

# NORTH CAROLINA LibRARIES

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# From the Editor

compiled by Plummer Alston "Al" Jones, Jr., Editor

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by Deana Astle and Elizabeth Skinner, Guest Editors

## Commission on the Future of Libraries and the Book

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Thinking, talking, researching, and writing about the future of libraries and the book is no easy endeavor. Just ask the members of the Commission on the Future of Libraries and the Book. In 2001, North Carolina Library Association President Ross Holt challenged interested NCLA members to assemble as a Commission to explore the future of the book and the future of libraries given the impact of technology.

Members of the Commission represented academic and public librarians all eager to delve into the uncertainties of the future. Just wrapping commission members' minds around the many issues was a lengthy process (funding sources, digitization, data migration, marketing, competition, the missions of different types of libraries, the public's perception of libraries, and on and on). Midway through the process, one thing was certain: the future of libraries is not clear.

This issue of *North Carolina Libraries* reports the findings of the Commission. Commission chair Dr. Robert Burgin summarizes the results of a Web-based survey conducted in 2003. While there are no surprises, it is useful to reflect on library professionals' concerns and to see how they differ by type of library.

Walt Crawford's engaging Ogilvie Lecture from the 2003 NCLA Biennial Conference is published in this issue.

A lively table talk from the same NCLA conference stirred up a debate among Commission members, Walt Crawford, Wake County Library Director Tom Moore, and Forsyth County Public Library Deputy Director Dave Fergusson. The Commission invited Moore and Fergusson to carry on the debate as a Point and Counterpoint on the future of the public library.

Commission member Frannie Ashburn with the North Carolina Center for the Book has compiled remarks from a panel that was hosted by the Wake County Public Library. Here, journalist J. Peder Zane, library professor Robert Burgin, *News & Observer* columnist Paul Gilster, and science fiction writer John Kessel offer stimulating observations about the future of books, reading, and libraries.

Finally, David Durant, Documents Librarian at East Carolina University, provides a solid history of the evolution of the Federal Depository System in libraries and how technology will impact its future.

Members of the Commission on the Future of Libraries and the Book hope that we have inspired librarians to think about the future of libraries and the profession. We know that North Carolina has many committed professionals who work daily to ensure a vital future for libraries, books, and information in whatever form it may take.

North Carolina Commission for the Future of Libraries and the Book:

Robert Burgin, School of Library and Information Sciences, N.C. Central University (Chair)

Frannie Ashburn, State Library of North Carolina

Deana Astle, East Carolina University

Dale Cousins, Wake County Public Libraries

Michelle L. Czaikowski, Wake County Public Libraries

Dave Fergusson, Forsyth County Public Library

Stephen Green, University of North Carolina at Charlotte

Carla Clayton Morales, Winston-Salem/Forsyth County Schools

Gloria Nelson, Cumberland County Public Library

Jody Risacher, Cumberland County Public Library

Roger Russell, East Carolina University

Allan Scherlen, Appalachian State University

Elizabeth Skinner, Forsyth County Public Library

# From the President

Pauletta Brown Bracy, President

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## Productive Engagement in Professional Commitment

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*A*t the Biennium Conference of 2003, a second award program (in addition to Literacy) was inaugurated with the announcement of the first recipient of the Marilyn Miller Award for Professional Commitment. Named for Marilyn L. Miller, a longtime supporter of the Roundtable on the Status of Women in Librarianship and a legendary state and national leader in our profession, the purpose of the award is to recognize a North Carolina professional librarian who has provided outstanding leadership and service in furthering the status of women in librarianship, the mission of the library in the community, and/or the support of women colleagues in the workplace. I am pleased to feature the winner as an exceptional example of “productive engagement” which reflects professional productivity.

