

CONNECTICUT LIBRARIES

A Publication of
the Connecticut
Library
Association

Excellence in Public Library Service Awards

This year's winners of the Excellence in Public Library Service Awards include: Ridgefield Library Association for its "Inspiring Girls—and Others—In Science" program, and Terryville Public Library for its Play Group for Children with Special Needs. The Durham Public Library is also honored for overall service in a community of less than 15,000. The awards will be presented during the CLA Conference at Mountainside in Wallingford, and representatives from the libraries will discuss their programs at a session scheduled for 10:45 on Tuesday, May 9.

Ridgefield Library Association Inspiring Girls—and Others—in Science

by Mary Rindfleisch

Ridgefield Library's mission is to create "a supportive, welcoming environment that encourages all to read, to discover, to question, to exchange ideas, to grow." During 2005, a number of factors came together to allow the library to present a coordinated series of programs and activities that captured the spirit of that mission.

In early 2005, the library launched an initiative dubbed

Steve Greenhill and James Zurlo, using teaching materials developed by WGBH/NOVA, were among 28 National Honor Society students from Ridgefield High who brought the word about Einstein and the fun of science to 475 middle schoolers as part of Ridgefield Library's "Einstein's Big Idea" program.



"Inspiring Girls in Science," instigated by a community member with a lifelong interest in encouraging women and minorities to pursue careers in science and technology. His

generous contribution to the library came with the challenge to develop programming to inspire Ridgefield's young women to develop and follow a passion for science.

Reaching out to the educational and corporate communities, we arranged several programs for the spring. A panel of dynamic women working in science-related fields demonstrated to a room full of rapt fifth and sixth graders how that boring homework could lead to exciting adventures. A second session outlined ways for parents and teachers to keep young women from turning away from the pursuit of "hard" subjects such as science and mathematics as they progress through their education. A local Girl Scout troop working towards their Bronze Award presented skits on women scientists and a science fair afternoon of hands-on experiments for younger children.

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OBVERSION Twilight Time . . .

My library career has spanned four decades, and I don't see a fifth in my future. Let me rephrase that; there is a fifth, but it's in the form of a bottle of Mt. Gay rum. So I've been highly reflective and introspective of late, compiling a mental list of things (and people) I'll miss and things (and people) I won't.

High on the "will miss" list is the kind of interaction I had with a library customer a month or so ago. I was summoned by one of my staff at the circulation desk with the dreaded "Someone would like to speak with the director." In my experience, that means, rarely, that someone would like to write a check for \$25,000 in memory of a departed loved one. More often it means that they'd like to complain about a book, a staff member, a restroom, another customer, a policy, parking, hours of operation, my haircut, another library or the subliminal messages passing through their teeth from our security system (all of which have happened in the aforementioned four decades). Of those, the only one I'm truly nostalgic about was the haircut complaint—it was too long (my hair, not the complaint).

So, I go to the desk, loins girded for the assault, and a rather weather-beaten woman takes my hand, shakes it vigorously, refusing to let go, until I all



Les
Kozerowitz

but put my foot in her chest to dislodge it. "I had to speak to you," she says. "I had to let you know what this library has meant to me." She proceeded to catalog four separate instances where the library (*My* library—it's *my* library when the news is good. It's the *city's* library the rest of the time) — had helped her.

First, she decided she wanted to learn Spanish. She mentioned it to our superb department head, who happens to be Bronx-born and of Puerto Rican heritage, and *my* librarian helped Esther learn Spanish. Some time later, she decided to pursue religious studies and couldn't find a rather obscure book she wanted. We got it for her. Instance number three involved a musical series we run. She attended a concert of a well-known Connecticut folk group, loved their music, and became a self-proclaimed "groupie." Their music, she told me, has transformed her life.

Our meeting ran on for close to an hour. Finally, she recounted her experience as a young woman from NYC. She fell in love with a professional basketball player who was playing overseas. She moved to France with him, and was befriended by a family in the small provincial village in which they lived. She

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BOOKS LOOKING AT

The Complete Annotated Grateful Dead Lyrics

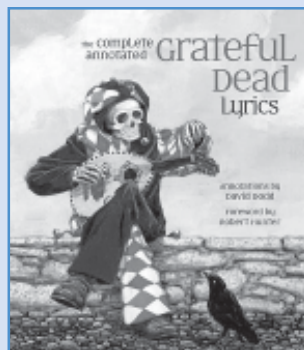
by David Dodd (Free Press, 2005)

I am not a "Dead head." I have enjoyed the mellow sounds of the Grateful Dead for many years, but I have never been a raving fan. While I was interested in learning more about the legendary group's musical lyrics, what brought my attention to this large and attractive volume was that it was the work of a fellow librarian! That's right, it was written by one of our colleagues, someone who shares our fascination with information, our research skills, our appreciation of the educational value of the Internet, and our compulsion for finding answers.

David Dodd spent ten years collecting, verifying, and organizing information that sheds light on the song lyrics of his favorite band. His project started out in cyberspace in 1995. His Web site benefited from the collective wisdom of Dead heads from all over the world. Ten years later, the product of Dodd's efforts, were it not for the non-traditional subject matter, fits in nicely with the works of annotation, concordance, and citation that one expects to find in any large reference collection.

Like other reference volumes, this is not a book that you read cover to cover. Instead, you consult it to uncover facts and connections. I dug out two Grateful Dead albums, "Skeletons from the Closet" and "In the Dark." I wanted to enjoy the music while I read the lyrics, notes, and commentary for those eighteen songs. It was a lot of fun! Here are some of Dodd's interesting tidbits.

Along with the lyrics to the Dead's song "Casey Jones," we learn that the group included the well-known "Ballad of Casey Jones" in their shows back in 1970. We are informed that the famous engineer was really named John Luther Jones and was nicknamed "Casey" because he hailed from Cayce,



Kentucky. Despite the wording of the Dead song, Dodd informs us that Casey was a teetotaler who almost certainly was not high on anything the day of the fateful accident.

