

11-1993

**Bulletin of the Rhode Island Library Association v. 66, no. 11-12
(incorrect no. on newsletter)**

RILA

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Rhode Island Library Association Bulletin

Volume No. V. 66 N. 6

ISSN:0146-8685

Nov./Dec. 1993

RILA Fall Business Meeting

The annual Fall meeting of the Rhode Island Library Association was held on Monday, November 1st at the Barrington Public Library. The morning session was a presentation by Dr. Sandro Ingari on how to achieve excellence in customer service. The Business Meeting took place after lunch and was an appropriate lead-in to the afternoon discussion, by seven RILA Past Presidents and the audience, on priorities for and the future of RILA. What follows are more in-depth presentations of much of what happened on that day.

President's Message, November 1993

The following are a summary of remarks given at the RILA Fall Business Meeting which was a great success thanks to a hard working Conference Committee. Other details of this meeting follow.

I want to thank the Rhode Island Library Association for putting its trust in me as the new RILA President. Over the past year, I have had the privilege of learning from and working with an excellent Executive Board including a very dedicated Past President, Judith Paster who should be acknowledged for all she does for RILA as she goes off the Executive Board. And of course, I would like to especially thank Janet Levesque who has served as President for 1992/93 and has been very patient with me as I begin to learn the ropes. This year we have many of the committee chairs returning to continue their contributions to the organization. They have all done yeoman's work and I look forward to their new endeavors. All of these people work very hard to make RILA a meaningful organization for its membership. I will certainly do my best to support their efforts.

As one of the goals for my presidency, I will endeavor to set in motion some strategic planning for the organization. To that end, I invited a panel of past RILA presidents to discuss issues facing the state's professional association. I was very excited that the following people were able to attend this



Seven past RILA presidents discuss the issues. From left to right: Judith Paster, Carol DiPrete, Doug Pearce, Fran Farrell-Bergeron, John Fox Cory, Connie Lachowicz, and Janet Levesque.

Pictures courtesy of Joseph McGovern.

session: Fran Farrell-Bergeron, President in 1983/84; Connie Lachowicz, 1985; Doug Pearce, 1988/89; Carol DiPrete, 1989/90; John Cory, 1990/91; Judith Paster 1991/92; and Janet Levesque, 1992/93. I acted as moderator for the lively hour of discussion which ensued.

The panel was first asked what accomplishments they had seen over the years from RILA. The list was indeed impressive:

- good conference programs
- good publications
- government relations work on state level
- intellectual freedom handbook and publicity
- trustee's committee
- sense of responsibility by the membership
- communication between all types of libraries
- sensitivity to disparate needs
- continuing education efforts.

Then the discussion was turned to the needs, both current and future, for the organization, and opened up to both the panel and the audience for their participation. While some of these items may sound negative, it should be noted that many service organizations, and certainly other New England library associations, are also feeling the pinch of difficult economic times. This results in low membership numbers and low energy levels; so often librarians are already being asked to do more with less on their jobs, and they have little left to give their professional association. We need to develop a program of activities for RILA that gives back to the membership as well as moves us forward. It is my hope that over the next few months the Executive Board can use these suggestions to develop a plan for both short and long term goals. The following have not been prioritized or reworked from the discussion at the meeting beyond an effort to group the issues into broad areas.

PLANNING:

- throw the whole organization up in the air and start over
- do strategic planning for RILA
- define RILA; are we an organization of librarians or libraries or both
- renew membership drive; poll old members as to why they dropped out; attract new members with programs to meet their needs
- institutional memory (we need those who have done things in the past to remain active, so that we do not run in circles)



Janet Levesque hands the gavel over to Florence Doksanky.

