

ROBERT SHEA, ATTORNEY & CLA LOBBYIST

by Douglas Lord

CONNECTICUT LIBRARIES

Some might think of Attorney Robert Shea, principal and owner of Shea Law, Inc. and lobbyist for the Connecticut Library Association as a mysterious power broker, wheeling and dealing along the corridors of the state capitol in Hartford with state representatives and senators. In actuality, Shea (or Bobby as he is called) is more of a fisherman. Indeed, if the choreographer of the recent resuscitation of Connecticut's libraries has a 'happy place,' it's not a fancy restaurant or exotic locale but a teeny little fishing boat docked in Noank.

Shea, a Milton, Massachusetts native, has cherished memories of freshwater and ocean fishing alongside his father. These go hand-in-hand with recollections of taking the "T" into Boston for Red Sox games. "They had some terrible years back then," he recalls with the glum smile that only long-time Red Sox fans understand. "You could get a bleacher seat for, what, \$2.50?"

During his undergraduate years at the College of the Holy Cross in Worcester, Shea met his future wife, Rosanne Craemer. After Bobby completed law school at Northeastern University School of Law (class of 1990), the two settled in Rosanne's hometown of West Hartford. Shea says he feels "lucky" to live there and is active in his Catholic parish, Saint Timothy's Church in West Hartford.

Shea spent his first four professional years working for area law firms, and then took a position as a lobbyist for the Insurance Association of Connecticut. "I did that on a winger," Shea says, but he wound up enjoying it so much that he joined New Britain-based Gaffney, Bennett & Associates for ten years.

In September 2005 Shea went solo. Shea says that he has loved his 15 years in the lobbying industry. "Being involved in the making of public policy is very exciting," he says, adding "sometimes heart-breaking, but always exciting."

It's a finesse job; essentially, Shea tracks the mood of the capitol—the legislators, commissioners, governor, and



Attorney Robert "Bobby" Shea, CLA's lobbyist, helped rally the Connecticut library community (here in West Hartford on August 24)—around the state and in the legislature—to defeat threats to zero out state funding for libraries. All existing statewide library programs are included in the 2010-2011 budget passed by the General Assembly in the early hours of September 1. Programs will be maintained as follows: iCONN) \$1,968,794, Connecticut \$266,434, CSL Book Budget \$1,140,000, reQuest \$674,696, Info Anytime \$42,500, Computer Access \$190,000, Connecticut Library Consortium \$350,000, Grants to Public Libraries \$347,109, Connecticut Payments \$1,226,028. CLA extends its heartfelt thanks to those who called, wrote to legislators, and attended one of the many rallies held over the summer. Please contact those legislators one last time to thank them for preserving funding for Connecticut's libraries! Photo: Joe Cadieux

agencies—and makes judgment calls about when and how to best to approach those important public policy decision-makers.

Shea's advice proved exceptionally keen for libraries during this past session. As Chris Bradley, a member of CLA's Legislative Committee, said, "It's no accident that all statewide library programs, which had been zeroed out in some early budget proposals, were instead maintained."

Shea mentioned his frequent contact with Sharon Brettschneider and Kendall Wiggin of the State Library, both of whom recognized the success of this year's work during a particularly difficult year. "The legislative effort was tremendously successful," said State Librarian Wiggin, a sentiment echoed by Brettschneider, director of the Connecticut State Library's Division of Library Development. "Bobby rallied the

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Double Dutch

A VISIT TO TWO NEW LIBRARIES IN HOLLAND

by Maxine Bleiweis

My plans for last summer's vacation were formulated with frugality in mind. More for less. How about a house exchange? I trolled European cities on Craigslist under house swapping and zeroed in on an intriguing offer in Amsterdam. Several emails later, we had a deal.

Much later, I heard about the new public library in Delft. Two staff members from that library were making the rounds of libraries in the United States, touting the services and philosophy of their 21st century library. I missed their talk at ALA's annual conference and never had time to research what all the fuss was about before I flew off to Holland.

Once there, I set out on a train for the city where the *Girl with the Pearl Earring* was set. Time was of the essence, so unlike most tourists, we skipped the tile factory and the Vermeers and headed straight for Delft's public library, known to all as DOK.

Wow! In a 46,800 sq. ft. former grocery store transformed into a library, I discovered three floors of lively space, with a huge central staircase and glass all around. Self-service opportunities abound. Not just to check out and return books, but to work, play and learn.

Everywhere I turned, people were engaged in activities that are slowly making their way across the Atlantic Ocean. Kids were playing X-Box and Playstation. People were composing music on a

piano and taking their compositions home on a memory stick. Others were using computers to hone their language skills. Two "sonic chairs" made listening to music a genuinely sensual experience.

Staff members had sorted the entire fiction collection into genres and used very effective graphics for signage. In the mystery/thriller section, for example, they used the unforgettable image of a screaming Janet Leigh from Hitchcock's *Psycho* shower scene. The walls of the room holding romance novels are painted a throbbing, sultry red. The children's room features a low-lit space for babies,

with stuffed animals to hug and a cloud motif on the ceiling. The effect on babies, and their parents, is wonderfully calming.

The Dutch are a self-sufficient lot and need less attention than Americans. Our exchange partner told us that, unlike the typical American college student who is housed in a dorm, Dutch students are expected to find their own living quarters. No coddling housing departments on campus. And I'm sure that riding your bicycle to work in all sorts of weather does something to your expectations for service. So I wasn't surprised when my library tour guide told me that, if necessary, the entire library could be staffed by only five people.

My real surprise, however, came in the staff work area. Located on the top floor, their space was hardly distinguishable from public space because, well, it was also public space. The public and staff share work areas and even eating areas. While there are some spaces to work out of the public view, the people you serve are never far away. Rather, they are nearby, available to call in for a discussion about how the library's new concepts work. Because the library is all about concepts, my tour guide cum human resources director explained, meaning that they may try out ten new ideas but retain only two. That's okay. That's life in 2009.

I noticed a table where about 30 cell phones were being charged. There are no desk phones for most staff; most use portable ones with four-digit numbers programmed in. With few exceptions (the most notable being the café!), staff are roving rather than stationary. But there are about five stations where you are pretty sure to find assistance—just not as much personal handholding as is usually provided on this side of the Atlantic.

One staff member (on loan from a university) was working on a local history project, using Microsoft's Surface to create a way for people to trace the origins of their homes in Delft. Another project on the drawing board was recording local history to be played back in a kiosk for everyone to enjoy. The DOK truly is part discovery museum part library. And it works.

