

# “Hello, I Must Be Going”\*

A Farewell Interview with *Connecticut Libraries* Editor David L. Kapp  
by Vince Juliano & Bill Uricchio

**A**lthough you are well known in Connecticut library circles as the long-time editor of *Connecticut Libraries*, many may not realize you are also a distinguished professional librarian in your own right. What other kinds of library related work have you done? I first considered librarianship as a career while pursuing a doctorate in Near Eastern and Judaic Studies at Brandeis University. My interest in translating cuneiform tablets written in Akkadian and Ugaritic was waning and I was working part-time as a grad assistant at the Goldfarb Library. The librarians there alerted me to an internship program offered by the Harvard University Libraries and the Simmons College Graduate School of Library Science. I applied to the program, settled for an M.A. from Brandeis, and went to work in the Baker Library at the Harvard Graduate School of Business Administration. The university paid for the cost of earning my M.L.S. on a part-time basis at Simmons. Following graduation from Simmons, I worked as head of circulation and reserve at Baker Library and later served as administrative assistant for public services in Widener Library.

I met Norman Stevens, then associate director of the UConn Libraries, at a library conference. UConn was planning to build a major graduate research library; Norman had been hired to reorganize the libraries and was looking for people to help with that. I had coordinated some renovation projects at Harvard and developed an interest in both space planning and library administration. So, when Norman offered me a job as head of public services at UConn, I accepted, eager to participate in building a new library and to plan the services offered there. Shortly after I arrived in Storrs in 1970, the state, facing one of its perennial budget crises, placed the library project on the back burner—for five years! But planning for the 400,000 sq. ft. building and the organization of a staff of about 150 people proceeded.

Ground for the Homer Babbidge Library was finally broken in 1975, and the next three years, until the building was dedicated in the fall of 1978, were intensely challenging and exhilarating. We were charged by the university to create one of the best new university libraries in the nation—and received the support needed to accomplish the task. In our shiny new building, we provided innovative services, took our first steps in library automation, hired new people, and received rave reviews from our clientele.

Over the course of my career at UConn, I coordinated the planning for many library renovation projects and for the construction of three new libraries—the Music Library and the Dodd Research Center in Storrs, and the Richard Library in Stamford. The expertise I gained in helping to plan Babbidge Library allowed me to pursue a side career as a planning consultant for other universities. Along the way, I inherited administrative responsibility for the Storrs campus collections, retiring in 1998 as associate director for collections and information services. My final major assignment for the UConn Libraries was to



After wrapping up the October issue of *CL* (his 265th and final issue as editor), David Kapp and his wife Billie exchanged homes with a couple from Belgium, where they discovered that Trappist monks brew the best beer in the world. Cheers!

coordinate the \$40 million renovation of the Babbidge Library, providing an appropriate ending to the story of how it happened to come there in 1970.

**Looking back at your career, what accomplishments have given you most satisfaction?** Helping to plan user-friendly services for the UConn Libraries' clientele. Hiring talented people and giving them the latitude to do their best work. Developing comfortable, functional library facilities that attract people to use libraries for their work and enjoyment. Editing *Connecticut Libraries* for 24 years and building a team of writers who've made it interesting and informative to read.

**You have a number of interests beyond libraries. Which ones do you enjoy most? Have you been able to merge some of those interests with your career?** Beyond libraries, perhaps my two major interests are in art and travel. My interest in art led me, early on, to initiate an exhibition series for the Baker Library at the Harvard Business

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# “Mama, Don’t Take My Kodachrome Away”

Gaps in the Technology Continuum

by William Uricchio

**M**y father had a love affair with cameras and I picked up the bug while still in short pants. The family L-shaped castle went on the market this past fall and in the act of cleaning out 50 years of “stuff”, I came across my first movie camera, a wind-up 8mm model. With it was a roll of exposed film from who-knows-when. My first thought was “I wonder if this is any good?” And the second “Does anybody develop 8mm film these days?”

Remarkably, it turns out that the answer to both of those questions was “yes”. Potentially, though, the real problem involved not the age of the material in the box but that the material consisted of Kodachrome. Eastman Kodak had discontinued its famous film as of last summer and the final supplies of chemicals for developing the film, also no longer being made, were disappearing fast at laboratories all over the country.

You may remember Paul Simon’s 1973 song Kodachrome which touted the film’s “nice bright colors”. It was an amazing film indeed, known as much for its long shelf life as its brilliant hues, although it required specialized processing and chemicals. Kodachrome’s market evaporated quickly with the onset of digital technologies. Kodak, which has been moving quickly to survive in a tough market, sealed the film’s fate after 74 years of production.

The last official developer stopped processing the film this past January, so my reel made it through just in time. And yes, after maybe 40 years in the box with the camera, there were still some nice bright colors there to look at. It was just by chance that my reel of Kodachrome beat the reaper. Someone sending in the film today is probably out of luck (although there are rumors of stealth developing operations in certain unnamed Balkan states).

Increasingly, our advancing society faces the problem of disappearing technologies. A friend reported the other day that his spouse, who is a biomedical researcher, was in the final stages of a long project and was about to reach back to the technical data of an earlier study only to discover the information existed on punch cards. The university where she worked no longer had any technology to allow her to extract the data. Located on the west coast, she heard from an acquaintance that one of the venerable movie studios had just replaced a punch card system used in tracking its vast collections of films and related information. She contacted them and, after agreeing to reboot their old system for her, the studio ran her data without cost.

But what of old technology which is no longer lingering in some kind of hardware/software purgatory where it can be brought back online as necessities arise? Last August, New York Times technology specialist Mary Tripsas wrote about “Staving Off A Spiral Toward Oblivion”. The point of her article was that there are many solid reasons not to abandon old technologies as soon as new ones arrive on the scene. She remarked that companies need to remember that “customers move at different speeds so investments should be focused on market segments that most value the old....[and that] continuing improvements to extend the life of technology... can be a wise business decision—and not necessarily a reflection of narrow-mindedness.” Businesses not doing so run a serious risk of alienating and losing large numbers of both current and potential customers. Ironically, one of her examples of bad decision making was Kodak, which many financial analysts felt had turned its back on its film-based products too abruptly.\*

The ideal situation, according to Tripsas, occurs when industries blend together old and new technologies to help their clients make a smooth transition from one to the other. For example, the concept of electric cars, which dates

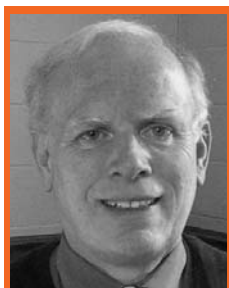
back to the earliest days of automobile production, didn’t really catch on with the public until manufacturers married gasoline and battery propulsion to produce hybrid vehicles. The Chevy Volt, or products like it, may be the next logical advance and even some troglodytes like yours truly may be interested in buying one.

