

CONNECTICUT LIBRARIES

A Publication of
the Connecticut
Library
Association

Hartford Is Home/ Hartford Es Su Hogar

by Douglas Lord

When Mayor Eddie A. Perez made it a priority to boost home ownership rates in Hartford in 2003, librarians Monica Caruso and Anwar Ahmad made sure the Hartford Public Library was ready to participate in the community-wide effort.

Perez's post-election initiative came at a time when Hartford's home ownership rate was a dismal 25% — second to last in the country. The administration sought to raise that rate to 30%; though modest-sounding, city administrators knew achieving that goal would take a huge effort and plenty of community activity.

The two experienced librarians, keen for the challenge of involving the library in such a nontraditional project, dreamed up an endeavor for which the Connecticut State Library awarded \$15,600 in LSTA funds last year.

Monica and Anwar knew that in order to succeed the project would have to reach the 41% of Hartford residents whose primary language is Spanish and among whom home ownership rates are particularly low. With the target population clearly defined, the two set about providing educational resources and working with community part-



CLA President Alice Knapp (seated third from left) and members of the CLA Executive Board for 2005/2006. See pages 6-7 for a list of all board members.

ners and sister agencies at the grassroots level.

With a statesman's dignity and the grin of a Cheshire cat, Ahmad is equally comfortable pressing palms with community leaders and serving the public. Ever-upbeat, the branch services manager seems to embody

the library's much-celebrated community spirit, and says that this "project was the best fun I have had on the job and in the community in five years."

Ahmad took advantage of longstanding connections with community organizations like Hartford Areas Rally Together (HART), the Broad Park Development Corporation, the Urban League of Greater Hartford, Hartford Area Habitat for Humanity, and Su Llave to get the word out to the two focused target populations: residents of Hispanic or Latino origin who have rented for over a year and families sharing multi-family homes.

Caruso, branch librarian at the west end's Camp Field Branch, has quiet poise, positive energy and a head brimming with good ideas; she made sure that each of the nine branches, the main library and the Library on Wheels provided prospective homeowners with a high-quality Spanish-language home ownership collection. The library translated English mate-

Continued on page 10

<http://cla.uconn.edu>

INSIDE

Fall Meeting Announcements

Pages 3, 4, 10, 11, 12

Obversion: Trans Mission	2
Looking At Books:	
The Coffee Trader	2
From the President:	
John Doe: Connecticut Patriot	3
CLA Executive Board Highlights	4
Heritage: Harry Bennett Library, A Ferguson Library Branch	5
CLA Board Directory 2005/2006	6
Technology: Adaptive Technology, It's Not Just for People with Disabilities	8
Spotlight: Pat Holloway, Director, West Hartford Public Library	9

OBVERSION **Trans Mission**

My daughter has been shopping for colleges, and last summer found us on the road visiting campuses from Maine to Minnesota and everywhere in between. When we did a similar tour five years ago with my son, I spent much of my time exploring the libraries at the schools we visited. But during this round something new also grabbed my attention. Academic institutions, at least judging by those we saw, are clearly making a effort to bring “gender minorities,” gays, lesbians, bisexuals and the transgendered, under their respective umbrellas. But are academic libraries really ready to serve the needs of transgendered individuals, who are a minority within a minority?

Resources for gays and lesbians are now routinely available for libraries to acquire, but the transgendered community presents more of a challenge. Until recently they have been somewhat unorganized and occasionally ill defined at our colleges and universities. Uncertainty about what to call the transgendered was evidenced by our student tour guides who, at one college, told us about support services for “gays, lesbians and the gender *neutral*,” and at another, a similar reference was made to the “gender *free*.” Even placing transgendered individuals in the same category as other gender minorities was itself not a given; at a third college I discovered two separate support centers—one for



William Uricchio

gays, lesbians and bisexuals and another, next door, labeled “Center for Women’s and Transgendered Studies.”

The specialized needs of gender minorities, and an attendant requirement for privacy for many of their members, has led to the development of resource bases both inside and outside the campus library structure. An example of the former is Central Connecticut State University’s Elihu Burritt Library, which has Gender Equity Collections consisting of books, pamphlets, ephemera, artifacts and related materials concerning a variety of gender minorities, including transpeople (yet another term in common use).

Additionally, a few places now have access to online and offline indexes and databases such as the *Alternative Press Index*, covering a number of topics including gender minorities, and *GLBT Life*, which claims to have full-text access to the 50 most significant journals in its field. A basic keyword search of *GLBT Life* helps gain an understanding of the potential problem of finding materials suitable for transpeople however, since even in a database supposedly partly focusing on them, “transgendered” yields only 7,000 hits while “lesbian” yields 70,000.

Continued on page 11

BOOKS LOOKING AT

The Coffee Trader

by David Liss (*Ballantine Books, 2004*)

With library budgets shrinking, among those titles that often go unpurchased are obscure dissertations, works whose focus is just too narrow—even for academic libraries that aspire to support the curriculum of a wide array

By managing to weave together wit, history and a good mystery, this novel has earned a place in the unusual literary category called “historical noir.”

of courses. Award-winning novelist David Liss may have had an inkling of the selection process that librarians go through when he tossed aside his unfinished doctoral dissertation on the subject of monopoly and finance and, instead, applied his talent and scholarly research skills to writing readable and highly successful historical thrillers such as *The Coffee Trader*.

Currently in its paperback edition, *Coffee Trader* is based on the wheeling and dealing that took place in the seventeenth century Dutch stock market. There, traders tried to manipulate stock prices and make a “killing” by any means. Originally published in 2003, ironically in the midst of the accounting scandals that were occupying the media, *Coffee Trader* is included in the 2003 New York Public Library’s *25 Best Books to Remember*. By managing to weave together wit, history and a good mystery, this novel has earned a place in the unusual literary category called “historical noir.”

The unconventional setting of the story is Amsterdam in 1659, a haven for many immigrants, including Portuguese-Jewish merchants fleeing the Inquisition. Amsterdam was the birthplace of the first stock exchange to trade internationally. This was a place and a time when wealth could be obtained in a matter of hours. *Coffee Trader* focuses on Europe’s growing interest in coffee, a commodity that had, until then, been

undiscovered. Now, it is secretly savored for its “sharp odor of earth and rank leaves” and its energizing effect. What was initially described as “the devil’s piss” quickly became the hottest commodity in trading circles.

