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Rhode Island Library Association

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## Bulletin of the Rhode Island Library Association v. 47, no. 1

RILA

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# Bulletin of THE RHODE ISLAND LIBRARY ASSOC.

PHILLIPS MEMORIAL LIBRARY

SEP 25 1974

PROVIDENCE COLLEGE

## MUSINGS OF A LIBRARY TRUSTEE by Mrs. Ruth Tabor East Greenwich

Never thought I'd move from the charging desk to this behind-the-scenes spot....  
 Ought to learn a few things, it must be more than a title.... Wonder what the City  
 Charter sets as our duties.... What's this D.S.L.S. the Director keeps talking about?  
 ... The Chairman mentioned some new guidelines for Public Library Service in Rhode  
 Island -- wonder where I can get a copy.... Maybe the Director can get copies for  
 all the Trustees.... Well, I thought we just had to pay the bills, didn't realize  
 was up to us to explain the new or different things the library is open 'til 9  
 Director took care of that.... Surprised to find there's a poli-  
 the one in my company -- makes, of course.... Guess I nev-  
 some Sundays and took it for granted the library is open 'til 9  
 -ld ti- 'ries come up for the minimum w-  
 'ing courses e- w each year --  
 - famil- Friend at the i-  
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# TRUSTEE

29-4-3. City or town appropriations for free public libraries.—  
 any town or city not owning a free public library may annually, by  
 the majority vote of the electors of said town qualified as aforesaid  
 acting on the proposition of appropriate such  
 shall deem proper for the  
 therein and for

29-4-6. Powers and duties of trustees.—The aforesaid trustees  
 shall take possession of said library, and shall thereafter be the legal  
 guardians and custodians of the same. They shall provide suitable  
 rooms for the library, and for the proper care of the same, choose  
 one (1) or more competent persons as librarians and fix their com-  
 pensation, and make all necessary rules and regulations for the govern-  
 ment of the library and the use of the books; provided, that no fee  
 for the use of the books shall ever be exacted.

- Cross-References.
- Exemption of purchases from fair trade act, § 6-12-7.
  - Malicious injury to library property, § 11-44-15.
  - Misappropriation of library property, § 11-41-14.

29-4-5. Appointment of board of trustees.—Terms of office  
 ing of vacancies.—Whenever any city or town shall establish  
 public library, or shall become possessed, as above pro-  
 such library, the aforesaid city council or town cov-  
 may be, shall proceed to elect a board of trustee  
 less than three (3) members nor more than  
 possible after the election of the first bo  
 meet and be divided

29-4-7. Library funds.—All appropriations from the city or town  
 and state, and the income of all funds belonging to the library, shall  
 be subject to the exclusive control of the trustees, and the several  
 city and town treasurers shall pay, within the limits of the appro-  
 p iations and other library funds in their hands, all bills properly  
 certified by the said trustees.

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Beginning now, the RILA Bulletin will appear on a quarterly basis in the third week of January, April, June and September. Articles and notes should be submitted no later than the first of each of these months.

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*.

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RHODE ISLAND LIBRARY ASSOCIATION  
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Providence, R.I. 02907  
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Home - 421-3021

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RILA Bulletin:

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Providence, R.I.  
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1825 Broad Street, Cranston, RI 02905

Legislative:

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Cranston Public Library (781-9580)  
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Robert C. Maier  
Cranston Public Library (781-2450)  
1825 Broad Street, Cranston, RI 02905

Education:

Matthias G. Newell  
University of Rhode Island Library (792-2067)  
Kingston, RI 02881

Scholarship: (vacant)

Staff Committee on Mediation, Arbitration and Inquiry:

Ellen Spilka  
Greenville Public Library (949-3630)  
Putnam Pike, Greenville, RI 02828

Outreach:

Sydney Wright is rethinking the role of the committee in light of the interests of the RI SRRT affiliate. She would welcome the comments of interested persons.

PERSONAL DUES ARE STILL \$4.00. Institutional dues are based on the size of the annual budget: under \$10,000 is \$5.00 dues and over \$10,000 is \$10.

## TRUSTEE TELEPHONE SURVEY

conducted by Anne Dickson, Lee Flanagan & Derryl Johnson

This survey covered public libraries from all parts of the state, representing small through large communities and small through large boards. A total of twenty-three people were interviewed -- eleven librarians and twelve trustees. One trustee per board was interviewed (with one exception) and the librarian of the same institution was interviewed wherever possible. Trustees recommended for interview by the librarian were infrequently utilized -- rather a random sampling was sought among the various library boards. To increase the degree of candor, the survey was done with the understanding of anonymity for all the participants.