Within our own profession there are a growing number of reports about libraries abandoning books and paper journals at what certain users, and not a few library workers, probably consider alarming rates. There are, I shudder to mention, some libraries which have or are about to abandon paper altogether. Paper is our old “technology” and digital our new but this doesn’t mean the digital age needs to crowd out our more traditional ways of doing things. Instead, we need to retool our services to reinforce the idea that we serve all of our current and potential users – not just the technologically savvy. To stop collecting, or to ditch, paper products which we know appeal to certain members of our client base is as much folly as not creating bridges for our users to the next iteration of library services.

Interestingly enough, products like the Kindle, Sony, and other e-readers, seen as threats to books by many, represent a type of bridging technology because, while the method of delivery is digital, the images they show are representations of printed pages. This is a big advance over e-readers of yore which were little more than lighted .txt files. The emerging market for e-books will get another boost when “electronic paper”, a sheet that looks like paper, rolls up like paper, and yet displays digital images arrives on the mass market scene. Paper and digital blended together to serve a variety of users may be just that inclusive path to the future we need.

Even as digital bridge technologies progress, the issue of hardware remains a knotty challenge. I am not aware of

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# TREMENDOUS, EXCITING, AMAZING

CLA Conference, 2010  
by Randi Ashton-Pritting

President et al

If I was to type one word that would describe the 2010 conference it would be tremexcamazing. Not a word you say? Actually, one word would not describe the conference. Tremendous, exciting, amazing would describe it. But I said one word, so I cheated.

Over the past many months the Conference Committee: Debbie Herman, Jamie Hammond, and Mona Scully-Smith have put together one heck of a conference. As you read through the conference information in this issue of *Connecticut Libraries*, you can see the range and quality of programming and sessions. You see that the Committee has paid attention to the recommendations and suggestions from past years when they thought out this conference. With the help of Pam Najarian, the Committee is making sure this conference is the best of the best!

Not only have they worked extremely hard at getting the best of the best, but they have tied in the best theme – Our Common Ground. As much as we are different we are the same. We may work in very different libraries with very different missions but, we all have patrons. Some of our patrons are infants, some adults working on genealogy, some are students in the academic institutions around the state. But, we all have patrons! We are all working with people seeking everything from jobs, to scholarships, to story hours. As much as we are different we are the same. So, this year's conference is well named – Our Common Ground.

The Committee worked hard with the Mohegan Sun to provide us with the best venue for the event. When you begin making your plans include the hotel in your plans. The rooms are beautiful; the conference center is perfect. Between the

Committee and the Mohegan Sun, we got a great deal! And for that reason the Committee is able to keep our expenses down and provide us with the best of programs.

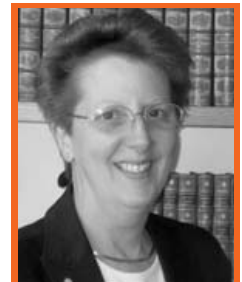
The Mohegan Sun is able to provide us with our own dining room – we can actually eat together for lunch. That hasn't happened from many years. Now, they are working on very special arrangements for an evening social. And let's not forget about FREE valet parking. The Mohegan Sun grounds are gorgeous for all you early morning joggers.

So, as you make plans to attend, think about joining us on Sunday evening and staying until Tuesday. This year has been a tough one on all levels – our budgets, staffing, book censoring, and don't forget the State budget woes (as if we could). We have a lot to celebrate! There are libraries receiving the best of the best awards, students receiving scholarships, grass root programs, and authors, authors and more authors. Come learn new things, different ways of doing stuff, meet with the vendors, and enjoy each others company.

The vendors play an extremely important role in our conference as Rob Simon and his committee will tell you. So, meet with them, please tell them thank you for continuously supporting what we do. Without the vendors our conference expenses would be much higher.

The conference registration is open and ready and it has been streamlined to make things very easy for you. Come and join us for the fun.

So, HATS and HORNS to Debbie, Jamie, Mona, Rob, and Pam for one heck of an incredible conference!



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## "HELLO, I MUST BE GOING"\*

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### Connecticut Library Association Resolution in Tribute to

*David Kapp*  
November 2009

**Whereas** David Kapp was the Editor of *Connecticut Libraries* for 24 years, producing over 250 monthly issues, and doing so with skill, professionalism, and a sense of humor; and

**Whereas** David Kapp was the primary catalyst for transforming *Connecticut Libraries* into one of the best publications of any state association; and

**Whereas** David Kapp made *Connecticut Libraries* an essential source of information, inspiration, and entertainment for thousands of CLA members; and

**Whereas** David Kapp polished the printed words of countless columnists, writers, and CLA Presidents by transforming submissions that were occasionally late and sometimes in-need-of-improvement into articles more readable than the writer ever thought possible; and

**Whereas** David Kapp provided leadership to the CLA, not just through his stewardship of *Connecticut Libraries* but also through his wise advice and counsel to multiple CLA Boards and CLA Editorial Committees; and

**Whereas** David Kapp made *Connecticut Libraries* an essential benefit of membership in CLA, and an indispensable resource for the Connecticut library community; and

**Whereas** David Kapp was a trusted colleague and a treasured friend and mentor to so many in the Connecticut library community; therefore be it

**Resolved:** that the Connecticut Library Association salutes David Kapp for his hard work, his superb guidance, and his knowledgeable advice to the organization; and be it further

**Resolved:** that the Connecticut Library Association bestows Lifetime Membership in the Connecticut Library Association upon David Kapp in gratitude and appreciation for his dedication and commitment to Connecticut libraries, librarianship, and CLA.

