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Rhode Island Library Association Bulletin

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The Annual Conference: Highlights

The Rhode Island Library Association held its Annual Conference on June 9-10 at Salve Regina University in Newport. The following are profiles and reports from conference activities.

Where Are We Going on the Information Highway? Significance and Implications of the National Information Infrastructure

"Imagine a continent so vast it has no dimensions; trespassers leave no footprints; its physics that of thought, not of things; and children are more at home than adults.... We have entrusted the basic functions of modern existence to institutions we are not even aware of.... Cyberspace is the homeland of the information age. We *will all* go there. We need to approach this frontier with the mind set of a determined settler, ready and eager to civilize the territory."

Thus began President's Speaker Elaine Albright, Dean of Cultural Affairs and Librarian at the University of Maine's Folger Library, as she delivered the comforting and disturbing news. Comforting because her clarity and depth of knowledge helped shed a little bit more light on this animal called the **National Information Infrastructure** (NII). Disturbing because it seems that a certain "fuzziness" with respect to NII's character and purpose is shared by those trying to define and regulate its operations.

What is the National Information Infrastructure?
How will it work?
Where did it (or will it) come from?
Who will it serve?

Why should librarians care?

What should/can librarians do?

The National Information Infrastructure appears to be a concept in search of a definition. All of the above important questions, which will shape and effect the structure and future of the NII, are being discussed and answered *right now*. Congress is hearing testimony. President Clinton has convened a NII Task Force which is working on all these issues even as we write.

One thing seems clear. The NII is being built and will be maintained by the business community. The government simply does not have the money. And as commercial interests are not necessarily the same as the public's interests, the question becomes how will the primarily commercial nature of the NII effect public access to and interaction with this major information source?

In December 1993 Vice President Al Gore promulgated five principles which he hoped would guide the development of the NII. He said the NII should:

- encourage private investment
- provide and protect competition
- provide open access to the network
- avoid information havens and have nodes
- encourage flexible and responsive government action.

Ms. Albright pointed out that although open and equal access are mentioned in these principles, the American Library Association and other public interest groups have suggested that the issues and principles that need to be considered when structuring the NII are a bit

more complex. Some areas that they have put forth for discussion are:

- First Amendment considerations
 - Will the NII be available and affordable to all?
 - Will it guarantee free flow of information?
 - Will individuals have the right to choose what information to receive?
- Privacy
 - How is it protected?
 - Can personal data collected be kept to a minimum?
 - Will an individual be able to inspect and correct personal data?
 - Can transaction data remain confidential?
- Intellectual Property
 - How will creator and copyright issues/fair use/owners rights be treated and protected?
 - What compensation systems can be set up?
- Ubiquity
 - Will the network use stable, predictable and usable formats?
- Equitable Access
 - How can the NII guarantee people who need information will get it?
- Interoperability
 - Is the technology used based on an open platform?
 - Is it capable of two-way communication?
 - Will the NII use affordable and stable equipment?

That the NII, once structured, up and running, answers any of these questions positively, or takes any of these principles into account is up to the various groups now deliberating. Industry and commercial interests have done an excellent job of presenting their points of view. Public interest groups need to be as clear and forceful in their presentations.

Ultimately, the success of the NII depends on a media savvy public who know how to use and access the new technology to its fullest potential. What is at stake for libraries in cyberspace? What can the role of librarians be? Education about the nature and limitations of the various electronic media could be one vital role. The facilitation of information transfer another.

Ms. Albright concluded by suggesting that if the current metaphor for the NII is the "information highway" perhaps libraries and librarians need to see about providing on-ramps — and even the maps!

- Reported by Mattie Gustafson,
Newport Public Library

Keeping Daddy's Roommate: Seekonk Public Library Meets the Challenge

Sharon St. Hilaire, Director of the Seekonk Public Library, gave an excellent presentation on her library's experience facing a challenge to the children's picture book *Daddy's Roommate* by Michael Willoite. Using her library's experience, Ms. St. Hilaire discussed challenges to library materials and how to handle them. She focused on three main areas which she entitled: "No surprises," "Circling the wagons," and "What Professor Tryon did not teach us in his Intellectual Freedom course at library school."

By "No surprises" Ms. St. Hilaire meant that libraries do not have an excuse to be unprepared for a challenge. Libraries should *assume* that their material will be challenged and should have policies for collection development and handling challenges to materials. These policies should be available and on view to the public. At the Seekonk Public Library all staff receive training at their orientation in these policies and on the issue of intellectual freedom. Staff communication is also essential. The Children's Librarian had informed St. Hilaire of the purchase of *Daddy's Roommate* and she was able to inform the Board of Trustees and further prepare for a challenge.

After a letter of complaint had been received, St. Hilaire put the second strategy into effect: "Circling the wagons." In this stage she stressed the importance of consistently applying library policies and of having only *one* spokesperson for the library and *one* for the Board of Trustees. It is also important to remember one's coursework and stay calm: never defend the item's content; instead, defend its right to be in the library. Again, communication is essential. St. Hilaire met with staff individually to review how to handle challenges and she felt that this was essential in retaining *Daddy's Roommate*. She stressed that the item was not purchased by one person, but by the library in conjunction with its collection development policy. No one staff member was "to blame." During the challenge process all correspondence and news items relating to the challenge were photocopied and placed in a folder for staff to review, allowing them to remain informed. Ms. St. Hilaire also *found professional support to be essential*. She got in touch with ALA's Intellectual Freedom Office and with the Massachusetts Library Association's Intellectual Freedom Committee.

This particular challenge ended with a hearing which was held as part of the regular monthly Board of Trustees meeting. Ms. St. Hilaire effectively illustrated her points by showing videotaped highlights of this meeting. She again stressed the importance of consistently

applying policies and of having rules and just one main library spokesperson at the hearing.

The session concluded with a question and answer session in which St. Hilaire exhorted all of us to remember to keep the library's supporters informed of things such as hearings, protests and informal public opinion polls, and then thank them for their support. Library school can teach one how to handle challenges, but it cannot teach one fortitude and courage in the face of a challenge. She encouraged all of us to be prepared, seek out professional support and adhere consistently to policies.