The results do not appear to indicate much disparity between the ideals of our trustees and those of our librarians; however, misconceptions do exist in both groups. The excerpt from the cover letter from one of the three interviewers has some cogent observations regarding the tone of the interviewee as the questions progressed. One question we failed to ask was "do you feel your librarian (or your trustee) is successfully fulfilling his/her duties as you see them." We will hold that for another time!

This fall there will be two programs aimed toward trusteeship: Wentworth-by-the-Sea, N.H., will hold an all day event Saturday, September 28th (see p.9) and Newport, R.I., at the R.I.L.A. Fall Conference will hold a program on Thursday or Friday, November 7-8, exact timing to be announced (see p.10). May many more than the two trustees from R.I. who have already signed up for the New Hampshire one attend both. We believe the programs are greatly needed.

Dear DJ:

As I took this survey a number of thoughts occurred to me. One, the idea of a trustee issue of the Bulletin at this time is a very good thing.

Two, most trustees do next to nothing with publicity and fund raising, they expect the librarian to get along by book or crook, and they have the gall to become angered when a librarian whimpers the least dissatisfaction.

Third, as I asked these broad questions, which seem reminiscent of those one hears in an oral Ph.D. comprehensive exam, I noticed that both trustees and librarians seemed to go down hill in their enthusiasm. Apparently the questions were just thought provoking enough to make many realize where they are for the first time in a good long time. And the realization had a depressing effect on them. It's probably about time this happened.

Sincerely, L.F.

### 1A. What do you consider to be your primary purpose as a library trustee?

"I feel our job is to raise the money, to raise the salaries wherever possible. Let the people on your staff know that they're appreciated even if you can't get them the salaries. If they know that you're in there working for them, I think that they can perform with more dignity. I think that one job the trustee doesn't have is selection of books. We have to be the liaison with the community. It's not the trustee against the staff, as far as I'm concerned, we're all working together and since librarians are really quiet type people, I think we have to be their advance men and keep the library in front of the community."

"The prime purpose is not being involved in the day-to-day running of the library. We are responsible for the financial picture and the library's overall policies. Concerning censorship, I do not know if we would take a stand or not -- the library is so small."

"Setting policy -- We set general policy, responsibility for general funding is that of the board. However, I see the trustee filling a much more important realm. The ambassadorial function allows the trustee to represent the library needs, services and funding to those needing to know and most likely to help. He acts supportively, like a sounding board, not necessarily as a troubleshooter but also as a backer of things like the freedom to read."

"To keep the library open to the public, to arrange staff schedule, to find volunteers for the library--because we are a rural library with a small budget and part-time librarian who cannot do it all."

"Prime purpose of trustees is to see that at all times the library is run efficiently, building maintained, money spent on books fully spent, staff remains informed courteous, trustees maintain awareness of what is happening in other places. I do not think we are aware of what is happening in other libraries. Everything runs the same year after year."

"Make the policy and carry out the hiring of professional personnel."

"A trustee should be selected because he has expertise in one or more areas pertinent to the library's functions (i.e., B.C. is an expert on books, P.S. on finances; some trustees have a good relationship with City Hall and state government, etc.) I have expertise both in books and in administration."

"The prime purpose of the board is to oversee operations of the library, financing and funding, hiring of personnel."

"As a board we feel librarians should be relatively independent. We have an open-minded board. I have not known any criticism to be directed against our librarian for taking too much authority. I don't know if this is unusual or not. The librarian is a professional and should be the one who knows what's needed, and the trustees are backup people."

"I consider the classic role of the trustee to be part of a policy making body. Her chief function is to see to the level and class of library service to the community. I think it's a good thing for her to determine the long range goals of the library. Certainly she has a lot to do with obtaining funding. Generally, she deals with spending of money and determining policy."

"The trustee should know the overall policy and set down/establish new policy. Reassessment of the old policy ensures continuity of the library. The trustee is also charged with improving public relations between the library and its community."

1B. As a Head Librarian, what do you consider to be the primary purpose of a library trustee?

"I am a little puzzled about that. I don't know what should be the prime purpose. They handle the business side of the whole thing. The librarian does not handle fund-raising or financing. The Book Selection Committee meets every six weeks to two months -- they are very helpful. Trustees also take care of the buildings and grounds. They handle publicity. They appoint the Book Committee. They also do volunteer work such as weeding."

"A trustee should suggest or approve policies under which the librarian works.. These should include book selection and personnel policies."

"Trustees form policy and are the liaison between the staff and the public."

"Trustees keep the people tuned into the reality of what's going on. The trustee helps keep everyone on a middle level, community and librarian, agreeing on priorities. Trustees' feedback and input is necessary. They're working with different segments of the community. And the work they do can be helpful too, if you have working trustees. They're attuned to people who aren't using the library, while the librarian is in tune only with the people who are. Disputes with trustees only help the librarian strengthen her position. She'll have to come up with evidence and it will clear the issues in her head, and she'll not go off half-cocked."

