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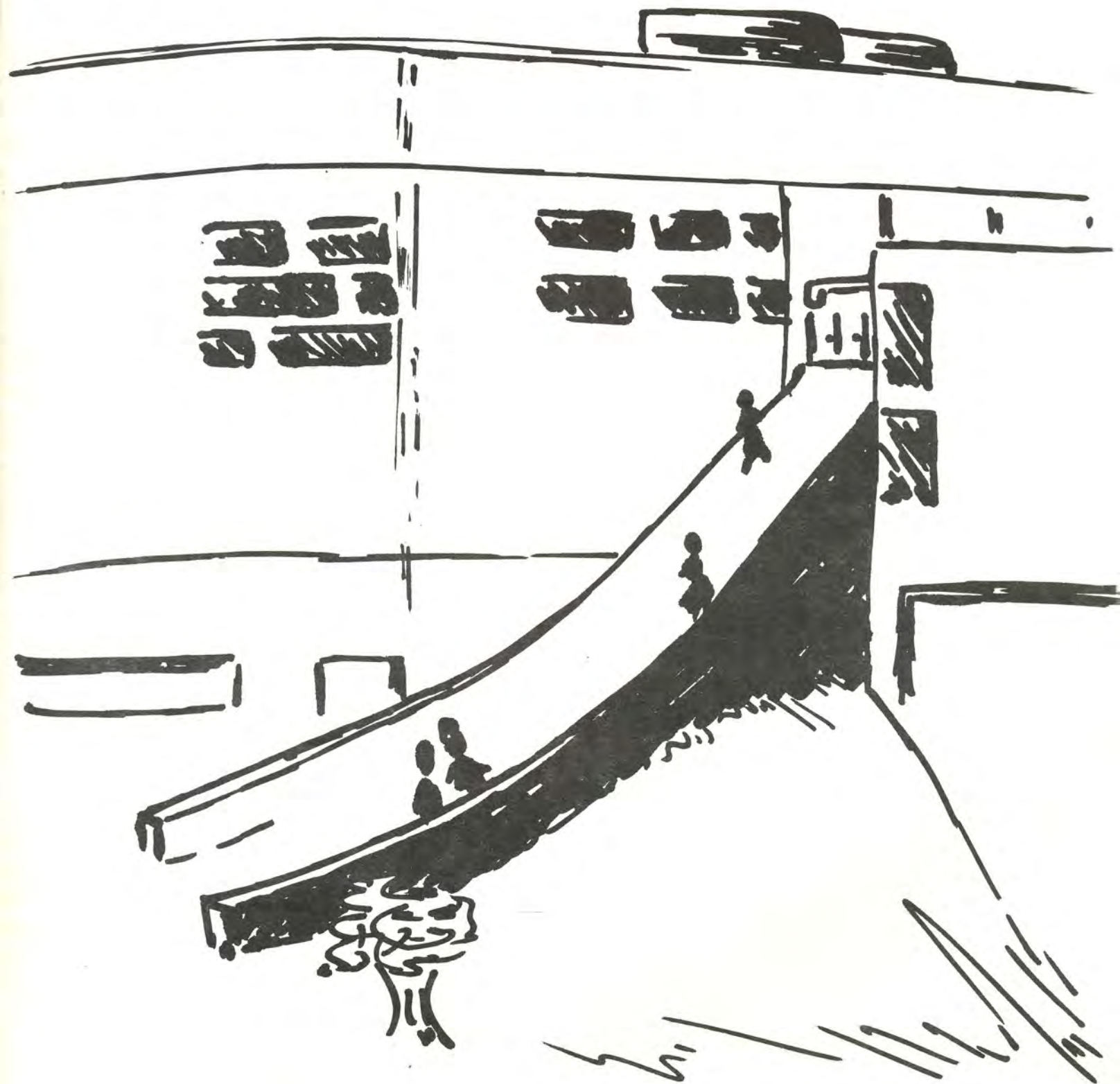
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Bulletin of THE RHODE ISLAND LIBRARY ASSOC.

JUNE 1974



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The RILA Bulletin will be published 4-6 times per year, approximately during Sept., Nov., Jan., March and May.

Advertising rates are available upon request.

As a publication of the Rhode Island Library Association The *Bulletin's* articles are a voice for each of its members and do not necessarily reflect the ideas of the Association nor of *The Bulletin*.