ROLES for RILA:

- major role for RILA in supporting librarians, image, worth/value and role of librarian (possibly a RILA statement); need PR among librarians
- get out this role to general public; subliminal messages; show town councils and decision makers what librarians can do as information brokers so not bypassed in new age
- invest in RILA and its members, do not fear success, but also acknowledge the cyclical nature of activity; develop roles for members who will not be leaders but who belong and need support
- RILA needs to be more proactive and not just reactive; e.g. develop and lobby own bills; organization should take advocacy stance during years when money on table

PERSONNEL:

- continuing education in the following areas: how to deal with budget/support people; lobbying/proselytize; programs for both professionals and support staff; certificate program for paraprofessionals at CCRI
- recruitment of librarians; diversity issues; salary and reward packages
- role in professional development and compensation programs
- offer opportunities for professional contact; need to know more about what our colleagues are doing
- get more support and active participation from library directors for RILA

PROGRAMS:

- review conference success, again consider exhibitors within our budget constraints; job fair, possibly CE courses at conferences
- more cooperative efforts with COLA, RIEMA, Library Board Rhode Island, ARISHL, etc.
- tie in with other states for inter-state services, conferences, etc.
- give creative thought for publications; what would be useful
- bring some fun into the organization; social events; develop commonality and morale support;

This informal list is shared at this time in an effort to encourage the librarians of Rhode Island to join together in renewing their efforts to make their state professional association one that they can be proud of, and one that can serve their needs. I would encourage all of the members to contact one of the Executive Board members with their input and comments in these and other needs they might want to make on the organization. Obviously we will have to continue this dialogue in several different formats, but if RILA is to serve a major role for its membership, the Executive Board will have listen to the membership and try to redirect some of our energy to incorporate as many of these ideas into our agenda as possible.

The information needs of our library users are evolving radically, librarians feel the stresses of budget constraints, and increases in technological advancements are impacting the entire library field. Therefore, the role of the professional association should be rethought in an effort to meet and support the membership's changing needs. It is my hope that in January the Board will take a look at the suggestions and develop a process to move us forward. I will do my best to get us started on that path.

Florence Kell Doksansky, RILA President, 11/5/93.

Customer Service: Achieving Excellence in Your Library

BY FRANK P. IACONO

Are your library's service policies re-evaluated frequently? Are they customer driven? Are they applied with rigidity or is there room for flexibility? These were a few of the questions posed by Dr. Sandro Ingari, a consultant specializing in supervisory and management development, during his fast-paced, highly informative presentation at the Rhode Island Library Association's Fall Conference on November 1st. With clients such as Chase Manhattan Bank, American Express, and the Boston Public Library, Dr. Ingari came well-equipped to deliver a message both thought-provoking and practical.

"Effective service can be directly translated into budgetary support."

*Dr. Sandro Ingari, Consultant
RILA Meeting, November 1, 1993*

Dr. Ingari first pointed out that quality customer service is based upon both procedural and personal dimensions. A library with systems and mechanisms in place for smooth flowing, organized service delivery is up to snuff procedurally. It is equally important, however, the library personnel possess and practice the attitudes, behaviors, and verbal skills necessary to insure effective communication and satisfied customers. When either dimension is missing or lacking it's time to make adjustments.

"The best weapon against an arguer is to listen."

Dr. Sandro Ingari

What about complaints? Can you assume that few complaints equals good customer service. Not necessarily. Research, Dr. Ingari noted, indicates that 96% of unhappy customers are never heard from. These non-complainers however will share their unhappiness with nine or ten other people. Customers who do complain and whose complaints are resolved, moreover, will tell five other people. With this as a starting point, Dr. Ingari then delineated a six-step approach to complaint resolution as follows:

1. Listen patiently to the complaint. Don't argue.
2. Acknowledge the viewpoint of the complainer.
3. Get right to a possible solution. Don't dwell on the problem.
4. Reach some kind of closure. Don't leave people hanging.
5. Follow through on complaints you can handle.
6. Be sincere. Don't just go through the motions.

After stressing the importance of developing concise, realistic, and observable service standards and providing an outline on how to accomplish this, Dr. Ingari closed by emphasizing the necessity for libraries and all service organizations to make provisions for getting customer feedback. Suggested ways were:

1. Be proactive. Go out and talk to customers. Spend time with them. Visit them where they work.
2. Use focus groups. Invite several of your customers to discuss what they like and dislike about your library's service in an open forum.
3. Survey your customers at least once a year.
4. Have suggestion boxes and survey forms for your customers.
5. Follow up to let customers know what you've done

about their problem or suggestion.