"The prime purpose of trustees is advisory; things we would like to do and need both money and board approval to do. They are in charge of the physical aspects of the library building, and its grounds."

"The prime purpose of the board is to remove the public library from political control and pressure. They have other roles, but that is the prime function. The board is only eight years old, and I have trained them and they see it this way."

"A library trustee should set policy, should promote the library in the community, should provide contacts with other people and organizations in the community, and should promote the library throughout the whole state."

"There is no vital purpose for a board of trustees -- they don't do much at all. A professional group of librarians need a friends of the library more than a board. The board tends to rubber stamp the policies of the librarian."

"As a group I think a public library board of trustees has its normal textbook duties of setting policy. I think it's important to have board members who comprehend the rather subtle differences between policy and administrative procedure. I think that the board should, when considering library matters, confine itself to library matters. The board also is important to the head librarian as a sounding board, giving advice and guidance. In most situations the trustees have a much more comprehensive idea of what the community is like than does the director. In many aspects the director can be very vulnerable if an outsider and he should have a really good rapport with the board and be able to rely on the frank and open responses of that board. And another major duty of the board is to actively promote the library, specifically in representing the library with whatever the financial authority is. I would be somewhat reticent to say that the board normally should go outside of normal fiscal channels to get money but these are not normal times, so I think that the board has some responsibility to assist in procuring income. I haven't formulated in my mind how deeply they should get into it."

"The trustee sets policy and is the official voice of the library. As a public relations person, the trustee should carry his trusteeship to every organization he belongs to."

2A. What do you consider to be the prime purpose of your head librarian?

"Prime is the handling of the day-to-day running of the library. It is like the manager of a store versus the owner. Make sure the library runs on an even keel. The librarian handles circulation, publicity and such without worry about the financial picture. The librarian should be concerned about getting a good budget."

"Well, I consider the head librarian to have carte blanche at the library. I think that she should be able to initiate a program and bring it to the board, perhaps with their refinements, for them to get it funded."

"Our librarian selects, purchases, and catalogs the collection, and sees that the library is kept open."

"Is there only for the day-to-day routine."

"The prime purpose of the librarian is to run the library. Operation of the library takes in almost everything: binding, classification, desk work, reference, children's room. As it is a small library, the librarian does everything."

"I like to see a strong head librarian. I mean, a person who does the actual running and turns to the trustees for approval only in major areas. Probably that's because I am also a librarian. But it's also because if you're going to be a head librarian or administrator, then you should have something to administer. You shouldn't be merely the instrument of the board. I don't believe, either, in a board that doesn't do anything. It's just that what one should strive for is a meeting of minds between the librarian and the board. Certainly there are some times when a head librarian perhaps needs a board of trustees for outside matters."

"Carry out the policy of the library, create new and stimulating programs, and make the library a more central part of the community -- these are the prime purposes of the head librarian."

"The trustees tend to leave more and more of the day-to-day events of library administration to the head librarian. Book selection was at one time carried out by our board, as were other roles, which have since passed to the hands of trained professionals with the board acting in a diaconal function."

"The head librarian must be an administrator. He can no longer be just a scholar. He must deal with federal and state grants, funding, etc."

"The prime purpose is to insure day-to-day operation of the library, develop a well-rounded collection with rough guidelines set up by the board, and also coordinate with the other libraries in the town."

2B. As a Librarian, what do you consider your prime purpose to be?

"The librarian has a dual purpose, direction of library activities and public relations."

"The job of the head librarian is to coordinate the libraries if there is more than one, and to administer the libraries under the guidelines or policies set by the trustees."

"The standard purpose is to try to meet the social, recreational, informational needs of the community. Anyone who is to deal with these needs is going to have to set up priorities, depending on the town and the structure one is working with. You have to avoid duplication of efforts, of course. In our state much is done on the informational level, I think. Our state is so small that much that is done on a county level in other states is done here on a state level and is done well. I think you have to be a catalyst wherever possible; where things have to be started you have to be a watchdog to find out what they are."

"The librarian is to direct the library in the most efficient way possible, both staff and patron-wise."

"The prime purpose of the librarian is to administer public library services for the town."

"That's a very difficult question. The prime purpose of the head librarian is to make the library function properly for all, to make the community aware of what the library has to offer, to improve the staff, to promote public relations, to develop good relations with the town officials, and to establish future directions."

"I am the only person. I do everything but housekeeping. Within the limits of our budget, I insure availability of the greatest variety of reading materials for varied types of patrons using our library."

"To administer the library, to provide programs for the town and make them aware of them, and to make the library a cultural center for the town."