Approved November 5, 2009

School, where one of my most successful exhibits was called "Boston Business Collects." The cachet of the Business School was such that I was allowed access to the important art collections of major Boston corporations whose executives were delighted to loan their treasures for display to the future MBAs they hoped to hire someday. Along with Norman Stevens, I spearheaded the exhibits program for the UConn Libraries, serving as chair of the Exhibits Committee for decades. That very active program has presented the work of hundreds of artists and crafters from Connecticut, New England and beyond.

As for travel, I sometimes visit libraries—more for their architecture than their collections. Most recently, on the recommendation of Maxine Bleiweis, I visited and was wowed by Amsterdam's spectacular new public library. In this country, one of the most exciting libraries I've seen is the Salt Lake City Public Library.

**We know you like to travel. Will you be doing more of that now that you have settled into a new home and location? What else will be keeping you busy for the foreseeable future?** I am married to a woman who will go anywhere if given a free airplane (or bus or train) ticket. So it is inevitable that I will be doing more traveling if I don't want to be left behind. We are members of a home exchange club and have enjoyed wonderful experiences ranging from a penthouse in Manhattan to a posh flat overlooking the Minster in York, England to an awesome cliff-side house in New Zealand. We will travel until the day that airport security requires us to disrobe in public. The town of Mashpee, MA, where I now live, will open its gorgeous new library in May. Perhaps you'll find me there shelving books as a volunteer. And I may also have a new career with E-Bay, selling the 'treasures' accumulated over several decades and that now fill the basement of my new home.

**Few would argue that your editorship of *Connecticut Libraries* has been anything but brilliant. What drew you to Connecticut Libraries when the editorial position became available?** It must have been the generous salary.

The more realistic answer is: 1) I wanted to become involved with CLA, and 2) I'd been interested in newsletters as a way of facilitating communication among people with common interests since I worked in Widener Library in the late 1960s. During that tumultuous time in Cambridge, another library rabble-rouser and I started an underground newsletter called *The Iceberg* with the intention of getting the tradition-bound library administration to take positions on some of the social issues of the day. We failed, of course, but it was energizing to try. When I moved to UConn, I began a weekly newsletter called *TWTW* (The Week that Was) for the library staff. In addition to the usual news about people and policies, it included movie and restaurant reviews and an occasional poem. Later, I renamed it *The Innocent Bystander*, and others carried on with it after I retired. And for many years, I also edited the UConn Libraries' newsletter for faculty, staff, students and donors.

**We know that you are an excellent writer yourself. What skills must an editor possess that a writer does not need to have?** The critical difference between an author and an editor is this: An author must find his or her authentic and unique voice to be genuinely successful. An editor succeeds by helping the author find that voice and resisting the substitution of his own voice for the author's. It also helps to have a reasonable grasp of grammar, and to know how to spell and punctuate. Commas still pose a struggle for me.

**Do you have favorite Connecticut Libraries achievements that make you smile when you think about them?** The achievement that pleases me most is the gradual transformation, over the years, of a mundane newsletter into a publication that is, in essence, a small magazine—filled with read-worthy articles that inform, instruct, and entertain.

**Are the topics covered by *CL* much different now than they were when you started? If so, how are they different? Is it because of the changing profession, the interests of the contributors, or is it because of your seeking out those types of articles?** While many of the topics that interest the profession then and now are similar, there is no resemblance between the version I inherited and the most recent editions of *CL*. The earlier version was devoted largely to brief announcements, calendar items, blurbs, and other very short items. Today's magazine is written by a team of regular columnists, and includes one or two additional articles of moderate length, and updates on significant CLA activities. I guided *CL* away from things that can be done better by others (e.g., a calendar of continuing education activities) or in other venues; anything that is date sensitive is probably better delivered online rather than in print. I chose instead to create a professional (both in content and appearance) library magazine for the CLA membership.

**Speaking of the profession, your editorship spans decades. What major changes to librarianship have you seen in that time?** The most obvious change, of course, is the pervasive presence of technology in everything we do. And except for the fact that the technology is always

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# Prioritizing Library Website Development

by Sharon Clapp

The big project that I'm working on right now is the reengineering of the state library's website. I say reengineering because we've already done a couple of "site refreshes" in recent years. This project is on a whole different scale. I've been following the latest thinking on issues related to website design from professional usability experts and information architects. I know that most libraries don't have dedicated webmasters or systems librarians, so I'd like to summarize some of the things I've picked up along the way.

Too often, we treat our library websites like traditional construction projects, as though they could be constructed then left alone for years at a time. But websites are more organic, in need of constant care and feeding. You can't just move from one big redesign project to another, leaving the website to languish in between.

I'm not suggesting that all libraries should do a "reengineering" project like the one I'm working on. In fact, there is an alternative – one that's actually very web-appropriate and doable. You can follow the Kaizen (Japanese for "continuous improvement") business model called "iterative design" in geek speak. In other words, take small, incremental steps repeatedly and often to improve your website over time.

So what's a good starting point for working with your website? First, you need to ask "what's the purpose of my library's website?" The resulting mission statement can guide you when you have to make decisions about your website. The website's mission needs to support the organization's mission, but repeating the organizational mission and adding the term "online" isn't enough. It's not just about your organization's needs, it's about the needs, wants, and expectations of online users.

But your end users aren't a homogeneous block, nor do they always come to you with the same needs. There are several levels at which your website needs to operate to meet user needs. There are the basic questions that your site must answer, such as providing your library's hours, address, and phone number. This base-level information provides users already interested in your physical library with the facts they need to take advantage of its services and collections. In addition to the basics, your site should quickly and painlessly guide website visitors to your online services and collections. As David Lee King asks, "what can users do at your website?"

Ideally, your website efforts move beyond not irritating users and into the realm of "surprising and delighting" them. It may be simpler than you think. Here's a good example—I was mentioning to a friend that she could renew her materials

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Sharon Clapp  
is web resources  
librarian at the  
Connecticut State Library

# Technology & Media

When to Say Good-bye  
by Bruce Johnston

When considering our budget for the near future, the situation is not encouraging. Most libraries are reigning in spending on expensive new technology projects in order to protect jobs and collection budgets, and rightfully so. But that doesn't mean there isn't work to be done. Now is a good time to examine the collections we offer our patrons, and consider where the technology has gone since some of our acquisitions were purchased. Some housekeeping may be in order, which may in the long run save space and other costs, and result in more appropriate collections being developed.