6. Publicize the fact that you want customer service.
7. Give people the authority to resolve the customer's problem.
8. Respond rapidly to customer complaints and requests.
9. Make assessing customer satisfaction part of the manager's job description and performance review.

Frank Iacono is Supervisor of Reference Services at the Department of State Library Services and News Editor of the RILA Bulletin.

Highlights from the RILA Business Meeting

NOVEMBER 1, 1993

Madeleine Telveyan, Treasurer and Chair of the Budget and Finance Committee reported the following:

- The goals of the Budget and Finance Committee, this year, when making up the proposed 1994 budget were to 1) be realistic, 2) be fiscally responsible, and 3) not adopt a deficit budget.

The 1994 proposed budget (\$24,175) is, therefore, substantially less than the 1993 budget (\$30,025).

Two areas in the budget saw substantial cuts: 1) Publications Committee (See Editor's Note), and 2) Conference Committee. The "cuts" to the Conference Committee do not represent so much a reduction in their monetary allocation, but a reflection of what has actually been spent in the past.

Telfeyan assured the membership that there is money in savings and CD's should a "wonderful opportunity suddenly present itself." Other points made were that the budget is only a plan and can be adjusted at any time. Also, this budget is a plan for one year only, and things can be adjusted again in the upcoming year.

Carol Drought reported for the Personnel Committee. A minimum salary resolution was presented, amended and then passed. (See text following.)

Janet Levesque, outgoing President, thanked all who worked with her during the past year. Her goals for her year as Past President are to continue working with the Membership Committee to improve and update RILA's new member data base.

Florence Doksansky, incoming President, presented Janet with a royal red and blue scarf, emblazoned with cranes. According to Chinese

mythology, cranes were a symbol of the highest officials, and also symbolized happiness and literary elegance.

RILA PERSONNEL COMMITTEE SALARY RESOLUTION FOR FY 1993

WHEREAS, librarianship is a profession requiring a Master's Degree in Library Science for its practice; and

WHEREAS, librarians should be paid an annual salary commensurate with the unique and valuable services they provide to their public and to their communities; and

WHEREAS, the entry level salary in any profession must be sufficient to attract qualified applicants; now, therefore, be it

RESOLVED that the Rhode Island Library Association recommends that as of July 1, 1993, an entry level professional librarian's annual rate of pay be a minimum of \$28,000 (for those compensated on a part-time basis, an hourly rate of \$15.38); and that the full text of this resolution be published in the *RILA Bulletin* and a summary of it, with reference to the *RILA Bulletin* issue in which the full text appeared, be appended to each RILA Jobline; and be it further

RESOLVED that all library administrators, Trustees, Governmental Authorities and others responsible for, or otherwise interested in the salaries of librarians, be encouraged to develop compensation structures which pay to all professional librarians salaries which are consistent with their education, training, experience, and the essential contribution which they make to the life of the community.

*Presented by the Personnel Committee
Passed, November 1, 1993*

BULLETIN BOARD

Citing continued cuts in state funding, the Rhode Island College Foundation has been proceeding with a raffle to provide funding to the James P. Adams Library. The "RIC TIX BUY-A-BOOK" raffle, endorsed by College President, John Nazarian, who deemed it an important public statement

demonstrating the need for appropriate funding for higher education, will provide some directly needed funding for the library. The State's current appropriation to RIC is \$3.6 million less than the college received in 1989. In fiscal 1989 the library spent \$348,246 on books as compared with \$46,573 last year. Tickets for the raffle are priced at \$2 each or \$5 for a book of three. Prizes include a first prize of one year's instate tuition and fees or \$1,500 cash and a second prize of a \$500 voucher, redeemable at the Campus Store. Some 15 additional prizes will also be raffled off at the drawing which is scheduled for February 19th at Rhodes-on-the-Pawtuxet.