"As head librarian I have the duties outlined in the usual job description, superintending the staff, the program and the budget. That's normal. I think that above and beyond that I have a lot of functions that really don't relate to anything that you learn in library school. As a matter of fact, I think that administrators should have knowledge and training far beyond anything that's given in library school -- in things like business management, public relations, and communications. I regard my role as one of leadership. I think that my position is one in which my actions should be worthy of imitation by others on the staff, and I hope to God I'm doing that. Also public relations, the promotion of the library in the community, is very important. I also consider that one of my roles is breaking the rules. We attempt to make rules and follow them, but we also should realize that the rules we make have exceptions and I regard myself as the person who approves the exceptions to them. The head librarian also has to be a mediator, a conciliator, who soothes passions that arise, whether they are intra-library, or library-patron, or patron-patron."

"I consider two things important for a trustee. One is to represent the needs of the library to the officials of the town and state. And the second is to help promote the library in the community as much as possible, to become aware of library needs and to work with the librarian to improve service."

3. Do these purposes seem to overlap or conflict in view of your position in the library?

(Note: few actually answered this question beyond the one word answer)

"Don't think there should be any overlapping." (Librarian)

"There is an area of overlap. It depends on the library and on the type of librarian you have. If you hire a good librarian and she has a degree, then there is no interference. If not, step in. There should be no overlapping, there should be harmony. Cooperation is needed." (Trustee)

"The book committee helps in book selection, so there is overlap, but it is welcome. The librarian has the final say. Also, the librarian makes selections of her own choosing. One conflict is a difference of opinion on whether the library should become a part of a town system. Even members on the board disagree among themselves concerning this issue. They worry about interference. This is an independent community. They see things in a different way." (Librarian)

"Overlap. I don't think they really conflict except where progress can be impeded. The board does not recognize advancement as quickly as the professional." (librarian)

"I think if they do it's because people in either category have misconceived what they were supposed to do." (Trustee)

"It's possible for them to conflict. Generally if you have a healthy relationship the roles are complementary. The worst situation in any experience is when a board member does not understand his role, and in that aspect I think it's the duty of the director to make sure when he's got a new trustee that the trustee is coached and has Virginia Young's book on the library trustee and understands the difference between policy and carrying out policy." (Librarian)

"Very often they do. And it's not the fault of either. Very often the librarian is the only one who can devote a full working day to library affairs. Often the trustee holds a full-time job and can't devote much time to being a library trustee. So the trustee has to rely quite heavily on the librarian's help to avoid conflict." (Librarian)

"There is no conflict -- not with my board. I have a free hand." (Librarian)

"Yes -- I don't think groundskeeper is a head librarian's job." (Librarian)

"I do not see any conflict. Because the librarian is holding most of the day-to-day decision-making, trustees feel they are not as involved as much in the life of the library as in previous years. Book selection was at one time done by trustee committee, now by a committee of professional librarians on the staff."  
(Trustee)

". . . Sometimes we get involved in things which the librarian should have handled himself and sometimes we are not consulted when we should have been." (Trustee)

"There are always problems but usually not as far as objectives are concerned."  
(Librarian)

4. When it comes to the following areas of concern, which decision-making element is responsible:

A. Library materials policy.

"Well, I would say the librarian has charge of selection of library materials. But she should relax, she shouldn't have to bear the brunt of that either. She



should bring her selection to the board and the board could go over it and pass on it. The board must take ultimate responsibility for what's there, but I think she should choose by and large what's there 'cause she's much more knowledgeable about what's available." (Trustee)

"Librarian" (both trustees and librarians)

"The Board" (both trustees and librarians)

"The Board sets it up, usually at the suggestion of the librarian." (Librarian)

"Staff created, trustee reviewed and endorsed." (Trustee)

"Book selection committee." (Trustee)

"A board and a librarian working together should be looking through the same set of glasses. The board sets policy, the librarian selects." (Trustee)

"... I think it's the responsibility of the director to assist the board in creating a liberal policy. Then it is the director's duty to carry out the policy. When questions arise from a patron, it is mandatory for the director to take the issue to the board for a statement to be sent back to the patron."  
(Librarian)

#### B. Non-book collections.

"I feel that in any kind of stuff to be selected that ideally the librarian is better equipped than the trustee. The board sets selection policy. There has not been room to develop the non-book collection much so far but that will soon change. Of course at my age one is more likely to be interested in the book."  
(Trustee)

"...a small record collection which is endorsed by the trustees." (Trustee)

"The librarian" (both trustees and librarians)

"Ideally, trustee with librarian guidance." (Librarian)

"Staff created, trustee reviewed and endorsed." (Trustee)

"... the librarian initiated. The Board has been all for it. We have never had a stuffy kind of board." (Trustee)

"... The board is forward thinking in this area and tries to encourage the librarian to move ahead here." (Librarian)