"One More Saturday Night" contains a line that the Dead had a little fun with. First performed in 1971, the Dead sang:

"I turn on Channel Six, the President comes on the news

Says I got no satisfaction, that's why I sing the blues

His wife says don't get crazy, Lord, you know what to do."

When Ronald Reagan was President, the Dead changed the line to:

"... Nancy says don't get crazy, Ron, you know what to do." The Dead know something about musical history. "The Golden Road to Unlimited Devotion" makes reference to the earliest recorded song in the history of the English language with the line "Summer's comin' in and it's goin' outa style." The "Cuckoo Song" appeared around 1250. Throughout his book, Dodd points out numerous such references by the Dead to other songs.

I was always a little curious about the song "Saint Stephen." The music reminds me of Jefferson Airplane's "Volunteers of America," but the two songs differ greatly in spirit. "Volunteers" is a call to arms, while "Stephen" sounds playful. I wondered what the song had to do with the patron saint of Hungary. Well, it turns out that there are at least six or eight saints named Stephen, and that songwriter Robert Hunter did not particularly have any of them in mind when he wrote the lyrics. The line "Bucket hanging clear to Hell" from this song was resurrected for use in another tune, "Hell in a Bucket."

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Vince Juliano
Book Review Editor

EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

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Based on the success of these efforts, the library applied for and received a competitive grant to serve as an outreach site for NOVA's new docudrama, "Einstein's Big Idea," slated for broadcast in the fall. This project was funded by an outreach grant from NOVA's "Einstein's Big Idea" program, produced for PBS by the WGBH/NOVA Science Unit. Soon, the two streams of activity merged, reinforcing each other and forming an overarching science education initiative, ultimately serving 1,608 individuals of all ages through 59 programs and other activities in less than 12 months.

"Einstein's Big Idea" activities ranged from a scholarly lecture on the science of time travel to a wacky yet informative presentation for elementary school students by Marc Spiegel as "Einstein Alive!" Also included were an author talk by *New York Times* deputy science editor Dennis Overbye, a young adult discussion of Paul Zindel's *The Gadget*, and a series of films illustrating the impact of Einstein and his theories on popular culture.

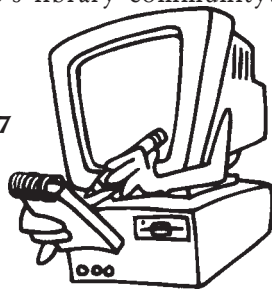
We transformed our community room into a facsimile of the Zurich coffeehouses frequented by Einstein during his year of discovery and served homemade Swiss baked goods to the crowd assembled to view the broadcast debut of the NOVA film. Teen volunteers put together colorful educational displays on Einstein and the influence of his work on modern life. We used webcam technology to hook up "live" with author David Bodanis in England for a discussion of his book $E=mc^2$ (the basis for the NOVA script). We enhanced and showcased our collections of print and non-print materials on related topics and developed a special website. Famous sayings from Albert Einstein adorned lapel pins and T-shirts worn by staff, and finger and hand puppets modeled on the shaggy-haired

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

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Deadline: Second
Friday of the month.



Alice Knapp

FROM THE PRESIDENT

Thank You John Doe

Articles that celebrate the announcement that John Doe will be able to speak surround me as I write this column. (I am going to still call what we now know is a corporate entity John Doe because, officially, she/he/it still cannot speak). My initial reaction is pure elation. Finally, we will be able to hear John Doe's story. My second reaction is dismay.

Don't get me wrong. While I am pleased that the gag order has been lifted, and can't wait to speak with John Doe, I am dismayed that this announcement came after the USA PATRIOT Act was re-authorized. If you followed the case from last September, when Alison Cowan of the *New York Times* first speculated on John Doe's identity, through *Washington Post* reporter Barton Gellman's definitive identification in November, you know the names of the key players. So why has it taken the government so long to drop its appeal?

At this point, it is hard for me not to believe that the government deliberately prevented John Doe from telling the story while the Act was up for renewal. Even if I am wrong, and it was just an oversight, the net result was the same: our representatives in Washington were not able to hear John Doe's story. John Doe was not able to exercise his first amendment rights and discuss the very real consequences of the USA PATRIOT Act in action.

I am dismayed that I am rejoicing that my professional colleague can say that he received a National Security Letter (NSL). From my readings of the newspaper articles, all John Doe can say is that he received one and what it felt like to receive one. In essence, I am celebrating that John Doe can say what we all know already.

Yet, there is going to be a lot he cannot say unless his lawyers can negotiate very well on his behalf in the next few weeks. He cannot say, for example, if the NSL was directed at one library or 26 libraries. We will not know whether the search was for an Internet computer or circulation records. Was one person targeted by the NSL or were there several? We might never know the whole story.

The chronicle of John Doe is not the first time a librarian has stood up for intellectual freedom and the confidentiality of patron records. And, unfortunately, John Doe won't be the last to have to exercise this professional responsibility.

In our day-to-day work as librarians, whether politically we stand to the left, right, or smack in the middle, we practice intellectual freedom. We provide a haven where people can pursue ideas. We welcome people through our doors to look for information. And we provide in our well-balanced collections all points of view—so that we can have an informed citizenry. All of our tasks associated with providing access to this information—from preparing books to circulating them—are part of the work of providing intellectual freedom.

In the end, we need to celebrate John Doe's winning the right to say that he received an NSL because we could have been John Doe. He stood up for all of us. With his inability to tell his story, he eloquently pointed out a disturbing part of our law.