The RISD Library recently installed an online catalog, named ELIZA after their first librarian Eliza Buffinton, who was at RISD from 1909 to 1911, and Eliza Green Radeke, RISD's sixth President, 1913-1931. The library catalog is installed on a Novell network within the Library using a PC-based system from Data Trek, Inc. Five computer terminals are available for public use and provide access to the catalog. Approximately 65% of titles (38,454) in the library are listed in the online catalog, including all of the circulating collection, books acquired since 1991 and a portion of the special collections.

Using Windows technology, the system allows users to access catalog information quickly and easily, while also providing more advanced searching for experienced researchers. Images have been added to selected records, providing a special clue to the material as well as the written description. Due to the limited access requirements of the artists' book collection, these books have been targeted first for the addition of images.

The collection was barcoded over the summer and circulation is finally automated! Serials and acquisitions modules will be added in the spring.



The East Providence Public Library is one of thirty library demonstration sites across the country selected by the Modern Poetry Association and the American Library Association to host the second national "Poets in Person" program beginning in December.

The "Poets in Person" program, a reading, listening and discussion program on contemporary American poetry, was first conducted in 1991-1992 at 20 sites. It drew more than 2,000 participants to libraries to discuss modern poetry. Both projects

have been supported by the National Endowment for the Humanities (NEH).

"Poets in Person" seeks to encourage interest in poetry and to revitalize the place of the humanities in American society through the use of the National Public Radio (NPR) "Poets in Person" audio cassette series in conjunction with library-based reading and discussion programs led by scholars. The series features in-depth interviews with 13 American poets including Rita Dove, Gary Soto, A.R. Ammons, Charles Wright and Adrienne Rich.

Three-person project teams from each of the 30 libraries will attend a national training seminar in November in San Diego, Calif. Local teams are made up of a scholar, a librarian and a state agency representative. Team members are committed to sharing their experiences in the program with other libraries in their states and regions. Demonstration libraries will receive complete materials to host the programs in addition to training seminars and other program expenses.



The Providence Public Library is pleased to announce the availability of DVS (Descriptive Video Services) Videos at the Central Library.

DVS videos provide narrated descriptions of a movie's key visual elements (such as scene changes, body language, costumes and sets) without interfering with its dialogue or sound effects. The tapes allow visually impaired patrons a means of keeping in touch with the world, reducing isolation and maintaining independence. Most of these videos are also closed-captioned, offering accessibility to the hearing impaired as well.

There are 33 videos in the collection including such titles as *The Godfather*; *Pretty Woman*; *Beverly Hills Cop*; *Beaches*; *Raiders of the Lost Ark*; *Parenthood*; *Star Trek V*; *Hound of the Baskervilles*; *101 Dalmations*; *Ghost*; *Three Men & A Baby*; *Field of Dreams*; and *Dead Poet's Society*.

The videos are for loan for the standard 2 day period. For more information, contact the Reference Services Department at 455-8005.



Art librarians from Roger Williams, Providence Public, Brown and RISD are planning for the 22nd Annual Conference of the Art Libraries Society of North American (ARLIS/NA) which will be held at the Omni Biltmore, February 11-16, 1994. Around 400 members are expected to attend the conference

with its sessions on copyright, managing architectural drawings, the iconography of and by women, institutional archives, online catalogs and more. Workshops, tours, receptions and exhibits round out the program. Fee passes will be available at the registration desk for the exhibits, which will be open Monday, February 14 (8 am – noon, 4 – 6 pm) and Tuesday, February 15 (9 am – noon; 1 – 5 pm).

For more information about the conference, contact Carol Terry, Director of Library Services, Rhode Island School of Design, 2 College Street, Providence, RI 02903. (401)454-6278; FAX 401-454-6320.



The PLA Public Library History Committee is seeking to identify public libraries that have compiled their own histories. If your library has published or otherwise prepared a history, the committee would be grateful if a bibliographic description, including date and pagination, could be sent to Don Sager, Chair, PLA History Committee, 1050 Brookside Lane, Deerfield, IL 60015.



For the sixth consecutive season the Ocean State Brass Quintet is offering free concerts to the libraries. They will be one hour performances consisting of the usual variety of music. Please call Rober G. Greenawalt, 15 Broadview Drive, Barrington, RI 02806, 245-5161 (any time), if your library is interested.