"... When I was hired ... it was spelled out by the trustees that one of my duties was to promote the media." (Librarian)

#### C. Fund-raising.

"The trustee is. With grants, the proposal of course has to come from the librarian because I don't see how the trustees can always know what's needed. But I think that the pursuit of grants should be done by lay people because getting into all this mickey-mouse is taking a person who is valuable and trained out of the library and into an area she is not equipped to handle. You know it's not the same atmosphere as the library certainly." (Trustee)

"The trustees." (Trustees and Librarians)

"Absolutely the trustees. They're responsible ultimately for the finances though the librarian may initiate a grant proposal." (Librarian)

"No one, except just before Christmas we send to the Board of Incorporators a letter asking for help." (Trustee)

(cont. p 13)

NEW ENGLAND LIBRARY TRUSTEES ASSOCIATION

At the New England Regional Meeting of the American Library Trustees in New York City, July 7, 1974, a committee was formed to set up a conference for trustees to be held at Wentworth-by-the-Sea, Portsmouth, New Hampshire on Saturday, September 28, 1974. The purpose of the conference is two-fold. One is to help local trustees and the other is to help strengthen state trustee associations.

The meeting will start at 10:00 a.m. There will be an orientation program plus workshops on "How to hire (and possibly fire) your librarian", "Trustees and the year 1976", "Problems of small libraries" "Problems of large libraries". There will be a luncheon and a nationally known trustee as a speaker. There will be a short business meeting at the close of the day to vote upon forming a New England Library Trustees Association as a separate organization apart from the New England Library Association, a selection of a committee to make the by-laws, set up another meeting.

The cost will be less than \$15.00 (includes a lunch of either roast beef or seafood newburg, registration), depending on the number who respond to this first announcement. It will be a one day meeting. It is hoped that trustees will find inspiration and guidance from this. Better trustees make better libraries and better libraries make better communities!

SAVE THE DATE - SEPTEMBER 28, 1974. More details will follow!

Please tear off the bottom and return within 10 days of receipt of this to:  
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"Reach out... keep it working."

That slogan should be heard often this fall, as the 1974 United Way of Southeastern New England campaign gets underway. This year, in order to reach all library employees on a state-wide basis, the library campaign will be conducted as part of the campaign for all municipal employees.

The United Way has a history of support to library and educational programs. This year the United Way directly supported the Providence Public Library and its Project Personaa, an educational program for Spanish-speaking members of the community, and the South Providence Library to offset loss of funds from the Model Cities program.

United Way dollars also support a broad spectrum of educational projects with library emphasis including pre-school reading programs, school-age tutorial programs, vocational counseling and training, and leisure time activities with emphasis on learning new skills.

The campaign will kick off in mid-September.

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## LIBRARY BINDING MANUAL

Originally published by the American Library Association for the Library Binding Institute in 1951, this new edition updates and augments the material of the hardcover edition. Topics covered include: development of the industry, maintenance of materials in the library, selection and preparation of materials for bindery and the steps in binding a library bound book (fully illustrated), instructions on salvaging water damaged books, how to determine a binding budget and more.

The Library Binding Manual is 200 pages in length, is printed on acid-free paper. Copies are available for immediate delivery and will be shipped upon receipt of a library purchase order and/or check in the amount of \$2.95 ppd., payable to Library Binding Manual, 88 Needham Street, Newton Highlands, Massachusetts 02161.

## Standards for Public Libraries - final page. Pull and add to

June '74 issue.

requests, number of registered borrowers not already in possession of a card from another Rhode Island library.

To implement these suggestions some of the techniques outlined in the De Prospro study might be used

-the use of sampling techniques to determine probability of availability on the shelf of randomly selected materials,

-periodic notation of numbers of periodicals, reference books, equipment, etc. being used at given times, to determine in-library circulation. (Figured at a national average of 25% of total circulation according to the De Prospro study)

-analysis of staffing patterns during peak hours of use -comparison of number of people entering the library with materials circulated. (Only one-third to less than one-half of those who enter the library actually borrow materials - De Prospro study)

-sampling of user response as to degree of satisfaction experienced per library visit.

4. The evaluation process must consider those who are not served as well as those who are. Only through such efforts will the community library begin to achieve a totality of service.

("Ninety percent of the citizens in an urban library situation do not use the library..." Joseph Sakey, *Library Journal* February 15, 1974. p. 457.)

5. Techniques for measuring totality of services provided, current and potential, be divided.

(One example might be the determining of document delivery capability, a measurement of the speed required to deliver a document from one library to another.)