The author’s background in financial history is evident throughout. Liss helps us follow the ruined victims of the emerging exchange, traders reduced to poverty because of their poor trading decisions. We watch as these bankrupt dealers plot their strategies to regain wealth and status. Also noteworthy is the author’s knowledge of the city’s layout and architecture, as described in numerous scenes in dark alleys and seedy taverns, ideal settings for spreading rumors and forming partnerships.

Protagonist Miguel Lienzo has outwitted the Inquisition, living the life of a secret Jew. Now, he is scheming with scoundrels in old Amsterdam to manipulate the price of coffee and establish a monopoly. As is common in books by Liss, you encounter the theme of Judaism. His characters often struggle with the burden of religious mandates that segregated them from Christian society and imposed restrictions upon their personal and financial lives. Lienzo is frequently found dodging not only creditors, but also spies of the Ma’amad, the regulatory council that oversees Jews and forbids interaction with Gentiles. A prominent leader of this council is Salomon Parido. Parido cunningly uses the threat of excommunication to probe Lienzo about his financial ventures in order to ensure that he maintains his upper hand in trading schemes. For Portuguese Jews who

Continued on page 4



Shelley Roseman
Guest Reviewer

CLA Technical Services Section
Presents

Cataloger's Toolbelt
*Using Fee and Free Resources to
Ease your Workload*

November 3, 2005
Coffee & Registration 9:00-9:30
Program 10:00-Noon

Portland Public Library

Cataloging resources for libraries of all types and budgets, including:

- Fee based products with emphasis on Cataloger's Desktop and Classification Web, presented by Dana Tonkonow, CCSU
- Statewide options such as cataloging using reQuest and statewide discount to OCLC's CatExpress, presented by Gail Hurley, CSL
- Free cataloging resources and tools, presented by Sandra Gallup, UConn

Send this registration form and a check (\$10 CLA members, \$20 non-members), payable to CLA, **by October 28** to: Susan Pfister, Arnold Bernhard Library, Quinnipiac University, 275 Mount Carmel Ave, Hamden, CT 06518.

Note: If you require special accommodations, please contact Gail Hurley no later than October 7 at gthurley@cslib.org or toll free at 888-256-1222.

Name: _____

Library: _____

Address: _____

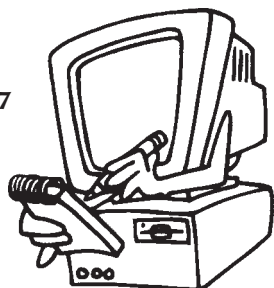
E-mail: _____

Phone: _____

CLA Member (please circle): Yes No

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.



Alice Knapp

FROM
THE **PRESIDENT**

**John Doe:
Connecticut Patriot**

When I was in the fourth grade, my teacher explained to the class about martyrs. Sister Agnes went so far as to suggest that it would be glorious to be a martyr. Even at that young age, I knew enough not to share her enthusiasm.

It's great cocktail party conversation to discuss what one might do should the FBI come knocking at your door. Generally, in such conversations, I am quite brave. But what if they really appeared? I suspect that most of us would rather not have our principles put to the test. But if they were?

I am proud to say that one of our Connecticut libraries or librarians, or both, was tested and passed with high marks. Known only as John Doe, we do not know whether this is a person or an institution. We do know that John Doe is brave. While he is not a martyr, he is a true patriot. His story needs to be told far and wide.

John Doe was served with a National Security Letter (NSL) demanding library patron records. John Doe did not comply with the demand but instead called the American Civil Liberties Union. The result of this non-compliance is a case known as ACLU vs. Gonzales.

If you are like me, you might have learned about an NSL in a posting on publib from Don Wood, or perhaps on ALA's website, or perhaps at an ACLB workshop held in 2002. At the time, you may have thought that an NSL was probably not a good thing—in the same way that CIPA was not a good thing—but it was something distant and not particularly relevant. Now, John Doe has made it relevant.

National Security Letters have been around for about twenty years, but their powers were greatly expanded when the USA Patriot Act was enacted. While the "gag" provision was always there, the oversight provision was weakened. By that I mean, an NSL can be issued without judicial review and can be used to gather records on innocent people, as opposed to a subpoena, which requires a judge to review evidence of criminal activity.

I believe that an NSL violates both the First and the Fourth Amendments to the U. S. Constitution. Why?

The gag order prevents John Doe from talking about the NSL he received. He cannot tell his family or his colleagues that he has received it. While he may be able to tell Congress of his objections, he cannot discuss his first hand experience. He may speak only in the theoretical abstract. He cannot provide the facts of the situation.

And you know as well as I what has happened when ALA has discussed the USA Patriot Act in the abstract. I think Attorney General Ashcroft used the words "baseless hysteria" to describe ALA's objections. In Connecticut, we know that such concerns are not baseless.

The Fourth Amendment protects us against "unreasonable searches and seizures." What can be more unreasonable than a fishing expedition among library records? And what irreparable harm does this NSL do to a free society? The fear of government looking over your shoulder is an invasion of privacy and a great obstruction to the pursuit of knowledge.

It is unlikely that we will know who John Doe is by the time you receive this newsletter. Judge Hall has ruled that the gag order is unconstitutional, but the government has appealed that ruling, and the order will stand until both sides can present briefs (on October 10) and until their arguments can be heard. No date has been set for hearings.

I encourage you to visit the CLA website, cla.uconn.edu, where a "John Doe" section includes all the latest news and articles—including Chris Bradley's op-ed piece in the September 19 *Hartford Courant*.

Because of John Doe's patriotic act of non-compliance, we are all now aware of the dangers of an NSL. Since he is not allowed to be heard, we must speak for him. I urge you to share John Doe's story whenever and wherever you can.

Contact Allice Knapp at akapp@fergusonlibrary.org.