Sandra M. Neerman, Executive Director of the Greensboro Public Library, personifies success through her consistently progressive and visionary leadership. She assumed the interim directorship in 1996 facing a troubled building project gravely over budget. From this critical dilemma, two and a half years later, a new central library emerged that exceeded the expectations of the community. Observers concluded that she was so successful, in part, because she went to the citizenry and sought its input and listened. She profitably created a library *built* by the people. Currently, she is deeply involved with two branch projects with anticipated openings in 2004.

Equally important, Neerman’s commitment to the Greensboro community information needs extends *into* the community through her active involvement in local groups and organizations, including the United Way Campaign, Leadership Greensboro, and the Family Life Council. In 1998, she was presented the Greensboro Chamber of Commerce Joe Cannon Award for service to the City of Greensboro through public dedication and leadership in government and within the community; and, in 1999, she won the Greensboro Commission on the Status of Women’s Woman of Achievement in Government Award.

Her judicious approach to management has supported varied talents of her staff by creating opportunities for them to incorporate these special skills into their professional duties. An employee who is a freelance writer was summoned by Neerman to discuss ways in which the administration could assist in incorporating this passion for writing into her managerial duties.

As a Greensboro Public Library Trustee noted, she leads by example. She cultivates leaders in an inclusive style that assures diversity in many dimensions. In extolling the benefit the city has enjoyed because of her leadership, a Greensboro City Manager asserted that she is “an outstanding example for other women within our organization — and outside of it — who are striving to achieve personal and professional success.”

Clearly, the Roundtable on the Status of Women in Librarianship is to be commended in its decisions: to create the award and name it after one who has so admirably created a model of leadership and presence for women in our profession; and to recognize one who has so admirably fulfilled the essence of that model.

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# Books and Beyond: Evolving Libraries and Media

Ogilvie Lecture  
NCLA Biennial Conference,  
September 2003

by Walt Crawford

**F**or the handful of you who read *Cites & Insights* or my columns [in *American Libraries*], maybe I should begin by noting the topics that I'm *not* going to talk about today. Filtering, censorware, CIPA: not on the agenda. Personal computing: certainly not directly. Copy protection, the imbalance in copyright, and the bizarre attitudes of Big Media: not directly — but it's impossible to discuss the future of books and libraries without some mention of copyright and the public domain.

I don't know of any plausible way to talk about the future other than by looking at the past and extrapolating from the present. It's reasonable to say that libraries and library services 20 years from now will be considerably different from libraries and library services today, and also that they'll be quite similar in many ways — just as today's libraries differ from those of 1983 and are also quite similar.

Evolution can be more difficult than revolution, because we lose the comfort of inevitability. But evolution is how the world works, and it's how libraries, their collections and services, and their users will change over the next couple of decades.

I'd like to consider present concerns and probable evolutionary futures in three general categories, spending the most time on the first: books and other resources. I hope to stay on schedule well enough not to slight the other two: libraries and what makes *your* library different from "the" library, and the need to serve all users, maintaining long-term missions despite short-term crises.

## Books and Other Resources

Print books are doing just fine, and I have every reason to believe that print books will be doing just fine 20 years from now. That's an easy statement that deserves a more complex expansion. Let's look at a few facts of today and the most likely near-term future.

Last year, 150,000 new titles and editions were published in the United States, according to Bowker. That represents continued (if small) growth in the number of *new* print titles—and sales of print books continue to grow, albeit slowly. That's a *huge* change from nearly all projections made in the early 1990s, 1980s, and even before, which had books either disappearing or being relegated to quaint relics and genre paperbacks by the turn of the century.

Do I believe that traditional Web-fed print book publishing will continue to grow over the next two decade? No, actually, I don't, for reasons that may become clear as I continue. But I wouldn't be at all surprised if it did, and I would be astonished if traditional publishing isn't still a substantial business

in 2023, probably at least half as large as today.