### The Committee on Standards for Public Libraries consisted of:

Curt Bohling, Pawtucket  
Martha Bullard, Cumberland  
Roberta Cuirns, Barrington  
Susanna Collins, Westerly  
Sally Evans, Pawtucket  
James Healey, Univ. of R.I.  
Sarah Henderson, Foster  
Robert Maier, Cranston  
Anne Parent, Cranston  
Kathleen Schlenker, Kingston

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.

PATRICK T. CONLEY BOOKS  
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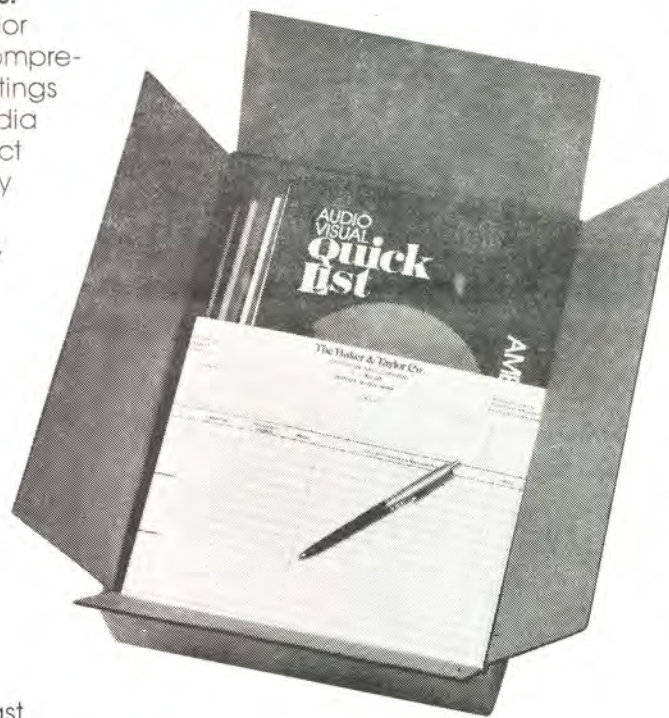
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"We don't need any and we don't have any." (Trustee)

"Technically one might say it's the responsibility of the trustees. But it's almost impossible for the trustees to function in this area without the help of the librarian." (Librarian)

"Trustees, in general, for fund raising within the town. Grants gotten by the librarian would be an unusual circumstance. We have a membership drive every year run by the trustees, though the staff does a lot of the work. To become a member a person has to give money to the library, which is a private library." (Librarian)

"It's awfully difficult for the librarian to raise funds without the cooperation of the board. Speaking of the normal channels, in our case going to city hall, it's the board that reports to the mayor. It is the director's duty to make a defensible budget to present to the mayor. So in the traditional aspect it is the board's duty to get up the money. For the non-traditional aspect, going to foundations and other groups, the way we're doing, I don't think that I can ask the board to take its time to be the primary agent there -- though I should keep in touch with the board here and act with its passive blessing." (Librarian)

#### D. Hiring and firing of employees.

"The librarian, with the exception of her own position which is the responsibility of the Board." (Librarian)

"The city for the clerks and other non-professional staff, the board for the professionals." (Librarian)

"Trustees, with the exception of the civil service employees. We have a union for all non-professional staff and the Board works with it." (Trustee)

"It's a mutual decision. It can be initiated by either party." (Librarian)

"The librarian would initiate action of hiring, with permission of the trustees. With the firing, that would definitely be the trustees' final decision." (Librarian)

#### E. Other (i.e., publicity)

"The publicity should be a joint responsibility of librarian and trustees, but in actuality it is solely that of the staff." (Trustee)

"In our new library we'll have someone who will just work on publicity and stuff like that. Newspapers I have found have been reluctant to give publicity unless it's a matter of sensationalism. If you were banning a book or something, you could get headlines. But I would think if you had enough staff there should be a liaison with the press and radio and television. If you prod a little, they're very glad to come I've found." (Trustee)

"The board has asked the librarian to do more with the local paper and she has." (Trustee)

"This is the librarian's job." (Trustee)

"I think public relations should fall within the province of the board of trustees. I think it's one of their prime functions, here especially between the users of the library and town council so that you get decent funding. If the board is the body responsible to the town, if the board can't say something good about the library, they should keep their mouths shut. They're the ones who should be in there fighting for good library service." (Trustee)

"The librarian handles publicity. Unfortunately, we don't have a friends of the library -- it's a defunct group. The trustees could do more but it usually falls in the lap of the library staff. What we need in Rhode Island are better trustees. Not every librarian is a public relations expert. Trustees have a lot of talent and they should put that talent to work for the library." (Librarian)

"The librarian handles publicity although the trustees are interested in it and seeing that it is good. Sometimes the trustees have good connections to help with publicity." (Librarian)

"If you want to measure column inches or air time or any quantifiable measure of public relations, the director should probably have the bulk of the responsibility. I think that in extraordinary circumstances that the board might have some primary responsibility such as at the appointment of a new director or in the upcoming bond issue." (Librarian)