- Reported by Elizabeth Geesey Holmes, Roger Williams University School of Law Library

Medical Resources on the Internet

Frank Kellerman, Biomedical Librarian at Brown University, presided as moderator for this session sponsored by ARIHSL. The presenters included Carolyn Mills of Memorial Hospital (Pawtucket), Joanne Aspri of Kent County Memorial Hospital, and Nicola Pallotti of the Veterans Administration Medical Center.

In his introductory remarks, Mr. Kellerman reminded the audience of the value of the Medline database as a source for general health reference in both public and academic libraries. Access is available to institutions and individuals through the Internet or directly through the National Library of Medicine (NLM) at the economical hourly rate of approximately \$20.00. Further "informercial" data included a mention of Grateful Med, the front-end menu system for Medline, on sale at NTIS for \$29.95, including the Medical Subject headings (MeSH), and NLM's document delivery service



A "Special Achievement of the Year Award" was given to Frances Farrell-Bergeron and the crew of L-TV. From left to right are Richard Roberts, Fran Farrell-Bergeron, Florence Doksansky, Denise Gibbons, and Beth Sousa.

Loansome Doc. Those librarians curious about Grateful Med may wish to borrow the videotape "A Closer Look at Grateful Med 1993" from a hospital library. Intended as training information for searchers, the tape gives a clear overview of the Grateful Med interface. Although Medline and its "daughter" files cost a small amount to search, NLM has begun a program of free access for individuals and institutions to four AIDS-related databases: AIDS-Trials, AIDS-Drugs, AIDSline (a bibliographic database), and DIRline.

Capping the moderator's remarks was mention of health-related Internet resource guides such as *Internet/BITNET Health Sciences Resources*, otherwise known as Lee Hancock's List. For ftp instructions, see page eleven of the document *Health Sciences Resources on the Internet* created by Taubman Medical Library, University of Michigan (a session handout). This guide also provides a brief, clear overview of Internet functions such as telnet and ftp and resources such as listservs and E-journals along with a bibliography of general guides and further readings.

Carolyn Mills then quickly immersed us all in the riches to be found via the National Institutes of Health (NIH) gopher [address=gopher.nih.gov], the National Institute of Allergy and Infectious Diseases (NIAID) gopher [address=odie.niaid.nih.gov], and the Food and Drug Administration Bulletin Board Service (FDA BBS) [address=fdabbs.fda.gov]. Step-by-step handouts accompanied the on-line demonstration of each source. Ms. Mills indicated that she typically gains access to these gophers through LORI and many Rhode Island librarians are already familiar with broad, multidisciplinary gophers available directly on LORI menus.

As is the case with general gophers, the structure of these health-related gophers is based on nested layers of menus, where each menu layer presents an increasingly focused range of options. For example,

NIH main menu has 13 items

Item 3 is Health and Clinical Information

Health and Clinical Information menu has 5 items

Item 2 is AIDS-related Information

AIDS menu has 11 items

Item 4 is CDC Daily Summaries

CDC Daily Summaries has 15+ items

Item 7 is CDC AIDS Daily Summary 06/09/94

At this point, the searcher has finally arrived at a full-text digest of news items created by the Center for Disease Control (CDC) and collected from media outlets around the country. This sort of up-to-the-minute coverage usually costs top dollar through commercial database services, but through the NIH gopher this 24-hour-old information is available free.

Other intriguing sources on NIH include NIH Information Index, CDC Statistics, *AIDS Book Review Journal*, and the 1993 Surgeon General's Report on AIDS and other indices, numeric data, directories and full-text documents, both serial and single publications. Most well-designed gophers and BBS support some kind of keyword searching for topics of interest. This function ideally should appear on the main menu, as it does in the NIH and NIAID gophers. But in the FDA BBS, one must travel three layers into the menus before "Keyword Searches of a Selected Topic" appears. Also, Ms. Mills warned that the "Current Information on AIDS" file on the BBS is one-and-a-half years out of date! I wonder why the FDA doesn't just construct a pointer to the NIH AIDS files for current information?

Joanne Aspri also divided her presentation into three parts. CancerNet, which can be reached through the NIH or NIAID gophers, was described via LORI gopher access and via e-mail access. Veronica, the gopher directory index, was used to show keyword access to specific medical topics, i.e., fibromyalgia. Finally, FreeNet access via LORI was employed to illustrate the wide array of consumer-oriented health information available in these electronic villages. The Cleveland FreeNet featured such services as:

USA Today: Health Headline News, summaries of news items as recent as 6/10/94 — the day of this RILA session!

St. Silicon's Hospital, with Q and A departments like Family Medicine and Alzheimer's Disease, moderated by physicians

Substance Abuse Education, which includes full-text pamphlets and other resources to download

Pediatric Information Resource Center,

and many more. Examples from the Denver and the Youngstown FreeNets presented even more useful sources.

Nicola Pallotti closed out the program with positive comments about the usefulness of Internet resources in answering health and medical questions for professionals, students, and the general public.

All seven excellent handouts, as well as applications for access to the Medline database and to AIDS-related databases via NLM, may be obtained by contacting Frank Kellerman, Brown University Sciences Library, Box I, Providence, Rhode Island 02912 [frank_kellerman@brown.edu]. ARIHSL should consider putting this show on the road in a two- to three-hour time slot as this RILA program ran overtime, so chock-a-block was it with useful information. You don't have to be a medical specialist to produce some gems for your next health reference patron. Get those handouts and get some practice!

- Reported by Tish Brennan, James P. Adams Library, Rhode Island College

The Ocean State Freenet and Your Library: The Ramifications of Public Access

Despite beautiful weather, a wonderful location, and the last Friday lecture to be scheduled, there was a standing-room-only (double room too!) crowd to hear the Ocean State Freenet team talk. Moderated by Howard Boksenbaum, the team of Boksenbaum, Andrew Eagan, and Dorothy Frechette explained the network's inception, development, present status and future plans. The team gave a blend of philosophical questions and useful "nitty gritty." Eagan led the speakers with an overview of the electronic linking of the twenty-one organizations proposed, and the how, why, where, and what of the future of this type of public access. While many questions concerning the system and libraries remain, the library use of Freenets seems certain.