While big-name publishers may be consolidating into a few major ownership clusters, that's balanced by the incredible growth of new small publishers. Thanks to word processing, desktop design, short-run presswork and Print-on-Demand, it's never been easier to start a new publishing house. That's why there are more than 10,000 publishers in the United States today: A fact that may create problems for acquisitions, but offers the greatest promise of maintaining diversity in publishing. I *do* expect that trend to continue. Most of the new publishing "houses" won't exist as physical entities, unless you want to count the computers of the writer/publishers or the portions of Print-on-Demand service bureau server space that the works occupy. But they will continue to appear, and some of them will produce important books, once in a while even generating best-sellers.

Print-on-Demand (PoD) is small now, but still by far the biggest aspect of so-called "e-books." There's every probability that PoD will grow in the future. That bodes well for the continued health of the print book and for continued access to books that might otherwise disappear. If you add PoD to traditional print publishing, I'd guess that — although some forms of print books will be replaced by better tools — the overall printed book field *will* continue to grow over the next two decades.

As with almost any good new thing, PoD has negative consequences, both for established authors and for libraries and book customers: The former because "out of print" reversion clauses may never take effect, the latter because it just gets harder to distinguish the interesting and worthwhile new little-press books from the growing pile of vanity-press garbage. One hundred and fifty thousand titles and editions may sound like a lot — particularly when compared with 20,000 new sound recordings and 800 or so motion picturest— but that's still only one title for every 1,500 or so potential authors out there.

Print books will continue to be the dominant way to tell long stories, both fiction and nonfiction, and the primary textual way that the culture is preserved for the future. Print books *will* give way to electronic distribution in areas where the book itself has been a necessary nuisance, and that brings up the next couple of topics.

### ***The hammer***

Why do I expect print books— and I do mean ink or toner on paper, fixed expressions that stay the way they are—to continue as vital parts of all academic and public libraries? It may be useful to revisit the old saying, "When all you have is a hammer, everything looks like a nail." When the only means of distributing stories and information beyond the immediate community were presses and binderies, everything looked like a print book or a magazine.

Okay, so now we have an expanded tool chest — the power tools of full-text online, the screwdrivers of nonprint media. In some ways, the centrality of the book is diminished by all the new means of distributing stories and facts.

But, you know, even the best-equipped tool user finds that a lot of things really need to be pounded on. Sure, you can use the butt of a screwdriver or the casing of a power saw to pound a nail — but wouldn't a boring old hammer do the job faster and better?

The printed book is a highly evolved technology, improved considerably over several centuries. It is a technology that serves long narratives extraordinarily well. Long narratives, in turn, remain essential for civilization — stories, whether fiction or fact, make us what we are and allow us to grow. And the library as a long-term repository for a wide range of stories serves those roles best through printed books. I don't see that changing much next year, next decade, or in the next century.

Notably, print books also represent one technology that seems to work well for the agencies that control copyrights (typically publishers) without being burdensome on the users — libraries and readers. No proposed replace-

ment for print books manages to balance copyright and fair use as well as plain old books — and, so far, it looks as though any proposed replacement will substantially shift the balance away from user and library flexibility.

### **Print Resolution and Other Issues**

Beyond the fact that print books work really well, there are major problems with supposed replacements. Despite promises over the past decade, there has been remarkably little real-world improvement in the resolution of display devices, particularly LCDs. The range has improved from 85 dpi (dots or pixels per inch) ten years ago to, at best, 133 dpi today in some expensive Dell and IBM notebooks.

*PC Magazine* used convoluted language to discuss the future: “Theoretically, at 200 dpi, a screen will seem to have almost printlike clarity.” Note the presence of three qualifiers in a 13-word sentence: *theoretically, seem, almost*. Note also that 200 dpi is as big a jump from 133 dpi as 133 dpi is from 85 dpi, and it’s taken a decade to get from 85 dpi to 133 dpi. To get from “almost printlike” to “printlike” would require *at least* 300 dpi (and preferably 600 dpi or more). How long will it take to get to 200 dpi or 300 dpi at real-world prices? The usual answer is “a couple of years.” That’s been the usual answer for more than a decade.