COVER


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BIBLIOGRAPHY OF RHODE ISLAND

The Rhode Island Bicentennial Commission is sponsoring the publication of A Bibliography of Works Relating to the Development of Rhode Island's Cities and Towns. It is hoped that this work will encourage and facilitate research into local history as part of the bicentennial commemoration. Please notify Dr. Patrick Conley by June 30 so that I may include it in the final draft of items (unpublished narratives, parish and church histories, theses and dissertations . . .) of Rhode Island local history before submitting it to the publisher.

Call Dr. Conley at either 944-3367 or 272-1776. He is only interested in works relating specifically to your community rather than regionally oriented material.

RHODE ISLAND LIBRARY ASSOCIATION

June, 1974

Dear Member:

The past year has been an active one for the Rhode Island Library Association. The Executive Board, the committee chairpersons, and committee members have expended much time and effort in the interest of librarianship.

It is important that all members of the Association be informed of the committee activities during the past year. With this thought in mind, it was decided to incorporate the annual reports of the various committees in this issue of the Bulletin. These reports were made available to the membership at the annual meeting held on May 23, 1974 at Rhode Island Junior College. However, some members were unable to attend the meeting, and it is for these individuals that the reports have been reprinted.

Also included in this issue of the Bulletin are the Guidelines for Public Library Service in Rhode Island. Copies of the proposed Guidelines were mailed to the membership in April, 1974. However, amendments were made to the Guidelines at the annual meeting and it is the amended version that the membership is now receiving. (I am pleased to note that the amended Guidelines were voted upon and passed unanimously.)

Finally, with my first term as president having ended, I would like to express my personal appreciation to all those who have worked so diligently during the past year in support of the various activities of the Association. Without the combined efforts of many persons, such a fruitful year would not have been possible.

Paul L. Bazin, President

R.I.L.A. ANNUAL CONFERENCE
May 23, 1974
Rhode Island Junior College

Held on the exciting and controversial campus of Rhode Island Junior College in Warwick, the R.I.L.A. Annual Conference was attended by approximately 170 of its members. It opened in the morning with a two hour discussion regarding the proposed Guidelines for Public Libraries, attended by 50 interested people. Several worthy ideas came out of it.

The Business Meeting was called to order by Mr. Paul Bazin, President, and he gave the results of the election:

PRESIDENT Paul Bazin
VICE PRESIDENT James Giles
TREASURER Jeanne Nash
RECORDING SECRETARY Margaret Deignan
CORRESPONDING SECRETARY Sally Evans

Mr. Bazin introduced the Scholarship Committee Chairman, Ms. Nancy Chudacoff. She presented the 1974 recipient of the R.I.L.A. Scholarship, Miss Linda Feldman. Mr. Bazin then presented, on behalf of the Association, a plaque inscribed to Miss Elizabeth Myer, Director of the Department of State Library Services, in recognition of her years of distinguished service as an Outstanding Librarian. The Business Meeting concluded after general discussion of the Guidelines for Public Libraries and its unanimous vote of acceptance by the membership present. (The official Guidelines, as amended, are included).

The first program on the agenda was that of Mr. Frank Kurt Cylke from the Library of Congress. He spoke in "Services offered by the Library of Congress for the Blind and Physically Handicapped." Mr. Cylke spoke humorously and humanely about a little discussed area linking his discussion with our own geographical area wherever possible and the services offered by the Department of State Library Services.

At the same time Mr. Charles D'Arezzo spoke on "Innovations in Education." He gave a slide presentation to supplement his discussion on constructing educational programs as demonstrated by computer-assisted teaching and programmed instruction as offered at Rhode Island Junior College. For those needing it, he reassured his audience in the existence of the human element in this kind of instruction.

Following Mr. D'Arezzo and Mr. Cylke were Ms. Judith Mitchell and Mrs. Kay Cassill. Ms. Mitchell had a very thought provoking presentation with her well received "Beyond Space and Time -- Myth and Fantasy in Juvenile Literature."

Mrs. Cassill gave a very quiet, restful reminiscence as she led us through her "Writing and Book Reviewing". Her read presentation was a disappointment but her personal warmth and genuine concern in the state of the reviewing world frequently came to the surface.