Boksenbaum then discussed more local issues, the "Bill of Use," policy plans, national on-line data and dial-up access, RHILINET links and other links possible. Described as a "work in progress" which began as a cooperative effort last year, the Ocean State Freenet plans to be operational in the fall.

Dorothy Frechette continued the presentation, describing (including hand-drawn network configurations) what equipment will be needed and how a library can turn public computers into a window to the electronic information available on the "highway." She described plans to standardize these. Thus, libraries will provide a neutral shared-access site for those who do not have a personal home link available to them. The Freenet will give those using libraries a service gateway for on-line use. While no accounts will be accepted until the fall, Frechette stated that the team welcomes people to "play around on the Freenet" and suggested that those who do, provide the team with feedback. For computer and modem use, the telephone number is 946-9810, with an IP address of osfn.rhilinet.gov. which will connect through RHILINET.

- Reported by Roberta Stevens, Portsmouth Free Public Library



Howard Boksenbaum explains the past, present and future of the Ocean State Freenet.

Legislative Update from the Rhode Island House of Representatives

The program's originally-scheduled speaker, Representative David Panciera, was unable to attend. As luck would have it, the budget was being debated that very day, and Mr. Panciera was obligated by his duties to be there. In his stead, we heard Senator Robert J. McKenna. Dr. McKenna is currently Professor of Politics and Assistant to the President at Salve Regina University. He is also president of the RI Independent Higher Education Association. His previous positions include mayor of Newport, president of the RI League of Cities and Towns, RI state senator (including chair of the Senate Finance Committee), state representative, special assistant to Senator Pell, and program and management analyst for the Dept. of Defense and Walter Reed Army Medical Center. He was also the 1983 winner of the RILA Legislator of the Year award. Dr. McKenna, with his background and his current registration as a lobbyist, was well qualified to relate his thoughts on effective lobbying.

He stressed that lobbying is a constitutionally guaranteed right, but lobbyists had better be sure they are being at least half realistic! He pointed out that legislators generally have short horizons: usually next week, possibly two years, but seldom long-term. He also stressed that *service users* are the best lobbyists, as opposed to the professionals in the field.

Dr. McKenna advised us to remember that it's not our job to find the money. That's their job! Telling them our priorities and our needs is our job. He suggested that a major breakthrough in funding may be coming due to the emphasis that education is receiving in the state and the nation. Libraries should tap into this by stressing the importance of school- and reading-readiness, lifelong learning, and non-school-centered education, all services for which public libraries have always been providers.

David Panciera did make an appearance via a video taped the previous day. He explained the current bills and said that he felt a positive momentum building for libraries, primarily because different constituencies were supporting them. He spoke about two kinds of power: the power to put on the table and the power to move off the table. Stressing that we should feel free to contact him for a regional meeting, or whatever forum might be appropriate, he closed by saying that he was looking forward to the budget debates as much as he would a seven-hour root canal! But in fact, one got the distinct impression that he actually was enjoying it all.

*- Reported by Kathy Ellen Bullard, Woonsocket
Harris Public Library*

"CQI Is In, MBO Is Out": Continuous Quality Improvement Wins

Robert Jaffe of the Support Center of Rhode Island presented the program on Continuous Quality Improvement (CQI).

Based on the fourteen-point action plan of W. Edwards Deming, this philosophy focuses on long-term results rather than short-term goals. The process of the service must be investigated to ensure that if it works right some of the time, it can work right all of the time. CQI is based on this simple principle: "We will do things better tomorrow than we do them today." The key is to keep your vision right in front of you and not somewhere in the future. The concept is to understand the process proactively, continuously improving as you move along. By understanding the process, you become aware of the essence of what you do and can attain quality service.

For CQI to be successful, everyone in the organization must be willing to substitute teamwork for personal territory; everyone must work together to analyze and study the process of the organization. Quality will result when everyone adopts the philosophy of never-ending improvement. Participation of the whole should be encouraged rather than excellence in the individual.

*- Reported by Eileen Socha, East Providence
Public Library*

Security Issues for Libraries

Security seems to be an issue of concern, for this was a very well attended program! There were not enough seats, nor was the room large enough to accommodate all of the library staff interested in this presentation.

As the president of a security firm out of Boston, John T. Connelly introduced librarians to the concept that the police are no longer a *proactive* institution, but a *reactive* one. The police in many areas are so busy responding to emergency calls, they have little time to "walk a beat." Therefore, library staff must be ready to create safer situations for themselves.

One way to accomplish this is to encourage the governing body of the library to budget for a security guard. The presence of a guard will help deter criminal activity. The guard, added Mr. Connelly, should be in uniform. However, guards are expensive and the process of adding to the staff may be time consuming, therefore other suggestions were made about more immediate solutions.

Library staff should contact the local police to educate themselves as to the trends in types of crime in the area of the library. Knowing what types of crime occur can assist the library staff in adopting policies that help to prevent that criminal behavior. Often, librarians fail to call the police when a crime has occurred. The police should consistently be called when the policies of the library have been broken. Mr. Connelly was adamant that informing the police of a crime not only stops that individual from breaking library policy, but also sends a clear message to other would-be offenders.

Several further tips from Mr. Connelly include, introducing library staff to the police officers that are assigned to the neighborhood around the library. Having these officers know the staff can improve reaction time and create a more friendly atmosphere for both the officer and staff should an emergency arise. Improved lighting situations, especially in dark parking lots, aid in deterring night-type crime. Improved lighting in dark corners of the library and an uninterrupted line of sight in the stacks cut the chances of staff being accosted in the library building itself.

One of Mr. Connelly's strongest recommendations was not to leave any staff member alone in a library building. The presence of a second person will often deter a criminal who would have acted had there been only one staff member in the building.

Dan Austin, John Fox Cory and Helena Rodrigues all told of the various mishaps they have faced in their libraries as well as the measures they have taken to prevent crimes against the library. Helen Rodrigues, Dean of Johnson and Wales University Library, spoke about the security in her building on Dorrence Street in Providence. This building, completed last year, has theft detection devices and a security guard in the lobby of the building. Students are required to show an ID upon entry into the library. Without a valid ID, a person is not allowed to use the facility.