Ultimately, his case brought national attention to a problematic portion of the USA PATRIOT Act. His decision to not comply with the letter meant that we had a debate on what intellectual freedom means in a post 9/11 democracy. While I am not one hundred percent happy with the latest version of the USA PATRIOT Act, I now know the debate will continue. We don't need to give up our civil liberties for national security.

Thank You John Doe.

Contact Alice Knapp at aknapp@fergusonlibrary.org.

HIGHLIGHTS

President Alice Knapp read a thank you letter from UConn for CLA's donation to the Children's Book Fair in November 2005. She reported that John Doe of Connecticut won the prestigious 2005 Robert B. Downs Intellectual Freedom Award and noted that she will be speaking to the League of Women Voters in Greenwich on the Patriot Act and intellectual freedom. Alice distributed the Connecticut Library Consortium proposed Contract for Services to be performed by CLC on behalf of CLA. The CLC Board and CLA's executive officers approved the proposal in concept. The outsourcing of contract services includes all contracts except that of CLA lobbyist, Barry Williams. His contract will remain with CLA. The contract complies with CLA by-laws. The board discussed the proposal and agreed to specific changes in wording. CLC will provide a headquarters office for CLA at 234 Court Street, Middletown. The approximate additional cost to CLA will be \$5,000 per year. Marie Spratlin-Hasskarl moved to accept the contract with the changes noted and the motion passed unanimously.

ACLB Suzanne Lee reported that ACLB scholarship application forms are on their website and encouraged members to pass the word to students.

ADA Mary Engels reported that the first session of the two-part ADA workshop was held April 5. The second session is scheduled for July 18. The committee will hold an Adaptive Technology Workshop on April 28.

ALA Peter Ciparelli, Tom Geoffino, Jay Johnston, Alice Knapp and Les Kozerowitz will attend ALA Legislative Day in Washington, D.C., May 1 & 2. Jay reported that ALA President Leslie Burger has been invited to the CLA conference in May, and that ALA is in the process of increasing member dues by \$25 for a total of \$125 yearly. The increase is the result of advocacy programs and overhead.

Children Martha Simpson introduced Jane Ash who will succeed her as co-chair of the section.

CLASS John Cayer noted that CLASS is planning a "mini-conference" for late May at the Middletown Service Center.

Conference 2006 Anita Barney has posted pre-conference information on the NELA Web site. Currently, 67 vendors are registered to exhibit at the conference; additional vendors are in the process of registering/paying.

State Library Mary Engels distributed the CSL report, which included the information that the Appropriations Committee's 2006-07 preliminary budget shows an increase in the Connecticut line of \$676,028, doubling the budget for that service to \$1,352,056. Other highlights of the report: Thomson Gale has received the contract for the next generation of Tier One databases for iCONN; four April training sessions have been scheduled for the Historical *Hartford Courant*—two on April 26 and two on April 27—at the Middletown Service Center; an on-line survey indicated that over 3.5 million items are sent out each year on the Connecticut system. The Spanish Language Outreach Program workshops are on-going and work well with any language group in Connecticut. CSL is currently reviewing 22 applications for LSTA grants; recommendations will be submitted to the State Library Board in May.

Editorial Barbara Bailey distributed the new CLA logo design.

Friends Anita Wilson reported that April is Friends Month. Author and journalist Ann Farrow is the guest speaker scheduled for the annual meeting on June 3.

Membership Pam Najarian reported a total of 972 CLA members.

Public Libraries Hali Keeler announced that Claudia Cayne of the Scoville Memorial Library in Salisbury will be the new chair of the Public Libraries Section. Hali will be vice chair.

YA Marie Spratlin-Hasskarl reported that Connecticut author Leslie Connor will be substituting for Jane Yolan at the Children's/Young Adult conference program. Patrick Jones will speak at the November 14 Joint YA Roundtable.

Presentation Arnold Hirshon of Nelinet spoke to the board about the company's Program Development, Membership and Revenue Task Force. The 40-minute presentation covered Nelinet's new services: Trend Gauge, Branding and Marketing Services, and Grants Service.

EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

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scientist became coveted raffle prizes for those attending programs. Einstein, it seemed, was everywhere!

As it turned out, the math and science gender gap is a broad societal issue with local resonance. 2005 Connecticut Academic Performance Test (CAPT) results revealed Ridgefield High School girls lagging behind boys in both math and science scores. Based on their earlier participation in the "Inspiring Girls in Science" programs, school officials knew where to turn. With admirable cooperation from administrators, teachers and students, the library took its "Einstein" show on the road.

During the fall, thirteen woman scientists from local corporations such as IBM and Boehringer Ingelheim visited every 6th grade science class in the Ridgefield school system, appearing before some 525 students in all. They talked about their jobs, how they became involved with science and how Einstein's work has influenced their field and inspired their work. These presentations were so well received by students and teachers that repeat visits have been scheduled. In the words of one of the women, "I wanted you to know the efforts you put in are producing continuing impact." And what did the kids think? "I think that I may become a scientist or something like that one day," wrote one young woman. "Not every day a famous astronomist (sic) comes...Sometimes I wish I can go to the moon!" added another.

Also in the fall, twenty-eight students from the National Honor Society at Ridgefield High School were tapped to bring the word about Einstein and the fun of science to 5th grade classes. Using live demonstrations and teaching materials developed by WGBH/NOVA, these intrepid young adults entertained, informed and inspired over 475 youngsters.

What did the Ridgefield Library accomplish with its "Inspiring Girls—and Others—in Science" initiative?