HIGHLIGHTS

President Alice Knapp reported on her involvement in the John Doe vs. Gonzales court case, including her letters to and interviews with the media. The CLA Board agreed to support John Doe, and it was agreed that a press release be sent to interested media conveying CLA's support. Alice also worked with the Legislative Committee on the proposed Connecticut marketing campaign.

Treasurer Jan Fisher reported a total of \$47,879.17 in the checking account and \$111,891.43 in the investment account, for total assets of \$159,770.60 as of 7/31/05.

Vice President Tom Geoffino announced that he has recruited conference co-chairs for 2007—Cindy Lahey from New Canaan and Karen Ronald from Trumbull.

2006 PLA Conference Chris Bradley recommended securing a block of rooms at the John Jefferies Hotel in Boston. It has convenient access to the T and rooms are less expensive than the headquarters Sheraton Hotel. It was agreed that Chris should pursue reserving this location. Betsy Bray noted that CLA members will receive the "host state" registration rate in the form of a discount coupon that will be mailed to all current CLA members.

John Doe vs. Gonzalez Alice Knapp reported on the hearing on the preliminary injunction and gag order in the case of John Doe vs. Gonzales. This case is about an unnamed CT librarian who refused to hand over library user records when served with a National Security Letter. Betsy Bray moved that CLA support "John Doe" and his efforts to preserve patron confidentiality. Motion passed unanimously.

FY2006 Budget Betsy Bray moved that the board approve the FY 2006 CLA budget as proposed. Motion passed unanimously.

Nutmeg Award Martha Simpson moved that the board donate \$750 to the Nutmeg Book Award for FY2006. Motion passed unanimously. Martha also moved that the board donate \$500 to the Nutmeg Book Award for FY2005 (money approved last year but never sent). Motion passed unanimously.

ADA Alberta Richetelle encouraged libraries to use the ADA Program Planners Guide (available on CLA web site) when planning public programs. ADA will present a program on disability awareness featuring Jane Brown from Disabled Student Services, UConn Law School, at the Middletown Library Service Center on November 10.

ALA Jay Johnston expressed doubts that the 2006 ALA Conference will take place in New Orleans as scheduled. He suggested that CLA make a donation to damaged libraries on the Gulf Coast, but it was decided that a donation be made at a later date because it may be years before it would be used.

Children's Section Judy Rabin and Martha Simpson presented changes in the section's by-laws. Martha moved that the board approve the revised bylaws as presented. Motion passed unanimously. The 2006 Children's and Young Adult Pre-Conference will be on poetry.

Editorial Barbara Bailey introduced Kirsten Kilbourn as CLA's new webmaster. The committee will work with Kirsten to redesign the web page.

Legislative Peter Ciparelli discussed the proposed Connecticut marketing campaign and showed sample promotional items. The proposal includes contracting with Miranda Creative of Norwich to create a new logo for the Connecticut program and producing posters, bookmarks, table displays, and rugs. Peter moved that CLA support the campaign at a cost not to exceed \$10,000. Motion passed unanimously. The committee presented its 2007 Legislative Agenda (available at CLA office), which includes full funding of Connecticut over the next five years; maintaining level funding for CLC, public library construction grants, and iCONN; and new statutory language on confidentiality of library records. Peter moved that CLA support the Legislative Agenda for FY2006. Motion passed unanimously.

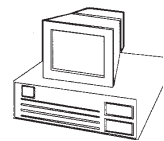
Publicity Isabel Danforth moved that the board authorize the Publicity Committee to participate with CLC, CSL and Barnes and Noble bookstores to distribute coupons for discounts redeemable at Barnes and Noble stores. A portion of profits generated will support the iCONN databases. Kristen Kilbourn moved that \$50,000 was raised in New Jersey through the Barnes and Noble program. Motion passed unanimously.

Reference USA Web Conference/ Town Meeting

*The First in a Series of Free
Business Database Webinars*

**Friday, November 4 or
Wednesday, November 9
10 to 11:30 am**

Presenter Andy Parr will cover: What Reference USA provides and how to use it. How to analyze your needs. Benefits. Demonstration of new enhancements. Q & A session. You will need a computer with Internet access and separate telephone access. To sign up, please contact: Michelle Foyt, Russell Library, 123 Broad Street, Middletown, CT 06457860-347-2520 or mfoyt@russell.lioninc.org.



LOOKING AT BOOKS

Continued from page 2

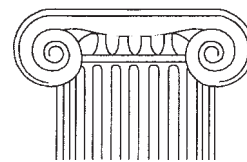
were forced to worship in secret during the Inquisition, the threat of not being able to practice rituals openly within a community was a powerful weapon. Clearly, ostracism was a deterrent that kept many folks from lying, cheating, and plotting to destroy each other.

Among a slew of flawed characters are three seductive figures that have romantic designs on Lienzo. There is Gertrud Damhuis, the pipe-smoking widow who secretly finances his ventures. Hannah, his sister-in-law, whose Jewish identity was kept secret from her until she was married off at age sixteen to a harsh, observant Jew. She now yearns not only for Lienzo's advances, but also for the familiarity of a Catholic mass. Annetje, Hannah's wanton servant, entangled in Lienzo's sheets, as well as in the intricate web of spies that are keeping tabs on Lienzo's whereabouts.

As far as the library selection process goes, there is obviously enough in this novel to qualify it as a valuable resource for both academic and general readers. Among the author's other works are *A Conspiracy of Paper* (winner of the 2000 Edgar Award for Best First Novel) and its successor, *A Spectacle of Corruption*. Both novels are set in eighteenth century London and follow the financial schemes of main character Benjamin Weaver. Miguel Lienzo appears in the first novel and is considered one of Weaver's ancestors. Through his historical expertise and knack for suspense, Liss may very well be on his way to creating a multi-volume fictional series based on the development of the world of finance in Europe during the exciting seventeenth and eighteenth centuries.

CL's book review editor, Vince Juliano, is on vacation. Shelley Roseman is a reference librarian at the Jeremy Richard Library on UConn's Stamford campus.

HERITAGE



Ferguson Library's original Turn of River Branch opened on High Ridge Road in June 1967 to the great satisfaction of a community that had worked hard to realize its goal. Funds were raised by the library trustees and the local community, including a door-to-door "mothers' march" solicitation. These volunteer efforts netted over \$100,000 towards the new building fund.