Dan Austin, of the Providence Public Library, discussed the issue of not leaving staff alone in any of the Providence branch libraries. In order to be sure that staff is not left alone, two staff members are always scheduled at night. If one of the staff cannot work, the other is called and the branch closes early on that day.

Finally, John Fox Cory discussed the problems Cranston Public Library has faced, especially in sharing a parking lot with the fire station. He explained that when the second parking lot was laid, the electricity to the first parking lot was cut. Therefore, lighting in the parking lots has been a problem since the library was renovated in 1990.

John Connelly had two excellent final suggestions. First, library staff should be aware of library policies on safety and security issues and should receive training on dealing with these issues. Second, the local police department should be consulted about simple, low cost measures that can be taken within the library in order to make the library a safer place for all.

*- Reported by Sandi Langlais,
Newport Public Library*

Providing Public Access to Internet

Jerry Romelczyk, Director of the Walpole Public Library began his talk by stating that the library offers free public access to Internet for specific philosophical reasons that have been incorporated into the library's mission statement. An important reason is the demographics of this town of 20,000-plus which, located near the Rte. 128 bio-tech complex, has a high percentage of professionals in the technical and scientific fields who would be interested in a service such as Internet. Providing public access fits in with the library's stated goal of developing an "integrated technology center," he said.

Through NELINET Dial, the library has 25-30 hours per month of full Internet access at an annual cost of \$1,200. Beginning in 1993 the Walpole staff began preparing for the service with almost a year of training and explorations, Romelczyk said, enough so they would be able to "answer a few questions" patrons might have.

Following the training, the library debated the pros and cons of offering the service. On the negative side, the staff did not know enough about Internet and not everyone would be pleased or satisfied; but on the plus side, announcing the availability of Internet would be good public relations and the timing was right because Internet was in the news at the time. Their open house informational meeting, labeled "Flavor of Public Access," shared the good and the bad: While it was a technical fiasco (they couldn't get the system to work at first), it turned out to be a great public relations night with a large crowd on hand, Romelczyk said.

Walpole began offering public access in February of 1994 and was joined this summer by Cambridge and Natick. In Walpole, access is limited to three hours per week, from 6-9 p.m. on Thursday nights. Members of the public may sign up for as long as one hour's use of the system, and a trained reference librarian is available to help patrons get started. The library has also prepared a brochure with basic program operating instructions. Internet services offered include NELINET GOPHER, Telnet, and e-mail out; E-main in and FTP are not offered because of time restraints.

At the beginning, Walpole's hardware consisted of an old XT computer with DOS, 2,000 baud, and ProComm. They have been able to upgrade, through donations, to a 486 Dx with Windows, 9,600 baud, and COMIT communications program, which speeds the process and allows more patrons to get much more use out of the system during their time on the computer.

The program, as expected, has been very popular with the public, and the library has no need to advertise the service. With telecommunication costs decreasing, the hours may be expanded, at which time advertising may resume.

Walpole places no age restrictions on use of the service and so far has experienced no problems, despite

some initial concerns about hackers abusing the system. The staff also have come to appreciate how much they can learn from knowledgeable patrons. Romelczyk's final words of advice to library systems considering the leap into cyberspace were "Go ahead before you are ready or things are perfect, and fix it from there. And, by the way, start circulating CDs."

- Reported by Deborah O'Hara, Director,
Tiverton Library Services

The Information Superhighway

John Curran, Product Manager of Bolt, Beranek and Newman Technology Services, Inc. (jcurran@nic.near.net [email], 617-873-8730 [phone]) has worked on a variety of Internet projects, including CSFNET and the NSF Network Service Center. He is an active member of the Internet Engineering Task Force in the operational requirements area and a member of the IP Next Generation (IPng) Directorate. His current responsibilities include network analysis and product definition for the NEARNET suite of Internet services. The text of this article has been extrapolated from his discussion and accompanying notes.

An "internet" is a collection of networks which are interconnected and interoperable. The "Internet" is the world's largest internet: the total interconnected subset of the world's TCP/IP networks. As of 1993, it was estimated that 1.3 million computers were connected to the Internet. In 1994, the figure increased to 2.4 million computers. It is approximated that 20-30 million people have some form of access to the Internet.

TCP/IP is an acronym which stands for Transmission Control Protocol/Internet Protocol. It is a protocol in which data is broken up into small packages called packets. TCP/IP provides for a reliable transmission stream over a wide range of conditions. It is the basic protocol on which the Internet is built.

Although the origins of the Internet have been in government and research-based networks, the future is in commercialization and privatization. NREN (National Research and Educational Network) is expected to provide a structure for an educational component as the Internet evolves. The National Information Infrastructure (NII) will provide the legislative vision for this evolution.

Internet services of interest to the public include: electronic mail, telnet, WAIS (Wide-Area Information Services), gopher, World Wide Web and FTP (File Transfer Protocol).

The types of access that are available include: e-mail only, host accounts, part-time Internet service and full-time Internet service.

E-mail only access is the most basic service. It does not allow access to most information and some vendors bill per message. Examples of this type of service include compuServe, McImail and ATTmail.

Host accounts provide more complete access to Internet resources, but may not provide direct access to all information retrieval tools. Examples of this access are Delphi, Novalink and MV Communications.

Part-time Internet service requires the expertise of either an on-site or outside technical consultant to establish and maintain. This is gained by obtaining a SLIP (Serial Line Internet Protocol) account. It provides everything that a host account provides directly to your computer system. An example of this service is NEARNET's Dial-up and Dialup+ services.

Full-time Internet service provides network advantages continuously. It can provide Internet service for an entire corporate LAN/WAN. An example of this service is NEARNET's Leased Line Services. A list of providers is available from the INTERNIC at 1-800-444-4345 (phone), info@is.internic.net (e-mail) or 1-619-455-4640 (fax).

- Reported by Robin Medeiros, East Providence
Public Library

Kid's Catalog

Besty Wilkens and Patricia Copes of Connecticut's Capitol Region Library Council discussed and demonstrated Kid's Catalog, a graphic interface which helps users search a library's online catalog. Wilkens and Copes are part of the team which implemented the software in twenty public libraries in the greater Hartford area.

Kid's Catalog, developed by CARL Systems, Inc. and the Denver Public Library, is available in both Macintosh and Microsoft Windows versions. Children are able to click on icons representing a variety of subjects, or they may choose more traditional searching methods.