LIBRARY PUBLIC RELATIONS COUNCIL SPONSORS TWO GREAT COMPETITIONS

All libraries are invited to participate in two great competitions sponsored by the Library Public Relations Council for 1993 promotional pieces. The national contests recognize the best the country's libraries have to offer in promoting their services.

The "L.PeRCy Awards" are given for excellence in library public relations. This competition honors outstanding achievement in six categories: Annual Report, Library Service Brochure, Newsletter (issue), Logo, Program Announcement (maximum size 8 1/2 x 14), and Materials/Book List. The winning entries of the "L.PeRCy Awards" will be selected by a professional panel of judges on the basis of originality, visual impact, effectiveness and clarity of message. Competition winners will be notified by mail in June, and the Awards Ceremony will be held

at the American Library Association conference in Miami in June, 1994.

All entries must have been produced in 1993. In each of the six categories an award will be given to a library serving a population over 65,000, and one to a library serving fewer than 65,000. The deadline for entries is February 16, 1994.

Libraries should submit five copies of each entry to: Marc Eisen, East Orange Public Library, 21 South Arlington Ave., East Orange, NJ, 07018. Only one entry per category will be accepted. Please include the library's name, address, category, and size of population served, plus the name of the contact person and phone number.

The second competition sponsored by LPRC is for "Share the Wealth Packets," also with an entry deadline of February 16, 1994. There are no specific categories for this contest. No posters or videos can be accepted due to size, shipping and duplicating problems. Forty to fifty winners judged to be the most effective and innovative items will be displayed at the ALA conference in Miami. A Certificate of Merit will be sent to each library that submits an entry chosen for the "Share the Wealth Packets." Packets will be assembled and mailed to all members of the Library Public Relations Council following the Conference.

Libraries are invited to submit up to six entries in this competition. Send five copies of each item to: Mimi Koren, Public Relations Director, Queens Borough Public Library, 89-11 Merrick Blvd., Jamaica, NY, 11432. An additional 300 copies should be held in reserve for inclusion in the Packets should your entry be selected. Please include with each entry the library's name, address, and the name of the contact person with a phone number.

J O B L I N E

ASSISTANT DIRECTOR, Chapter Relations Office

The American Library Association is conducting a search for an Assistant Director of the Chapter Relations Office. The Assistant Director is responsible for the coordination of continuing program activities between ALA and the 57 state, regional and territorial library associations that are ALA Chapters. Other responsibilities of this high profile position will be providing primary staff support to ALA Student Chapters, representing ALA at Chapter conferences and on university campuses, development and implementation of the Chapter Relations Committee's

Long Range Plan, coordination of the publications program, conducting survey research, maintaining regular communication with chapter councilors, officers, and staff.

Candidates must have an MLS degree from an ALA-accredited program; knowledge of librarianship as evidenced by at least 2 years experience beyond the MLS degree; demonstrated competence in public speaking and professional writing; demonstrated ability to work effectively with a variety of groups and individuals and to meet deadlines in a fast-paced work environment; demonstrated experience with word processing, database and spreadsheet applications. Previous association management and supervisory experience desirable.

Salary range: \$28,527-\$44,289. Excellent benefit package includes 4 weeks vacation, low-cost medical and dental insurance.

Please send letters of nomination and resumes by December 15, 1993 to:

*American Library Association
Human Resources Department
93-AD/CRO-1X
50 E. Huron St.
Chicago, IL 60611*

The American Library Association is an Affirmative Action/Equal Opportunity Employer. Applications are invited from women, minorities and disabled individuals.



CATALOG LIBRARIAN

The John Carter Brown Library at Brown University is seeking candidates for the temporary position of Catalog Librarian. The Library specializes in the collection of printed materials pertaining to the Americas, North and South, during the colonial period, 1493 to ca.1830. This is a three-year, grant-funded position to catalog French titles printed from 1588 to 1815 related to the original British North American colonies and the U.S. Requirements: ALA-accredited MLS degree; 2-3 Years of professional rare book cataloging experience using AACR2-Rev., Descriptive Cataloging of Rare Books, LCSH, and MARC formats; familiarity with the RLIN or OCLC cataloging system; reading knowledge of French and Latin. Minimum salary: \$26,050. Send letter of application, resume, and names/addresses of three references by December 31, 1993 to: Department of Human Resources, Brown University, Box

1879/B00085, Providence, RI 02912. Brown University is an Equal Opportunity /Affirmative Action Employer.



