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RILA Bulletin

Rhode Island Library Association

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Summer 2001

## Bulletin of the Rhode Island Library Association v. 74, no. 3

RILA

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## President's Message

David Macksam

"Even if you are on the right track, you will get run over if you just sit there"

Considering Will Rogers' quote, I believe that our growing membership, the willingness of members to work on committees and projects, and the state-wide interest in resource sharing, are all good indicators that this is an ideal time to engage in some planning efforts for our association.

As your new president I would like to outline my goals for the next two years.

1. Development of a comprehensive, multi-year legislative program which builds on the work of RILA's Blue Ribbon Committee. The program needs to establish multi-year goals, set realistic funding targets, and provide library advocates with strategy and focus.

Database licenses, catalog interface, resource delivery system, and a statewide union list of serials were identified by the BRC as the essential building blocks for network development. These initiatives should remain our first priority for funding in 2002.

A three to five-year legislative program will also be able to

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## CONFERENCE SCORES WITH MEMBERS



**The Gavel is Passed**

RILA held its Spring Conference on June 7 and 8 at the University of Rhode Island for the first time in recent memory. Attendance was nearly 200 for the two days; while the majority of conferees (60%) came from public libraries, college/academic libraries (19%), special libraries (6%), students of the Graduate School of Library and Information Studies (9%), and OLIS staff and others (6%), were well-represented. Karen McGrath, in her ninth year as Conference Committee chair, said that the co-sponsorship by the GSLIS and the University Library and the support of their respective Directors, Michael Havener and Artemis Kirk contributed to the success of the

Conference and kept expenses down. Indeed, the conference expenses, including \$750 for twenty-four speakers' programs, totalled \$2,900; conference revenue totalled \$6,000. The Committee members were highly visible during the conference, spending hours in the drenched registration area, managing programs, and guiding conferees around the campus. In addition to Karen, the Committee includes Judith Be'i, Beth DeCristofaro, Florence Bell Doksansky, Susan Dunn, Eileen Dyer, Gail Griffin, Pat LaRose,

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## Spring Conference

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and Pam Mead. Tim Tierney, URI's Assistant Director for AV/Production, and his student assistant staff made certain that equipment was available and in working order for the many programs.

At the Business Meeting, Helena

Rodrigues turned the gavel over to the new President, David Macksam. David acknowledged Helena's presidential service for the past two years, noting July 4, 1999 as a red-letter day in RILA's history when Helena led the Association in the Bristol Parade in 100 degree temperatures. David outlined three major challenges for the Association in the next two years: securing legislative funding for network development in the state; being alert and

responsive to challenges to information access in both print and electronic formats; and helping libraries and their staffs to cope with technological change through continuing education activities. Jim Giles reviewed results of a survey about the RILA Bulletin, mentioning that the written comments were especially helpful.

## RILA Awards

Cindy Lunghofer, Awards Committee Chair, presents Dr. Jonathan Bertman, a family physician and webmaster, with RILA's Citation of Merit. Dr. Bertman's website, Afraidtoask.com, a medical information site for teens, was blocked by filtering software. He joined the American Civil Liberties Union in its suit to overturn the federal Children's Internet Protection Act.



Kathryn Taylor, Director of the Westerly Public Library and Board of Trustees' Chair, Michael Ryan, RILA's Trustee of the Year.



Cindy Lunghofer presents Susan Dunn, Warwick Public Library's Coordinator of Adult Services, with RILA's Outstanding Librarian of the Year Award.



# Program Reports

## Image and Message: Communicating to the Public

Laura Lopata from Accent on Image in New York City provided an informative seminar on creating an effective image when communicating with the public. The main focus of this program was how to dress successfully and act when being interviewed in front of television cameras, however, there was plenty of beneficial information for those of us who work well outside the limelight.

Snap judgments will be made, based upon appearance, from the moment a person appears before an audience. By taking control of your image, listeners' attention will be focused on the message at hand instead of your taste in apparel. Clothing should be tailored, simple and understated. Remember that less is more!

When faced with public speaking, remember to breathe! Take deep breaths from the bottom of your stomach in order avoid a high pitched, breathy voice. Speak slowly in a grounded, resonant voice so that people can easily listen to what you have to say. Keep gestures to a minimum, saving them for only when you are emphasizing an important point. Make sure that you are familiar with your material, and have preplanned answers to expected questions. If you are especially nervous, redirect your tension by grasping a pencil, or by clenching your toes or behind. If all else fails take a moment

to calm yourself down. That moment will seem a lot longer to you than it does to your audience. Ms. Lopata also recommended observing politicians to see the way they dress and answer (or don't answer) difficult questions.