- We addressed an identified local community need.
- We served a greater societal good.
- We created a collaborative team of staff from many different departments.
- We moved our public programming beyond traditional models.
- We attracted outside funding.
- We brought high caliber scholars and practitioners to our local audience.
- We took library programming beyond our walls and out into the community.
- We engaged the incredible talents and generosity

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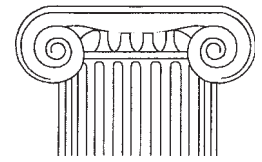
The Wilton Library has served its community since 1895 from a variety of facilities, evolving from an initial collection in the home of Wilton's postmaster to increasingly larger accommodations in the center of town. In 1973, the Wilton Library Association hired modernist architect Eliot Noyes to design a new home for the collection that had once again outgrown its home, and the precursor to our current project took place, enlarging the library to a roomy 18,000 square feet in 1975. Strong clean lines, an open floor plan, great expanses of glass, natural materials, and a sense of bringing the outside indoors were hallmarks of the modernist school, and Noyes' articulation made the library something of a landmark in the heart of Wilton Center.

A "Future Committee" of trustees, staff and community members determined in 2000 that yet another expansion was called for, both to house a collection that had continued to grow and to satisfy the changing needs of library users. The committee used focus groups, print and electronic surveys, and the help of outside consultants to formulate a strategic plan and building program in 2001. The resulting vision of expansion and renovation that would respect the library's modernist roots yet prepare it to serve well for decades into the future was brilliantly realized by the architectural firm Tai Soo Kim Partners. Their plan was responsive, dramatic and extremely functional.

More than 50,000 square feet of expanded and renovated space emerged—first on the drawing board and then on site over the period from July 2004 to March 2006. The new Wilton Library includes a drive-thru window for reserve pickup and drop off, an art gallery, six quiet study rooms governed by a reservation system, a computer lab for instruction and overflow Internet access, two wonderful interior courtyards, two large meeting rooms for public use, an acoustically separate room for teens adjacent to the teen librarian's office, a fabulous new children's library with its own rest rooms and flexible story time/crafts space with a movable wall, a huge basement big enough to house our book sorting and sales, and the crowning jewel of the project: an intimate, 150-seat performance space named the Brubeck Room after Wilton resident and jazz great Dave Brubeck and his talented and generous family. Dave's son Chris, a well-known musician in his own right, helped design the room, and it's truly a "wow."

Remaining open throughout the project was a challenge in many respects, but it allowed staff and customers, donors and potential donors a front row seat as the community's dreams were realized. Funding for the project was a challenge as well,

HERITAGE



particularly when steel and other material costs went through the roof in 2004, causing many similar projects in Connecticut and across the country to be cancelled or postponed. We secured a \$4.8 million grant from the Town of Wilton and a \$500,000 grant from the State of Connecticut, but the remaining \$5.7 million was raised privately, despite the augury of a feasibility study that \$3.2 million was about the limit for giving potential on this project.

Clearly, the community rallied behind the project in a spectacular way, responding to the words of a former library board president, Virginia Adams in 1973 on the eve of the last expansion: "The library speaks a great deal about the community it serves." Those words resonated throughout our capital campaign and continue to inspire us as the community absorbs the higher operating costs of the expanded building. We all are aware that the new library is more than windows and walls and doors and floors; it is a collection of wonderful spaces that come alive with the new programs, collections and services we are now able to offer (with adequate staffing and technology to sustain them), fulfilling the promise made to the community when we began assessing needs five years ago.

Come see the new Wilton Library at the Libratects meeting on June 8, at 10 a.m. People involved in the design and construction of the Library will be available to answer questions. For directions, or for more information about the project, visit our website at www.wiltonlibrary.org.

Wilton Library Association

by Kathy Leeds

Director Kathy Leeds
Dedication June 11, 2006
Architect Tai Soo Kim Partners
Construction Manager Turner Construction
Project Cost \$11,000,000
State Grant \$500,000
Town of Wilton Grant \$4,800,000
Size 50,384 square feet
Collection 139,700
Seating 510
Population 17,633



Photo: Tai Soo Kim, FAIA

OBVERSION

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became very close to them and amassed a trove of memories. Fast-forward 30 years. The basketball player was long gone, and her life had taken some unfortunate downward turns. As she was pulling herself back up, her thoughts turned to the French sisters who had brought her such happiness. How to find them after all these years? Perhaps most of us would have known where to start, but she didn't. She did know the library had been so helpful in the past, and perhaps we could help her again. The denouement (pardon my French)? She found one of the sisters and went to France for a reunion with her; the second sister, alas, had died.

The point here is that this is but one story—there probably isn't a library worker who doesn't have several like it. What a great book that would make. Of course, a book about the oddballs, lunatics, religious and political fanatics, would-be authors, complainers, campaigners, pushy

salespeople and the rest of the cast of characters that haunt our stacks would probably make a better one.

So, as I sit on the porch of my cabin in the Ozarks, chewing on a piece of hay and sipping on some moonshine, I surely won't miss the politics, internal and external, the budget wars, the parking complaints, the challenges to materials we've selected (or not). I will miss Esther, and hearing about ways in which libraries and librarians can and have transformed people's lives.

Les Kozzerowitz is director of the Norwalk Public Library. Contact him at lnkpl@yahoo.com.

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of many community volunteers. • We reinvigorated existing programming such as film series and book groups. • We strengthened relationships with the schools. • We created ongoing partnerships with local corporations. • We were part of a collaborative outreach effort that stretched across the country—and beyond. • We offered something for all ages and involved volunteers of all ages. • We reached an impressively large number of people. • We had an impact that is continuing beyond the immediate place and time. • We got people's attention. • We had fun!

Mary Rindfleisch is the assistant director of the Ridgefield Library.

Terryville Public Library A Playgroup for Children with Special Needs

by Sharon LaCourse

Every Saturday morning, from 10:30 to noon, Terryville Library hosts a playgroup for children with special needs. It all began three years ago when the Terryville Knights of Columbus Council 1090 suggested that I develop a program for children with special needs and submit a grant proposal to them. The state governing body of the Knights of Columbus is very active in supporting activities for these children and is a major sponsor of the Connecticut Special Olympics. They encourage local programs for children with special needs and their families through the local councils.