So how about a specific example of what I am talking about? Recently, I was asked to reconfigure a space in our library with some re-purposed computers. I happened to stumble into our old media area, where I found boom-boxes leashed to carrels, mini VHS players, an international multi-zone VHS player hooked up to an old TV, and even a laser disc player. Remember laser discs, which looked like an LP-sized CD-ROM? Remember LPs?

If your library has been around a while, chances are it made purchases that are no longer in sync with the media or equipment in use today. Since we are savvy systems folks, we can use our catalog systems to determine whether current usage justifies the continued offering of a specific type of media and its related equipment. In recent years, the audio cassette went from being a ubiquitous feature in the dashboard of a new car to being increasingly hard to find. Now, new cars are increasingly offering convenient jacks for personal MP3 players right in the console, with no cassette player in sight. The CD won't go the way of the cassette right away, but change is coming. Maybe that cassette budget can safely be re-directed to newer media, and the collection gradually replaced.

These considerations also apply to equipment maintained for in-library use of selected media. For example, earlier computers had only a CD-ROM drive, but even cheap workstations, if recently purchased, have DVD drives that play movies as well as music or data CDs. Do you have DVD players hooked up to old picture-tube style TVs to show movies? A computer with a DVD drive and a flat screen monitor would do the job just as well, and use less energy, too. In addition, a portable LCD projector could give you a better picture for a group of people to watch.

In short, you can determine if your older media or equipment still reflects the needs of your patrons. Now is as good a time as any to investigate that, if for no other reason than to ensure your precious acquisition dollars go to purchases that give you the best bang for your buck. You may also end up saving time and hassles with obsolete equipment. And that is welcome news.



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Technology

# Excellence in Public Library Service Awards

JOBS 2009: A SPECIAL SERIES AT FAIRFIELD PUBLIC LIBRARY

by Judy Sparzo

A new year is often a time for reflection, both personal and professional. If you had asked me a year ago to reflect on what 2009 would bring to Fairfield Public Library, I doubt my response would have come close to the reality. I certainly couldn't have imagined that I would play a part in creating and providing a year-long program series that had a zero budget, wasn't even an idea until a month before it was launched, and that would eventually win the 2010 Connecticut Award for Excellence in Public Library Service.



Judy Sparzo is a Reference Associate at the Fairfield Public Library and will be awarded her M.L.S. in May, 2010.

In December, 2008, Library Director Maura Ritz and I planned what we thought would be a 15 week series of presentations to assist the many newly unemployed patrons that were descending on our library. We named the series Jobs 2009; an eerie prediction of what (and how many) would come. Fifteen weeks became 39 weeks of programs with over 2000 attendees and an additional 2200 hits

on a newly created podcast web page, as well as 3 weekly networking groups, a virtual group on LinkedIn, and many new web pages offering career resources, all conceived and added to support this behemoth.

You might say, "We couldn't possibly do a program like that at our library - we don't have the staff, the funding, or a plan." We had misgivings as well, but decided that given the overwhelming need of the recently unemployed, the response had to be, "How could we NOT do a program like this for our patrons?" The beauty of Jobs 2009 was that a zero budget drove us to get creative and work with what we DID have (a new theme for this "great recession"). Maura and I formed a list of our contacts and started making phone calls. The power of networking is truly amazing—never underestimate who you know, and who your staff knows. Those contacts recommended other contacts,

and the Jobs 2009 series was designed around the variety of skilled presenters that agreed to help: an attorney, a banker, a life coach, United Way 2-1-1, the founder of FairfieldCountyJobs.com, a local recruiter, and many more. We asked them to help us help our community, and the response was overwhelming. Once the press picked up on our program, the attendance numbers jumped and so did the offers from other professionals in the community that wanted to offer their services. The cost? Just our time, energy, and effort.

As with all ideas that are a work in progress, we had some unexpected yet positive results. The professionals that gave their time and expertise received press and exposure that drove new business to them – a win for all. These new community partnerships have continued to bear fruit for the Library, in the form of ongoing offers of financial and professional support. The grateful response from the attendees filtered up to the town governing bodies, offering the Library some much-needed immunity from budget cuts in a year where funding cuts at the state and municipal level were deep and devastating. And most importantly, the series brought in thousands of patrons

—many of them new to our library—and created goodwill beyond any marketing campaign we could have ever dreamed of.

Fairfield Public Library is moving forward with Jobs 2010 and a new focus on interactive, hands-on workshops that give job seekers the chance to practice what they are learning. We know that the unemployment numbers are still in the double digits, and Connecticut residents in every town and city are looking for support. Why not take this misfortune and turn it into an opportunity for your library and your community? Jobs 2009 is inexpensive, infinitely replicable, and one of the most personally rewarding opportunities I have ever had to meet, greet, and assist our community. I welcome contact from anyone that would like more information about Jobs 2009/2010. I can be reached at [jsparzo@fpplct.org](mailto:jsparzo@fpplct.org) or at 203-256-3063.



# Excellence in Public Library Service Awards

## COLLABORATIVE PROGRAMMING AND THE GIRLZONE AT ESSEX LIBRARY

by Jenny Tripp

In a perfect world, libraries wouldn't have to compete for anything but awards. Grants would write themselves, and we'd have unlimited resources to put toward building great collections, booking brilliant programs, and promoting literacy and culture. Unfortunately, this is not that world. Our resources, budgets, and staff are shrinking. Our collections get shabbier and smaller, and we find ourselves relying on the kindness of patrons to replenish our shelves. As for programming? Forget the high-priced opera troupe whose listing we'd been admiring on the CLC website. Let's see if we can get that guy from down the road who plays spoons.

At the same time we see a swell of patron need, as families feeling the financial pinch rediscover their local libraries as a low – or no-cost alternative to bookstores, Blockbuster, home internet, and preschool. We may never have been more needed, or more overextended. Who among us hasn't sometimes felt like Scarlet O'Hara, frantically cobbling together a new dress from the drawing room drapes?