My host city, Amsterdam, also boasts a new public library. Soaring seven stories, with views of the water, in an area

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HIGHLIGHTS

CLA Executive Board Meeting of September 4, 2009 West Hartford Public Library

Budget 2009-2010 Randi Ashton-Pritting thanked those who had worked to prepare and refine the annual CLA budget: Debbie Herman, Carl Antonucci, Jay Johnston, Chris Bradley, and Alison Wang. Treasurer Alison Wang distributed the revised budget, noting that she had received "good" budget recommendations from board members following last month's review. She noted changes in the revised budget and discussion ensued.

- Tom Newman, chair of the Editorial Committee, voiced concern about cuts to the budget for *Connecticut Libraries* and reminded the board of the need to notify members and subscribers in a timely manner if/when the newsletter goes online. He reiterated the committee's desire to have input in determining the direction in which *Connecticut Libraries* will proceed. Also discussed was the proposed 5% increase for the lobbyist, the appropriation of \$2,700 to scholarships, and funding for NELA and Nutmeg.
- Caitlin Augusta moved that funding for the Nutmeg Book Award be established as a line item in the CLA budget at an annual cost of \$750. The Children's and YA Sections will attempt to defray this expense with profits from section meetings. Motion passed unanimously.
- Debbie Herman moved that anticipated income from membership dues be increased by \$3,350 to accommodate an additional \$2,600 for *Connecticut Libraries* and the approved \$750 for Nutmeg Awards. Motion passed unanimously.
- It was suggested that a list of priorities be developed so that as income increases, funding may be restored. Debbie Herman noted that the board is working on ways to increase the membership rolls.
- Peter Ciparelli moved that the board accept the 2009-2010 budget with changes. Jaime Hammond amended the motion as follows: A special board meeting is to be called no later than February 1, 2010 to revisit the budget. Motion passed unanimously.

Conference 2010 The Conference Committee reported that the conference theme will be "Our Common Ground." They discussed the conference tracks as well as sample topics and ideas for programs. A date and venue has not yet been confirmed, but they are close to reaching an agreement with Mohegan Sun.

Development Barbara Bailey noted that the Development Committee met recently to discuss the needs and goals of the association. These include: a new membership database, replenish the Adeline Mix Fund, draw on the momentum derived from recent lobbying

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Connecticut Leadership Institute

by Carl Antonucci, Randi Ashton-Pritting, Chris Bradley, Debbie Herman, Jay Johnston, Kathy Leeds, and Alison Wang

Friday, August 14 *could* have been just another summer day, warm, maybe rainy, nothing special. It was anything but! People began arriving at the University of Hartford at 8:00 o'clock that morning for the first Connecticut Leadership Institute, and sessions were in full swing by 8:30. Many participants stayed until the very end of this day-long collaborative project, sponsored by the Connecticut Library Association and the Connecticut Library Consortium.

"I was amazingly impressed with the quality of the Leadership Institute! The committee that put this extraordinary day together really went to the mat. The speakers were so passionate about their careers and organizations—and they not only wanted to share their experiences and knowledge with us; they made it clear that they left with new ideas, thoughts, and impressions of how to continually improve both themselves and their organizations. They gave me new energy and ideas to lead Wilton Library's technology initiative forward!" *Mary Anne Mendola Franco, Wilton Public Library*

As the first institute designed specifically for Connecticut library staff who are interested in assuming administrative and leadership roles, the event was designed to offer opportunities for networking, deepening and broadening approaches, and enhancing personal and professional skills.

"Not many local professional development programs explore such an important topic as leadership so thoroughly and with such stellar speakers. I feel honored to have had the opportunity to participate, and look forward to implementing many of the new ideas I learned." *Jaime Hammond, Naugatuck Valley Community College and a 2008-2009 ALA Emerging Leader*

The faculty was one of the finest that the library community offers:

- *Jim Blyberg*, assistant director for innovation and user experience, Darien Library
- *Thomas Galante*, chief executive officer and library director, Queens Borough Public Library
- *Walter Harrison*, president, University of Hartford
- *R. David Lankes*, director, Information Institute of Syracuse, and associate professor, Syracuse University's School of Information Studies
- *Liasa Lazarek*, labor attorney, Kainen, Escalera, & McHale, PC
- *Bernard A. Margolis*, New York State Librarian
- *Annette Rogers*, assistant dean, Barney School, University of Hartford
- *Joseph Swetcky*, finance director, Town of Farmington
- *Sharon Weiner*, W. Wayne Booker Endowed Chair in Information Literacy, Purdue University

"The first CLA/CLC Leadership Institute brought together a dynamic mix of current and upcoming library leaders. The exchange of wisdom and ideas on how to improve libraries throughout the state was very timely!" *David Boudinot, Henry Carter Hull Library*

The curriculum explored topics that are essential in today's economically turbulent times. Participants were actively involved with the speakers during the breakout sessions, offering ideas and suggestions to the speakers on a variety of topics: how graduate programs in library science should change to be more responsive to the changing environment, how to think 'outside the box' on library programming (some folks didn't know there was a box), and how leadership is actually defined.

At lunch, Bernard Margolis had participants working creatively by using a small piece of paper and a pair of scissors to stimulate people to think 'outside the box,' to work collaboratively, and to do the seemingly impossible. A few individuals figured out a way to accomplish Margolis's task. Let's just say it wasn't easy, but it was fun.

"The overarching [theme], voiced in different ways throughout the day, was 'transparency is key.' Leaders need to make the decision-making process transparent in order for all staff members to understand the direction of the organization. Cross training is a great way for staff to gain a greater understanding of other areas in the organization, thus creating more transparency. I thought the conference was great. Each of the speakers focused on a different topic, and all were, for the most part, great orators. I hope they make this an annual event!" *Melissa Friedman, Wilton Public Library*

At the cocktail hour, participants remarked about the quality of the speakers and how creative it was to teleconference R. David Lankes in from Syracuse University. Many said that they are seeking more opportunities for professional development within Connecticut and asked about next year's program. The planning team is already working on next summer's event, plus a continuation for the first cohort. Membership in CLA is required for participation in the program—a value-added benefit of belonging to the Connecticut Library Association.

"I attended the seminar and it was great! It was an excellent value for the money. The speakers were entertaining and knowledgeable, the topics were interesting and relevant, and the breakout sessions were a nice chance to get to know other librarians and learn about their struggles and successes. I would highly recommend this to others in positions of leadership, or who want to be in positions of leadership." *Karen Zeibak, Wilton Public Library*

"This was a terrific opportunity for everyone involved. This conference should serve as a model for the profession—mentoring and leadership training at its best!"