Kid's Catalog frees children from having to know Library of Congress or Sears subject headings in order to find information on a topic. The "Explore" search strategy, for example, allows users to click on progressively narrower topics represented by colorful pictures, eventually arriving at a list of books on the subject. Further steps provide availability and a map of the library, which blinks to show the location of the item. Another type of search, "Best Stories," allows librarians to add their own book lists to the ones which are provided. Many features can be customized to meet individual needs.

Although some users will view Kid's Catalog as a game and others will be frustrated with the number of screens through which it is sometimes necessary to progress before reaching an actual citation, Kid's Catalog appears to be an excellent step in the direction of improved access to library materials.

- Reported by Julie Deardorff,
Warwick Public Library

Using the Internet in Children's Services

The Internet is FUN! That is the opinion of Anne Bulin of the Children's Department at the Champlin Memorial Library in West Warwick. Ms. Bulin is a self-confessed "Internet junkie" and has been exploring the Internet for useful tools for children's services. She has found a lot for public libraries and some for school libraries. Her favorites were PUBYAC, a mailing list for public young adult and children's librarians, gopher.carleton.ca (Schoolnet GOPHER), which has a wealth of resources for children and everyone who deals with them; and [FTP.WUSTL.EDU](ftp://FTP.WUSTL.EDU) (or WUARCHIVE.WUSTL.EDU), an ftp site which has pictures of animals, fine art, maps, and famous people available to download.

If anyone would like a copy of Bulin's list of the best Internet resources, either she (ANNEBN@DSL.RHILINET.GOV) or I (DENISEGS@DSL.RHILINET.GOV) would be more than happy to send it.

*- Reported by Denise Gibbons Inman,
East Providence Public Library*

Integrating the Internet into Reference Services

Mary LaMarca of Brown's Computing and Information Services (CIS) and Ron Fark, Head of Reference at Brown, took turns introducing Brown's CWIS (Campus Wide Information Service). An initial problem with telephone lines was resolved so that a live demonstration, using an overhead projector, was possible.

LaMarca and Fark discussed and demonstrated CWIS's local services: Brown University information, events in RI, train/bus schedules, coffee house calendar, RI restaurant guide. This information is entered and updated by student and faculty volunteers. CWIS also provides fee-based services, such as ClariNet news service, EUREKA (RLIN databases), and, in the near future, FirstSearch. Finally, CWIS provides connection to free information services "outside of Brown." These are connections to UnCover, electronic journals, career resources, online resources by subject, and navigational tools such as Archie, Veronica, and WAIS.

The reference staff at Brown helps to build and develop the online subject resources. They recommend sources, indicate which resources within their subject areas have most value to the Brown community, and link these resources to CWIS. This reference service helps the user to find relevant and useful information far more easily and ensures some quality control over the information provided.

Collaboration between the library reference staff and the CIS staff has been the key to the success of CWIS. Representatives from both meet regularly

to plan cooperative activity. Part of that activity includes "outreach" programs to introduce the subject resources to the Brown community. These programs include "Brown Bag" demonstrations, advertised on the e-board, in various general subject areas — humanities, social sciences, physical sciences. "Road shows" go to various departments on campus and give demonstrations to the students and staff.

Besides the online subject resources, CWIS provides e-mail addresses for the Rockefeller and Science libraries and for the reference librarians. Patrons can e-mail a query or request to the appropriate library or subject specialist. Through CWIS the library offers 28 CD-ROMs accessible from anywhere on campus. Future plans to enhance reference electronically include E-mail Interlibrary Loan, the introduction of Lexis-Nexis to the system, and a WWW (World Wide Web) menu page for the sciences subject area.

*- Reported by Dorcas Haller, CCRI,
Providence Campus*

BULLETIN BOARD

Two successes on the RI library legislation front can be reported this year. RI public libraries will be receiving their first increases in state aid since 1989 as a result of passage of the Department of State Library Services (DSLS) 94-95 budget by the General Assembly. The budget contains an added \$275,000 for resource sharing grants. DSLS will be providing these grants directly to public libraries with no library receiving less than \$3,700. The only requirement for this non-competitive grant program is that public libraries address an aspect of resource sharing via RHILINET (the RI Library Network). For most this will mean enhancement of CLAN (Cooperative Libraries Automated Network) membership (additional terminals, assistive devices to enhance the accessibility of CLAN for the disabled, retrospective conversion, etc.) or joining CLAN if they are not currently members.

The other piece of legislation that passed was the Library Board of RI bill which among other things increases membership on the Board by adding a representative of special libraries and three additional representatives of general library users. The new law also increases the responsibilities of DSLS particularly in the area of school library services and academic library services by formally recognizing the Department's role in working with the Commissioner of Elementary and Secondary Education and the Commissioner of Higher Education.

Thank yous are in order to all who worked for passage of these bills, especially to Maria Baxter and her hard-working RILA Government Relations Committee and most especially to former librarian and now library advocate Representative David Panciera.

PEOPLE

RILA officers, committee chairs, and representatives of other library organizations will be attending a retreat on August 19th at the Cranston Public Library to set in motion the creation of a long-range plan for the Rhode Island Library Association. Consultant Simone Joyaux will lead the session.

The Reference Department at Brown University's Rockefeller Library is undergoing a complete renovation this summer. As part of the library's 21st Century Reference Desk Project, the new area is designed to support reference and consultative services that take full advantage of electronic and traditional information sources. The new area will include a custom-designed reference desk, two clusters of multi-functional computer workstations, and networked laser printers. Each workstation will be able to access a full array of electronic sources, including Josiah (the library's on-line catalog), the E-Library (the library's electronic network of bibliographic indexes), the Brown university CWIS, *FirstSearch*, *Lexis/Nexis*, and other CD-ROM and Internet resources. The 21st Century Reference Desk Project is made possible by a grant from the Champlain Foundation.

Construction began June 8th and will continue throughout the summer. Patrons planning on visiting the Rockefeller Library this summer should be advised that some areas and services may be temporarily interrupted or unavailable due to the construction in progress. Work is scheduled to be completed by Fall 1994.