Fortunately, librarians are the original mothers and fathers of invention. Who else can turn a paper plate into a Halloween mask with just a handful of yarn snippets and a glue stick, while simultaneously ferreting out an arcane literary reference for a high school kid whose paper is due yesterday, tactfully leading a patron bellowing into his cell phone to an empty study room, and unclogging a toilet that someone's mistaken for a diaper pail? Making the most of a little requires a willingness to think outside of the box, to hunt for resources in places you hadn't looked in before, and most important of all, to get other people on board.

A case in point is the success of our GirlZone program for which the Essex Library was honored this year. GirlZone, an eight-week self-esteem and life skills program aimed at teen girls, was a collaborative effort from start to finish. Beginning with a generous grant from the Middlesex Community Fund, we partnered with the Paul and Lisa Foundation to develop a program that could address the issues that concern our young women: healthy nutrition and eating disorders, good grooming, job interviewing skills, predator awareness and internet safety, even etiquette and table manners. Our presenters were local businesswomen and professionals, who donated their time, expertise, and mentoring skills. One generous restaurant owner even threw a formal dinner at which our young graduates got to practice their newly-minted social graces.

What did we learn in doing GirlZone? First, partnership is powerful. Using community resources kept the program costs low, providing a model that nearly any library can follow. And it doesn't stop with GirlZone. Every person who walks into our libraries is a potential collaborator. Those casual chats you enjoy at the desk can lead to some amazing partnerships. Do you have a patron who speaks a foreign language? Who does watercolors? Who has a passion for yoga, or Beatles memorabilia, or eco-tourism? It's amazing how much people have to share, and how easy it is to facilitate that.

Every other non-profit in town has something to offer, from the Historical Society to the Garden Club. Get together with them, and get creative. Share your resources, your inspirations, and your means. Work together on a lecture, or a class series, or a grant proposal. Grantors love collaborations, and so should you. Alliances extend our reach, allowing us to provide a level of service to our patrons above and beyond what our budget allows. Alliances help us to stay afloat in hard times, and they'll be great resources when times get better.

*Jenny Tripp is the Programming Librarian at the Essex Library.*



A formal dinner for program participants—part of the GirlZone program at the Essex Library

## PRIORITIZING LIBRARY WEBSITE DEVELOPMENT

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online and her eyes flew open wide—"I can?!" she exclaimed. With downloadable ebooks (through iCONN, library consortia, or subscribed to on your own) you can provide another great new service online. Sometimes surprising and delighting your website visitors will just come from better exposing what you already offer online!

**NOTE:** This shortened article is available in full on our online issue website: <http://www.ctlibraryassociation.org/ctlibraries/>



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# New @ CLA: The Resource Sharing Section

by Stephen Cauffman

CLA has a new section dedicated to Resource Sharing. The section was created in response to a need for more professional development opportunities in Connecticut concerning resource sharing issues. Born from discussions at CLC's Interlibrary Loan Roundtable meetings, we collected the required 15 signatures and petitioned the CLA Executive Board who voted the section into being at their meeting in June 2009.

## What is resource sharing?

The section's bylaws define resource sharing as "the library service that seeks to make the collections of one library available to the patrons of another library efficiently and effectively. Resource sharing incorporates activities related to interlibrary loan, including automated discovery tools, such as shared online catalogs, physical and electronic delivery, and reciprocal borrowing." In addition to those services, the section will keep an eye on related issues, such as:

- cooperative purchasing and shared collections
- shared storage facilities
- use of interlibrary loan statistics for collection development and management
- copyright and permission issues with respect to interlibrary loan
- aspects of quality assurance, efficiency studies, best practices
- library 2.0 and the impact of services such as Open WorldCat and Google Scholar

We are pleased to sponsor three sessions at the CLA Annual Conference this spring: one will be physical delivery of library material, one will be on calculating the cost of ILL, and the third will be on interoperability between circulation and interlibrary loan systems. At one of the sessions, the section will hold its first annual meeting and we will be voting for our first Chair and Chair-Elect.

## Join us!

If you are interested in Resource Sharing issues (and if you've read this far, my

guess is that you are interested!) consider this an invitation to join your CLA colleagues and become one of the 'founding members' of this new section. As a section member, you can attend session meetings and discussions and help us plan section events. You will be eligible to be on the Resource Sharing Executive Committee. If you prefer a smaller role in the section, we will be kept up-to-date on our activities through our communications to section members. To see a list of past and upcoming section activities, visit our wiki at <http://clarss.pbworks.com>

To join the Resource Sharing Section, you can send your name to me (Steve Cauffman, [scauffman@cslib.org](mailto:scauffman@cslib.org), acting Chair until July 2010) or you can simply check off "Resource Sharing" on your CLA membership renewal form. We look forward to hearing from you!

*Steve Cauffman is the reQuest Interlibrary Loan Coordinator at the Connecticut State Library, and Committee Chair for the Resource Sharing section of CLA.*

## "HELLO, I MUST BE GOING"\*

continued from page 4

changing and moving too fast, I think it is all to the good (well, tweeting may be an exception). We can offer services to our clientele and interact with them in creative ways that we never imagined possible when I took over *CL*. Then, too, I very much like the growing perception of the public library as information central, the anchor of a community's intellectual and social life, and a driver of economic activity. Connecticut has built dozens of wonderful new or renovated libraries during my tenure as editor; without exception, they are the source of great civic pride and the jewels of their communities. It's been a pleasure to feature each of them in the pages of *CL* as they have opened, or reopened, their doors for service.

**Your longevity as a CLA insider is remarkable. Any thoughts on where the organization is headed?** Much of the success enjoyed by Connecticut's libraries today is based on the enthusiastic, energetic work of a generation of librarians and others who are now retired or are on the verge. Despite the hard work of those who have worked on the Membership Committee over the years, CLA, like many other professional organizations, has been unable to recruit enough new and/or younger people to maintain the energy of those departing gray heads. Currently, asso-

ciation membership is only two-thirds of what it was when I first took the job as editor of *CL*. Recently, a corps of talented and energetic younger people has joined the CLA Board and has initiated some fresh approaches to the problem. That's a hopeful sign and an encouraging first step toward restoring the vitality of the organization. However, the decline in membership has occurred over many years and it is likely to take years to rebuild the membership. A well-planned, coherent, multi-year campaign to increase membership is critical if CLA is to thrive. I would recommend this as priority one for every new CLA president and board member.