Tom Galante, director, Queens (NY) Public Library

President et al

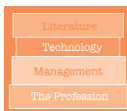


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The Wikipedia Revolution: How a Bunch of Nobodies Created the World's Greatest Encyclopedia

BY ANDREW LIH (HYPERION, 2009)

A Review by Vince Juliano



From the May 8, 2009 "Dilbert" cartoon by Scott Adams:

Female employee: "My first baby weighed 12 pounds. I gave birth in the cab of a stolen backhoe."

Male employee called "Topper": "I once passed a gallstone so big that it became Secretary of Labor in the Clinton Administration."

Female employee: "I find that hard to believe."

Topper: "Give me ten minutes and then check Wikipedia."

The encyclopedia that anyone in the world can edit is also among the top ten sites on the Web. Andrew Lih explains how Wikipedia's radical approach to collecting and organizing knowledge was born and thrived in our information age. While his title refers to a "revolution," Lih demonstrates that this upstart reference resource owes much to technological evolution.

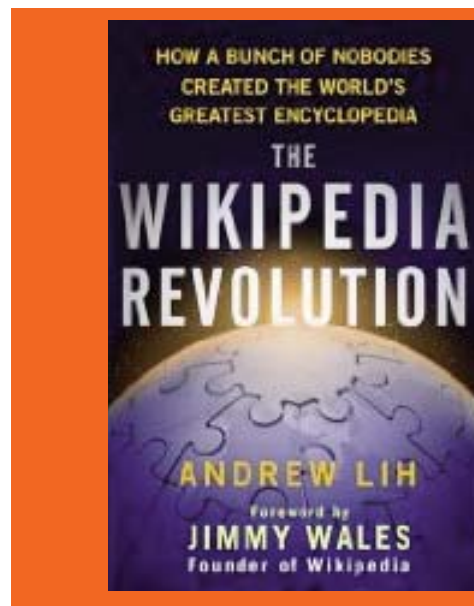
Wikipedia did not, initially, stray far from the methodology of older encyclopedias. Jimmy Wales, its founder, was a fairly successful trader in the financial world. In 1996, bored with that industry, he started a new company with a friend he had made through participation in a philosophy email list. Their dot-com enterprise, Bomis ("bitter old men in suits"), developed niche Internet portal services on topics like food, travel, and

cars. Wales grew fascinated with the emerging open source movement. He successfully applied open source software and concepts to innovative services like the Bomis Babe Report (I kid you not!) and made money by selling advertising.

Flush with funds, Wales tackled a project that had been on his mind for years, an online encyclopedia. Unlike traditional encyclopedias, his "Nupedia" would exist where space would never be an issue. Its articles would be updated quickly and elegantly, unlike the clumsy updates used by publishers of the printed encyclopedias he grew up with. In the spirit of open source, Wales welcomed online volunteers to contribute articles, and Bomis licensed anyone to freely copy published content.

Like earlier encyclopedias, however, Nupedia relied on the knowledge of experts and strong central control, with academically oriented editor-in-chief Larry Sanger managing the project from the top. The process did not work. Nupedia attracted volunteer contributors, but its editorial standards were too high and the process for reviewing articles was too slow, primarily because collaboration among contributors and editors was difficult. Wales had little to show after a year of operation.

Then Wales discovered WikiWikiWeb, a speedy venue for online collaboration. Years before, Ward Cunningham had used the Macintosh HyperCard program to help employees of a company share technical knowledge and work together efficiently. When the Web came into use, he refined his system to permit many users to pool knowledge and work col-



laboratively. His wiki functioned without the customary user accounts, passwords, or central editor because Cunningham had faith in people. His wiki logged edits, freeing users to make changes, confident nothing would be lost due to a mistake.

Wales and Sanger, initially, viewed Wikipedia as merely a tool for contributors and editors to easily and speedily collaborate on the preparation of final articles for Nupedia. In time, it was evident that Wikipedia was growing much more rapidly than Nupedia and offered a more realistic path to an online encyclopedia.

Chief among Wikipedia's principles is "NPOV" (neutral point of view). While contributors holding varying opinions might submit articles, Wikipedia was intended to offer facts without judgment. The "piranha effect" describes the development of a Wikipedia article. A single piranha can do limited damage to a land animal that wades into its part of the river. But the activity of a single piranha stimulates attacks by others until the school devours even large intruders. Similarly, when a volunteer contributor submits an article, other volunteers start

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Vince Juliano

introduced his Looking at Books column in the April 1996 issue of *CL*, and has since contributed a book review to virtually every issue of the magazine. His goal, admirably achieved, has been to find and discuss books "outside of the library literature" that have special relevance for the library community. These have dealt with the information revolution, management issues, read-

ing and the changing society within which libraries exist. He has often reviewed the works of authors appearing at CLA's annual conferences.

This issue's review is Vince's last regular review for *CL* but he hopes to contribute occasionally to the magazine once its future format and frequency have been determined.

I am profoundly grateful to Vince for his dedication to his goal and for the rich contribution he has made to this magazine—and to the CLA website, where his reviews will continue to reside. His ability to locate worthy titles, to write graceful reviews, and to submit them early, has been an editor's dream. Thanks Vince.

David Kapp, Editor

Wethersfield Public Library

by Laurel Goodgion

Following its creation as a public library in 1893, the Wethersfield Library occupied many locations before the present town hall and library buildings were erected in 1958. The two buildings shared a common entrance and lobby. In 1978, an addition increased the library's space. Almost immediately, however, most of the library's ground floor was assigned to town departments. Erecting a separate library building was discussed from time to time and even included in the town's long-range plan, but nothing came of it.

In 1999 voters approved funds to build a new police station and to move town departments from the library's ground floor into the former police quarters (in town hall), and then to renovate the vacated space for library use.

Inspired by the prospect of additional space, the library board hired consultant Nolan Lushington to develop a building plan. Architect Peter Wells of Tuthill & Wells was engaged to design a renovation. In 2001, the library applied to CSL for a \$400,000 construction grant, which was approved. The grant, combined with \$750,000 in bond funds and a \$50,000 donation from the library's trust funds, supplied the \$ 1.2 million needed for the project.

It soon became apparent that the 50-year-old town hall and library buildings required much more work than was possible with the funds available. An additional bond issue, greatly expanding the scope of the renovation to both buildings, was approved in November 2004. Construction and renovation proceeded in domino order—first, the new police station, then the removal of town departments to town hall, and finally, renovation of the library.

