell us how we can make it better, using the form at [www.iconn.org/SendComments.aspx](http://www.iconn.org/SendComments.aspx). Since the system is new, it will take time for users to discover how it can best serve their needs. We will change what we can—assuming at the outset that there is nothing that can't be changed, or that can't be. That's the first rule of imagination, and here at iCONN—imagination rules!

*William Sullivan is administrator of the Connecticut Digital Library.*

- 1 Sarah E. Thomas, "Abundance, Attention, and Access: of Portals and Catalogs," [www.arl.org/newsltr/212/portal.html](http://www.arl.org/newsltr/212/portal.html)
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- 3 Dan Marmion, "Listening to Our Users," [www.ala.org/Content/NavigationMenu/LITA/LITA\\_Publications4/ITAL\\_\\_Information\\_Technology\\_and\\_Libraries/2102\\_Editorial.htm](http://www.ala.org/Content/NavigationMenu/LITA/LITA_Publications4/ITAL__Information_Technology_and_Libraries/2102_Editorial.htm)
- 4 Roy Tennant, "The Search for the Holy Grail: Why One Stop Searching is Both Essential and Hopeless," [escholarship.cdlib.org/rtennant/presentations/2002ala/mars/](http://escholarship.cdlib.org/rtennant/presentations/2002ala/mars/)

## REACHING OUT TO OLDER ADULTS IN EAST HAVEN

*Continued from page 9*

about the books she reads and to hear what others in the group are reading.

Users of the Homebound Delivery Service have suggestions for other public libraries interested in establishing similar services. Marie recognizes the importance of informing homebound seniors about the service, but does not underestimate the challenge. She suggests placing articles in the usual places, like the bulletins of senior citizen organizations and churches, and also in the not-so-obvious places, like the publications of the local Chamber of Commerce. That is where she learned about Hagaman's delivery service. Marie believes that almost anyone who gave the service a try would become a regular customer. She thinks that a promotional "free trial offer" could attract potential users who might not sign up for the service on their own. Henrietta offered two ideas, "First, find the homebound people, and then, do what Cynthia does!" She added, "I hope they keep the service going for as long as I am alive ... and longer." ■

*Vince Juliano is writing a series of articles for the Connecticut State Library on services that are supported by 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.*

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