Transforming a church into a library required much renovation, but numerous tall windows provided excellent natural lighting, and the furnishings and color scheme created a bright, contemporary look. Outside, a "reading garden" and a "color garden" were planted and tended by local garden clubs. Never mind that the stairs were difficult for strollers and the elderly, it was a labor of love, and the community was thrilled with their new branch library.

By 1980, the branch had overflowed its original space and expanded into four portable classrooms to provide a meeting room and a new children's area with its own entrance. The classrooms, acquired from the Darien schools, were to be used for seven to ten years while the library sought funding to renovate and expand.

The first formal request for funding was made to the city's Planning Board in the fall of 1989—not the best of times: a year later and again in 1991, the Ferguson Library's operating budget was trimmed, then slashed; staff and hours were cut. The branch celebrated its 25th anniversary in 1992, still in the original building: portable classrooms deteriorating, the contemporary look now faded and drab, and access difficult for an aging population and their grandchildren in strollers. Though the outlook seemed gloomy, Library President Ernest DiMattia held to his vision of a renovated and expanded branch. It would take another eight years to achieve that goal.

The neighborhood surrounding the branch had proved inhospitable to any expansion at that site. An attempt to expand and light the rear parking lot was met with a complaint to the Planning Board. As a result, onerous lighting restrictions were imposed. Further decreasing the viability of the High Ridge Road site were recurrent flooding problems on the library's lower level and heavy road traffic. Multiple efforts to have a traffic light installed in front of the branch were stymied by the existence of another light a short distance south of the entrance. State officials rejected the library's proposal.

With city funding for a new building finally in place, the library began to explore other sites for a new building. A seemingly ideal spot was offered by the city: an empty meadow across from the Turn of River Middle School, adjacent to a wooded, wetland area. While most residents responded enthusiastically to this proposal, the immediate neighbors were worried. What about traffic? Vandalism? Property values? Open space? They filed a lawsuit in the fall of 1994, which further delayed the project. Finally, in February 1996, the State Appellate Court rejected the neighbors' appeal, and the way was cleared for final planning and construction to begin. Ground was broken in December 1996, with a projected completion date of Spring 1998.

Work progressed slowly; the site was a combination of wetlands and landfill with a 4' drop from grade level. The architect's solution was to drive more than 400 clustered piles 20' to 25' into the ground, on top of which were poured concrete pile caps. Only then was the foundation itself poured.

Unfortunately, the library's struggle was not yet over. A dispute arose between the original contractor, Globe Atlas, and a subcontractor over lack of payment. Construction activity came to a standstill. In January 1998, the foundation and the beginnings of the steel frame lay covered in snow, the work site deserted, while the library negotiated with the contractor and Noble, their bond company, to get things moving again. As time passed, construction costs were steadily rising. When the projected completion date had passed, Noble finally agreed that the contractor was in default. They hired Frank Mercede and Sons, a well-known local builder, to complete the building, costing them more than \$500,000 over the original contractor's bid!

A new completion date was set for August 1999. While the branch would not open until January of 2000, the work now proceeded almost too fast. Decisions regarding new furniture, and the moving and installation of the collection, installation of telephones and computers were all compacted into a narrow window of time. Thanks to a generous gift from Harry Bennett, a Stamford realtor and one of the founders of the original Turn of River Branch, the library had the funds to complete and furnish the interior of the building to the original specifications.

Over the Martin Luther King holiday in January 2000, library staff and National Library Relocations, represented by Diane Pikul, managed to move the entire collection from the old site on High Ridge Road onto the shelves of the new building and open for business on January 19 without any interruption of service!

Renamed the Harry Bennett Library, the end result is an exceptionally beautiful building. The open design and generous windows take full advantage of the lovely natural setting. There is light and space everywhere, enhanced by the unusual color scheme and anchored by the warm wood stacks and tables. Notable features include an inviting sunken story circle, a conference room, a large multi-purpose room with a stage for performances, and a busy used book store run by the Friends of Ferguson Library. The building also provides garage space for the bookmobile and the Purple Bus, which is used for class visits to the main library. Service hours have been extended, the staff increased, and the collection continues to grow. Programming by the library and by local community groups is a constant.

So, in the end, was it worth the trauma? Absolutely! Problems are an inevitable part of any building

Continued on page 11

Harry Bennett Library

A Branch of the Ferguson Library, Stamford

by Susan Baldwin

Ferguson Library President

Ernest DiMattia

Architect

David Finci, Hillier Group, New York City

General Contractor

Frank Mercede and Sons, Inc., Stamford

Taxpayers' Cost

\$3.5 million

Dedication

January 19, 2000

Collection

75,000 items

Technology

60 PCs, networked with T-1 connections; wireless access

Seating

Adults 88, Children 65, Auditorium 120

Size

24,000 sq. ft.



Connecticut Library Association

Executive Officers

		Library	Phone	E-mail
President	Alice Knapp	Ferguson Library, Stamford	203-964-1000	aknapp@fergusonlibrary.org
Past-President	Christine Bradley	Connecticut Library Consortium	860-344-8777	cbradley@ctlibrarians.org
VP/President-Elect	Tom Geoffino	Fairfield Public Library	203-256-3155	tgeoffino@fplct.org
Treasurer	Jan Fisher	Bridgeport Public Library	203-576-7777	jfisher@bridgeportpubliclibrary.org
Region 1 Rep.	Tracy Ralston	Traurig Library, Teikyo Post Univ.	203-596-4564	tralston@post.edu
Region 2 Rep.	Betsy Bray	Cora J. Belden Library, Rocky Hill	860-258-7621	bbray@ci.rocky-hill.ct.us
Region 3 Rep.	Francine Aloisa	Somers Public Library	860-763-3501	faloisa@biblio.org
Region 4 Rep.	Lauren McLaughlin	Wilton Library Association	203-762-3950	lauren_mclaughlin@wiltonlibrary.org
Region 5 Rep.	Bridget Quinn Carey	Essex Library Association	860-767-1560	bquinn@essexlibrary.lioninc.org
Region 6 Rep.	Theresa Conley	Lyme Public Library	860-434-2272	tconley@lymeppl.org
ALA Rep.	Jay Johnston	Southington Library and Museum	860-628-0947 x123	johnston@southington.org
NELA Rep.	Mary Etter	South Windsor Public Library	860-644-1541	metter@libraryconnection.info