**Any final words to CL's readers as you ride into the editorial sunset?** It's been a great pleasure. I hope you enjoyed it as much as I did.

*Vince Juliano is Assistant Director at the Middletown Russell Library; Bill Uricchio is Director of the UConn Greater Hartford Campus Trecker Library*

\*[The article title is a Groucho line from "Hooray for Captain Spaulding," a song from the Marx Brothers' movie "Animal Crackers" (1936): "Hello, I must be going, I cannot stay, I came to say, I must be going. I'm glad I came, but just the same I must be going."]

# 2010 Connecticut Library Association Annual Conference

"OUR COMMON GROUND": THE 119TH ANNUAL CONFERENCE AT MOHEGAN SUN  
MONDAY, APRIL 19 & TUESDAY, APRIL 20, 2010

From a baby at a lapsit program in a public library, to a student in a school library, on to the academic library of higher education, and then back to the public library as an adult bringing their own children to lapsit, the library is a constant in our lives. Through this time of economic turmoil and uncertain budgets, librarians have worked together to preserve the tools required to provide information to all patrons. We seek to minimize our differences and celebrate our common ground!

Go to the CLA Website to Register:  
<http://www.ctlibraryassociation.org/conf.htm>

## Preliminary Program Schedule

### Monday, April 19, 2010

8:30 am - 9:00 am

- CLA Awards Ceremony
- Exhibits Open
- Breakfast is Served!

9:00 am – 10:00 am Keynote Address

#### • **Gina Barreca: Laughter is the Best Medicine**

Join Regina Barreca, humorist, author and educator, as she helps us navigate through these tough times using our sense of humor. Professor Barreca is the author and editor of numerous books. Her latest is *It's Not That I'm Bitter: How I Learned to Stop Worrying About Visible Panty Lines and Conquered the World* (St. Martin's, 2009). The University Press of New England will publish her next book, an edited collection titled *Make Mine a Double*, in 2010.



10:15 am – 11:15 am

#### • **What Does Interlibrary Loan Really Cost?**

Join Mary Jackson as she discusses the results of the Interlibrary Loan (ILL) cost studies coordinated while she was the Director of Collections and Access Programs for the Association of Research Libraries (ARL). Attendees will receive copies of detailed cost worksheets that can be used as a tool to determine the cost of a library's ILL operation.

#### • **Children and the Law**

Youth services librarians and library directors regularly face questions with legal implications for children in libraries. Join S.C.S.U. Professor Arlene Bielefield, M.L.S./J.D., for advice on navigating the often murky waters of the laws that apply to these issues.

#### • **History of Children's Literature**

Timothy Young, curator of the Betsy Beinecke Shirley collection, will give a slide-show tour featuring gems of



American Children's Literature found in the Beinecke Library at Yale. These drawings, sketches, and paintings are the focus of *Drawn to Enchant*, a catalog that traces the development of children's books from the early days of American Independence up to the present day.

#### • **Publicity Roadshow**

Winners of the 2010 CLA Publicity Awards in the print and non-print categories share their prize-winning entries. Join us as our talented designers present their projects, explain the design process, tell us how much it cost, and answer your questions.

#### • **Using Library Toolbars**

UCONN librarians Marsha Lee and Phara Bayonne will give you tips on creating your library's own custom, downloadable browser toolbar using Conduit, a free web-based service.

#### • **CASL Presents Tasha Squires**

Drawing on her book *Library Partnerships: Making Connections between School and Public Libraries*, Tasha Squires will focus on how librarians can work together with their counterparts and support their communities by utilizing each other's resources through blogs, Facebook pages, YouTube videos and podcasts.



11:15 am – 12:00 pm

#### • **Visit the Exhibit Hall with refreshments!**

12:00 pm – 1:00 pm

#### • **Signed, Sealed, Delivered: Physical Delivery of Library Material**

Join Scherelene Schatz, JerseyCat and JerseyClicks Project Manager for the New Jersey State Library, for this overview of the Delivery Committee's Rethinking Resource Sharing initiative. Includes experiments with delivery of library material directly to patrons.

#### • **Teen Spaces: Making it Work**

Big space? Teeny space? No space? How do you use the room you have to make teens feel welcome at your library? Come to a visually-rich discussion on teen spaces. Find out how to maximize the minimum and make your space work for you and for your teens!

#### • **Steal this Program! Award Winning Library Service**

The winners of the Excellence in Public Library Service Awards will tell all. Judy Sparzo, from the Fairfield Public Library, will describe the success of their Jobs 2009 program. Jenny Tripp, from the Essex Library, will talk about their Girlzone program, an 8-week series developed to teach life skills and enhance the self esteem of girls ages 13 to 17.

#### • **Innovative Patron Services, Sponsored by NELA**

LYRASIS Library Consultant Margaret Lourie will bring attendees up to date on some of the latest innovations. Margaret will cover the latest in library catalogs, on-demand printing machines, patron-driven acquisitions, social media, mobile phone library services, and patron-focused circulation systems.

- **Evaluating Audiobooks for Youth**

Join Robin Whitten, founder of *AudioFile Magazine*, Connie Rockman, past member of the Odyssey Committee, and Amy Lilien-Harper, librarian and ALSC Notable Children's Recordings committee member, for advice on discovering, evaluating, and selecting the right audiobooks for your patrons.

1:00 pm – 2:00 pm

- **Lunch in the Sunburst Buffet**

2:00 pm – 3:30 pm

- **Advocating for Your Library in Tough Economic Times**

Join us for a panel discussion on best practices for legislative advocacy. CLA lobbyist Bobby Shea, CLA President Randi Ashton-Pritting and others will share their advocacy success stories and provide tips on how to successfully advocate for all libraries.

- **Speed Mentoring**

New to the profession? You're invited to attend one of our popular Speed Mentoring sessions. Modeled on the concept of "Speed Dating," this program provides the opportunity for students and change-seekers to spend a few minutes conversing with seasoned librarians. Make a connection and network with colleagues. Register today by visiting [speedmentoring.pbworks.com](http://speedmentoring.pbworks.com)!