*Kim Deschamps Shipala  
Woonsocket Harris Public Library*

## Showing the Difference You Make: Outcome-Based Evaluation

Karen Motylewski, the Research Officer at the Institute of Museum and Library Services and Michelle Farrell, a librarian in the Office of State Programs at IMLS, presented the program "Showing the Difference You Make: Outcome-Based Evaluation (OBE)." Traditionally, libraries have focused on output measures, such as number of visits, number of uses, circulation, etc. However, many funders now respond to our output measures and our statements of how meaningful a program with -- "prove it!" Karen and Michelle presented one valid method of doing that. They began with a definition of outcomes, which are "achievements or changes in skill, knowledge, behavior, attitude, status, or life condition." Then followed a discussion that OBE causes a change in focus from activities to benefits. They touched upon the fears & realities of librarians as we move toward OBE, such as patron privacy and too much time needed to implement. Karen

went on to discuss other key points in OBE, emphasizing that ideally OBE is incorporated into initial program development rather than tacked on afterwards, that it causes us to understand more clearly that a program should be developed as a solution to a specific need, and that determining the target audience for the program is key. Karen proceeded then to take us through a sample logic model using OBE, explaining the key components - indicators, data source, data interval, and target. Karen concluded by discussing options for implementing OBE at your library. She also stated that museums are generally ahead of libraries in the use of OBE, but that this will be a method of evaluation which many funders, including the IMLS, will be requiring in the near future.

*Kathy Ellen Bullard  
Providence Public Library*

\*\*\*\*\*  
★ **Newport Public Library-** ★  
★ **Reopening and Ribbon-** ★  
★ **cutting ceremony, Sunday,** ★  
★ **September 9, 3-5 p.m. (The** ★  
★ **renovated library and the** ★  
★ **new addition, which almost** ★  
★ **doubled the library's size,** ★  
★ **are currently open to the** ★  
★ **public.)** ★  
★ ★  
★ ★  
★ **NELA Conference - Bur-** ★  
★ **lington, VT. September** ★  
★ **30 - October 2.** ★  
★ **www.nelib.org** ★  
★ ★  
\*\*\*\*\*







**E-Books Evolving**

Mark Shelton, Physical Sciences Reference/Collection Development Librarian at Brown University, gave an excellent overview of the current state of the e-book industry. This presentation filled in some of the gaps that most of us have, and provided good pointers to Web sites where more information may be found. Mark also detailed some of the "insider information" on the thought processes and decisions that are going into Brown's e-book collection development. He clearly demonstrated that there is no "one-size-fits-all" e-book solution, and that each individual library will have to decide how (or if) e-books will fit into their current collections.

*Joseph Ceterski,  
Consulting Librarian*

**Process Mapping: The Wholistic Approach to Work Analysis for the Brown University Library**

Six years ago the staff of Brown University Library began to reconceive its organization. Recognizing and building upon existing strengths, it wanted to change into something that was more team like and less structured. Viewing the Library's contribution to its community as one of "collecting and connecting for the extended classroom," it wanted to become more proactively involved in the learning and research process and to take on a more heightened role in the electronic structure. Accomplishing these goals would require a reallocation of finite resources and more flexibility on the part

of staff. In this workshop Rayna Bowlby, Florence Doksansky, Yvonne Federowicz, and Pat Putney shared the experience of this reorganization at Brown and explained the user-centered technique of "process mapping" by which they were able to focus on outcome, identify key processes (rather than traditional functions), and provide graphic or visual representations of core processes.

Still in progress, the reorganization will likely result in workflow changes, the collapsing of overlapping responsibilities, and a reexamination of employee roles and expectations. The project, including background, philosophy, and explanation of terminology, can be viewed through the Library's MODEL (Managing Organizational Development through Effective Leadership) home page ([// www.brown.edu/Facilities/University\\_Library/MODEL/](http://www.brown.edu/Facilities/University_Library/MODEL/)). Clicking on "Library Transition Management Group (LTMG)" leads to an introduction to "Process Mapping" and a look at some preliminary maps. The RILA presentation will be added to this site ([// www.brown.edu/Facilities/University\\_Library/MODEL/LTMG/maps/index.htm](http://www.brown.edu/Facilities/University_Library/MODEL/LTMG/maps/index.htm)).