It was originally thought that the library would remain open during renovation; that turned out not to be the case. Once renovation of the ground floor was completed, it was determined that staff would need to vacate the first and second floors for construction to proceed in those areas. There were no funds to set up a temporary library elsewhere, but inspired by the "mini library" that Fairfield Library had created during its renovation, we resolved to create our own temporary library.

In September 2006 we put 55,000 adult and teen books into storage for what we thought would be six months. In October, staff moved operations to the ground floor and opened a "mini library" in a 1,200 sq. ft. room. The collection consisted of new printed items and most of the non-print collection.

This was an SRO library—no chairs, tables or computers for the public. The information desk was only a few feet away from check out. Fortunately, users enjoyed the cozy atmosphere. In December 2006 we were able to expand into the newly renovated children's area and add a few tables, chairs and computers.

In the spring of 2007, with the library work almost complete, we were on the brink of moving upstairs when it was determined that construction could not proceed at town hall while that building was occupied. The renovated library was to become a temporary town hall! In September 2007, town offices moved into the library's first and second floors, the library stayed in its temporary quarters on the ground floor, and most of the collection stayed in storage. People entered the library through the door marked "Town Hall" and entered the town hall via the door marked "Library."

Town hall staff moved out of the library and we completed our renovation in September 2008. Stored books were moved back in January 2009 and staff occupied the main and second floors of the library. The library re-opened on all three floors in February. Throughout the two-and-a-half-year project, staff maintained the excellent customer service for which they are known, and we were back in business!

Architect Peter Wells redesigned the library creatively to better serve the public. A new entrance gives the library an identity separate from town hall. Excess lobby space was captured for improved staff workspace. Natural lighting was increased with new skylights in the main room and additional windows in the children's area. The stairway to the second floor was re-located to improve traffic flow.

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Director Laurel Goodgion
Original Building
1958, addition 1978,
renovation 2009
Architect Tuthill & Wells
Consultant
Nolan Lushington
Population 26,057
Collection 116,000 volumes



Wethersfield Library's non-fiction collection is located near the adult services desk. Photo: Jerry Dougherty

Keeping Up to Speed

TOOLS TO HELP YOU STAY CURRENT

by Daniela Solomon

Librarians deal on a daily basis with changes in the information landscape, changes in patrons' skills and expectations, and the development of new technologies. Working in such a dynamic field one easily risks being left behind if not continuously updating, upgrading and increasing competencies and skills.

The keys to professional success and longevity are professional development and continuing education. Traditional activities include participating in professional associations and conferences, taking courses, reading professional literature and newsletters, and learning from speakers and trainers. The digital revolution has created new opportunities: webinars, blogs, e-journals, listservs, discussion groups, and professional networks, to name a few.

Nowadays, the way information is interwoven with technology makes technology literacy mandatory for everyone associated with libraries. For those involved in education, the high-tech information-rich society we live in has brought about the new concept of learning 2.0, which emphasizes social learning and the use of social software. As a result, librarians need to acquire new skills in sync with changes in technology, and keep up with new developments.

Unfortunately, due to the double whammy of workload and information overload, keeping up can be difficult. We have yet to discover the best way for doing so; meanwhile, there are strategies for using your time efficiently.

First, think about your personal learning style. When changes are happening so quickly, formal training may not be the way to go. It helps to keep an open mind, accepting changes that are happening whether you want or like them or not, and developing flexibility and skills for approaching and integrating new knowledge.

Second, to save time, make use of the new Web 2.0 information technologies. These tools recognize what one likes or is interested in, identify similar resources, and make information available with minimal initial effort. As more and more technologies become available, it's good to get playful and try as many possible, beta mode or not. You will find some of them interesting, or efficient, or with the potential to be helpful in your daily activities.

Last but not least, since no one person can efficiently manage the large quantity of available digital information, there is an acute need for collaboration and shared knowledge. We are in the "beehive mind" stage: one cannot learn or be

aware of everything; however, with the help of others, more information can be discovered for everybody's benefit.

The direct benefits of applying these strategies for librarians are: finding out what is popular with your clientele, discovering ways to match user needs to new possibilities, improving internal communication with patrons, finding better marketing tools for your resources and services.

The results of this effort will be improved services for users and maintaining our role as information specialists in a constantly changing technological world; aka, keeping our job. And believe it or not, it can also be fun!

An Introduction to Web 2.0 Here are two programs designed specifically to initiate librarians into the Web 2.0 technologies environment:

- *Learning 2.0/The 23 Things* "A discovery learning program designed to encourage staff to explore new technologies and reward them for doing *23 Things*" (plcmcl2-about.blogspot.com/)

- *Five Weeks to a Social Library* "The first free, grassroots, completely online course devoted to teaching librarians about social software and how to use it in their libraries" (www.sociallibraries.com/course/)

The following list of tools is neither comprehensive nor restricted to librarianship.

Really Simple Syndication (RSS) Feeds These are a means of collecting news that interests you from many sources in one place without your having to visit many web pages. RSS readers can be installed on your personal computer or can be web-accessible readers.

- *Google Reader* Newsfeed manager for Gmail users (reader.google.com)
- *Bloglines* A free newsreader that it is easy to learn to use (bloglines.com)
- *Live Bookmarks* A Mozilla Firefox feature that treats RSS feeds as bookmarks updated in real-time

Current Awareness Services These services make specific information available (table of contents, search alerts, citation alerts, news) through different means (email, RSS).

- *Table of Contents (TOC) Alerts* A useful way to identify articles of interest by emailing the table of contents each time a new issue of a journal is published. If you prefer less email clutter, TOC aggregators are a good substitute: ZETOC Alerts (zetoc.mimas.ac.uk/) or TicTOC (www.tictocs.ac.uk/)
- *Database Search Alerts* These notify you of new articles that have been added to a database from which you have saved a search. The alerts may be based on several search types and can be run automatically or at defined intervals.
- *Search Engine Results Alerts* Google Alerts Gathers results from Google, blogs, and news searches (www.google.com/alerts)
- *GoogleAlert Looks* for new Google search results up to once per day (www.googlealerts.com/)

Web Change Detection Tools These are perfect to use for infrequently updated pages that you would not typically visit on a daily basis. Some of these tools may require registration.

- *Watch That Page* (www.watchthatpage.com)
- *Notify Me* (notify.me/)

Social Bookmarking A good way to discover new trends and web pages, or to find what bookmarks people of interest collect online.

- *Delicious* (delicious.com)

Social Networks These online communities facilitate meetings, socialization, collaboration, sharing, etc. among members.