LIBRARIAN, Mashantucket Pequot, Tribal Council

Librarian needed to start up unique collection on Mashantucket Pequot Reservation, Ledyard, CT. Responsibilities include: the establishment and management of all aspects of tech services including cataloging acquisitions for a new special research facility. The library, now in the design stage, is part of a 200,000 square foot museum project on the reservation.

Required qualifications: ALA-accredited MLS; at least 3 years cataloging experience in an OCLA/Prism or RLIN environment; AACR2, LCSH, Marc formats; demonstr. supervis. exp. and knowledge and exp. with automated systems; excell. oral and written comm. skills. Some familiarity with regional Native American history and social issues is desirable. Annual salary negotiable from \$25,000 depending on qual. and exp; competitive benefits. Open until filled. Indian preference. Respond to: Theresa Bell, Indiantown Road, Box 3060, Ledyard, CT 06339-3060.

RILA Trustee Affairs Committee Seminar

The Inn at the Crossings was the scene of a successful seminar on October 7, 1993. Mr. Jack Short, Regional Vice President, New England States, of the American Library Trustee Association, spoke eloquently on Trusteeship. He emphasized that Trustees "carry the torch for libraries." Mr. Short opened with two stories that illustrated that Trustees "held the future" of libraries in their hands, and Trustees must "have faith" and be committed to their work.

Mr. Short urged those present to take an aggressive, dynamic lead in the "fight" for library legislation. He was concerned for the young adult and pressed for more attention in this area. Do, Mr. Short pleaded, orient your new trustees by giving them a tour of your library and explain the policies and role of trusteeship. He also advocated the formation of a Friends group, not only as a fund raising organization, but as a support system for the staff and a resource for The Board of Trustees.

Mr. Short cautioned the trustees to avoid excessive committee meetings, and to keep "your committees small." He warned the group to "separate the crap from the crucial," and to be concerned with the basics of trusteeship. Just as the Director evaluate staff performance, the Board must evaluate the Director.

The meeting ended with a standing ovation for Mr. Short's clear, comprehensive and committed view on Library Trusteeship.

After the meeting participants were asked to evaluate the seminar on its value to their job performance as a trustee on a scale of 1 (not at all) to 4 (greatly). All but two participants turning in an evaluation rated the seminar a 4, and these two rated the seminar as a 3. One evaluation came from a Director who stated that the seminar was "Excellent from a librarian's point of view."

*Flora Curry
Chair, Trustee Affairs Committee*

President of the American Library Association; and Wil Manley, American Libraries columnist. The Boston Globe-Horn Book Awards were presented to authors James Berry, Lois Lowry, Lloyd Alexander, Trina Schart Hyman, Gerald McDermott, Peter Sis, Patricia & Frederick McKissack; Kathleen Krull and Kathryn Hewitt.

Each year the executive board of the New England Library Association may present the Emerson Greenaway Award for distinguished service in librarianship. For his outstanding leadership in the field Richard Olson, Director of the Adams Library at Rhode Island College received the 1993 Emerson Greenaway Award.

The fun part of the conference is the competition between the States. This year, The Burlington Games tested skill in challenging events with a Vermont Flair. Judy Bell, John Bucci, Carol Drought, Donna DuFault, Sandy Langlois and Sarah Weed made Rhode Island proud as they peeled apples, melted

L-TV ON THE AIR!

RILA's cable television show, L-TV (Library Television) made its debut on November 11th and can be seen every Thursday evening at 7PM on Interconnect Channel A, which is Channel 49 in all systems with the following exceptions: Dimension Cable-Channel 32, Westerly Cable-Channel 7, and TCI-Channel 5. The shows, which feature interviews, discussions, and library news in general, are produced by RILA Public Relations Committee Chair Frances Farrell-Bergeron and her cable crew representing library staff members from around the state. They are Alicia Antone (East Providence PL), Loraine Byrne (Westerly PL), George Donovan (RIEMA), Denise Gibbons (East Providence PL), John Giudice (East Greenwich PL), Joe McGovern (DSLS), Richard Roberts (Barrington PL), and Beth Watson Sousa (Providence PL). Tune in Thursdays at 7PM for a lively and entertaining half-hour look at what's happening in the Rhode Island library world.