Does that mean that sensible people just won’t read long text from LCD screens? Not at all — although it does mean that most people have no real interest in doing all of their reading from anything other than print.

### **E-books**

What should I say about e-books? How about this: There’s a good chance they will never mean much, it’s absolutely clear that they’re important to libraries already, they’re a significant business with some heartening aspects, and it’s just too soon to tell. All four of those contradictory notions are correct; it all depends what you mean by e-books. Of the many possible meanings, let me give one for each of those four statements, in order:

- E-book appliances, dedicated readers, may never mean much in the trade book marketplace — although they could be significant in education and some niche markets. I think it highly probable that e-book appliances as replacements for trade fiction and nonfiction books are losing propositions. That’s become even more probable with the collapse of Gemstar’s e-book business. Gemstar bought out the two companies that originally introduced dedicated e-book appliances, Rocket and Softbook, both of which planned to work to *expand* the range of literature available. Gemstar dropped that model, aiming for bestsellers, and managed to get Thomson/RCA to take on the major expense of producing the readers in return for vast advertising expenditures, almost all of which turned out to be in-house ads, either in Gemstar-owned *TV Guide* or on the TV Guide Channel. Except for grant-funded library purchases, almost nobody bought the appliances. Gemstar locked down the system even harder, so that you couldn’t even load your own texts onto the appliance without overriding its normal methodology, as the company realized that the only possible way to make money was to be a bottleneck on text distribution. That didn’t work, and before long the company wrote off the whole absurd operation. But Gemstar still owns a patent portfolio, which seems likely to emerge as a barrier to any other company silly enough to introduce a dedicated e-book reader.
- Since I’ve seen 7,000-word digitally-distributed works called e-books, one comment would be that academic libraries are using e-books like crazy, only you’re calling them online full-text articles.
- Print-on-Demand, wrongly but commonly included in the e-book market, is already a significant business, probably in the low millions of books produced each year.
- For many e-book definitions, it’s too soon to tell. That goes for netLibrary’s

pseudobooks; for textbook appliances; for slice-and-dice books-on-demand outside the courseware market; for widespread use of downloaded text read on multipurpose appliances (PDAs, notebook computers, etc.), and for true e-books, digitally-based monographs that include features that aren't possible to emulate in print on paper.

Let's look a little more at some of those niches. One billion-dollar niche that seems like a natural for e-book readers is the textbook field: two related fields, K–12 and higher education. In both cases, print books suffer from currency and cost issues—and students suffer from the weight of multiple books. In the past, e-book fanciers have suggested that e-book equivalents to textbooks would save money for students. That's not at all clear. But if 90-pound school students are actually hauling around 30-pound backpacks (as reported on a recent *Marketwatch*), a two-pound e-book reader that could eliminate 25 of the 30 pounds would be worthwhile if only to prevent premature back problems.

Nobody seems to be working on the K–12 market—preparing the high-resolution, color, ruggedized readers that would be needed or building the publisher relationships to make it work. Meanwhile, other companies seem to be solving the back-strain problem in a manner that may remove one big argument for text ebooks. To wit, backpacks on wheels: school versions of carry-on luggage costing as little as \$20.

What does that have to do with e-books? Nothing, directly — but indirectly, it's worth noting that high technology doesn't necessarily offer the best solution to apparent technology problems.

National Academy Press, which publishes scientific and technical analyses and policy reports, publishes more than 200 book-length works a year, with more than 2,100 available to date. Every work is available online (at [www.nap.edu](http://www.nap.edu)), all 400,000 pages' worth — searchable, browseable, and even printable by the page. The material is in page images, so you can't easily download a whole book — but it's all available. In the first two-thirds of 2001, 3.2 million users looked at 15 million book pages. Meanwhile, the same site has sold more than 40,000 books, 25% of overall book sales — and overall book sales are at record highs. Baen Books (a science fiction publisher) has also found that offering some books free online increases print book sales.