5. Do you feel any inovative methods have been developed by you in response to any of the above areas of concern?

"No. There's very little that's new. I think that if I have any particular excellence in those areas, it's that I pursue them somewhat more vigorously than other people might." (Librarian)

"A book and bake sale for fund raising." (Trustee)

"Simplified library routine (unspecified)." (Librarian)

"I've found that the very best approach is the positive approach and to have a positive program of something that we wanted to do. I have usually gone to the mayor but you can't go with just a "Wouldn't it be nice if" sort of thing. You've got to go with the program thought out, you've got to know how much it's going to cost the city, you have to go with some justification for it, that there's a need. You work with the city council and talk with other groups. I never have been refused. Letting people know the challenge, and the opportunities that they have in library service can only be positive, and we have a situation now where people are thinking library, and people are talking library. I've found if you talk to the people that can do something about a problem instead of wringing your hands talking to other trustees or librarians or writing letters to the editor, talk to others who can do something about what you want. But have it thought out first." (Trustee)

"Well, for publicity mostly we have an annual art show. Then we have an annual book sale. And we just had our second annual flea market to raise money and it went very well." (Trustee)

"Sunday openings." (Librarian)

"Hopefully we will be getting a new friends of the library group started. We are currently carrying out a more standard classification of materials than previously. Space problems have put stumbling blocks in the way of any new programing or such." (Librarian)

"Absolutely none."

"Trustees expect the librarian to be all things to all people, to be out in the community. But meanwhile who's typing the darn old catalog cards when there's no typist. I don't have time to get out, to do everything. They have a director, they pay her \$10,000, and think she can do everything." (Librarian)

"I don't think I've developed any tremendously innovative methods. I try to learn from other people who are doing something, and I crib from them. I think if you don't you're crazy. When you get a chance you should thank them. But being in a smaller library you need conversation with other people, it's more necessary to get out to see what others are doing, to collect information, to go to conferences. (Librarian)

"On matters of funding, publicity and the collection we have applied for a grant to try to serve the Spanish community in our town." (Librarian)

"The only thing I can think of is the mini AV cooperative amongst the four libraries in this area. And we're doing a booklist of Rhode Island material

with another library. The trustees are very active on their own and there's not much need for innovation in the relation of trustees and the librarian."  
(Librarian)

"On the drawing board we have an offer from a public relations person to come in and help set up a new approach in public relations in our library for us." (Librarian)

"We are more keyed to special needs of the library building and staff and not in other areas. We need to do more in the area of growth. We have space limitations. We are slow to move. People devoted to the library would like to see it grow." (Trustee)

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# NEW ENGLAND LIBRARY ASSOCIATION

## FALL CONFERENCE

September 29 - October 2, 1974

Wentworth-by-the-Sea, Portsmouth, N.H.

Featured at this year's conference will be several new programs, beginning on Sunday, September 29 with a pre-conference for supportive staff. This program will offer such topics as: Dealing with Aggravating Children; Developing Skills in Working with People; Basic Technical Skills and others.

Another new experience for NELA will be the Circus which will come to Wentworth on Wednesday, October 2. Featuring Eric Moon, President of Scarecrow Press; Lillian Gerhardt, Editor School Library Journal; and Arthur Curley, Director Montclair (NJ) Public Library, this is a free-wheeling discussion where the audience writes the script.

Conference speakers will include: Senator Edward W. Brooke of Massachusetts as the dinner speaker on Monday, September 30; Gerald McDermott, noted children's author and filmmaker addressing the Round Table of Children's Librarians on Tuesday, October 1; and Mrs. Bessie Moore, Assistant Chairman of the National Commission on Libraries and Information Science who will speak on Tuesday afternoon.

Programs cover topics such as "Guidelines for two-year college learning resources programs"; "The rights of children and young adults"; "Computer-based bibliographic searching"; and "Performance measures for public libraries."

All area librarians, educators and others interested in libraries are invited to attend the conference. The registration fee of \$8.00 for non-members covers the entire conference. The pre-conference fee is \$5.00.

For further information concerning the New England Library Association or the fall conference, please contact Mrs. Nan Berg, Executive Secretary, P.O. Box 413, Mattapoisett, Massachusetts 02739, phone (617) 758-4571.

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The New England Library Association has announced an N.E.L.A. Pre-Conference for Supportive Staff for Sunday, September 29, 1974 at Wentworth-By-The-Sea, Portsmouth, New Hampshire, 10:00 a.m. - 4:30 p.m. Registration fee: \$5.00, Lunch: \$5.00.

Billed as a conference designed for "those who stay home during conference to tend shop", this one day program has five workshops on very practical aspects of library service such as: the disruptive child, development of personal work skills, technical processes, decision making supportive actions, streamlining order processes, circulation, etc.