Bonnie Leroux, our former children's librarian, and I began to research the type of programs that would best accomplish the goal of service to the children. We decided to create a collection of games, puzzles and computer programs that could be used, in the library or at home, as an aid to development for autistic and mentally challenged children. We felt the special collection would benefit many in the community for many years to come.

Our research showed that the games, puzzles and therapies recommended should be meaningful to everyday life. Many of the concepts are applicable to the development of all children. In the case of special needs children, however, these concepts must be constantly repeated. The ability to borrow these learning tools from the library enables parents to continue programs at home to reinforce the school curriculum.

The Terryville Library received a \$1,500 grant from the Knights of Columbus to implement the new service. Library staff, with the help of special education teachers, began to compile a list of materials for purchase.



Terryville Library has created a time and place at the library for children with special needs and their families.

Before actually ordering the materials we invited the mother of an autistic child to comment on the materials that had been selected and to discuss her thoughts about the proposed program. She told us that while she was happy with what we intended to purchase, she was disappointed that her son couldn't attend story hours because his behavior didn't allow it. Other parents didn't understand that her child's behavior

was a result of the issues that were a part of his diagnosis. She then suggested that children with special needs have a playtime of their own, where they could use the library on their terms.

This input was welcome and invaluable to the library staff. The original idea of just lending materials to parents and caregivers changed dramatically. As a direct result of talking with this parent we reexamined our goals and designed Play-Group, a new program to encourage and foster socialization.

Phyllis Roux explains, "Visits to the library to take out material usually ended with my son experiencing a full blown meltdown...throwing himself to the ground, kicking, screaming and crying. He would be on sensory overload and getting him... out of the library safely was a chore to say the least. Going to the [playgroup] on a continuous basis desensitized him to the surroundings...and he was able to cope with the sensory stimulation around him. He now looks forward to playing with his new friends on a weekly basis."

While we continue to purchase materials to support school curriculum, the program has far exceeded our expectations. In the past three years we have increased the children's collection and have also developed an extensive parenting collection to reflect many syndromes and disorders of children. The program started with seven participants and has grown to its current level of 20 children. All families are invited to attend the program; it is not restricted to town residents. Many parents who attend spread the word about the program so that families from other towns will find support through the Terryville Library. This has truly become a support group for parents.

Kelly and John Chrostowski say, "This group has become a lifeline for us. I don't think we could cope with the problems with our son without having the weekly support and encouragement we receive from the other wonderful parents in this group. Over time we have forged friendships with each other that will last a lifetime and we are so very thankful for this group and every person in it." The families also meet outside the library for special activities that the library can't provide, such as sledding parties and summer picnics.

What started out as a small project to lend materials to supplement school curriculum has grown into a family activity. Children with special needs have their own playgroup at the library. They are proud to come to the library each week and have a place of their own. Siblings

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Carol Kubala went skydiving on her 50th birthday. She's danced in the street in China, eaten "dancing shrimp" (aka alive and squirming) and helped flower sellers make jasmine wreaths in Thailand, and she trusted me with a new audio book that wasn't even processed yet! That's one of the reasons I've always liked her so much and why I wanted to do this interview. Carol knows what's important. Her mission is to spread the joy of reading, and she will let nothing stand in her way—not even processing. She is in this business for all the right reasons. From the Saxton B. Little Library in Columbia, she daily works to promote the pleasure of reading, not only for her patrons in Eastern Connecticut, but also for her colleagues in libraryland here and across the country.



Carol Kubala knows what's important. She works daily to promote the pleasure of reading to her patrons in Columbia and to her colleagues across the state and the country.

I first met Carol when I was director of Eastern Connecticut Libraries and was immediately impressed by the way she did things. She organized wonderful programs for her colleagues without making a big deal out of the work involved or her role in their success. People must instinctively know this about Carol because she could always get great speakers to truck out to Willimantic to do free programs for the public library roundtable that she ran every month.

Carol is interested in genre fiction and in providing an answer when patrons ask, "What do I read next?" I first got an idea of the lengths to which she would go when she got Cindy Lunghoffer, who had just started a new job as library director in East Providence, to come to Willimantic to do her PLA presentation on Romances for no more compensation than lunch at the Mexican restaurant next door to the Service Center.

An advocate for better information about series fiction, Carol feels that LC subject headings for adult fiction (unlike children's) are woefully inadequate. She turns to tools like KDL.org, the website of Michigan's Kent District Library, which features What's Next?, a homegrown series searching tool where one can look for adult fiction by title, author or series.

I learned more about the current state of adult readers' advisory in a couple hours with Carol than I have in many years of workshops and continuing education. She is one of the "tri-chairs" (with Sandy Westbrook from South Windsor Public Library and Paula Cook from Manchester Community College) of CLC's Readers' Advisory Roundtable. She also monitors a readers' advisory forum on WebJunction. Their current hot topic is adult summer reading clubs, something Carol has been promoting for years.

Saxton B. Little subscribes to a service called Dear Reader, in which part of a book is sent to you via email every day for five days. If you get hooked and want to read on, there is a link from DR to the library catalog. Carol says she has been stunned by the high use DR gets—600 people so far this year! Carol also participates in Fiction_L, the national discussion list from which she gets ideas, not only about what her patrons can read next, but also about how to market and display adult fiction.

When I visited Carol at Saxton B. Little in April, an eye-catching display about weddings included not only how-tos and

wedding guides, but works of fiction, and DVDs like *The Runaway Bride*. Carol says that the next big thing in Readers' Advisory is video. And why ever not? Just as rabid readers might like books set in a certain time period, with certain types of characters and plotting, so also might video-loving folks want to know how to get more of the same in DVD.