After dinner, Patricia Glass Schuman of Bowker addressed the membership on "Social Responsibilities and Publishing." Her comments were startling and, perhaps to some, severe. Her major thrust was toward the lack of interest in publication within the general population of librarianship.

After dinner, Ms. Patricia Glass Schuman of Bowker addressed the membership on "Social Responsibilities and Publishing". Her comments were startling and, perhaps to some, severe. Her major thrust was toward the lack of interest in publication within the general population of librarianship.

The weather was indeed drab and sodden that day making those in attendance a bit more critical of the programs and accessories than normally. However, it was an orderly, efficiently organized conference. It flowed properly along both time schedules and room locations (ah! no logistical problems to untangle). Its programming was mixed with strong topics, gentle ones, timely ideas and an eye toward the variety of librarians our Association represents.

1973 - 1974 ANNUAL REPORTS OF RHODE ISLAND LIBRARY ASSOCIATION

Conference Committee

The Committee worked successfully to plan to complete programs for the Rhode Island Library Association. The Fall Conference was held November 1 and 2, 1973 at the Viking Hotel in Newport and more than 400 people participated in this two day conference. The Spring Conference is being held on May 23, 1974 at Rhode Island Junior College in Warwick and more than 200 participants are expected.

Respectfully submitted,
Roberta Cairns, Chairperson
Sue Blakman
Martha Bullard
Sherrie Friedman
Mary Ellen Hardiman

E. B. Henry, Jr.
Ron Heroux
Kathleen Keenan
Jim Norman
Mary Page

Membership Committee

Paid Dues: Institutions 64
Membership 344 (Renewals 453
New 91)

Dropped, cancelled or deceased 63
Respectfully submitted,
Delia DeCesare, Chairperson

Government Relations Committee

The Committee's primary goals were to persuade the General Assembly and Governor Noel to pass R.I.L.A. sponsored bill H-6251 into law and also to establish an effective legislative network in Rhode Island.

We began by planning an instructive way to inform Rhode Island librarians and to secure their endorsements for H-6251 which was based on the Five Year Long-Range Program for Library Services developed by the Department of State Library Services and the Rhode Island State Advisory Council on Libraries. The three programs to be funded by H-6251 were (1) Library Services to Preschool Children, (2) Library Services to the Homebound, and (3) Library Services for Economic Advancement.

On January 4, 1974 a packet of material was sent to library directors and trustees. Each packet contained a copy of the bill, a list of State legislators for each community accompanied with a model letter to be sent to them, and a questionnaire which provided each library an opportunity to endorse the legislation and for its officials to become legislative contacts. Of the twenty-one libraries responding, eighteen endorsed the bill, three opposed it. In addition, sixteen legislative contacts were recruited.

Two meetings were held with Alfred Travers, Chairman of the House Finance Committee, to stress the importance of this legislation. Paul Bazin joined us at one of the meetings.

A newsletter was sent to all R.I.L.A. members on March 10, 1974, reminding them of the importance of contacting their own legislators and members of the House Finance Committee.

Despite all our efforts, H-6251 died in the House Finance Committee. With regard to establishing an effective legislative network, Dr. F. William Summers, legislative consultant, came to Rhode Island on January 10, 1974, as a result of a special World Book - A.L.A. grant and R.I.L.A. support. Dr. Summers, Associate Dean of the University of South Carolina Graduate Library School and former Assistant Librarian at the Providence Public Library,

met with the Legislative Committee and Executive Board of R.I.L.A. in the morning at the Providence Public Library and with regional directors and coordinators in the afternoon at the Department of State Library Services. At the morning session Dr. Summers emphasized the basic ingredients of an effective network. Besides the legislative coordinator who is normally the chairman of the committee, a legislative contact group should be formed consisting of librarians, trustees, and interested citizens who will respond to a call for action from the coordinator, and who will keep legislators informed about particular legislation and its effects on their community. Also, a legislative advocate or lobbyist is the most critical element of political action after establishing this network. Committee action resulted in the development of the legislative contact group and the recruitment of Dr. Patrick T. Conley as legislative advocate for one year beginning April 1, 1974.