*Marlene L. Lopes  
Rhode Island College*

**Stay tuned. More Conference Program Reports will appear in the Fall issue.**



**RILA & URI  
Sponsored Career Day**

"How to Find Your First Library Job" was the focus of a program on April 2nd in the Galanti Lounge at the University of Rhode Island Library. The Rhode Island Library Association in conjunction with URI's Graduate School of Library and Information Studies sponsored the day's events. Afternoon activities included a panel discussion and a career mentoring session. Interview techniques and resume tips were also shared with attendees.

Participants in the panel discussion included *De Johnson*, Director of the Marian J. Mohr Memorial Library (Johnston) and RILA Secretary; *David Macksam*, Director of the Cranston Public Library and RILA Vice President; *Sherry O'Brien*, Web Editor at the American Mathematical Society (Providence) and RI Chapter President of the Special Libraries; and *Helena Rodrigues*, Dean of Johnson & Wales University Libraries and RILA President. Participants in the career mentoring session included the panel members and *Anne Kirby*, a librarian who manages her own consulting business and is a Special Libraries Association member.

*Kathy Blessing  
Community College of RI*

\*\*\*\*\*  
 ★ **Serials Holdings Work-** ★  
 ★ **shop – NELINET Office** ★  
 ★ **Southborough, MA. Sept.** ★  
 ★ **9-10. Contact: Diane G. Ba-** ★  
 ★ **den, Associate Director** ★  
 ★ **(508)597-1931 or dba-** ★  
 ★ **ben@nelinet.net.** ★  
 ★ **Register early.** ★  
 \*\*\*\*\*



## ALA Councilor's Report

At the June ALA Conference, Council tackled many issues, including accreditation, certification, outsourcing, CIPA status, and overall discussion about meeting times and the ability, or rather inability, to attract a membership quorum to most of the membership meetings. CIPA dominated many a conference discussion. The two issues of accreditation and certification may have become lost in CIPA's domination of national professional issues. CIPA will certainly have a long-term effect on libraries if upheld in court. The other two issues may also have far reaching effects.

The Committee on Education proposed certification at the 2001 Midwinter conference. The Council recommended that a professional post-Masters certification program be established. It is meant to be entirely voluntary. Some questioned whether it would eventually become another requirement on top of the MLS.

The External Accreditation Task Force presented a report that concluded that various organizations, such as the Association of Research Libraries and the Special Library Association, should work together for a common accreditation process, replacing the current ALA accreditation process.

For further information on these issues, please see the ALA web site or contact me at [kbullard@provlb.org](mailto:kbullard@provlb.org).

*Kathy Ellen Bullard*

## Librarians Address Local Officials

At the Rhode Island League of Cities and Towns' annual convention, OLIS and RILA co-sponsored a program to spotlight the many services and resources of Rhode Island's libraries. Donna Longo DiMichele from OLIS introduced each speaker and set the theme. First, libraries are your passport to a wealth of information, whether the virtual library at your desktop, your local library, the Providence Public Library as the reference resource center for the state, or libraries everywhere through interlibrary loan. Second, libraries are there to help you every step of the way.

Beth Perry, from OLIS, alerted the attendees to Find-It Rhode Island, the Government Information Locator Service (GILS). Find-It is a system devoted to making government information accessible through specialized indexing, shared subject terminology and search engines. Using Find-It, city and town officials can access state agency materials, including forms, state planning information, purchasing materials, and legislative updates as well as a rapidly expanding amount of municipal information.

Next, I spoke about legal materials available to the municipal officials, which would help them represent their government's need as well as manage their governments. I highlighted the cases, federal and state legislative materials available, as well as regulatory and agency searching tips and techniques.

Niles Madsen from the Warwick Public Library spoke of public libraries as the gateway to a vast amount of information and materials. He addressed almanacs, directories, genealogical ma-

terials, local historical information and municipal codes. He stressed the services that libraries provide, including interlibrary loan, reference and referral. A lively discussion followed the panel's presentation.

*Karen Quinn*

*RI State Law Library*

## Construction Cap Avoided

The FY2002 state budget, as passed by the General Assembly, eliminated the proposed Article 4 in the original budget, which would have put an annual cap of \$2,500,000 on public library construction reimbursement. Much credit for this action goes to Joel Stark, Chairman of the Providence Public Library (PPL) Board of Trustees, Dale Thompson, PPL Library Director, and Edmond Magner, President of the East Greenwich Library Board of Trustees, all who testified against Article 4 at a House Finance Committee Hearing.