Carol comes to readers' advisory naturally. Her dad was her first advisor. When she was a child he brought her to the New Britain Public Library, which then, as now, has a beautiful but separate children's library. She remembers her "coming out" when she was first able to go into the adult library on her own. A nurse by training, Carol began her library career, as have so many of our colleagues, in her children's

school library. From there she worked her way into adult services where she has been ever since. Although she doesn't have an MLS, she very much sees the value in the professional degree and encourages young library staffers, like Saxton B. Little's children's librarian, Rebecca Stearns, to pursue a graduate degree in library science.

When I asked Carol who her favorite author is, she answered without hesitation, "Jodi Picoult." Carol likes Picoult's works of contemporary women's fiction because of the psychological "what ifs" that she weaves into her novels. Carol reminded me that Jodi sold herself; her publisher did not promote her first novels. But word got out by way of that effective, but under-the-radar, network of book clubs, librarians and independent booksellers. Authors like Jodi Picoult have people like Carol Kubala to thank for spreading that word. And both library patrons and librarians in Connecticut have Carol to thank for pursuing the joy of reading on everyone's behalf.

Chris Bradley is executive director of the Connecticut Library Consortium. You can contact her at cb Bradley@ctl librarians.org.

Carol Kubala

*Assistant Director,
Saxton B. Little
Free Library,
Columbia*



by Chris Bradley

Presenting Another C.L.A.S.S. Act

From Cards to Keyboards: Coping with the Ever-changing Catalog

A retrospective look at the catalog and strategies for using cataloging rules effectively.

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TECHNOLOGY

Microsoft Launches A New Search Engine

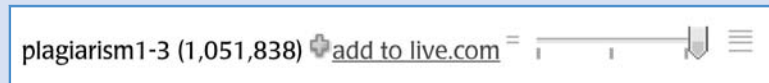


Isabel Danforth
Technology Columnist

Besides web searching, live.com offers news, images, local, and feeds.

We all know about Google, Yahoo, and even MSN's search engine. Now Microsoft has put in its bid for the search engine market and announced the beta version of its new product at live.com. The search engine is part of their online suite of products, intended to integrate with others on their desktop. The opening page includes a number of services that allow for customization: weather, RSS feeds, news, gadgets and more. The first thing I did was change the weather from L.A. to Hartford.

The focus of this review is on the search bar that is located at the top of the page. My first search was for the word 'plagiarism.' Down the right side of the page there are sponsored advertisements I would expect from that word, including turnitin.com, questia, and mydropbox.com. The main portion of the results page has the following across the top.



It appears that the search engine has found over one million hits dealing with my term. If I click on '+ add to live.com' it adds feeds or news listings to my default live.com web page. On the top left is a slider. Pushed all the way to the right, the amount of description shown with each result is about three lines plus the URL of the item. Pushed all the way to the left, only the page title plus the URL are shown.

The major feature of this results list is the vertical scroll bar on the right hand side. No longer do you have to go to the next page. If you click on the up arrow, you scroll up your window's worth—perhaps three items, depending on how many lines you are viewing for each item. If you click on the down arrow, the window scrolls down. In place of the 1-3 at the top of the screen, I now see 3-5. You can place your cursor on the bar and drag it in either direction as well. It just keeps on sliding along, never reaching the bottom of the page and requiring a 'next' button.

I click on plagiarism in Wikipedia as my selection. That page opens just as I expected, and when I am done reading that article, I go back to my results list to find another item. Ummm...where am I? The Wikipedia article, once the fifth item on my results list is now second. The advertisements that were on the right hand side of the results page are all gone. Oops! The ads came back. I find that all a bit confusing.

I select what is now the second item in the results list, which is a writing tutorial page at Indiana University. Once

again, when I return to my results page, the Indiana University page is not shown. However, Wikipedia has returned to the list.

Besides web searching, live.com offers news, images, local, and feeds. I click on the 'news' button and find 90 articles on plagiarism, the most recent about a Notre Dame professor being cleared of plagiarism charges.

Searching for images and local on the key word plagiarism doesn't seem fair, so I type Wethersfield into the search box, and click on images. The top of the page says that it found 2276 images. The slider determines the size of the thumbnail images that are displayed. As you pass your mouse over each image, its size, web location and name are displayed. Clicking on 'open this result' opens the web page that contains that image in another window. This is in contrast to Google's images,

which display the image alone and within its web page. This image results page has difficulties; although it says that it found 2276 images, only 21

are displayed. Google, by the way, claims to have found 9470 images.

Leaving Wethersfield in the search box, I selected the 'local' button. A map of Wethersfield loaded. Moving around on the map is done by placing your mouse on one of the four arrows and moving the mouse in the direction you wish to go. A list of places in town, including the town hall and Board of Education offices appeared on the left side of the page. Clicking on 1, the Board of Education, brought that location into focus. There are two boxes at the top of the page. The first is labeled 'what' and the second labeled 'where.' As a result of just clicking on local, the word Wethersfield was placed in the 'what' box. I cleared the 'what' box and entered my street address in the 'where' box. Now I have a nice map of my neighborhood.

Live.com is a step in the direction of one service meeting all needs, if that is possible. The start page links not only to its search engine, but also to MSN or Hotmail logins, Microsoft Safety Center, and its messenger. My testing was done on the first day the beta version was available to the public. I am sure that Microsoft will clean up some of the glitches as they receive feedback. And so the search engine competition continues. Anyone remember Altavista?

Isabel Danforth is director of library services, International College of Hospitality Management, Suffield.

by Chris Bradley

Connecticut's libraries have an opportunity to offer all of Connecticut's 3.5 million residents the services of professional reference librarians online, 24 hours per day, seven days a week. It's called InfoAnyTime, and anyone with a web browser can go to his or her local library's website, click on the InfoAnyTime link, and start "chatting" with a trained reference librarian. Both the librarian and the software are provided by Tutor.com, the vendor chosen by the Connecticut Library Consortium (CLC) and Bibliomation after an extensive evaluation of over 100 virtual reference transcripts.