On July 1st Johnson and Wales University Library became a member of CRIARL (the Consortium of RI Academic and Research Libraries).

The Support Center of Rhode Island has just published the *1994 Grantsbook: A Resource Guide to Fundraising in Rhode Island*. Priced at \$50.00 plus \$3.00 for shipping and handling, the *Grantsbook* can be ordered from the Support Center for RI, 18 Imperial Place, Suite 6F, Providence, RI 02903 (telephone 861-1920).

The Jonnycake Storytelling Festival, featuring Bill Harley and Judith Black will be held this year on September 23rd through 25th at Peace Dale and Providence. The Festival features workshops, story-swaps, concerts and free performances. This year, for the first time, Friday evening's family performance will be held at the Atrium of the Community College of Rhode Island (Hilton Street, Providence). For information and reservations, contact the Neighborhood Guild, 325 Columbia Street, Peace Dale, RI 02883 (telephone 789-9301).

CAROL DiPRETE, Dean of Academic Services and Director of the University Libraries at Roger Williams University, recently returned from Greece, where she assisted the library staff at the American College of Higher Education in Thessaloniki. Carol received a Fulbright Grant from the US Information Agency for this project.

MATTIE GUSTAFSON has been appointed Collection Development Librarian and **JEAN BROWN** is the new Reference Assistant at the Newport Public Library.

JACK HANNON has retired as Director of the Bryant College Library and Mary Moroney is now Acting Director.

MARTHA KELLOGG is the new Head of Acquisitions at the University of Rhode Island Library.

JENNY LAPERRIERE recently was appointed Technical Services Librarian at the RI State Library.

MARLENE LOPES, Special Collections Librarian at Rhode Island College, is on sabbatical from July to December of this year. During this time she will be creating a subject index to CVN, the leading newspaper of the Cape Verdean community.

MARGARET "PEGGY" SHEA, Supervisor of Adult Services at the Department of State Library Services, retired in June.

MARIA UZDAVINIS, formerly Reference Librarian at the Woonsocket-Harris Public Library, has accepted a new position in New Hampshire.

Notes from the membership committee

- We are proud to announce the members of the Membership Committee: Myra F. Blank, Chair, Denise Gibbons Inman, Michael Silvia, Carol Anderhaggen, Robin Medeiros, Niles Madsen, Michelle O'Malley.
- Good News! The following businesses are offering a 10% discount to RILA members: **College Hill Bookstore**, 252 Thayer Street, Providence; **Little Professor Book Center**, University Heights Shopping Center, North Main Street, Providence; **National Car Rental** (All six locations!); **Aardvark Picture Frame Company**, 5792 Post Road, E. Greenwich.
- The *1994-1995 Membership Directory*, published in August, will feature a \$50 coupon from the Regine Travel Agency.
- To take advantage of these discounts, just show your RILA membership card!

First Annual (?) BRILLO Awards!

RILA presents coveted award in ten categories

The Ochre Court veranda (recently featured, and subsequently blown up, in Arnold Schwarzenegger's new movie, *True Lies*) was the scene of the Rhode Island Library Association's first annual BRILLO Awards presentation. (For the perplexed and/or absent, BRILLO stands for Best in Rhode Island Library Land Oscars!)

The prestigious BRILLO (a Brillo pad, waffle cone, styrofoam ball and rice cake, configured loosely to resemble the international library logo) was presented to the best submissions in the following categories:

Directors Office

N. Kingston Free Library

View

Newport Public Library (from the roof)
[Ed. Note: Rather difficult to get to, but breathtaking!]

Parking

Warwick Public Library

Meeting Room

Barrington Public Library

Staff Loung(er)

Newport Public Library (and the appropriate staff member)

Fringe Benefit

N. Kingston (Just a short walk to Wickford Harbor!)

Architectural Detail

Westerly Public Library

Landscaping

Salve Regina University Library

Library Logo

Woonsocket Harris Public Library

Wild Card

Greenville Public Library
(Audio/video display)



Karen McGrath, resplendent in red and black taffeta, points to the awards about to be presented.



Judy Bell and Pat LaRose, emcees for the festivities, get ready to announce the winners.



Karen and Judy present the BRILLO for Best Meeting Room to Joan Schaeffer, Director, Barrington Public Library.



A representative (aka Brian Walsh) from the accounting firm of Price Waterhouse confesses that he has no idea how the results were tabulated!

* All photographs in this issue by Joseph McGovern, Department of State Library Services.

Candidates for Vice-President/President Elect

DONNA J. DEFAULT



Position:

Director, North Kingstown Free Library

Education:

M.L.S., University of Rhode Island, B.S., University of Rhode Island

Experience:

Director, North Kingston Free Library 1991-present, Ass't Director/Branch Librarian/Coordinator YA Services, East Providence Public Library 1988-1991, Library Media Specialist, Cranston School Department

1973-1980, Reference Librarian, CCRI 1984-1988.

Professional Activities and Organizations:

ALA, 1978-present (Council, Membership Task Force, National Library Week Committee), RILA, 1975-present (Government Relations, Trustees Chair, Membership Chair), RIEMA 1975-1991, NELA 1979-present, CLAN Steering Committee 1992-1994, Chair 1994-1996.

Importance of Office:

It is the challenge of this office to unite and inspire those who work in and with libraries so that they can speak with a united voice and help our various publics know that libraries make information available, affordable and accessible. I also believe that RILA should deal with the realities that librarians have to deal with today (funding, training, access to information, public relations, etc.) and prepare us for the changes that are rushing toward us as we head for the twenty-first century.

How can RILA be an effective, statewide advocate?

Each member of RILA has to learn that they need to take some responsibility and learn new skills that will help them deal positively with all levels of funding sources. Librarians have a leadership role to play in educating legislators, institutional leaders and power brokers about the vast amount of resources that we can make available to everyone. And we have to be clear about the role libraries should play in the development of the "information highway." The most effective way to get our voices heard is to build a statewide network of librarians and library advocates who have a shared vision.

JAMES FRECHETTE



Position:

Coordinator of Technical Services, Community College of Rhode Island

Education:

M.L.S., University of Rhode Island, B.A., Rhode Island College

Experience:

Acting Director of DSLS' Processing Center, 1973-74; Librarian at CCRI, 1975 to present. Involved in OCLC, OPAC and the Internet. Certificate of Achievement in Higher Education, 1989.