Section Chairs

		Library	Phone	E-mail
Business & Econ. Devel.	Michelle Foyt	Russell Library, Middletown	860-347-2520	mfoyt@russell.lioninc.org
Children's	Judy Rabin	Woodbridge Library	203-389-3447	jabin@ci.woodbridge.ct.us
	Martha Simpson	Stratford Library Association	203-385-4165	martha@stratford.lib.ct.us
CLASS	John Cayer	Fairfield University Library	203-254-4000 x2135	jcayer@mail.fairfield.edu
College & University	Linda Hawkes	Bernhard Library, Quinnipiac Univ.	203-582-8946	linda.hawkes@quinnipiac.edu
Extension/Special Services	Ted Wilmot	CT Corrections Institution, Enfield	860-763-7352	ewilmot@portone.com
Public Libraries	Hali Keeler	Bill Memorial Library, Groton	860-445-0392	hkeeler@billmemorial.org
Reference & Adult	Gail Thompson-Allen	Russell Library, Middletown	860-347-2528 x132	gthompo@russell.lioninc.org
Tech Services	Gail Hurley	CSL, Connecticut Digital Library	860-344-2652	ghurley@cslib.org
Young Adult	Dawn Higginson	Oxford Public Library	203-888-6944	dh179@yahoo.com
	Marie Spratlin Hasskarl	Ridgefield Library	203-438-2282	mshasskarl@biblio.org

Standing Committee Chairs

		Library	Phone	E-mail
ADA	Alberta Richetelle	UConn Health Center	860-679-4055	richetelle@nso.uhc.edu
Archivist	Gerald Seagrave	Law Enforcement Resource Center	203-238-6531	gerald.seagrave@po.state.ct.us
Awards	Ramona Harten	Cheshire Public Library	203-272-2245	rharten@cheshirect.org
Conference 2006	Anita Barney	Brookfield Library	203-775-6241	abarney@brookfieldlibrary.org
	Betsy Bray	Cora J. Belden Library, Rocky Hill	860-258-7261	bbray@ci.rocky-hill.ct.us
Customer Service	Jan Vaill Day	Woodbridge Town Library	203-389-3435	jvday@ci.woodbridge.ct.us
Development				
Editorial	Barbara Bailey	Welles-Turner Library, Glastonbury	860-652-7717	bailey@glasct.org
Intellectual Freedom	Peter Chase	Plainville Public Library	860-793-1446	pchase@libraryconnection.info
Legislative	Mike Moran	Asnuntuck Community College LRC	860-253-3171	mmoran@acc.commnet.edu
	Peter Ciparelli	Public Library of New London	860-447-1411	peterc@lioninc.org
Membership	Jan Woycik	C H Booth Library, Newtown	203-426-4533	jwoycik@biblio.org
	Sandy Ruoff	Guilford Free Library	203-453-8282	sruoff@guilford.lib.ct.us
Mentoring	Kathy Lescoe	Barney Library, Farmington	860-677-6866	klescoe@farmingtonlibct.org
Nominations	Chris Bradley	Connecticut Library Consortium	860-344-8777	cbradley@ctlibrarians.org
Personnel	Josephine Anderson	Ferguson Library, South End Branch	203-964-1000 x 281	janderson@fergusonlibrary.org

Continued on page 7

Executive Board 2005/2006

Standing Committee Chairs

Procedures	Sandy Brooks	Eastern CT State University	860-465-4464	brookss@easternct.edu
PEG	Peter Ciparelli	Public Library of New London	860-447-1411	peterc@lioninc.org
Publicity	Betty Anne Reiter	Groton Public Library	860-441-6750	breiter@town.groton.ct.us
	Chris Bradley	Connecticut Library Consortium	860-344-8777	cbradley@ctlibrarians.org

Ad Hoc Committees, Roundtables, Taskforces

		Library	Phone	E-mail
Career Recruitment	Randi Ashton-Pritting	University of Hartford	860-768-4268	pritting@hartford.edu
Ethics Task Force	Arlene Bielefield	Southern CT State University	203-392-5781	bielefielda1@southernct.edu
Information Tech	Isabel Danforth	Int. Coll. of Hospitality Management	860-868-3595	danforth@alumni.tufts.edu
New Members	Vacant			
Public Library Awards	Arlene Bielefield	Southern CT State University	203-392-5781	bielefielda1@southernct.edu

Ex-officio

			Phone	E-mail
Assoc. of CT Lib. Boards	Suzanne Lee		203-453-6415	jslee01@earthlink.net
CT Educ. Media Assoc.	Frances Nadeau		860-832-2071	nadeau@ccsu.edu
CT State Library	Sharon Brettschneider		860-757-6665	sbrett@cslib.org
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SCSU	Nancy Disbrow		203-392-5702	disbrowN1@southernct.edu
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TECHNOLOGY

Adaptive Technology It's Not Just For People With Disabilities

by Sherry E.
Gelbwasser

*Of the students
with disabilities
in higher
education in
1997-1998,
fifty-five
percent were
enrolled in
community
colleges.*

What can possibly be so useful and yet so misunderstood and under-funded in libraries? The answer is “adaptive technology.” Even when Michael Moran, director of the learning resource center (LRC) at Asnuntuck Community College, and I received a Library Services & Technology Act (LSTA) grant to make the center more accessible, we were hard pressed to justify spending over \$10,000 to meet the needs of what is usually perceived as a small population.

In 2004, when we prepared the grant application, the number of ACC students who identified themselves as living with a disability was sixteen—according to a counselor who dealt primarily with students with disabilities. However, all of us can say that we either have lived or we do live with something that challenges our ability to function in one area or another. For example, we don't normally perceive people who wear corrective eyeglasses or contact lenses as living with a disability. But, “If you wear glasses, then you have a handicap,” said the police officer who administered the exam for my learner's permit when I was sixteen.