InfoAnyTime is a logical extension of all that libraries already do to meet the reference and research needs of Connecticut's residents. Each public, academic, school, and special library already offers onsite reference and research support; some offer online support as well. With InfoAnyTime, expert reference help, as well as the iCONN databases, will always be available. Virtual reference librarians are no substitute for the real thing, but they can maximize the remote use of online databases, just as real reference librarians maximize their in-library use.

In Fall 2005, UConn's Center for Survey Research & Analysis conducted a market survey for iCONN. Those findings showed that the most widespread interest as a potential new offering was online research help, aka virtual reference.

CLC conducted an online survey in March 2006 to determine libraries' need to provide online reference. Results showed that 70% of the 300 respondents have never offered virtual reference; 84% said they would offer virtual reference when the library is closed, but 47% would offer it to supplement professional reference librarians.

This last reason may be controversial, but some survey responses support what library directors, especially in small libraries, have said is a reason to provide virtual reference—that Tutor.com's librarians are trained specifically to use online databases. InfoAnyTime can be a backup when a library has a limited number of staff available for reference service, especially in some small libraries with no professional reference staff other than the director. Some comments from librarians who offer virtual reference sound like what was said about Library Line, the telephone reference service offered by the State Library in the 1970's. These librarians go to their virtual colleagues as a last resort.

CLC's survey respondents also brought forward some unexpected reasons for offering virtual reference statewide. One said, "Promoting this service will raise the library's profile in the community." He "would like to see the general public turn to their libraries first when looking for information on the web." Finally, most respondents agreed that publicity is crucial if InfoAnyTime is to succeed. In libraries where the service has not been used enough to justify its cost, lack of publicity is often the culprit.

Although some public and college libraries in Connecticut already provide virtual reference service, the most cost

effective way to offer the service is to make it available statewide. CLC, with its 880 member libraries, is coordinating the effort to serve all of Connecticut's residents with Tutor.com at a cost of \$175,000 for the first year, July 1, 2006 to June 30, 2007. The CLC Board plans to assemble funding from several sources, including private grant funds and commitments from all the state's libraries, and has pledged an additional \$10,000 for a statewide publicity campaign. The State Library has pledged \$25,000 from LSTA funds.

InfoAnyTime is currently in use at Asnuntuck, Capital, Gateway, Housatonic, Manchester, Three Rivers, and Tunxis community colleges and in the public libraries of Cromwell and Roxbury. These libraries pay a discounted rate of between \$900 and \$2000 per library, per year. The amount that CLC will be asking each member library to pledge is significantly less than that.

When the CLC dues renewal notices go out in May, a separate invoice for InfoAnyTime will be included. CLC dues have not been raised since its incorporation three years ago. Member libraries' dues are based on total library expenditures (as reported annually to the State Library) for public libraries, on FTEs for school and academic libraries, and on number of employees for special and corporate libraries. The InfoAnyTime survey results showed that 70% of respondents are willing to budget at least \$250/year; 26% are willing to budget at least \$500/year; and 18% are willing to budget at least \$750/year. Libraries will be asked to make a contribution to support InfoAnyTime based on a percentage of their CLC dues.

Where InfoAnyTime is already in use, "The librarians provide a seamless experience that matches our high standards for local service," says Carl Antonucci, chair of the InfoAnyTime Steering Committee and chair of the CLC Board. "All of the librarians have received extensive training in order to most effectively offer research assistance in an online environment." Patrons receive an email transcript of their session; these will be reviewed by reference librarians on the InfoAnyTime Evaluation Committee, which is chaired by Amy Terlaga of Bibliomation. InfoAnyTime has three other standing committees: Marketing, chaired by Randy Fournier of Manchester Community College; Funding, chaired by Mike Moran of Asnuntuck Community College; and Authentication, chaired by Carl Antonucci of Capital Community College. Carl reported that the community colleges had 1000 reference questions answered by InfoAnyTime since they started in March 2005. "This is much less than the 45,000 questions answered in New Jersey by Q & A NJ, but we are hoping that that is what will happen here when we go statewide!"

Chris Bradley is executive director of the Connecticut Library Consortium.

LOOKING AT BOOKS

Continued from page 2

With the exception of some well-known choruses, I rarely understand the words to most rock songs. It often comes as a big surprise to me when I see the lyrics in print. It is nice to know that I am not alone. The song "Hell in a Bucket" includes the words, "I may be going to hell in a bucket, babe, but at least I'm enjoying the ride." One reviewer heard the line wrong and referred to the song as "Police on a joyride."

The book contained a surprise or two. As I flipped through it, the title "Not Fade Away" popped out at me. "Hey," I said to myself, "that's an old Buddy Holly tune! What's that doing here?" I remembered well that the Rolling Stones had made the song a hit in the early sixties, but I had not known that the Dead had played it in live performances in the late sixties or that they had recorded it. I made a note to find and listen to their version!

Illustrations by Jim Carpenter are sprinkled generously throughout the volume, adding to the fun. As I admitted earlier, I am not a Dead head. So, I could not fully appreciate everything in Dodd's book. Still, to paraphrase the Grateful Dead, at least I enjoyed the ride.

Read more of Vince's reviews at www.cla.uconn.edu.

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EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

Continued from page 6

of the children also participate in the activities and are free to explore other activities of the children's room. And the parents have a support group to exchange ideas, share feelings, and most importantly, know they are not alone in their day-to-day struggle when dealing with their child's diagnosis.

The Knights have continued to fund this program for the past three years. Their enthusiasm and support has been the impetus that keeps library staff improving activities for these children. They have been a valuable ally in this effort, and should be commended for their work and dedication to the children with special needs. We hope libraries across the state will emulate this program. All libraries strive to provide a place for all children, and those with special needs should have a place here too.