Professional Activities and Organizations:

Chair HELIN Database Maintenance Committee, NEARI/CCRIFA Executive Committee, RHILINET'S Telecommunications Task Force and Statewide Database Task Force, Chair of CRIARL Acquisitions/Collection Development Committee, 1991-92.

Importance of Office:

Today many librarians are wrestling with an identity crises. What is the role of libraries in light of the growing reliance on electronic delivery of information? RILA needs to be proactive in raising the collective consciousness of its membership as to what is and what will be the role of the profession in the Information Age; proactive in consensus-building within the profession; and proactive in building support in the political arena.

How can RILA be an effective, statewide advocate?

Rhode Island has often been characterized as a state where *who* you know is more important than *what* you know. Therefore, a greater number of RILA members will need to become active and personally involved in the political arena. RILA should take an active role in sponsoring political debate during elections, an active role in accessing and disseminating pertinent information on the issues of the day to promote an informed electorate, and an active role in endorsing candidates.

Candidates for Secretary



PATIENCE A. BLISS

Position:

Technical Services Librarian, Coventry Public Library

Education:

M.L.I.S., University of Rhode Island, B.A., Roger Williams College

Experience:

Technical Services, Coventry Public Library, 1985-present, Member, CLAN Database Management Committee.

Professional Activities and Organizations:

RILA, Secretary, 1993-1994.

Importance of Office:

While each new Executive Board member brings fresh ideas and goals to challenge, change and improve RILA, the written records of an organization provide a vital sense of continuity and connectivity through the inevitable process of change. As Secretary, it would be my responsibility to document RILA's intellectual activities, programs and decisions accurately and thoroughly, providing the means for RILA's leaders and membership to compare current activities against the failures and successes of the past.

How can RILA be an effective, statewide advocate?

RILA possesses a great diversity of resources and talents which can be found in its membership. By utilizing the talents of its members and identifying the collective challenges and concerns facing librarians of all types, RILA is in a unique position to define realistic priorities and ensure that State Legislators are informed of our needs, our problems and our value.



JAMES A. BARRETT

Position:

Systems Librarian, University of Rhode Island

Education:

M.L.I.S., University of Rhode Island, A.B., Suffolk University

Experience:

State Library of Massachusetts 1988-1990, Draper Laboratory Library 1990-1991, University Library, URI 1991-present.

Professional Activities and Organizations:

ALA 1987-present, ALCTS and LITA 1987-present, ACRL 1991-present, RILA 1992-present.

Importance of Office:

Any office in RILA is important regardless of the duties. All are involved in the running of the Association which is moving toward a more active role in the protection and development of the library profession in this state. The office of Secretary will give me the opportunity to meet librarians in Rhode Island as well as give me the opportunity to more fully develop the Association's role in our professional lives.

How can RILA be an effective, statewide advocate?

RILA should more fully develop its role as an advocate for better salaries for librarians. Librarians have historically been underpaid when compared to other similarly trained professionals. The Association with its active membership should focus more attention and publicity on the importance of librarians to the community, whether that community is academic, public, or special and insist that they be reasonably compensated.

Candidates for Treasurer



CHRISTOPHER LAROUX

Position:

Director, Greenville Public Library

Education:

M.L.S., University of Rhode Island, B.A., SUNY (Plattsburgh)

Experience:

Archivist, Newport Historical Society 1979-1981, Director, Greenville Public Library 1981-present

Professional Activities and Organizations:

ALA, RILA (Membership Committee, Nominating Committee, Budget Committee)

Importance of Office:

I understand the importance of accurate bookkeeping and maintaining the fiscal soundness of RILA. I want to do my part as a RILA member to serve the membership of the organization.

How can RILA be an effective, statewide advocate?

RILA is the "spokesperson" for its members. It is the collective voice of its members at the State House. RILA is the librarian's advocate, and as such must be perceived as strong, influential and united.



KAREN H. QUINN

Position:

Head of Public Services, RI State Law Library

Education:

M.L.I.S. & L.T.A., University of Rhode Island, B.A. Emmanuel College

Experience:

Library Assistant, Lincoln Public Library 1978-1985, Legislative Reference Librarian, State Library 1985-1988, Head of Research Services, RI State Law Library 1988-present

Professional Activities and Organizations:

RILA 1985-present (Conference Committee; Co-Chair 1987), COLA 1986-present (Program Chair, Board of Directors, Walk for Literacy), Law Librarians of New England (Membership News, Nominating Committee), American Association of Law Librarians.

Importance of Office:

Treasurer — "Keeper of the Funds" — a responsible position in any organization, but particularly so in one like RILA where every dollar is important. I would hope to ensure that payments are prompt, that records are accurate and up-to-date and that a vigorous and healthy fiscal policy is maintained. As a member of the Executive Board, the treasurer has the special opportunity to contribute to a professional organization shaping the future of information providers.

How can RILA be an effective, statewide advocate?

To succeed at the state level, it is important that librarians not act discordantly or disjointedly, but rather work together and speak with one voice. To do this, the library community must agree on mutual goals, unite behind these goals, educate and convince elected officials regarding the worthiness of these goals, and thus empower ourselves through unity of purpose and force of numbers.

Candidates for Member-At-Large



GALE EATON

Position:

Associate Professor, GSLIS, University of Rhode Island

Education:

Ph.D., (Library Science) University of North Carolina at Chapel Hill, M.L.S. University of Rhode Island, A.B. Smith College

Experience:

Library Assistant for Children's Services, Boston Public Library 1970-1977, Supervisor of Children's Services, Berkshire Athenaeum 1974-1977, Instructor, GSLIS 1989-1990, Assistant Professor GSLIS 1990-1994, Associate Professor GSLIS 1994 to present.

Professional Activities and Organizations:

ALA, AASL, ALSC, PLA, ALISE, COLA, NELA, RILA, DSLS Children's Services Advisory Council, RHILINET Evaluation Committee, Organization and by-Laws Committee (ALISE), National Storytelling Association, Children's Literature Association, National Council of Teachers of English.