NELA Conference Report

The New England Library Association held its annual conference September 26-28 in Burlington, Vermont. Over 700 people, from the six New England states attended the three-day conference. 137 companies exhibited books, audio tapes, automation and computer systems, educational kits and toys, library displays, shelving, supplies and much more.

Programs were designed to interest all library employees from support staff to directors of small, large, public, private, school and academic libraries.

Guest speakers included Hardy Franklin,

ice cream, made butter, used maple syrup as an artistic tool and carved a block of cheese into the likeness of Calvin Coolidge. It was truly a sporting event.

The conference was a grand success. Mark your calendar for next year in Sturbridge, October 2-4.

*Eileen Socha
NELA Councilor*

CALENDAR

FEBRUARY 4-10: ALA Midwinter Conference, Los Angeles, CA

JUNE 9-10: RILA Fall Conference, Salve Regina University, Newport

**1993 EMERSON
GREENAWAY AWARD**
*Distinguished Service Award
for Librarianship*

Richard A. Olsen has provided leadership in library service and cooperation throughout his career. His professional and service commitments are exemplary and will continue to make a lasting impact on the library profession and those it serves.

Dick has worked with many local, regional and national library organizations. He has been elected President of both the Rhode Island, and New England Library Associations, and of the Consortium of Rhode Island Academic and Research Libraries.

Through his work with the New England Library Board in founding NELINET, Dick was instrumental in the early development of OCLC in New England. The James P. Adams Library, which he directs, was one of the first Rhode Island libraries using the OCLC system. He understood, and was able to convince others of the importance of library cooperation in these early stages of library automation.

Other examples of Dick's farsightedness within his own state are many: he co-founded HELIN, a circulation system and online catalog shared by the University of Rhode Island, Rhode Island College, Roger Williams University, Providence College and the Community College Rhode Island; he served as a delegate to both Rhode Island Governor's Conferences on Libraries and Information Services, and was chosen as an alternate delegate to the last White House Conference on Libraries and Information Services.

A faithful member of the American Library Association, Dick's leadership has been recognized by ALA in his appointment as member and Chair of COPES, the Committee on Program Evaluation and Support. An appreciation for his financial acumen led to his appointment as an ALA Trustee, one of three who have authority to hold, invest, reinvest and disburse endowment funds as directed by the Executive Board. Interested in bringing the advantages of the national organization back to the regional level, Dick was one of the early supporters of the ACRL New England Chapter.

Throughout his career, Dick has encouraged his staff and other library professionals to join library organizations and to provide service to the profession wherever possible. This type of encouragement and support will provide strong leadership for

tomorrow's libraries.

Richard A. Olsen meets all of the criteria of this award, and is deserving of the honor of receiving the Emerson Greenaway Award for Distinguished Service.

PEOPLE

BOB ASPRI, has been appointed Bibliographic Control Librarian at Roger Williams University.

MARTHA BESHES, has been appointed Catalog Librarian at Providence College.

KEVIN CARTY, is now Librarian at the R.I. Training School.

DANIEL O'MAHONY, Government Documents Coordinator at Brown University, recently was appointed to the Depository Library Council to the Government Printing Office's (GPO) Public Printer.

BARBARA WEAVER, Director of the RI Department of State Library Services, recently returned from a visit to China. She was part of a U.S. delegation of librarians invited to exchange information and offer advice on library service for children.

***Governor's Committee on
Providence Public
Library Services***

A Governor's Committee on Providence Public Library Services has been established to identify issues relating to the Providence Public Library's roles as a local library and as a statewide resource and to develop strategies in addressing these issues.