## On The Web

ITIS, the Integrated Taxonomic Information System. Here you will find authoritative taxonomic information on plants, animals, and microbes of North America and the world.

<http://www.itis.usda.gov/index.html>



**IN MEMORIAM**

**Donald T. Gibbs**, retired Librarian of the Redwood Athenaeum, died May 23. Don joined the staff at the Redwood Library in 1949 as a Cataloger and became Librarian in 1952. Governor Chafee appointed Don to the Advisory Board of the Department of State Library Services in 1964 and he became its chairman in 1969. In 1975 President Ford appointed Don to the advisory commission responsible for planning the National Conference for Libraries and Information Services. He retired in 1988, after 37 years making him Redwood's longest serving Librarian. Don was the husband of State Senator June Nesbitt Gibbs. Donations in Don's memory may be made to the Redwood Library and Athenaeum, 50 Bellevue Ave., Newport, RI 02840.

**Earl Schwass**, retired Director of the Naval War College Library, 1968-1986, died July 13, 2001.

**Hall History Published**

Marian Sachs, a Hall Library Trustee, recently published [A Library is Born: the History of the William H. Hall Free Library](#). The idea of a library history was conceived by the late Judith Paster, Hall Trustee and past RILA President. The library, now Cranston Public Library's largest branch, was built in 1926, using the property and endowment of William H. Hall. Today, it continues as a vital asset to the Edgewood community. To buy the book at \$14.95, Contact John Bucci, Hall Librarian, 781-2450.

**People**

**Artemis Kirk**, URI's Director of University Libraries, resigned July 15 to become University Librarian at Georgetown University.

**Gary Mason**, Library Director of the Providence Athenaeum, resigned in May to become Director of the Woodstock Public Library in Vermont.

**Catherine Poirier**, Head of Library Services at the Providence Athenaeum, was appointed Interim Library Director.

**Roberta A. E. Cairns**, Director of Library Services, East Providence Public Library, announced her retirement effective November 7, 2001.

**Wendell B. Pols**, Head of Reference/Special Collections and Archivist, Roger Williams University Main Library, retired in June.

**Marilyn Brockway** was recently appointed Young Adult Librarian at the Newport Public Library.

**Joan Souillere-Denshaw** was appointed Part-time Information Services Librarian at the Cranston Public Library.

**Casey Rondini** was appointed Young Adult Librarian at the West-erly Public Library.

**Beth Curran**, formerly Senior Reference Librarian at the Providence Public Library, is now the Head of Reference Services at PPL.

**Margaret Chevian**, formerly Senior Reference Librarian at Providence Public Library, is now the Head of Art and Music Services at PPL.

**Joseph Rawson**, recent URI Library School graduate, was appointed full-time Reference Librarian at Providence Public Library.

**Cheryl Maraj-Abondula**, URI Library School student, was appointed part-time Reference Intern at Providence Public Library.

**Ivy Brunelle**, URI Library School student, was appointed part-time Reference Intern at Providence Public Library.

**Doug Hinman**, formerly part-time Special Collections retrospective conversion cataloger at Providence Public Library, is now a full-time cataloger at PPL.

**Susan Shoaf**, formerly part-time Reference Librarian at Providence Public Central Library, is now a full-time Adult Services Librarian at the Rochambeau Branch of PPL.



**President's Message**

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address the additional funding needs as identified in the Blue Ribbon Committee's final report.

2. Design and implement a state-wide library promotion and education project utilizing the ideas, resources and momentum generated by ALA's @ Your Library Campaign.
3. Revision of the Association's Strategic Plan 1997-2000. To start our effort, a short survey has been inserted in this Bulletin requesting your ideas and comments concerning the future direction for the association .

PLEASE TAKE YOUR TIME TO SHARE YOUR THOUGHTS WITH US.

**Executive Board**

- Kathy Ellen Bullard – kbullard@provlb.org
- De Johnson – derryln@lori.state.ri.us
- Judith Lewis – jlewis@mosesbrown.org
- Cindy Lunghofer – book\_n@yahoo.com
- Leslie McDonough – lesmh@seq.clan.lib.ri.us
- David Macksam – davidmm@lori.state.ri.us
- Joyce May – mayjoyb@aol.com
- Mary Moroney – mmoroney@bryant.edu

**Bulletin Questionnaire Results**

Twelve members responded to the questionnaire in the Spring Issue. The results indicated that the Bulletin be eight pages long, published quarterly in hard copy, and that the content of the Bulletin emphasize Rhode Island projects and people. Jim Giles announced the results at the Business Meeting during the Spring Conference. A show of hands of the seventy people present indicated that the majority wanted to receive the Bulletin in hard copy as well as accessing it online. The Bulletin will be published on the Web and in hard copy.