Edna Nelson of the Newport Public Library is a program committee member and she asked me to be her resource person. Edna's workshop is at 10:00 a.m. and deals with initial contact with patrons, telephone etiquette, awareness of personal hang-ups, patron anxiety in library situations, overdues, fines, use

of catalog and reference tools, damaged materials, censorship and problem patrons - more than enough for an hour and a half.

A group from Providence Public and Newport Public Libraries will attempt to role-play some of these situations. We'd like an audience. If you have never been to N.E.L.A. now is the time to go as this is perhaps the last year at Wentworth. Henceforth, some dreary motel may be our conference home. Speak to your boss about your library paying for your registration, at least, if not your lunch too, and come.

This pre-conference day is a new idea. Let's make it work. We need something for the troops. Too much of past conferences have been for the chiefs. There are still a lot of Indians around. Let's have a heap big pow-wow September 29th at Wentworth.

See you there,  
Charlie Crosby

---

RHODE ISLAND LIBRARY ASSOCIATION  
FALL CONFERENCE

NEWPORT

NOVEMBER 7th and 8th, 1974

SHERATON ISLANDER

Main program: a communications 5 member panel discussion with representatives from television, radio and journalism, plus a communications specialist. Also included will be a reactor panel of a librarian, a trustee, a library user and a library non-user.

Other programs:

- 1) a program on the pros and cons of unions and libraries
- 2) a program by the Young Peoples' Performing Arts Company
- 3) a program on the trustee
- 4) a program by a children's author
- 5) a poetry reading by the noted black poet, Michael Harper
- 6) a program on the evaluation of the R.I. Standards for Public Libraries
- 7) a lecture on The Other Side of Melvil Dewey

Registration will begin both days at 8:30

Programming will continue until 6 p.m. on Thursday, and until 3 or 4 p.m. on Friday.

Names of speakers, registration fees and menus will be announced when the official programs are mailed the first week of October. (P.S.: There will be a bar available on the exhibit floor)

## MUSINGS OF A LIBRARY TRUSTEE

by Mrs. Ruth Tabor  
East Greenwich

(If I need other credentials for writing the Musings, you may wish to know that I've used libraries for more than fifty years, graduated from Simmons School of Library Science and worked in a public library for six years, returning to the field as a school librarian after my children were in school. I've just recently been reelected to a second term as a library trustee.)

Never thought I'd move from the charging desk to this behind-the-scenes spot.... Ought to learn a few things, it must be more than a title.... Wonder what the City Charter sets as our duties.... What's this D.S.L.S. the Director keeps talking about? ... The Chairman mentioned some new guidelines for Public Library Service in Rhode Island -- wonder where I can get a copy.... Maybe the Director can get copies for all the Trustees.... Well, I thought we just had to pay the bills, didn't realize it was up to us to explain the new or different things the library is doing. Thought the Director took care of that.... Surprised to find there's a policy for personnel just like the one in my company -- makes, of course.... Guess I never realized the staff works some Sundays and took it for granted the library is open 'til 9:00 p.m. all week.... Some of the old timers on this Board may think the minimum wage is good enough for everyone. Hope the salaries come up for review each year -- the blonde in the reference room has been taking courses and Mrs. Friend at the main desk sure knows just the titles to suggest for our family after all these years.... Is our insurance coverage sufficient now we've put new furniture and all the movie equipment in the children's room?.... Too bad Mr. James had to wait in the car and send his daughter in three times to get what he needed -- maybe a ramp for wheelchairs is a good idea. He can't be the only handicapped person in town.... For that matter, a lot of older folks can't even get that close -- better check with the Director and see if there's anything in the way of home delivery for them.... How can we help people have better service when neither we nor they know what they want or need or even would use??? If we could consolidate a couple of programs would we save money and still give good service? ... Wish magazine subscriptions weren't so high.... Too bad there are so many strings on a couple of those Memorial gifts.... How can we persuade the Town Manager to use some of his "Revenue Sharing" funds for the library -- the category is there, someone should find out what the guidelines are.... It's a lot harder to see library services than the need for new police cruisers.... Heard that one Rhode Island library got some state money for a program with pre-school youngsters -- wonder how they did it.... That idea of our Director's for a branch in the Mall is way out. We'll have to do some tall thinking about that! How do we find out if anybody else has tried it?.... Glad the Chairman put me on the building sub-committee, I can be useful there. Getting Bill Cash on Finance was great, he knows the investment field inside and out... I'll bet a lot of our problems here at Memorial are the same ones Trustees in the other places are facing. Would it be helpful to get together with the others one or two times a year? Wonder who could put such a thing together. .... And, would anyone show up?

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