The Government Relations Committee makes the following recommendations for next year's committee: (1) That there be continuity in committee membership, (2) That information gathered from questionnaire returns at the Spring R.I.L.A. Conference be used for next year's legislative proposals, (3) That legislative proposals be presented for review at the Fall R.I.L.A. Conference, and (5) That legislation be submitted at the beginning of the 1974-75 General Assembly.

Respectfully submitted,
James T. Giles, Co-Chairperson
Frank P. Notorianni, Co-Chairperson
Elliott Andrews
William L. Bergeron

Paul R. Campbell
Janice M. DiCandito
Matthias G. Newell
Paul Rinaldi

Intellectual Freedom Committee

The Intellectual Freedom Committee has been busy throughout the past year first responding to the Miller decisions of June 1973, then exhibiting at the Fall Conference, and in March conducting a workshop on intellectual freedom.

June 21, 1973, brought five obscenity rulings by the Supreme Court (the Miller decisions). The IFC was asked by the Providence Visitor to comment on the decisions. Our statement to them was then submitted as a letter to the editor of the Providence Evening Bulletin (published July 9, 1973). Shortly thereafter, the Association's position was the subject of an Evening Bulletin article written by Don Abood.

The Committee's exhibit at the Fall Conference consisted of a graffiti board, a display of banned books, and literature from the American Library Association. The display served to stimulate a reopening of discussion on intellectual freedom among Association members which led up to our spring Workshop.

The Workshop on Intellectual Freedom was held on March 21, 1974, at Providence College. It was attended by 103 librarians, school librarians, and trustees. There were discussion sessions geared to those three groups, a role play involving a censorship dispute over a film, cocktails and dinner, and an address on the Supreme Court and obscenity by Bradford Swan, Theatre/Arts Editor of the Providence Journal.

Respectfully submitted,
Robert Maier, Chairperson

Scholarship Committee

Nancy F. Chudacoff took over the chairmanship of the Scholarship Committee in November 1973. Leslie Peletier, William Hall Library, last year's chairman and Alice Abedesian, Cranston East High School, remained on the committee. The chairman also asked Lynne Lewis, Department of State Library Services, David Grant, Rhode Island College, and Frank Hannaway, Providence Public Library, to serve on the committee.

In early December the chairman contacted the graduate library schools at the University of Rhode Island and Simmons College about the scholarship. Both these schools were sent information about the scholarship. Information was also sent to Connecticut College, Rhode Island College, Providence College, Salve Regina College, Roger Williams College and Brown University.

The response, however, was disappointing. Only ten persons requested applications. Of the ten applications sent, four were complete and returned. One applicant of the four withdrew her application when she was admitted to a program in museum science with full financial aid. This left a field of only three applicants.

Fortunately all three applicants had good academic credentials, favorable recommendations and demonstrated financial need. While this gave the committee a strong, albeit, small field from which to choose it made the decision harder to reach since none of the candidates could be clearly eliminated. One candidate was an undergraduate planning to enter graduate library school in the fall. The other two were already halfway through graduate training.

The committee met to interview the three applicants on May 4, 1974. After prolonged discussion and debate the committee decided to award the five hundred dollar scholarship to Linda Feldman, an undergraduate at Brown who will attend Simmons Library School. The alternate choice is Andrea R. Cahoon currently attending Graduate Library School at the University of Rhode Island.

The committee plans to discuss recommendations for improving the selection process. We all agree, however, that the amount of the fellowship should be increased.

To attract a greater number of applicants for the scholarship, the chairperson plans, if she continues as head of the committee, to ask the Graduate Library School at University of Rhode Island to send out information about the scholarship with each application or information package requested. The Graduate School may also have to be consulted if applications are sent from their office. In addition the chairman will try to make information about the scholarship available to other area schools by the end of the summer.

The chairman of the New England Library Association scholarship committee has written this chairman asking if our committee would wish to coordinate scholarship activities with other New England states' library associations and N.E.L.A. The Committee discussed this only briefly at the May 4th meeting. The sense of the committee was that we would have little to gain by coordination. This matter will be explored further, however. Consultation with similar committees might produce methods for approaching common problems even if no coordinated system is instigated.

The chairman wishes to thank all the members of the committee for their cooperation, interest and work.

Respectfully submitted,
Nancy Chudacoff, Chairman

Public Relations Committee

No other organization or any individual member of R.I.L.A. contacted this committee in regard to public relations during the year 1973-74.