The first paragraph of an ERIC document by Mary Prentice best summarizes our changing understanding of people living with disabilities, and especially as this relates to student populations:¹

“People with disabilities make up the single largest minority group in the United States. Over the past ten years the traditional profile of disabled persons as older, poorer, less educated and less likely to be employed has begun to change. This is due in part to a ‘dramatic increase’ in the number of students with disabilities who are seeking higher education.² This increase is attributed to, among other things, enhanced technology, expanded support service programs, and higher expectations of what students with disabilities can accomplish. A majority of these students have turned to two-year colleges for their educational needs; of the students with disabilities in higher education in 1997-1998, fifty-five percent were enrolled in community colleges.³”

Students as a whole are getting older because the population as a whole is aging. The potential impact of this fact is that it has most likely changed the description of those for whom the Library Services & Technology Act of 1996 (Public Law 104-208) was written. According to the American Library Association, the act was passed: 1) to provide information access through technology, and 2) to provide information empowerment through special services.⁴ It provides libraries and museums with federal funding to improve their ability to meet the special needs of library patrons.

In March 2004, the LRC at ACC was one of two college libraries in Connecticut to receive an LSTA grant to upgrade their adaptive technology and make resources more accessible to students, faculty, staff, administrators, and community borrowers with disabilities; or with *special needs*, an even broader and more accurate description of our population. After talking to experts who work with adaptive technology, reviewing the related literature, and attending relevant workshops, we purchased the following equipment and software:

Dell Pentium IV computer workstation, laser jet printer, scanner, closed circuit television (CCTV) desktop magnifier, two height-adjustable tables with wheels, Dragon Naturally Speaking voice recognition software, Kurzweil 3000 software for students whose first language is not English or who have learning disabilities, Tracker 2000 hands-free mouse, ZoomText Magnifier/Screen-Reader software, uniphone (all-in-one TTY, traditional phone with an amplified receiver and printing capabilities).

This adaptive technology was installed between December 2004 and May 2005. A state contract-approved vendor provided tiered training, beginning with those employees meant to become “resident experts” and extending to student assistants. Later, I trained all faculty, staff and students who were not at the vendor's training sessions. The vendor will provide additional training on the software for me and other key ACC employees in the near future.

The new adaptive technology area of the LRC is being promoted through posters, press releases, and mention in library instruction sessions and in orientation programs for new faculty and students. Highlighting this new area in updated college publications is another means of getting the word out.

The most common problem hindering students, faculty, staff and administrators from using the adaptive technology area, or from taking the time to attend training sessions, is a misunderstanding of who can benefit from adaptive technology. Those who have attended training sessions and then used the new equipment have already discovered that it makes the process of writing academic assignments easier. In some cases, students disclosed challenges with reading and writing that were previously unknown to the library staff. Overall, these students believe that the adaptive technology area will become even more useful to them as they get more experience with the equipment.

Small numbers of potential beneficiaries can be deceiving when applying for grants or special funding for special needs populations. When we applied for our LSTA grant, we did not suspect that adaptive technology would have such broad appeal, or that it would benefit so many people. Now that we understand that the need is greater than anticipated, we hope to do more to respond to that need.

Guest columnist Sherry E. Gelbwasser is one of two information services librarians at Asnuntuck Community College.

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"How am I going to describe this whole plan in 250 words?" Pat Holloway asks, smiling and shaking her head.

Seated at a large worktable in her office, West Hartford's new (since March) library director gestures toward an easel full of plans for the library's renovation, which aims to expand the present facility from 39,000 to 63,000 square feet. If carried out in its entirety, the project will include a new computer lab, local history room, teen room, and gallery on the main level, and will double the size of the children's room. It will also upgrade technology, make the building 100% accessible, and provide a large meeting room.

Some funding for the \$8.8 million project is being provided by the developers of the controversial Blue Back Square project and by the town of West Hartford. Additional monies are needed, however, to carry out the entire program, including the "build out" that will contain the meeting room.

Pat hopes that a State Library construction grant—the application for which requires a 250-word description of the project—together with assistance from the library foundation will make up the difference. Some residents fear that Blue Back Square will increase noise and congestion, but Pat is solidly behind the "Main Street" concept that the project embodies and believes that it will be "just fantastic" for the library, which has long been in need of renovation.

The library's outdated physical plant was one of the main topics discussed during her interview for the director's position last winter. Pat now laughs as she recalls giving the town manager and the library board her frank assessment of West Hartford's existing building. "I told them that the building's dead-end stairwells were a security hazard and that its outdated, cramped space did not speak well for the town. I was so honest about the building that I never thought they'd hire me," she says. Her comments, which she feared would alienate the library board, instead won their applause. Since becoming director, Pat has been impressed by the support that the town has shown for her efforts to help create the best possible new library.

Pat's ability to take on a project as large and politically charged as the library's expansion and renovation is the result of a lifetime of experience working in Connecticut libraries and library associations. Her very first library job was at Mystic Seaport, where she typed cards describing the contents of old ships' logs. Finding that she liked library work, Pat next went to Waterford PL as a desk clerk. She had been at Waterford for only a few months, when the children's librarian quit, creating an opportunity for her to further her nascent career. "I asked if the library would consider letting me take over as children's librarian if I went for my MLS," she explains.

So, for the next two years, Pat attended the library school at the University of Rhode Island, taking courses and continuing to work at the library. She remained at Waterford for eight years, the last two as library director. As director, Pat put Waterford on Connecticut's "library map" by creating one of the earliest shared library automation systems in the state, a joint project between Waterford and Groton.



Pat Holloway

Pat left the Waterford position to care for her first daughter, and throughout most of the 1980s she devoted herself to raising her two girls. But she also found time to hold a number of part-time library posts, including secretary of the Association of Connecticut Library Boards, assistant director of the Capitol Region Library Council, and librarian at Chester PL—her hometown library. In 1985, Pat became assistant director of the Southeastern Connecticut Library Association and later became director of SECLA, which eventually merged

with its northeastern affiliate to form Eastern Connecticut Libraries. Pat remained with ECL until July 2000, and following that organization's incorporation into the statewide Connecticut Library Consortium, she served as the CLC Board's first chair.