What about online book libraries? A mixed bag with more failures than successes. Questia seems to have vanished into the woodwork. netLibrary, which works with the recognition that it only makes sense to read *little pieces* of books online, failed commercially but was saved by OCLC. It's not clear whether the netLibrary niche will succeed. There are others, including survivors and startups, but no clear successes.

### ***The great journal shift***

Novels and nonfiction books consisting of extended narratives will mostly stay in print form. More reference works may move to electronic form, although that's not an unmixed blessing—and it's worth noting that the *Encyclopaedia Britannica* is once again publishing a print edition.

There is one element of library collections that's already shifted heavily toward electronic access — and may move largely away from print distribution over the next 20 years. It's also the aspect of an academic library that's done more to distort library collections and budgeting than any other. I speak, of course, of scholarly journals, specifically scholarly journals in science, technology, and medicine, or STM.

The continually increasing cost and out-of-control proliferation of journals in science, technology, and medicine—popularly, but inaccurately, known as the serials crisis—carries fairly obvious threats for academic libraries. I'll mention three major threats:

- By consuming not only almost all of the acquisitions budget but almost all of librarians' attention, the STM problem threatens the long-term health of library humanities, monographic, and other collections.

- Since even the wealthiest libraries can't keep up with the situation, access to scholarly information becomes more difficult.
- As libraries substitute online full-text access for print collections both for good reasons (to improve casual access) and for bad (to get access to more journals for the same money, even though those may not be the journals you need), they become more dependent on the publishers, threatening both long-term access and the ability of new scholars to browse backsets and acquaint themselves with the literature.

While shifting from print to electronic full-text article access certainly adds convenience for students and reduces shelving and handling problems, I'm not sure that it really reduces the use of print. Rather, it distributes printing and its associated costs. I'm certainly not arguing against full-text articles — in fact, part of my job over the past year or two has been to facilitate movement from RLG's article indexes to the full-text articles. But full-text access, as with almost every other innovation, has unintended consequences, not all of them ideal.

Actually, full-text access isn't the problem, except for budgets. And you already know the budget issue. The 119 ARL libraries spent more than 15% of their FY 2001 budgets on electronic materials — five times the percentage as in FY 1993. Public libraries are also spending substantial sums on full-text resources. That rate of growth can't continue for another decade; fortunately, growth curves don't work that way.

Most problems with full-text access are indirect, caused because publishers and libraries alike will move *away* from print publication, specifically within STM journals. Libraries will force that move because they simply can't afford to pay for both online and print, which has three long-term consequences in addition to consuming probably more paper rather than less:

- It reduces the ability of a new scholar to become familiar with a field by browsing its key journals, since browsing is far more difficult in full-text aggregations than within shelves full of bound volumes.
- It raises real questions for long-term access, since we don't know how to preserve digital materials and there's no sure mechanism in place to guarantee access.
- It reduces the effectiveness of interlibrary lending, since there's no print journal to photocopy—and since license agreements almost certainly preclude "lending" a full-text digital copy.

There's a fourth consequence, homogenization, that I'll discuss later in the talk.

### Issues and Possibilities

In the interests of time, let me toss out a few words about several things I think are worth thinking about and hoping for. This is a miscellany, to be sure:

- I believe (and hope) that first-tier journals in most fields will survive in print form, and that larger academic libraries will continue to bind those journals. Since the first-tier journals are the ones that fledgling scholars need to browse, that survival — not certain, but likely — may mitigate one problem.
- A number of initiatives may help to improve long-term survival. You might look for articles on LOCKSS (Lots of Copies Keep Stuff Safe), an initiative out of Stanford; it looks promising. There are also a range of open access initiatives, some more likely than others—but those initiatives do more to improve full-text access than they do to assure long-term survival.
- Nobody really knows how many scholarly STM journals exist or how many articles appear in them. One popular number is 20,000 journals and 2 million articles per year, but there are strong indications that 20,000 is far too low a number. I don't find many people asking whether there are actually two million *worthwhile* STM articles published each year, or whether the majority of STM articles are the result of "least publishable units," publisher-perish pressures, and other ways of assuring that fourth- and fifth-tier

journals will survive.