The only thing the chairperson did was in co-operation with the Outreach Subcommittee, to sponsor the "social gathering" of librarians and R.I.L.A. members at the Bay Voyage Inn at Jamestown on April 25, which we feel was worthwhile.

Respectfully submitted,
Sarah Henderson, Chairperson.

Treasurer's Report, Summary for the fiscal year 1973-74.

Savings Acct.....	\$1,783.32
Checking Acct.....	658.24
	<hr/>
Year's Receipts.....	8,328.67
Year's Disbursements.....	8,692.28

Florence Simister has just published a new book. It is approximately \$5.95 and available only through the Simister Bookshop, 99 Brown Street, North Kingstown. For more information call or write, better still visit her, and get the information you desire.

R.I.L.A. Bulletin

The committee began its business at its first meeting in late October and created a new concept and general format for the publication of the coming year's R.I.L.A. Bulletin. These changes included:

1. a new size (full 8 1/2" x 11" paging)
2. a colored central page insert for news items
3. a more "professional" looking layout and content
4. a committee with each member having specific duties and responsibilities, averaging one person per area except within the area of news and feature article gathering.

As members of the Association are aware, the first issue was merely a listing of officers and committee persons and their contact information with a cover letter from the President of the Association. We plan to continue the practice of a single sheet of contact information for various Association personnel after election and Executive Board appointments have been completed.

The second issue of the year illustrated many parts of our "new look". We are proud of it as a first venture in the new format and are pleased at its reception among the Association's membership though improvements could be and were made in the third issue. Due to various delays involving a combination of printer/ money/ lack of content problems the third issue was slow on arrival. A change of printer was recommended, granted, and tried successfully with the printer doing the third issue of the year.

A new location for processing the mailing labels has also been found where the Association is able to retain possession of the master list to ensure prompt corrections in mailing.

The Bulletin is more organized and manageable than it has been in the past five years. We have only three requests:

1. Is there an accurate and enthusiastic typist in the house, at a per-page-price?
2. Would anyone like to jo in us? Due to our various non-synchronized schedules we may meet twice a year and frequently do our business by phone and mail.
3. We would appreciate anyone holding a news item to pass it to one of our "reporters" or to the Editor for inclusion. We cannot be everywhere.

Thank you for a good year.

Kevin Carty, advertising	Betsy Gates, reporter
Helen DeJong, special library reporter	Ron Heroux, photographer/ reporter
Ann Dickson, reporter/ writer	Derryl Johnson, editor
Leo Flanagan, reporter/ writer	

Outreach Committee

Two events were offered by the Outreach Subcommittee this year. In the fall, a workshop on Communications Skills with Tom and Dency Sargent of Change Agents, Inc. was planned. It did not take place because so few people signed up for the program. It was decided that scheduling on a Saturday during the Thanksgiving Day weekend had been largely responsible for the low enrollment. It might be re-scheduled successfully at another time. The idea and arrangements were handled by Ardis Moorhead and Charles Waddington.

On April 25 a successful gathering was held at the Bay Voyage Hotel in Jamestown. About thirty attended. The aim was to meet librarians with whom one would not ordinarily come in contact with in a relaxed atmosphere without the distractions of workshops and meetings so as to exchange ideas and experiences and have an enjoyable time. The aim was achieved, I believe. This get-together, a cocktail hour and buffet dinner, was a joint undertaking of the Outreach Subcommittee and the Public Affairs Committee.

Respectfully submitted,
Sydney Wright, Chairman

GUIDELINES FOR PUBLIC LIBRARY SERVICE IN RHODE ISLAND

Introduction

There has been little professional agreement as to what the word "standards" means. Therein lies the difficulty that any group dealing with standards must surmount. Since times, needs, activities, realities change, so should the library's response. What shall be measured, how, when, and by whom must be determined.

Where we felt on safe ground in suggesting measurement, we did so. Where measurement techniques are currently unavailable we have suggested ways by which they can be developed.

In the preparation of this document the Committee recognized certain basic assumptions:

1. That the citizen is the recipient of all that will be done by the library.
2. That each library is unique.
3. That Rhode Island has an outstanding program of interlibrary cooperation.
4. That these guidelines have been written using the existing Rhode Island Standards for public libraries as a base from which libraries may grow.