Professional

- *Linkedin* (www.linkedin.com/)
- *Ning* (www.ning.com/)
- *Squidoo* (www.squidoo.com/)

General

- *Facebook* (www.facebook.com)
- *Flickr* (www.flickr.com)
- *Twitter* (www.twitter.com)



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Norman D. Stevens

DIRECTOR EMERITUS, UNIVERSITY OF CONNECTICUT LIBRARIES

by Suzanne Zack

Saul Bellow once wrote, "Human beings can lose their lives in libraries. They ought to be warned." His admonition, included in a volume of 100 quotations about libraries compiled by Norman D. Stevens, emeritus director of the University of Connecticut Libraries, seems an uncanny description of Norman's own life. He spent nearly a quarter of a century as a UConn library administrator, including eight years as director, helping to transform it from essentially a student study hall in the Wilbur Cross building to information central at the heart of the campus in the Babbidge Library.

Not content merely to surmount the challenges of running a major academic library, Norman shared his experience by writing a dozen books on libraries and librarianship, including one on humor, a trait not typically associated with librarians. He has worked steadfastly to correct this misconception through his creation of the Molesworth Institute, whose mission is to "wreak havoc with the established, but often ill-conceived norms of librarianship."

In the early 1960s, merging his interest in collecting art with libraries, Norman began to collect postcards, commemoratives and souvenirs, and other artifacts relating to libraries and librarianship. That collection, much of it relating to library architecture, contains 25,000 postcards; it is now housed in the Canadian Center for Architecture in Montreal. His book, *A Guide to Collecting Librarianship*, was the first to be written on the subject and is considered the "bible" of collecting library artifacts and memorabilia.

Norman began to "lose his life" to libraries as a teenager growing up in Nashua, NH. Inspired by his high school teachers, his love of learning caused him routinely to trek the half hour to his local library where he borrowed books on a host of subjects. After high school, eager to challenge himself academically, he traveled to Washington, DC to study at American University.

While attending the university, he took his first steps toward his eventual immersion in the field of librarianship by

working at the Library of Congress. The then comparatively small size of what is the now the largest library in the world, allowed for an easy exchange among all levels of staff as well as the opportunity to delve into different areas within the institution.

Norman recalls one experience in the Map Department as especially memorable. "I was assigned to help sort and organize maps captured from the Japanese following World War II. I didn't know any Japanese, but the maps often were in boxes with indexes so even if you didn't know the language you could tell what they were. Often, there was an overall chart, so you could arrange them by series, making, I'm sure, many mistakes." Apparently, his errors were minimal; he ended up being transferred to the Map Library.

After two years in Washington, Norman returned home to attend the University of New Hampshire, and graduated in 1954 with a degree in government. He spent the following year as a Fulbright scholar delving into the political history of unions in New Zealand at Victoria University College. When he returned to the U.S., he considered studying politics in graduate school with thoughts of eventually teaching at the college level, but bowed to his older brother, a librarian, who urged him to attend the library school at Rutgers University.

Norman earned his MLS from the Graduate School of Library Service at Rutgers and, as a bonus, met and married his wife Nora, who also earned her MLS degree there. He went on to earn the first PhD in Library Service from Rutgers in 1961; the renamed School of Communication, Information and Library Studies named him Distinguished Alumnus of the Year in 1989.

He held several positions in the Rutgers University Library from 1955 through 1957, and then landed a job as acting director of the Howard University Libraries. He returned to Rutgers as associate director in 1961 where he also served as acting director of the Rutgers

Norman Stevens began to "lose his life" to libraries as a teenager growing up in Nashua, NH. Inspired by his high school teachers, his love of learning caused him routinely to trek the half hour to his local library where he borrowed books on a host of subjects. Photo: S. Zack



Libraries for a short time before joining the administrative staff of the University of Connecticut Libraries in 1963.

Norman's contributions to the UConn

Libraries are many. He was involved in the planning and development of the Homer Babbidge Library and the Thomas J. Dodd Research Center, as well as the substantial growth of the collections, services, staff, and the uses of library technology that took place from 1968 through the mid-1990s. He is most pleased by his work with NELINET and the Connecticut Library Information Network, as well as early efforts to generate private support for the Libraries.

"Norman Stevens has always been the heart and soul of the University of Connecticut Libraries," according to Fred Maryanski, former executive vice president for academic affairs. "He has nurtured the library and guided its development into one of the nation's fine university libraries. It was Norman's vision for both the physical facility and the operational structure that has made the Babbidge Library the centerpiece of the Storrs campus. The library is now at the core of the educational experience of UConn students. It has become the place to study and just spend out-of-class time."

Norman recalls that when he joined the library it was essentially a study hall and reserve operation in Wilbur Cross. As classes became more intellectually rigorous and required additional learning resources, he notes, the library took on a whole new role.

Maryanski credits Stevens with playing a major role in the library's metamorphosis. "Under Norman's guidance, the library has become integrated into the university's curriculum. This was accomplished by a commitment to understanding and meeting the needs of the faculty and students, not just building a new library. The library reflects the wisdom and spirit of Norman Stevens."

Norman officially retired from his position in 1994 but continued to be a familiar figure at the library. After retirement, he served for a year as acting director of the newly created Thomas J. Dodd Research Center. First as an administrator

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Libraries Should Be Where Their Users Are

CREATING A FACEBOOK PRESENCE FOR YOUR LIBRARY

by Sharon Clapp

A colleague asked her son where he began his online research. The result? Not Google, not Wikipedia, and definitely not his library's website. Instead, it was "Facebook". It may seem counter-intuitive to librarians, but for those who are spending so much of their lives in an online social space like Facebook, it makes sense that their research would begin there.

Libraries should be where their users are, so they should consider creating a Facebook presence. Doing that for your library has some advantages over traditional website development. First, it's free. Second, the Facebook platform makes it easy for anyone to post and share online resources—from photos and videos, to music and hyperlinks. Third, it creates a way for libraries to have conversations with their users.

If you've ever set up a Facebook account, you know that the site offers ways for users to automatically share status updates, events, and information. When you initiate a personal account, you have to fill out at least a minimal profile, and then you can "friend" other people you find on Facebook. The platform supports interaction in many ways. Users can write on each other's "walls," send emails back and forth through the

Facebook system, chat online, and much more. Additionally, developers have come up with applications that users can add to their Facebook page.

Setting up a Facebook account for your library is relatively straightforward and allows for many of the same functions as a personal Facebook account—but just a bit more confusing. There are three ways an organization might be represented on Facebook:

1) via an individual person's account, 2) as a Facebook group, or 3) through a Facebook "fan page."