- The move from print to digital, and the move of full text into aggregations, tends to dissociate the article from the issue and the journal itself. In the humanities, at least, that's troubling: Some journals do thematic issues where the articles take on more meaning because of the theme, and many journals have "personalities" that affect the articles. But then, I believe humanities journals are less likely to abandon print — if only because their costs have not been increasing with the rapaciousness of for-profit STM journals.
- Most academic libraries spend most of their acquisitions money on journals, and most of that money on STM. That may not be ideal for the long-term health of the institution. A move to open access that works properly could help to restore the centrality of the monograph in academic libraries: what you collect and preserve, instead of what you can fit in from what's left over after Elsevier and friends have wrecked your budget.
- Finally, it's important to note that the journal crisis — which has been going on for at least 30 years now — is *not* a periodical crisis. Most magazines, most of the periodicals received by public libraries, have not increased in cost at more than the rate of inflation. Most magazines get most of their revenue from advertising, and magazine print advertising works in a way that doesn't appear feasible in an online equivalent.

I think that's enough about books and other print media. I would expect to see print books doing very well in 20 years. I'm fairly sure that print magazines will be doing just fine 20 years from now. I *hope* that first-tier STM journals, and believe that most first- and second-tier humanities journals, will be available as print publications in two decades. And I suspect that, while most other STM journals will eventually be electronic-only, that process will be slower and more painful than most publishers and libraries would like.

### **The Library, Your Library?**

I'm a little troubled by one aspect of huge shared full-text databases. To some extent, they tend to homogenize libraries — and I don't believe that's a good thing. It's wonderful that an extension campus can offer its students access to 15,000 journals in electronic form, and that the access is immediate. It's less wonderful if there's really not much difference between the library at NCSU and the one at UNC at Chapel Hill.

I don't believe that's the case. I don't believe it *should* be the case, any more than all colleges and universities should have exactly the same curricula and set of degrees. I also don't believe this deserves more discussion. The distinctions exist, for good reason. Librarians should clarify and publicize the distinctive strengths of their own libraries as they work to improve sharing.

In other words, while there are lots of issues that concern the library profession in general, I don't believe you should be thinking about *the* library. You need to be thinking about *your* library: its strengths, its weaknesses, its community of users and supporters, and why it's not a McLibrary, just like every other McLibrary.

### ***Distinguishing types of libraries***

Do I need to tell you that public libraries aren't academic libraries aren't school libraries aren't special libraries? Probably not. There are huge areas of overlap among the different types, but also huge and fundamental distinctions.

But that isn't what you always get from library leaders. Many, perhaps most, have only worked in one type of library and have a natural tendency to view all other libraries through the filter of their own.

I don't know. Do you folks talk to one another across type-of-library lines? If so, you don't need to hear the few comments I have here, which mostly reflect the deepest levels of ignorance I've encountered.

- First, public libraries aren't backwards academic libraries — although

most good public libraries do have elements of academic libraries about them. I've heard library gurus discussing the apparent decline in library circulation and in-house reference use at academic libraries and assuring me, without a doubt, that it will happen at public libraries, too: it just takes a few years longer to trickle down. That's nonsense, and it's nonsense that damages public libraries.

- Second, academic libraries aren't just stuffy public libraries — although most good academic libraries do have reading collections of popular literature and serve some of the functions of good public libraries. I haven't heard this particular error much; that's probably because most writers and gurus in the field come from academic or special libraries or work in academia.
- Third, special libraries are called "special" for a reason. I continue to believe that every good public and academic library needs to be a place as well as a set of services, but there's no question that *some* special libraries can function better without physical service centers.
- And, of course, school libraries are another breed. I don't know much about them, so I won't say much about them.