Because of these assumptions the approach was to develop guidelines rather than standards. These guidelines offer both freedom and responsibility to those who are concerned with library development,

The Committee decided that no work could proceed without a purpose. We felt that we had to have a goal in mind towards which librarians and trustees could work, to plan objectives, programs, and activities that would achieve the purpose. Consequently, these guidelines begin with the Committee's definition of the purpose of the public library.

PURPOSE

The public library is the principle source through which the whole citizenry may request and has the right to receive information.

Implications of the Purpose

1. All information should be available to all people at all times.

2. Access to library service should be available in some fashion 24 hours a day, every day of the year.

3. Each library must have convenient access to every other library in order to supply any information that has been produced in the world at any time.

4. The library is not limited to the print medium; access should be to all kinds and types of media.

5. The library is not a passive agency. It must promote cultural, educational, and civic awareness, and aggressively recruit clientele.

Anything that hampers or impedes the citizen's access is contrary to the deepest aspirations of the profession and should be corrected as soon as is humanly possible.

TRUSTEES

The library trustee has the responsibility of interpreting the library's needs to the community, providing adequate support for library programs, acting as the policy-making body for the library, appointing the library director, and assuring the development of programs and services to meet the needs of the whole community. It is important that the library board be made up of people who represent all segments of the community, who are aware of changing social conditions and are willing to take the time to inform themselves of community needs and interpret them to government officials and other organizations so that library development and services are assured.

Guidelines

1. A library board be composed of from 5 to 7 members.
2. Board members be appointed or elected for a three year term.
3. Terms on the board be overlapping.
4. Board meetings be held on a regular monthly basis.
5. Boards of Trustees operate under a set of by-laws.
6. Board members work closely with municipal officials and take part in regional and state trustee activities.
7. To implement the above, boards should reorganize if necessary.

PERSONNEL

The library's personnel has the responsibility of serving the needs of the library's community. Each community library must make its own policy as to what type of personnel it requires for the best possible service within the structure of the state law.

Small libraries might find it advantageous to combine into a library system to provide more highly qualified employees within their budgets.

There are many considerations a library must take into account when hiring personnel. The major consideration is the specific needs of each community. After basic personnel requirements are met, special collections and cooperative services might be of top priority when establishing additional positions. One community might have a large historical collection which would require the service of a highly qualified specialist. Another community might have a commitment to continuing special programs for teenagers or college students which would require another type of specialized service. Subject specialists without the graduate library degree should be considered as a part of the library's professional staff and receive comparable remuneration and benefits.

Guidelines

1. Appointments and promotion of personnel in libraries be on the basis of merit, without regard for race, color, sex, marital status, national origin, age, political opinions, or religious beliefs.
2. Appointment of members of the immediate families of library trustees and administrators be avoided. Nepotism be avoided in connection with municipal government in the appointment of library personnel.
3. A written personnel policy be established stating the responsibilities, salaries, working hours, vacation, sick leave, health benefits, leave procedures, grievances and other personnel matters.
4. All staff members be evaluated for their performance at the end of a probationary period and annually.
5. Members of the nonprofessional staff be encouraged to work towards a library technician's certificate.

Suggested Examples of Personnel Distribution

1. Suggested numbers of personnel are based on population served; the equivalent of one full-time professional staff member (with a graduate degree from an A.L.A. accredited library school) be added for every 5,000 increase in population from 5,000 up to 25,000. For population of 25,000 to 100,000 each increase of 10,000 calls

2. That all public libraries recognize that various audio-visual media from the simplest to the most complex may contain information of interest and use, and that collection, dissemination and creation of this information is equally as important as the collection, dissemination and creation of printed information.

3. That provision for the acquisition and maintenance of cooperative subject collections be included in each library's selection policy, as well as the intensity of coverage of those collections (e.g., --"We will purchase new trade books in English published in the U.S.A. on techniques of making pottery." or "We will attempt to retain all locally produced material, no matter how ephemeral, regarding the local granite quarries.")

COOPERATION

Librarians in Rhode Island have long recognized the benefits of cooperation, as the many on-going cooperative projects demonstrate. As the public library attempts to improve services in the face of rising costs, cooperation provides some answers. A spirit of open dialogue directed to cooperative problem solving and service should prevail.