Sharon LaCourse is director of the Terryville Library.

Durham Public Library Improving Services for Adults, Teens and Children

by Valerie R. Kilmartin

By any measure, the Durham Public Library is the heart and soul of the Town of Durham (6,700 residents). The joy of reading and sharing books is in our town's DNA: the town's first lending library, the Durham Book Company, was founded in 1733, just two years after the founding of the Philadelphia Library Company, the nation's first. Our original building opened in 1902 and there have been two expansion projects in the last 20 years. The second expansion, completed in 1997, paid for by state and federal grants, town funding and local fund raising, was made reality thanks to the donation of services and "sweat equity" of hundreds of volunteers: sanding, painting, varnishing, planting, cleaning and moving books.

With 6.2 FTE, the library is open six days a week for 58 hours and is a must see stop for visitors to Durham. Proud residents bring visiting friends and family in to meet "their librarians" and see where they and/or their children began their love affair with books and reading.

With our long tradition of quality public service, we began to examine what more we could do for our patrons, and this led us to make significant changes during the last year.

Adult Collections

In response to high demand for popular new books, we created *Fast Track*, a collection of bestsellers and popular titles that are loaned for seven days, but cannot be held, reserved or renewed. We broadened the scope of our new book collection, particularly in the non-fiction area, and are buying more multiple copies. *Fast Track* books are housed in a new display unit, and other new books are shelved face-out on zigzag display inserts in traditional shelving. Results have been dramatic. New adult book circulation in 2005 increased 63.8% over 2004, and because of improved availability, reserves for these titles have decreased by 35%.

The adult mass-market paperback fiction collection had been comprised of donated paperbacks. Now, new titles are purchased monthly and are shelved on a new display unit located prominently by the circulation desk. Since July 2005, circulation for this collection has increased on average more than 200% percent.

We are buying more unabridged audio books of best selling titles, often simultaneously with the print and large print purchase. New shelves have been added to the media room to accommodate the growing collection. We increased the budget for music CDs, asked patrons what type of music they would like, and added a new CD shelving unit.

We are buying new adult DVDs monthly, and patrons are pleased to be able to check out a DVD the same day it is released for public sale. Since the only video rental store in Durham closed its doors last year, we've seen an increase in demand for our video and DVD collection, resulting once again in significantly increased circulation (+75%).

We created a separate collection for science fiction/fantasy and placed it adjacent to the new YA area, a natural audience for this genre. The move allows patrons—both adult and teens—to browse the collection with ease and has been a big hit.

Young Adult Services

Many teens, visiting the library after school, gravitated to the Internet computers but were far from YA print and media collections. A monthly book discussion group was in decline. There was no centralized area or programming plan for young adults, and staff realized that they were spending more time policing than assisting these patrons. It was time to meet the challenge head on.

Continued on page 12

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EXCELLENCE IN PUBLIC LIBRARY SERVICE AWARDS

Continued from page 10



Durham Public Library consolidated its YA collections and services in an area specifically designated for teens.

The first order of business was to put one of our two youth librarians in charge of service to teens. With input and support from other librarians, she created a plan that involved space changes, new collections and displays, and new programs. From the outset, we have been encouraged by the positive reactions of our YA patrons. The “plan” is constantly morphing as the needs of this group become more apparent and change.

Next, we alerted the schools to the new YA area and the resources we could provide for students. Working through the middle school principals, youth services librarians met with 7th and 8th grade teachers to promote the new YA area and upcoming events. Information on the new teen area, collections and programs was published in town and regional newspapers.

Children's Services

Youth librarians were aware of frequent requests for picture books on specific topics, from alphabet and color books to sensitive issues like death and divorce. They selected books

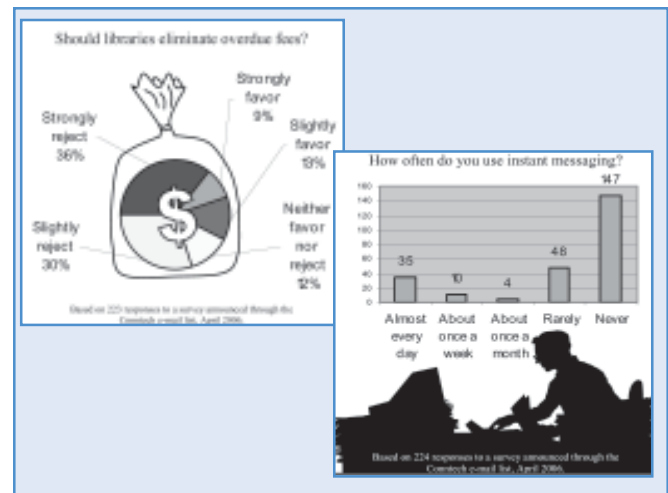
from the collection that fit broad criteria for in-demand subjects and established a new collection—Concept Books; this has become one of the most popular sections in the department.

We offered 269 programs for pre-schoolers, which were attended by 7,295 children and adults. We have regularly scheduled book discussion programs for 1-3 and 4-6 graders, with many special events during the year.

The library fulfills many of the functions of a de facto community center. Last year 382 non-library meetings were held in our building. The many volunteers who devote time and energy to a variety of tasks and fundraising events is an indication of how essential and valued the library is. Volunteers worked 1,648 hours in DPL last year. The library also boasts a dedicated and active Friends group, whose members support our mission with fundraising and volunteerism.

The greatest natural resource of a library is its staff. Whether it is the creative programming we offer, the artistry of our flyers, or the “leave no stone unturned” philosophy that staff demonstrate when answering a query, they make the Durham Public Library the success that it has been and continues to be. ■

Valerie R. Kilmartin is director of the Durham Public Library.



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