Creating a personal account to represent your library on Facebook is not an option due to the Facebook terms of

service, though someone at the library having (or creating) an individual profile is a prerequisite for the other options. Since Facebook first started offering pages in 2007 to address the shortcomings of groups, there's been confusion about whether organizations should use groups or pages.

Facebook groups were designed to bring users together online. They are ideal for causes, clubs, associations, and people sharing an interest in a topic. Examples include the Connecticut Library Association, Libraries Using Facebook Pages, and several groups dedicated to supporting libraries here in Connecticut (which helped to successfully fight the governor's proposed budget cuts this summer).

Prior to creating a Facebook group, you must be logged into a personal account that will be given administrative rights for the group. Then you choose the type of group you're going to create, set permissions/restrictions for membership, and send out invitations for friends to join the group. A group is tightly coupled with the identity of the group's administrator. In fact, when updates and event invitations are sent out to members, they are attributed to the person administering the group.

The best way for most libraries to represent themselves on Facebook is through creation of a Facebook fan page. Pages are not as tightly tied to the personal accounts used to create them as groups are. Events and updates are attributed to the organization that the page represents, not to the personal account of the administrator. "Fans" of a Facebook page see page updates in their feed, along with their friends' status updates. Anyone can become a page's fan and Facebook pages can be seen by people who are not Facebook users. Under certain circumstances, you can get a friendly URL for your page—a "username," such as www.facebook.com/yourlibrary.

To create your library's page, go to www.facebook.com/pages/create.php.

If you're already logged into Facebook, there will be just a few simple steps. If you are authorized to do so, create a page under the "Local" category, using the type "Library/Public Building." When the page is set up, you should add at least the following: a profile photo of your library; your hours, address, and telephone number; a description/tagline; and a link to your regular website.

Your page will have at least two tabs—the Wall and Info. The Wall, like your personal profile's Wall, is the key interaction space for your library and its fans. The Info tab allows you to set your library's hours and phone number. When you're comfortable with the page, you'll need to publish it so others can find it and become fans of the page. You can continue to tweak the page after it's published.

To edit the page after publication requires a couple of steps. First, make sure you are logged in. Then go from your personal profile's page to your library's page. Toward the bottom left-hand side of your browser, you'll see a line of icons; click on the one for "Ads and Pages," choose "Pages," then select the library's page. That gets you to a page of Settings that govern how the page is going to function and the list of Applications appearing on your pages. You can modify their settings. For example, do you want applications to appear as a tab in your library's page, much like the Wall and Info tabs? To work with any of these settings, click on the icon of the pencil to the right of the category and choose "Edit."

The list of settings, however, is often not what interests you. Perhaps you just want to add items to your page's wall, update your status, or otherwise alter its content. To get into the page itself, ignore this list of settings and click on "View Page" link. Then you'll find yourself in the library's Facebook page. From there, you can edit the page and add your information.



Sharon Clapp is web resources librarian at the Connecticut State Library sclapp@cslib.org

VERSO

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being developed as a new center of civic activity, the library is the anchor for that new development. The top floor boasts a magnificent restaurant with the best view in the city and the entrance to performance space.

The street-level main entrance features a grand piano, with an invitation to experienced pianists to play for 30 minutes a day. Like a radio station, you never know what will be played next. And speaking of radio stations, they have one on site and broadcast a few times a week with authors, music, discussions, and news from the library. How cool.

In the children's space, a spiral staircase leads up to a platform with lots of cushy pillows emblazoned with quotes from books. Seats resemble mattresses, and staff report that visitors use them to sit, lounge or lie down. In good Dutch tradition, if it doesn't hurt anyone else, it's okay.

My experience is a recommendation to explore international house swapping. Choose a country and visit some dare-to-be-ahead-of-the-curve libraries.

HIGHLIGHTS

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efforts, on-going fundraisers; a marketing plan, and others. The committee will work on the details and propose a plan to the board.

Legislative Randi Ashton-Pritting asked board members to write thank you notes to state legislators who supported funding for libraries. It was suggested that a sample letter be posted on the web site. Ken Wiggin noted that October 2009 is the deadline for sending proposed legislation to the governor for the 2010 legislative session.

Membership Randi Ashton-Pritting thanked Stan Siegel for his past service as chair of the Membership Committee. Jaime Hammond, new chair, reported that the committee is investigating an online membership renewal option and is in contact with ALA regarding membership strategies and ideas. She will ask committee/section chairs to write a paragraph explaining why a member might want to join their group. On September 10, Jaime and Pam Najarian plan to review the new membership database designed by a Wilton Library employee. The committee is also planning many "Meet and Greet" events around the state; the first is scheduled for September 29 at Bar, a pizza restaurant in New Haven.

NELA Correction: NELA's annual "Counterparts Day" was cancelled this summer, not NELLs, as was reported in earlier minutes.

President Randi Ashton-Pritting commended the CLA Board, Connecticut librarians and all others whose efforts helped restore library funding to the state budget.

Complete and official minutes, submitted by Pam Najarian, are posted on the CLA website.

BOOKS

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editing and adding information. The incomplete article grows and improves through collaboration.

Despite all the good will and lofty principles, Wikipedia's openness does sometimes invite abuse. Tolerance and friendly email outreach cure most practical jokers who cannot resist changing a word here or there for comic effect. "Trolls" are a more serious problem. These folks incite discord among Wiki users, usually by submitting articles that are especially controversial or offensive.

Wikipedia had to develop ways to stop endless cycles of editing and re-editing by contributors holding opposing points of view. There was, for example, the "three reverts rule," which limited editors to three edits within a 24-hour period.

Openness has also led to notable public embarrassments. The Gdansk/Danzig war pitted editors with Polish pride against others with German sensibilities. The strategic city had changed hands many times in its long history and was known by both names. And in another instance, journalist John Seigenthaler was smeared in Wikipedia by an anonymous contributor, who linked him to the assassinations of the Kennedy brothers. Seigenthaler chronicled his attempt to clear his name in a widely read *USA Today* article.

However, if any of Wikipedia's weaknesses or controversies causes you to dismiss it, remember that Andrew Lih refers to it as "the world's greatest encyclopedia." He notes that, until Wikipedia arrived, very few non-English speaking nations had encyclopedias of their own. Today, versions of Wikipedia exist in 255 languages!



www.ctlibraryassociation.org

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AN INTERVIEW WITH ROBERT SHEA

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library community to contact legislators very successfully," she said. "Libraries got a lot of attention with the rallies," she said, referring to the gatherings of library workers and supporters in Meriden, Fairfield, West Hartford, Waterbury, Wilton, New Britain, Bridgeport, and Durham.