Guidelines

1. That there be universal borrowing privileges in Rhode Island beginning with public libraries. Careful accounting should be made during a trial period to assess possible changes in patterns of use of the various libraries, and if significant changes are found, methods of offsetting the additional or lessened work loads be devised among and between the various libraries.
2. That uniformity of cataloging practices be attained to as great an extent possible; advantage be taken of every practical means to reduce local original cataloging.
3. That the interlibrary loan process recognize that smaller collections often contain strengths not found elsewhere and these collections be systematically included in interlibrary loan search procedures.
4. That all public libraries in the state, to the extent practicable, combine purchasing power to insure maximum service.
5. That in-service training programs be cooperatively undertaken through all educational levels and applied research be encouraged.
6. That a printing and publishing program be undertaken to provide: newsletters, advertising, handbooks, and similar materials for individual libraries; widely used library supplies of a printed nature; bibliographic and other professional tools as needed.
7. That centralized storage and retrieval of little used but useful information be established.

PHYSICAL FACILITIES

Fundamentally, the library is not a building but a service organization and the physical facilities of any given library should therefore express the program of service. It should be located and designed to provide maximum accessibility and space for the full range of service to the community it serves. Overall library planning and programming should be developed with full consideration of existing community facilities in the area, such as colleges, museums, community centers, and the like.

Guidelines for existing buildings

1. Most inviting facility possible be provided.
2. Provision be made for public convenience and economical operation in the following areas:
Materials
Reading, listening, viewing
Catalogs
Reference resources and services
Service desks
Display area, including bulletin boards
Meeting room and story hour space as needed
Administrative offices and trustees' room as needed
3. Provision be made for staff convenience and economical operation in the following areas:
Preparation of library materials
Storage of supplies
Staff lounge and storage of personal items

Architectural plans for new buildings, additions, or renovations of existing structures should be preceded by a building program developed by the librarian, board of trustees and a library consultant if necessary. The library program should consider the library's objectives, activities, and requirements.

Guidelines for new buildings, additions, and renovations

In addition to those guidelines for existing buildings, provisions will be made for:

1. Future expansion
2. Accessibility for handicapped persons
3. Current and future technological capabilities and services
4. Appropriate illumination, acoustics, heating, ventilation, and air-conditioning; to provide for human comfort and materials preservation
5. Multi-purpose room(s) with kitchenette for meeting, viewing and listening by groups and individuals with space for chairs, folding tables, coat racks, audiovisual and exhibit equipment

staff member (with a graduate degree from an A.L.A. accredited library school) be added for every 5,000 increase in population from 5,000 up to 25,000. For population of 25,000 to 100,000 each increase of 10,000 calls for the addition of one full-time professional librarian.

2. Suggested numbers for the total staff: one full-time person (32 hours per week) for every 2,000 population, the number of full-time staff being sufficient to insure continuity of service.

3. Suggested distribution of personnel based on population of 10,000:

Department	Professional Librarian	Senior Librarian Aide	Library Aide	Custodian	Total
Adult	1		1		2
Children's	.5	1			1.5
Tech. Services		1			1
Custodian					Services as needed
Library Office	.5				.5
Total	2	2	1		5

4. Suggested distribution of personnel based on population of 25,000:

Department	Professional Librarian	Senior Librarian Aide	Library Aide	Custodian	Total
Adult	2	1	2.5		5.5
Children's	1.5	1	.5		3
Tech. Services	.5	1	.5		2
Custodian				1	1
Library Office	1		1		2
Total	5	3	4.5	1	13.5

MATERIALS AND COLLECTIONS

The guidelines for materials and collections are established

on two basic principles:

1. That the library will provide for the informational, educational and recreational needs of the library's community.
2. That all libraries involved in a regional and state-wide system contribute to, as well as benefit from, the system. Thus the public library recognizes two areas of responsibility in the development of its collection: first to its local clientele, secondly to its region and to the state as a whole.

Guidelines

1. That all public libraries have written materials selection policies which include the principles, purposes, and criteria for selection of all forms of media. That policy be based on the current needs of the library's local community, thus allowing the development of a collection capable of meeting that community's day-to-day needs.

5. Other space and facilities as needed to provide maximum service enumerated in Minimum Standards for Public Library Systems, 1966. American Library Association, p. 62.