Importance of Office:

The Member-at-Large should represent the interests of members from all types and sizes of libraries, listening to their concerns and presenting them to the Executive Board. The Member-at-Large should also inform members of RILA activities and solicit their help and involvement in advocating for Rhode Island libraries.

How can RILA be an effective, statewide advocate?

RILA should support DSLS and work with DSLS, COLA and other state library organizations to keep both the needs and the contributions of libraries visible to legislators, town councils, and other funding agencies. GSLIS should have a role in identifying new problems, opportunities, and resources in the field and in advocating existing programs.



SARAH WEED

Position:

Director, George Hail Free Library

Education:

M.L.S., University of Rhode Island, B.A. University of Illinois

Experience:

Director, George Hail Library 1991-present, Member of Board, Literacy Volunteers of America (East Bay) 1990-present, Member, Advisory Board, RI Adult Literacy Resource Center, 1994

Professional Activities and Organizations:

ALA, PLA, NELA, RILA, RI Association for Adult and Continuing Education.

Importance of Office:

As the director of a small public library, it will be a privilege to participate as a Member-at-Large on the RILA Board and to represent the constituency of small libraries in state-wide decision making. The librarians elected to the position of Member-at-Large also help to form durable links to other library-related organizations in Rhode Island, which is a most effective proposition in these days of inadequate funds and shared resources.

How can RILA be an effective, statewide advocate?

The public relations and lobbying arms of RILA are crucial. Publicizing libraries by featuring past successes and new improvements in library personnel, programs and services available in Rhode Island can create a general climate of approval and interest by the community. This climate can be capitalized on with legislative lobbying. Therefore, the RILA Public Relations and Legislative Committees play a very important role which should be supported by every librarian in the state.

Candidates for NELA Councilor



SHIRLEY LONG

Position:

Chief of Adult Services, Providence Public Library

Education:

M.L.S., Emporia State University, B.A. University of Rhode Island

Experience:

Providence Public Library: Chief of Adult Services 1987-present, Chief of Branches 1984-1987, Branch Librarian, Washington Park 1982-1984, Systems Office Supervisor 1980-1982, Business-Industry-Science Dept. 1979-1980, Reference-Reader's Advisor 1974-1979.

Professional Activities and Organizations:

ALA, PLA, NELA, RILA (Conference Committee), Committee on Library Services to Blind and Handicapped Persons, Library Board of Rhode Island.

Importance of Office:

Represent interests of Rhode Island librarians to others in New England and bring back ideas about successful projects and current issues. Necessary to know who's doing what in the region as the NELA Councilor acts as a liaison not only between the RILA and NELA Boards, but also between individual librarians seeking information about specific services/programs in other libraries that can be replicated or adapted to improve services for patrons.

How can RILA be an effective, statewide advocate?

Continue to lobby the General Assembly for funding. Keep the Library Board of Rhode Island apprised of the needs of libraries to help the Board make informed decisions. Always remember that libraries are service organizations that should be ready to effectively explain to members of the General Assembly and to the general public the achievements of libraries in the state.



KAREN A. TAYLOR

Position:

Director, East Greenwich Free Library

Education:

M.L.S., University of Rhode Island, B.A., SUNY (Oswego/Albany)

Experience:

Director, East Greenwich Free Library 1982-present, Assistant Director 1980-1982, Assistant Regional Coordinator, Southern RI Interrelated Library System 1978-1980.

Professional Activities and Organizations:

RILA (Personnel Committee), NELA, RIEMA, COLA, CLAN (Nominating Committee)

Importance of Office:

The NELA Councilor acts as a liaison between RILA and NELA. By bringing the concerns of Rhode Island librarians to NELA, our concerns can be addressed in programs at the annual NELA Conference and by other cooperative actions. Sharing our successes and failures with other librarians and trustees in the region is always beneficial.

How can RILA be an effective, statewide advocate?

Through its various committees RILA can continue to support library services in our state. Lobbying at the state level for better funding and a commitment to public access to information, promoting cooperation between all types of libraries, supporting professional librarianship through conferences, meetings and publications: RILA is an effective advocate for library service.

Highlights of the Rhode Island Library Association Spring Business Meeting, June 9, 1994

President Doksansky thanked everyone for attending and introduced the Executive Board members. Before the awards were presented, President Doksansky announced that next year's Conference will be a joint effort between RILA and RIEMA. Because of its size, it is expected to draw many more attendees and will be packed with programs. One of the most positive features is the revival of the exhibit area which was a big favorite in past years.

The **Librarian of the Year Award** was presented to **Kathy Ellen Bullard** of the Woonsocket Public Library. The **Trustee of the Year Award** was presented to **Toby Goodman** of the Ashaway Free Library. A **Special Achievement** of the Year Award was presented to **Fran Farrell-Bergeron** and the crew of **L-TV** and the **Baker & Taylor Grassroots Award** was given to **Eric Barden**.

In each information packet, written reports from most of the RILA Committees were included. Of the verbal reports given at the Business Meeting, the report of the Nominating Committee will have the most lasting effect on the membership. The Chair of the Nominating Committee, Debbie Barchi, proposed that RILA change from a formal "election" format to a single slate of officers. In order to resolve the difficulties in finding willing and qualified candidates to run, this proposal was brought before the membership and a change in the bylaws proposed. The exact wording of the bylaw change and probable restructuring of the Nominating Committee may be completed by October and included in the mailing with the election ballot so that every RILA member has the chance to vote on the issue.

Steve Thompson reported on the results of the survey sent to public libraries across the state by the Intellectual Freedom committee. The full response was published in the March/April issue of the *RILA Bulletin* and Steve highlighted several attacks on Intellectual Freedom that have occurred since the results of the survey were compiled. They involve an objection to nudity in a *Where's Waldo* book and objections to a mother portrayed in a non-traditional role in the *Piggybook*.

President Doksansky reported to the membership on the progress that has been made so far on her long range plan for RILA. The results and responses of the surveys she sent out will be tabulated and the issues and concerns raised in them addressed in a five year plan. Florence has contracted with library consultant Simon Joyaux to assist in a needs evaluation and to provide initial guidance for the direction of the plan. The Executive Board has resolved to invest a sum of \$1,000 in this process of growth and development for RILA.

- *Patience Bliss, Secretary*

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