"I love librarians," adds Shea. "The librarians in CLA with whom I have worked are among the nicest people I've ever met, and they really seem to appreciate my efforts." He describes Chris Bradley as, "a hoot," and has kind words for Jay Johnston and Carl Antonucci, co-chairs of the CLA Legislative Committee, and for Randi Ashton-Pritting and Kathy Leeds, CLA president and past president, respectively.

Everyone seems to have a 'w & f' story about libraries, and Shea is no exception. The only difference is that his is a grown-up one instead of from his childhood. "I really

enjoyed my time as a young lawyer doing research in the [Connecticut] State Library's law reference area," Shea said. "I have very fond memories of my time there and was grateful to the law librarians," adding specific praise for recently retired Denise Jernigan.

Shea adores his kids, Jeremiah age 13 and Fiona age 12 (not Irish twins but close). He describes the parenting of his son, who has severe autism, as "an exciting and interesting challenge" and enthuses about how Autism Spectrum Disorders (ASD), like other disabilities, can heighten the educational opportunities in schools and in libraries.

As a result, Shea and his wife care deeply about Connecticut Families for Effective Autism Treatment (CFEAT), based in West Hartford. Shea describes this organization, which provides information and support to families of children diagnosed with ASD, as a "lifeline" for those coming out of the shock of the diagnosis and who need direction and support.

Shea is an avid reader of history, especially maritime history. Give him "anything with oceans, boats, naval history, and I'm all over it," he says, naming *Six Frigates: The Epic History of the Founding of the U.S. Navy* by Ian W. Toll as a current read.

With fish, as in parenting and work, Shea isn't after glory or trophies. For him it's "the challenge of finding fish and seeing if they'll bite your lure. Trout fishing is walking, sometimes thrashing, upstream through the water, looking for 'holes' where fish linger. It's always a

good time for me no matter what the results are," he says. In fact, Shea's best fishing memory isn't about a fish at all, but about the day his son Jeremiah was ready, willing, and able to reel in a big bluefish on his own.

Shea recently took a step closer to his dream job of owning a fishing guide company when he and his fishing buddies purchased a little slice of heaven—two acres on the Farmington River—a prime trout fishing spot. Doubtless, the place will provide a well deserved recharge for the next time Shea needs to wind up the CLA membership with the 'Go Libraries' rally cry.

CT LIBRARIES

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One of the greatest benefits of the renovation is the increased number of meeting and study rooms. There are now four study rooms, three conference rooms, a children's program room, and a large meeting room. An attractive new teen area is located near the main entrance and check out desk, allowing for good visual supervision. A \$20,000 grant from the Hartford Foundation for Public Giving paid for built-in oak booths, an expanded paperback collection, and four Internet workstations.

The children's services area is greatly expanded, welcoming and functional, with an abundance of natural light, a beautiful service desk designed by the staff, attractive shelving, an activity area for the very young, workspace for staff, and a separate room designed for children's programs.

The non-fiction collection is now located on the main floor, adjacent to the adult services desk, so staff assistance is close at hand. Existing shelving was transformed with beautiful oak end panels. New shelving for the fiction collection was installed on the second floor. Throughout the building, oak benches and handsome wing chairs invite readers to sit and enjoy a good book. Wireless access is available everywhere in the library.

The Wethersfield Library is much more welcoming and functional than before. Recently, a patron said to me, "I've never spent so much time in a library as I have since the renovation was completed, and it's because the library is so attractive and comfortable to use!"

Laurel Goodgion is director of the Wethersfield Library.



CLA Lobbyist Bobby Shea's advice proved exceptionally keen for libraries during the last legislative session. As Chris Bradley, a member of CLA's Legislative Committee, said, "It's no accident that all statewide library programs, which had been zeroed out in some early budget proposals, were instead maintained."

How do you use Twitter?

At home / personal use	18 or 7.9%
At work / part of my job	13 or 5.7%
Both for personal use and for work	22 or 9.7%
I don't 'tweet'	174 or 76.7%

Based on 227 responses to a survey announced on the Conntech e-mail list, August 2009.

Do you bring your meals to work or eat out?

Usually bring my meals	145 or 64.4%
Usually go out to eat	16 or 7.1%
A little of both	61 or 27.1%
I don't eat during working hours	3 or 1.3%

Based on 225 responses to a survey announced on the Conntech e-mail list, August 2009.

Connecticut Library Association Fall Meetings

Registration Details at www.ctlibraryassociation.org

Sponsor: ADA Committee

November 2, Wallingford PL.

Coffee/Registration 9:30, Workshop 10:00-Noon

It Takes More Than a Ramp: Disability Awareness in Your Library

Physical access is just the beginning. Explore the definition and incidence of disabilities in Connecticut and what the ADA requires libraries to do. Experience what it is like to have a disability, learn about disability etiquette, and be introduced to resources you can use for information and referral and for purchasing equipment and materials for your library.

Barbara Klipper, session leader, is responsible for the materials and services of Ferguson Library's Special Needs Center. She is chair of the ALSC committee Library Services for Special Population Children and Their Caregivers and is the ALSC representative to the ASCLA Accessibility Assembly.

Sponsor: CLASS, Staff Support Section

November 6, Middlesex Community College, 9:30 - Noon

Workshop details to be announced

Sponsor: College & University Libraries

November 10, Wallingford PL. Coffee 9:30, Program 10:00-Noon

Wikipedia, Google Scholar and Google Books: Using, Teaching and Evaluating These Resources *with*

- **Arta Dobbs**, collection management librarian, UConn Health Center
- **Susan Slaga**, assistant reference librarian, CCSU
- **Nick Tomaiuolo**, librarian, CCSU

Sponsor: YA Section

November 12, New Britain PL.

Registration 8:30, Program 9:00-3:30

Vibrant YA Programming That Doesn't Break the Bank *with*

- **RoseMary Honnold**, editor of VOYA, YA programming specialist, author of 101+ Programs for Teens that Work. Tips from an expert on ways to stretch your budget, without having to stretch for ideas!
- **Going Native: Local Librarians Keep It Frugal but Fun** Four YA librarians share inexpensive programs that have been hits in their localities.
- **Cheap Chat!** Take this time to mingle with fellow librarians, sharing and even "borrowing" new programming ideas.