SERVICES

As stated in the Purpose, the library has the responsibility to recognize a citizen's right to access to information which is to be provided at the most convenient location. A citizen has the right to assume a system to supply his needs without concern for the process. All of the other guidelines in this document support the provision of service.

Guidelines for the provision of service

1. Service be provided to all people, regardless of age, sex, socio-economic levels, political persuasion, physical capabilities, education, ethnic, racial or religious backgrounds.
2. Any barriers to service such as, inflexible hours of service, inaccessibility of materials, judgmental or disrespectful attitudes on the part of personnel, imposition of severe penalties for slight transgressions of rules, or architectural impediments to use by the elderly or physically handicapped be identified and removed whenever possible.
3. Coordinate access to community information sources be provided through the library's interagency cooperation with community groups, educational and social institutions, and other agencies. This involves providing informational resources to groups planning and carrying out programs, providing the public with direction to appropriate service and resource agencies to meet their needs and correlating the library's programs with those of other community groups.
4. Judgment be exercised in the determination of the best means of providing existing information, through awareness of the full range of possibilities in print and non-print media, reference materials, programs and activities, materials available through interlibrary loan, photocopying services, telephone service, specialized collections and the like.
5. The responsibility for providing access to information be extended to the development and dissemination of information not previously available.
6. A strong public relations program be maintained to promote a public awareness of the totality of available library services.

EVALUATION OF SERVICES

It is in the evaluation of library service that the profession appears to be most unsure. The lack of criteria for measuring quality and effectiveness in quantitative terms has long been a problem, a problem which must now be solved. The fact that no group to date, including state and national organizations, has committed itself totally to the standardization of evaluation and measurement techniques, does not preclude the Rhode Island Library Association from developing an experimental program of evaluation.

Guidelines for the development of continuous evaluation techniques

1. Library literature be reviewed for previous and on-going efforts to measure effectiveness of service. (As one example see *De Prospeo*, Ernest R. et al, *Performance Measures for Public Libraries--Report*. Public Library Association, 1973)
2. Present statistical reporting of Rhode Island Libraries, including data as collected and published on the local, state, and federal levels, be analyzed, and recommendations made for standardization. (Amazing discrepancies exist in the statistics commonly accepted as measurable and comparable. Of what use is a comparison of annual circulation counts when library loan periods differ, when renewals are counted or are not counted as additional circulation, and photocopied information is counted by some and not by others?)
3. Provision be made for uniform collection of some statistics previously disregarded. Such data will be used to demonstrate service to the user or lack thereof. Some suggestions might be--
 - number of interlibrary loan requests filled and types,
 - number of interlibrary loan requests filled and unfilled,
 - head count,
 - attendance at library sponsored events in and out of the building,
 - in-building use of material--such as periodical

The Committee on Standards for Public Libraries consisted of:

Curt Bohling, Pawtucket
James Bealey, Univ. of R.I.
Martha Bullard, Cumberland
Sarah Henderson, Foster
Robert Cairns, Barrington
Robert Maier, Cranston
Susanna Collins, Westerly
Anne Parent, Cranston
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The Guidelines were approved, as amended, by the R.I.L.A. membership at the 1974 Spring Meeting held at Rhode Island Junior College, May 23, 1974.

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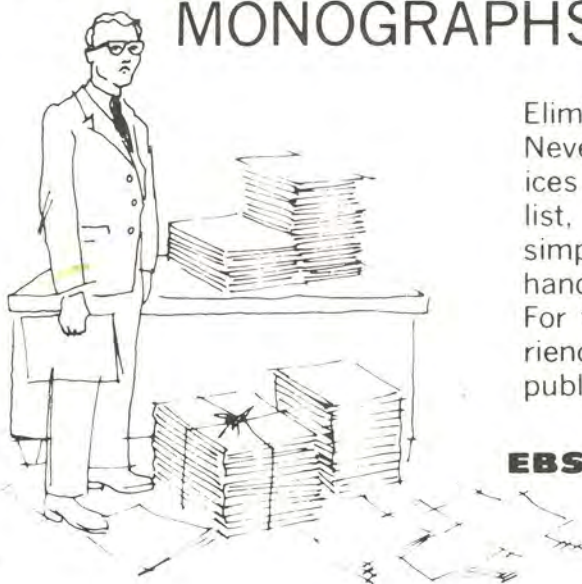
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