In February, 1993 Governor Sundlun requested that Barbara Weaver, DSLS Director, set up and chair the committee. Initial members of the committee included the Board President and Director of the Providence Public Library, representatives from the City of Providence, the Providence City Council, the Library Board of Rhode Island, and the Governor's Policy Office. Membership since has been expanded to include representatives from the Providence Public School Community, the Chair of Providence Public Library's Board's Planning Committee, the Rhode Island Library Association, the House Finance Committee and staff member of the Providence Public Library.

Providence Public Library is a member of the Urban Libraries Council, whose purpose is to assist urban public libraries in dealing with their changing roles. Eleanor Jo Rodger, President of the Urban

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The *Readers' Guide to Periodical Literature* and *Readers' Guide Abstracts* provide complete coverage of *The New York Times*, except the Metropolitan section. The *Readers' Guide* provides indexing; **RGA** includes both indexing and abstracting. *Readers' Guide Abstracts Select Edition* provides limited indexing with abstracts for *The New York Times*. The Science Section of *The New York Times* will be indexed in *General Science Index* as well.

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EDITOR'S JOURNAL

As of January 1994 the publication schedule of the RILA Bulletin will change. Starting in January the Bulletin will publish six double issues every other month. The 1994 publishing schedule and deadlines are as follows:

<u>Issue</u>	<u>Deadline</u>	<u>Distribution**</u>
Jan/Feb	January 5	February 5
March/April	March 5	April 5
May/June	May 5	June 5
July/August	July 5	August 5
Sept/Oct	September 5	October 5
Nov/Dec	November 5	December 5

** (Date approximate)

This publication change will result in a considerable savings of money for your association, and will also save much wear and tear on your *Bulletin* staff. (Publishing a monthly journal, no matter how small, can become somewhat of a strain!) However, the *Bulletin* Staff are also hoping that this more relaxed publication schedule will give us a chance to address issues and ideas in a more in-depth manner, and that the quality of the publication will remain high, and even improve.

A critique, appearing in *Library Hotline*, July 19, 1993, of the recent ALA Midwinter Conference made the assumption that one purpose of a professional association was to address issues that are "overwhelming librarians in their daily work," as well as to supply a measure of "support and motivation." I would like to take this chance to affirm that at least one goal of the *RILA Bulletin* is to assist librarians (from any type and kind of library) to deal with issues and problems that are critical and germane to their professional lives. Please let us know what issues and questions are important to you.

The RILA BULLETIN is published nine times per year by the Rhode Island Library Association. Managing Editor: Mattie Gustafson, Newport Public Library, Box 8, Newport, RI 02840 (847-8720), Feature Editors: Norman Desmarais, Providence College, Phillips Memorial Library, Providence, RI 02918 (865-2241) and Wendy Knickerbocker, Rhode Island College, Providence, RI 02908 (456-9605); News Editor: Frank Iacono, DSLS, 300 Richmond Street, Providence, RI 02903-4222 (277-2726); Editor & Writer: Judith Paster, 52 Seaview Avenue, Cranston, RI 02905 (467-8898); Jobline: Pam Stoddard, Government Documents Department, URI Library, Kingston, RI 02881 (792-2606); Advertising and Subscriptions Manager: Elizabeth Johnson, Cranston Public Library, 140 Sockanosset Cross Road, Cranston, RI 02920 (943-9080). A current list of RILA Executive Board Members and Committee Chairs is available in January/February Issue, 1993. Subscriptions: free to members; \$15/year in U.S.; \$20/year foreign. Deadlines: 1st of the month for features and 15th of the month for everything else. Advertising: \$130 full page; \$65 half page; \$40 quarter page; \$15 business card size. Change of address: members contact the Membership Committee Chair, Kathy Ellen Bullard, Woonsocket-Harris Public Library, 303 Clinton Street, Woonsocket, RI 02895 (769-9044). Subscription correspondence: contact Subscriptions Manager. For further information, contact the appropriate Editor. Technical Production: Verbatim, Inc., 769B Hope Street, Providence, RI 02906 (273-6930). Printing by Lewis Graphics, 1655 Elmwood Avenue, Cranston, RI 02920 (941-4444). LC 57-26438.

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