"It was a tough merger, difficult to work through," she admits, speaking about the creation of the CLC from the state's several regional library service groups. Connecticut "is regionally distinct" and, historically, the state has had numerous regional groups serving not only libraries, but also schools and other organizations, Pat points out. Each library service group subsumed by the CLC merger really did have its own organizational personality, which made the formation of the statewide organization especially difficult. Pat credits CLC Director Chris Bradley with the success of the merger, noting that "Chris had the background—she knew how the system had functioned, but she also had the vision to see how it could function."

In August 2000, Pat became director of New Britain PL. She had embarked on a second master's degree in multicultural education and technology and hoped to use her studies in serving New Britain's culturally diverse community. "We worked a lot with outreach—there was a Polish as well as a Spanish-speaking community, and the Spanish community was evolving from one that was predominantly Puerto Rican to one that included mainly South and Central Americans," Pat comments.

Having gone from supervising a team of six to a staff of sixty, however, forced Pat to put the additional master's on permanent hold. While at New Britain, her time was also heavily committed to several capital projects. Of her many achievements at New Britain, Pat is especially proud of the Gates computer lab that she helped acquire for the library. The lab increased the computers available to New Britain's patrons from two to over a dozen.

Content at New Britain, Pat debated whether to apply for the West Hartford position when it became vacant last year. But the challenge of managing a large public library like West Hartford's proved too alluring for her to resist. "I love politics," she readily admits.

Those who are familiar with Pat's extroverted, political side might be surprised to learn about her introverted, traditionally feminine side—the Pat Holloway who loves architecture and music, along with textiles and cooking. In fact, Pat herself was surprised by the results of a personality test that revealed her as very feminine person. Tall for a girl, she had grown up competing with several brothers and long considered herself a true tomboy.

Continued on page 11

Pat Holloway Director, West Hartford Public Library



by Carol Abatelli

Editor's Note Beginning with this issue, SPOTLIGHT columns will feature interviews with individuals from the Connecticut library community—library workers, friends, and trustees. Carol Abatelli and Chris Bradley will alternate as the authors of the column. Your suggestions for interview subjects are most welcome. David Kapp

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HARTFORD IS HOME/HARTFORD ES SU HOGAR

Continued from page 1

rials into Spanish, offered bi-lingual web pages and bibliographies and, by leveraging a U.S. Department of Education grant, created a striking public service announcement featuring Mayor Perez that airs on local cable channel 22.

The project's centerpiece was a series of Spanish-language workshops held in cooperation with the Broad Park Development Corporation, an organization that concentrates on retail and residential real estate development and property management in Hartford's Frog Hollow and South Green neighborhoods. Topics revolved around the process of buying a home: establishing and/or repairing credit, home financing, choosing a realtor, the closing.

Raquel Rivera, director of property management for the organization and the lead presenter for these meat-and-potato workshops, emphasizes that the joint project succeeded because the sessions were conducted in the participants' primary language. It became clear to Rivera that, because attendees felt appreciated and considered, they loosened up and "overcame their fear. They were afraid that they wouldn't understand the entire process of buying a home, stressful as it is. They shared experiences with each other, sometimes bad experiences, and learned from us as well as each other."

Reflecting on the program's successes, Rivera expressed her appreciation for the library's efforts: "That the library was able to serve those who are generally neglected, that it took the time for this very needed project sent a message to this population—it's important to understand everything involved in the home buying process." Attendees included a number of immigrants new to the United States who were hungry for information; amid all the frenetic activity pursuant to obtaining citizenship, they still made time to attend these workshops because they place high value on owning their own home. Rivera added, "The fact that they can always go back to the library to get more information," helped to reassure attendees.

In addition to partnering with Broad Park, the library hosted workshops from some of the dozen or so organizations vying for attention in this citywide initiative and also put together programs of its own. One was an engaging first-time homebuyer series featuring presentations by a realtor, an attorney, a mortgage broker, and a home inspector. Another series concerned beautifying one's home through gardening: container gardening, landscaping and lawn care and growing roses. At yet another, a collaboration

with People's Bank and the Consumer Credit Counseling Service of Southern New England, attendees learned about home ownership planning, credit reviews, financing, home maintenance, and community responsibilities.

Appreciative audiences and top-level support reflect the true community effort behind the project's success; Perez's initiative stands on the shoulders of \$8.2 million in federal money, including the Department of Housing and Urban Development's HOME Investment Partnerships Program and the American Dream Downpayment Initiative. According to Perez, there are more than 800 new homeowners in the City of Hartford since 2002.

Perez calls the library's involvement "innovative, vital, and inclusive," going on to say that "the librarians understand that education equals empowerment. If people in all of Hartford's diverse neighborhoods have access to the information they need, they will become better educated on how the home ownership process works. People from all walks of life need to know how to be prepared for all the necessary financial steps that will take them from renting to owning."

Perez also praised the library as "part of our community's education process. It is a natural way for residents to seek, gather, and come away with the information and materials they need through providing programs, and eliminating language barriers." ■

Douglas Lord is LSTA program assistant at the Connecticut State Library. LSTA funds provided by the Institute of Museum and Library Services, a federal agency that fosters innovation, leadership and a lifetime of learning, supported this project.

Literacy Grows Through Strong Libraries

November 6-7, 2005

Crowne Plaza Hartford-Cromwell

The Annual CEMA Conference will kick off on Sunday, November 6 with a "One Book, One Conference" session featuring *Joey Pigza Swallowed the Key* by Jack Gantos, who will speak from 4-5:30 p.m. On Monday morning at 7:30 a.m., Dr. Don Leu from the UConn will be speak about the new literacies required by the pervasive use of technology. At 9:00 a.m., conference keynote speaker, Debbie Abilock, will present "Doorstops, Elephants and Cheesecake"—a practical approach to developing a strategic school-wide plan for collaboration. The rest of the conference holds something for everyone. See www.ctcema.org/conf2005.html for details and registration information.