- **Making the Leap: Migrating to Open Source**

Libraries across the country are enthusiastically switching to open source I.L.S.s. Hear from CT colleagues who are making the leap. Bibliomation will talk about their experience migrating small libraries to Evergreen in preparation to move their entire consortium. Gary Giannelli of the Ferguson Library will discuss his library's implementation of Koha.

- **Storytelling for the Very Young with Peg Donovan, Paul Recker & Ellie Toy**

These three noted storytellers will share their experience, insights, and strategies to help you find your comfort zone and feel more confident in your own storytelling with preschoolers.



- **Digitization Nation**

Brenda Miller of the Hartford History Center, Kathy Foulke of Connecticut History Online, Ann Weaver of Library Connection Inc., Gail Hurley of the Connecticut State Library, and Anne Farrow of Encyclopedia of CT History Online will showcase a new collaborative initiative for digitizing local image collections and sharing them with the wider world. This program is designed to become a statewide model, one in which Connecticut libraries, historical societies and museums would receive financial and technical support in digitizing their image collections.

3:30 pm – 4:30 pm

- **From Wish to Reality: Interoperability and Interlibrary Loan**

Mary Jackson, Resource Sharing Product Manager for AutoGraphics, will provide an overview of how Interlibrary Loan (ILL) systems interoperate with circulation systems using the NISO Circulation Interchange Protocol (NCIP). Sue Berescik, Director of East Hampton Public Library, will demonstrate her library's implementation of NCIP.

- **Low Cost Technology for Children**

More than ever, libraries are deeply involved in creating 21st century learners who understand, respect, and utilize technology. Join children's librarian Heather Baker as she shares technology tips that won't break the bank.

- **Snapshot Day**

Join us for a recap of the first-ever Snapshot Day: A Day in the Life of Connecticut Libraries.

- **Book Buzz!**

What's the buzz? Come hear it directly from the Macmillan, Norton, Workman/Algonquin and Harper publishing houses in this exciting tour of what's happening next in the world of books!

- **Websites for Libraries**

Sarah Bagwell, web developer at Miranda Creative, Inc., will give an overview of four library websites developed in 2009. Bagwell, the lead library web developer, will take you through the process of developing a library website.

4:30 pm – 5:30 pm

- **Visit the Exhibit Hall for Afternoon Coffee and Networking!**

## Tuesday, April 20, 2010

8:30 am – 9:00 am

- CLA Annual Meeting
- Exhibits Open
- Breakfast is Served!

9:00 am – 10:00 am Keynote Address

- **Jeff Goodell**

Jeff Goodell is a contributing editor for *Rolling Stone* and a frequent contributor to the *New York Times Magazine*. He is the author of the *New York Times* bestseller *Our Story: 77 Hours That Tested Our Friendship and Our Faith*. Goodell's memoir, *Sunnyvale: The Rise and Fall of a Silicon Valley Family*, was a *New York Times* Notable Book. His latest book, *How to Cool the Planet*, will be published in April 2010.



10:15 am – 11:15 am

- **Friends Group Support for Academic Libraries**

Emily Silverman, Director of Development, W.E.B. Du Bois Library, University of Massachusetts at Amherst will discuss how Friends and others in the community provide support. She will be joined later in the program by Jennifer Hadley from the Friends of Olin Library at Wesleyan University. Sponsored by the Friends of Connecticut Libraries.

- **Hot Summer Reads: A Publisher Preview**

Get a sneak peak at what the hot trends are in children's and YA publishing later this year. Editors from Random House, Penguin and Harper Collins will offer presentations on their favorite upcoming summer publications.

- **Writing with Pictures: An Artist's Journey to Empower Young Readers Through Storytelling**

Animator-turned-author Eric Wight discusses the path that led him from Hollywood to children's publishing. Wight will offer his own perspective on the history of graphic novels, dispel some of the misconceptions that surround them, and explore their educational potential.

- **Reference Librarian's Toolkit: Maps**

If you felt not quite up to the mark the last time you got a "map question," attend this workshop. William Miller, the Map Library Manager at UCONN's Homer Babbidge Library, and his colleague Michael R. Howser from the Map and Geographic Information Center, will teach us what all those weird-looking lines and abbreviations mean so that we can better serve our patrons.

- **Marilyn Johnson, author of *This Book is Overdue: How Librarians and Cybrarians Can Save Us All***

Join Marilyn Johnson, former staffer at *Esquire* and *Life* magazines, and acclaimed author of *The Dead Beat*, as she describes in humorous fashion how today's librarians meet the challenges of constant change, exploding technology, and shrinking budgets, and finds we are more vital and relevant than ever in this fast-changing digital age.

11:15 am – 12:00 pm

- **Visit the Exhibit Hall with refreshments!**

12:00 pm – 1:00 pm

- **Upstairs/Downstairs: Advocating Successfully for Youth Services**

Join Melody Allen, who spent almost 30 years as Rhode Island's state children's services consultant, for a program on ways to overcome misconceptions, gain respect and resources through effective communication and advocacy techniques.

- **Addressing Adult Literacy: a Volunteer Supported Model**

Join us for a panel presentation exploring Bloomfield's Wintonbury Branch Library's experience in developing a volunteer-based adult literacy program. We launched the program in August 2009 in conjunction with our community partner, Literacy Volunteers of Greater Hartford.

- **The Customer Focused Library**

In this session, we will discuss examples of organizations that put the customer first and libraries that have successfully implemented this philosophy. The success of this fun and dynamic workshop depends upon excellent participation - so come armed with your stories and ideas!

- **Be Where Your Patrons Are**

Twitter, MySpace, Text messaging . . . Are you perplexed about how to use all the new social networking tools to meet the information needs of your patrons? Merry Uk, will tell us about her successes working with these tools at the Danbury Public Library.

- **Public/ 9-12 Partnership Success!**

Participants will leave this session with strategies to build and strengthen the K-12 school library and community library alliance. Learn how to enhance your library's value and visibility through a stronger partnership between the school and town libraries.

- **Library Salaries in the Real World**

Panelists Richard Conroy, director of the Essex Library Association, and Sandy Brooks, author of the report "Support Staff Salaries in CT, 1998-2008" will present a salary outlook for librarians and library support staff in Connecticut.