Sponsor: Technical Services Section

November 20, Farmington Library, 9:30 - Noon

Diane Hillmann, nationally renowned authority on cataloging and metadata issues, will speak on Resource Description & Access (RDA).

Other Fall Events...

New England Library Association Annual Conference

October 18-20, CT Convention Center, Hartford

It's Happening in Hartford.

Details at www.nelib.org/conference/2009/index.htm

Friends of Connecticut Libraries Fall Workshop

November 14, Middlesex Community College

CT PEOPLE

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and later as a volunteer, he was involved in the development of the Northeast Children's Literature Collection (NCLC), which is housed in the Dodd Research Center and is now one of the nation's major collections of books and original art and manuscripts from many distinguished children's authors and illustrators. He and his wife are active participants in the annual Connecticut Children's Book Fair, which promotes children's books and the work of NCLC.

For many years after retirement, Norman served regularly as a reference desk volunteer at the Dodd Research Center and the Homer Babbidge Library, arranged special events, and curated art exhibits as a member of the library's Exhibits Team. A gallery in Babbidge Library is named in his honor in recognition of his contributions.

Not only has he been generous with his time and knowledge, but also with his resources. He and his wife have given some 5,000 books to the University Libraries—the lion's share of them juvenile literature. Nora Stevens served as coordinator of school libraries for the Mansfield Public Schools until her retirement in 1991. She credits her experience with children as a strong influence in the couple's interest in the genre. "I just can't resist buying children's books," she says.

The Stevens's largesse is deeply rooted. "We both had [needy] families in the little communities where we grew up, and you shared," Nora says. Stevens acknowledges his wife's influence in their support not only for the library and the university, but also for local service organizations such as the Holy Family Home and Shelter, the Covenant Soup Kitchen,

Willimantic Area Interfaith Ministries, and the World Wide Lighthouse Missions. "We're in a position to use our resources to be helpful," he simply says.

The Stevens's generosity has also benefited the New Hampshire Craft League, the Mansfield Historical Society, and the "Revels," a non-profit performing arts company in Cambridge, MA, whose annual winter solstice celebration they have attended for some 30 years.

In April 2006, Norman and Nora were inducted into the UConn's Founders Society, which recognizes the university's most generous benefactors, individuals and couples who have made significant contributions for the advancement of the university.

Norman continues to occupy himself with the countless things that interest him, including research projects related to libraries. With the publication of his article, "The Fully Electronic Academic Library" in *College and Research Libraries*, he achieved his goal of being published in every U.S. library journal. That article describes the planning process carried out by consultants from the fictitious Molesworth Institute for a new university library that is totally paperless—even in the restrooms!

Although Norman's passion for librarianship has not taken root in either his son or two daughters, it appears to have struck a chord in one of his three grandchildren, Chelsea, 18, who has been appointed as director designate of the Molesworth Institute. To prepare for that transfer of power, Norman will no doubt continue to share his wry wit and love of libraries with her and others.

Suzanne Zack is marketing & communications specialist for the UConn Libraries. This article is an abridged version of an article that first appeared in UConn Libraries (February/March 2006).



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Connecticut Libraries in Transition

by Tom Newman

Readers of *Connecticut Libraries* will be saddened by some news that will affect when and how the next issue of this magazine will appear. CLA, has not been immune to the recent economic downturn. Budget concerns are making it difficult to justify the expense of providing members with a monthly, printed version of *CL*. As a result, this October issue will be the last printed issue you will receive in 2009. We will not publish our annual technology issue in November, but we expect to publish the holiday book recommendation edition in December as an online-only issue. We apologize for this break in service.

Currently the CLA Editorial Committee is meeting with CLA board members to decide on the future of *Connecticut Libraries*. The Editorial Committee is committed to restoring the magazine to a regular publication schedule. It is still uncertain whether early 2010 will see a return of the printed publication, or whether we will go to an online-only publication. There are pros and cons on both sides. Most readers prefer print, but an online publication could be produced less expensively and more frequently. We will try to keep CLA members informed of any decisions made regarding upcoming issues, and we appreciate receiving any comments and suggestions you might have. Please contact me at tnewman@cslib.org.

Although we are fairly certain that economic conditions will improve and that *Connecticut Libraries* will return to a regular publication schedule, we will be without the editor who, over the course of 24 years, has made *CL* the quality publication it is today. As you will read elsewhere in this page, David Kapp has resigned as editor.

Under David's direction, *Connecticut Libraries* became an essential source of information about the Connecticut library community. Those of us who wrote for *CL* benefited every month from his skill and professionalism. And CLA benefited from his inspired leadership at the helm of one of CLA's most important ongoing projects. The Editorial Committee and all those who have enjoyed *Connecticut Libraries* will miss David's superb guidance, advice, and direction. We wish him all the best in his future endeavors.

Tom Newman, chair, CLA Editorial Committee, tnewman@cslib.org

Movin' On

by David Kapp

It has been a great pleasure for me to serve as the editor of *Connecticut Libraries* for 24 years, but I will be leaving this post as of September 30.

I feel very privileged to have known so many extraordinary people from Connecticut's library community and I have immense admiration for the dedication you all bring to your work. I appreciate the support I have received from the CLA Board, and the contributions made to *CL* by literally hundreds of members over the years.

I am especially grateful for the faithful participation of *CL*'s team of columnists who, in recent years, have contributed ideas, information, opinions, and features to each issue of the magazine. They include: Carol Abatelli, Julian Aiken, Maxine Bleiweis, Sharon Clapp, Steve Cauffman, Michele Jacobson, Bruce Johnston, Vince Juliano, Douglas Lord, Tom Newman, Kate Sheehan, and William Uricchio. I hope that *Connecticut Libraries*, however often it is published and in whatever form it reaches the membership, will continue to benefit from these talented people.

My thanks also go to Pam Najarian, who supplied the CLA Board minutes for each issue; to Kirsten Kilbourn, who posted *CL* on the CLA website; and to every CLA president who wrote a monthly column during his or her term in office. And I would be remiss if I failed to mention Liz Kohanski, from Association Resources, Inc., who has worked with me on every issue of *CL* for at least 15 years. I have seldom enjoyed a more satisfying and productive working relationship.

On a purely personal note, I bought a home on Cape Cod at the end of August and will soon join some other recent émigrés from the Connecticut library community on the Cape. We'll all be hoping that the recent budgetary turmoil will soon subside and that the Connecticut Library Association will continue to thrive with a program and, I hope, a publication that is better than ever.

I will miss the wonderful library people of Connecticut and I wish you all the very best.

David Kapp, editor, davidkapp@comcast.net