CLA Publicity Committee

It's All About The Card

November 14, 10:00 am
Cheshire Public Library

Featured Speaker

Clara Bohrer, director of the West Bloomfield Township Public Library (MI), immediate past-president of the Public Library Association, and a member of the PLA Smartest Card Advocacy Task Force.

Her Topic

PLA's Smartest Card Campaign, a multi-year effort to assist public libraries in raising public awareness of their value. Bohrer will review the elements of the campaign, its grass roots focus on both internal and external audiences, and its underlying emphasis on word of mouth marketing. The PR Committee will also give an update on CLA's public relations effort, with Miranda Creative, to get the message out about the Connecticut program.

HERITAGE

Continued from page 5

project. With persistence, planning and luck, the library was able to build what it wanted to build and thereby achieve its mission to create the best branch possible for the community. The Harry Bennett Library is the perfect example of how the Ferguson Library continues to remake itself to serve the evolving needs of Stamford's residents.

Susan Baldwin is the supervisor of the Harry Bennett Branch Library.

SPOTLIGHT

Continued from page 9

Apart from her role as "Mom," Pat feels that music allows her to express her creative, feminine side best, and she enjoys singing with the Greater Middletown Chorale, the noteworthy musical group that performed at Governor Rell's inauguration. This past summer, Pat also took part in a Concora musical workshop where participants performed nine pieces at St. Joseph's Cathedral in Hartford.

Throughout her career, Pat has been active in both the New England Library Association and the Connecticut Library Association. She edited the NELA newsletter for a number of years and has also been president of that organization. As CLA members know, she has held nearly every office in our organization except that of president, and there is still time for that!

Carol Abatelli is head of collections & electronic services management at ECSU's Smith Library.

OBVERSION

Continued from page 2

An example of a collection held elsewhere on a campus can be found at UConn's Rainbow Center, which notes on its website that it has a "lending library of books, newspapers, periodicals, videos, and articles." Such libraries are often the result of the determined activities of individuals rather than institutions. In fact, UConn's libraries and Rainbow Center benefited from a now-retired librarian who had a special interest in gender minorities and, as someone involved in ALA's book awards process, regularly directed review copies and other materials to both organizations.

Academic libraries seem not only at odds about how to add materials for the transgendered but also how to find a safe place to house both the resources and the people using them. At CCSU the collections are shelved in a separate stack area but seating is very open; users wanting privacy must retreat to other parts of the building with their materials. The Rainbow Center offers seclusion that would be difficult to find in a general library setting, but not anonymity. At a place like UConn's Dodd Research Center, which houses extensive alternative press collections including those relating to gender minorities, the surroundings are not very public and materials are well protected, but users must register and tell desk attendants what they want to access. Perfect solutions are not easy to come by.

Involvement with gender minorities also poses some administrative challenges. A library colleague recently attended a management seminar that had as one of its components a session on working with and supervising transgendered people. Right after I learned about this seminar I discovered, quite by accident, that someone I worked with years ago is a female to male transsexual. This person looks, behaves, lives and works as a male and unquestionably succeeds in all of these capacities. I was astonished when I found out, and several misconceptions I held about the transgendered were completely shattered. I am still asking myself that if I had known the history of this "regular guy" would I have behaved differently toward or thought differently about him? It's a sobering question and one upon which seminars can be built.

Much continues to be written about the importance of libraries paying attention to multicultural issues and serving the needs of minorities. "Minority" has many connotations—ethnic, geographic, racial and also gender. It can even mean "all of the above" simultaneously. Our mission, idealistically perfect in intent but sometimes imperfect in execution, is to serve all people.

William Uricchio is the director of UConn's Tri-Campus Libraries.

CLA College and University Libraries Section & Connecticut Association of Health Sciences Librarians

Academic Librarians' Outreach to Faculty: The Good, the Bad and the Ugly

October 20, 9:30 am – Noon

Conference Room, Connecticut Hospital Association, Wallingford

A panel of academic librarians involved with outreach and faculty will discuss the use of information resources, training successes and challenges in implementing outreach/liaison work with faculty and their students. Speakers will focus on: balancing faculty research needs vs. teaching goals, use of university websites, how to determine when new programs are needed, strategies for promoting and evaluating formal liaison or educational support services.

Registration \$10 CLA or CAHSL members, \$20 non-members. Deadline: October 13 but walk-ins welcome. Conference registration and questions: contact Sheila Lafferty (sheila.lafferty@uconn.edu). If you require special accommodation: contact Linda Hawkes a minimum of two weeks before the program (Linda.Hawkes@quinnipiac.edu).

YA Librarians Annual Joint Roundtable

Wednesday, November 9
9:00 am – 3 pm

Cyrenius H. Booth Library, Newtown

Morning Speaker Tracey Firestone, YA specialist, Suffolk Cooperative Library System, NY, will talk about programming for teens and her role as the force behind *Virtual YA Index*, a directory of public library young adult pages, *The Young Adult Librarians' Homepage*, and *Teen Hoopla*, an Internet guide for teens.



Afternoon Doug Lord, CT State Library, will give a brief presentation on LSTA grants for YA librarians. End the afternoon by sharing ideas and problems with your fellow teen librarians.

Registration \$15 CLA members, \$20 Non-members (includes catered lunch). Print and complete the registration form found at cla.uconn.edu and mail it to: Dawn Higginson, Oxford Public Library, 486 Oxford Rd., Oxford, CT 06478.

2005 CLASS Conference
For Support Staff

Stepping Stones to Success

October 28, 9 am – 4 pm
Manchester Community College



Keynote: Sandi Kahn Shelton

Shelton is the author of *What Comes After Crazy*, *Sleeping Through the Night and Other Lies*, and *You Might As Well Laugh*, and a writer for the *New Haven Register*.



Session topics will include Library Displays, Inter-library Services, Beatrix Potter, Career Ladders, Reader's Advisory, Personality Testing, Blogging, iCONN, Local History Collections, and Salaries and Compensation.

Sessions fill up quickly so don't delay!

Registration ends October 15

\$40 CLA members; \$50 non-members (includes lunch). Questions? Contact Pam Perll (pperll@mcc.commnet.edu) To register or receive a program flyer via email, contact TzouMin Hsiung (Hsiung@mail.ccsu.edu).

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