1:00 pm – 2:00 pm

- **Lunch in the Sunburst Buffet**

2:00 pm – 3:30 pm

- **Websites and Access for People with Disabilities**

Learn the principles of web accessibility and why it matters. Kathy Gips from the New England ADA Center in Boston

will give an overview of the Section 508 access standards and the Web Accessibility Guidelines for web accessibility. She will review the resources for more technical questions and discuss how to evaluate a website for accessibility.

- **RFID in Libraries**

Please join us to find out more about this rapidly developing technology from two libraries, Darien Library and the University of Connecticut Libraries, currently using this system.

- **Becoming College Students: Information Literacy Training and Librarians' Roles**

Our panel will discuss how students have changed over the last decade and how the efforts of high school media specialists, First Year Experience Programs and collegiate Information Literacy programs help students transition to the rigors of higher education. Panelists include Steve Jarvi and David Ouimette from the UConn's First Year Experience Program, Veronica Kenausis from the Haas Library at WCSU, and Natalie Koehler, from Danbury High School.

- **Austen Revisited: Bringing Historical Fiction to Life**

Self-professed history geek and young adult author Marissa Doyle will discuss her stealth mission to introduce readers to the joys of history through fiction as well as blogging. Following Ms. Doyle's author talk, Connecticut's "Victorian Lady" and costume expert Kandie Carle will model Regency and Victorian attire.

- **Speed Mentoring**

See "Speed Mentoring" Monday 2 pm for details.

- **Outrageous Possibilities: Collaborating on Change Ideas**

In this VERY interactive session facilitated by Bernice Rocque, you will collaborate with fellow colleagues to generate some crazy and not-so-crazy opportunity ideas.

3:30 pm – 4:30 pm

- **Yours from 8-3, Mine from 3-8: Collaborating With Your Public Library or School Library**

Why is collaboration between Public and School libraries so often hit or miss? Come to a panel full of people who have succeeded in making this kind of collaboration work.

- **Strengthening Workplace Relationships**

MaryBeth Jordan, Director of the Employee Assistance Program at Lawrence & Memorial Hospital in New London, Connecticut, will ask participants to consider how they impact others in the workplace and will help define behaviors that create a respectful and collaborative work environment.

- **Engaging Teens @ Your Library**

Come listen to some innovative ideas and challenges from two exceptional speakers, Lambert Shell, YA Librarian and Coordinator of Youth Enrichment Services at Queens Library and Professor William H. Foster III, a Black Comic Books Historian/collector and English Professor at N.V.C.C.

- **Foursquare, Twitter and Texting: A Mobile Strategy for Libraries**

'Check in' at this session with Joe Murphy (libraryfuture on Twitter) from the Yale Science Libraries and learn what's behind all the hype about mobile and social technologies like Twitter and Foursquare.



4:30 pm – 5:30 pm

- **Visit the Exhibit Hall for Afternoon Coffee and Networking!**



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## Connecticut Libraries

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David Kapp, former editor of this publication, interview. *Page 1*

Bill Uricchio explores old technology. *Page 2*

Randi Ashton-Pritting talks about the CLA Conference. *Page 3*

Sharon Clapp talks website development. *Page 5*

Bruce Johnston also explores some old technology. *Page 5*

Judy Sparzo talks about the jobs programming at the Fairfield Public Library, and Jenny Tripp explains what makes programs like GirlZone work. *Page 6-7*

Steve Cauffman introduces the new Resource Sharing section of CLA. *Page 8*

CLA Annual Conference information is here! *Pages 9-11*

2010 Annual Friends of Connecticut Library Awards. *Page 12*

# 2010 Annual Friends of Connecticut Library Awards

**NOMINATE YOUR FRIENDS GROUP OR AN OUTSTANDING INDIVIDUAL**

## FROM YOUR GROUP

The Friends of Connecticut Libraries is pleased to invite all Friends Groups to participate in our 2010 awards. This is an opportunity to recognize talented people in your organization, and nominate them for one of the Friends of Connecticut Libraries Awards. Librarians as well as Friends may nominate their Friends for the award.

Did your group try something new this year? Did you realize a major goal? Do you know of people who made things happen or provided extraordinary support to your Friends organization? It is a wonderful way to honor your members who work hard and effectively for your organization.

The awards will be presented at our annual meeting on June 12, 2010 at the Cheshire Library. The winning Friends groups will receive their recognition in the company of people who understand and personify dedicated library service.

Don your thinking caps and tell us about your wonderful accomplishments. Let's have lots of competition for these awards. All the information you need is on the nomination form. Email Mary Engels at [mengels@cslib.org](mailto:mengels@cslib.org) to receive a form. Time is on your side — forms are due April 9, 2010 — but don't set it aside too long.

If you have any questions regarding the awards call the FOCL awards committee chairperson Polly Fitz at 203-488-7701 or e-mail [goodtable@aol.com](mailto:goodtable@aol.com).

## OBVERSION

continued from page 2

libraries which have made decisions to hold on to passé equipment and software in the event someone wants to access, for example, a word processed file from pre DOS days on a computer drive that uses 5.25" floppies. Other items which are increasingly difficult to find include Betamax and U-matic format tape machines (and increasingly VHS equipment), tape players (cassette, reel-to-reel and, horrors, 8-track), microcard/film/fiche readers, movie projectors of any type, computers capable of reading files produced by old software programs like MultiMate, and so forth. At risk, of course, is a wealth of data that can be accessed only by such ancient tools. I am not exactly sure what role libraries can play in this scenario other than creating a last piece of junk repository, to which I will gladly send my Betamax. One alternative may be reliance on the good will of Hollywood movie studios which seems of dubious promise to say the least.

\*Note: Kodak may get the last laugh financially as evidenced by its very recent patent infringement suit against Apple and Blackberry for allegedly using Eastman's digital technology in the iPhone and other popular portable devices. According to the report, the outcome of the suit, if successful, will be a lot of money being directed at Kodak for penalties and then later licensing fees for future iPod and Blackberry products. One wonders if Kodachrome might have remained had Kodak pursued this line of revenue earlier? In an odd way, the suit is an example of "what goes around comes around". In 1986 Polaroid won a significant patent infringement suit against Kodak for marketing Polaroid's instant camera and film processes under the Kodak name. By court order, Kodak was driven out the instant camera business and had to fully repay customers who had purchased one of its instant cameras.