The RILA BULLETIN is published four times per year by the Rhode Island Library Association. Managing and News Editor: Jim Giles, 467 Gravelly Hill Road, Wakefield, RI 02879 (782-8422; giles@ids.net). Subscription Editor: John Fobert, Roger Williams University Library, Bristol, RI 02809 (254-3374). Subscriptions: Free to members; \$15/per year in U.S.; \$20/year foreign. Change of address: Members contact the Membership Committee Chair Carolyn Tarpey, Marian J. Mohr Memorial Library, One Memorial Avenue, Johnston, RI 02910 (231-4980). Subscription correspondence: contact Subscription Editor.

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STEPHEN L. THOMPSON  
 Brown Univ., Rock. Library  
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# RILA *Rhode Island Library Association*

## RILA SURVEY

### President

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### VP-Pres. Elect

Derryl R. Johnson

### Secretary

Joyce May

### Treasurer

Mary Moroney

### NELA Councilor

Cindy Lunghofer

### ALA Councilor

Kathy Ellen Bullard

### Members-at-Large

Judith Lewis

Leslie McDonough

The RILA Executive Board is seeking your input in planning the Association's future direction and activities.

### PLEASE RETURN THIS COMPLETED SURVEY TO:

David Macksam, Cranston Public Library

Delivery Code: CRA

Mailing: 140 Sockanosset Cross Rd.,

Cranston, RI 02920

PLEASE RETURN BY: September 21<sup>st</sup>, 2001

**1. WHAT SHOULD RILA'S PRIORITIES BE FOR THE NEXT TWO (2) YEARS, 2002-2003?** (Please rank in order of importance on a scale of 1-8, #1 equaling the most important.)

- A. Development of Continuing Education Activities
- B. Expand Association Membership
- C. Promote Libraries and Their Services with a public relations campaign
- D. Publications (Bulletin, membership directory)
- E. Library Legislation and Lobbying Activities
- F. Intellectual Freedom Advocacy
- G. Expand Opportunities for Member Involvement in the Association
- H. OTHER: \_\_\_\_\_

**2. IF YOU BELIEVE CONTINUING EDUCATION IS IMPORTANT FOR RILA, please rank the following topics in order of importance** (on a scale of 1-12, #1 equaling the most important):

- A. Technology Skills
- B. Customer Service
- C. Trustee Development
- D. Service to Youth
- E. Service to Adults
- F. Marketing & Public Relations
- G. Training for Paraprofessional Staff
- H. Staff Supervision
- I. Labor & Employment Issues
- J. Fundraising & Development
- K. Leadership Skills
- L. OTHER: \_\_\_\_\_



**1. IF YOU BELIEVE STRONG LEGISLATIVE ACTIVITY IS IMPORTANT FOR RILA, please rank the following legislative activities in order of importance (on a scale of 1-7, #1 equaling the most important):**

- A. Catalog Interface
- B. Literacy Programs
- C. Data Base Licenses
- D. Multi-type Network Development
- E. Construction & Capital Improvement
- F. Delivery Service
- G. OTHER: \_\_\_\_\_

**2. HELP US TO ESTABLISH PRIORITIES FOR THE ASSOCIATION'S OPERATING BUDGET. Please rank the following activities in order of importance (on a scale of 1-4, #1 equaling the most important):**

- A. Programs at Annual Conference
- B. Publications (Bulletin, membership directories, etc.)
- C. Series of Continuing Education Activities
- D. OTHER: \_\_\_\_\_

**3. WE WELCOME SUGGESTIONS FOR TOPICS OR THEMES YOU WOULD LIKE TO SEE ADDRESSED AT THE ANNUAL CONFERENCE.**

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**4. PLEASE SHARE WITH US ANY ADDITIONAL IDEAS OR CONCERNS THAT YOU BELIEVE WOULD BE OF ASSISTANCE IN OUR PLANNING EFFORTS.**

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**THANK YOU FOR COMPLETING THE SURVEY.**