### ***Distinguishing your library***

But even that breakdown oversimplifies. The public library in Winston-Salem isn't a clone of the public library in Greensboro or the public library in Raleigh — and none of those is a clone of the libraries in San Antonio, San Jose, San Francisco, San Diego, or for that matter the other San Jose, down in Costa Rica.

My wife and I visit public (and sometimes academic) libraries when we travel, at least when it's convenient. We've found that each library is distinctive, with its own look, its own mix of clientele, and its own collection. That is as it should be.

Let me toss out a few more notes about understanding and supporting your own library.

- Yes, circulation has declined at many colleges and universities. You've spent millions of dollars each year providing more and more full-text resources. You've publicized those resources and made them as convenient as possible. In essence, you've done everything in your power to get students to use those resources *in place of physical resources*. It's worked. That means declining circulation, even though it probably also means increased overall use.
- Libraries need to find the counts that matter. Maybe that will happen, but it's likely to take a while. Clearly, input measures — number of books and subscriptions—aren't sufficient; they haven't been for a long time (although they're certainly not trivial either). Also clearly, simple circulation isn't adequate as an output measure.
- Academic librarians could probably learn a lot from public librarians about defining the worth of the library as a place. When you talk about sharing, it doesn't hurt to share with colleagues from other types of libraries. Public libraries, the last great public spaces in many cities, can be the hearts of cities in much the way that great academic libraries can be the hearts of great campuses. Just as sensible librarians now recognize that print books are not dying, sensible academicians recognize that campus life will not be replaced in its entirety by distance education and the University of McPhoenix.

There's nothing here you don't already know, and you're far more qualified to discuss the details than I will ever be.

### **Facing Change While Avoiding Despair**

I'm going to interject a few notes about facing change while avoiding despair, and the need to keep up. I've been struck by some individual responses to the future on some library lists. There's one public librarian who's pretty well given

up on the future of libraries and librarians — and I'll assert that his future may be fairly grim. A few librarians seem to think that you're doomed unless you jump on every hot new trend, "keeping ahead of the users"— and I'm not sure that's a much better idea. These are both forms of future despair, and you do well to avoid both.

The problem with despair is that it makes you desperate — and desperate acts rarely work well. Did your public library buy a bunch of Rocket eBooks or REB appliances so you'd be in on this hot new trend? The good news is that you probably got grant funding. The bad news is that they're becoming expensive paperweights already — and general adoption of e-book appliances is no closer now than it was in 1998. Have you canceled print subscriptions wholesale, without regard to browsing needs and long-term prospects, to make way for massive full-text access? Was that a good decision?

Libraries and their users will change, just as they've been changing throughout their history. Some of that change will be difficult, some disruptive. But there's reason to believe that most change will be evolutionary and that both libraries and librarians will survive — and maybe even prosper.

You — as in, your library staff as a whole — do need to keep up with trends and technologies, at least to some extent. You also need to think about those trends within your local environment, recognizing that each library differs from every other.

I'd love to give you a list of technologies and trends to track, but that list keeps changing. What I can tell you *for sure* is that you can't individually keep up with everything. It's not possible, even if you devote every waking hour, particularly as the rest of society impinges on libraries at all turns.

How do you keep up? You don't, to some extent. A few quick suggestions, however:

- Find people with interests in certain areas and have them join the appropriate lists, track the appropriate literature, whatever.
- Use secondary sources. Those may be Weblogs and lists. I'd argue for inclusion of two free publications — *Current Cites* from Roy Tennant and his band of co-conspirators, and *Cites & Insights* from yours truly.
- Don't pay too much attention to daily news and weekly journals. Too many shiny new toys never even make it out of the lab; it won't hurt you to be a *little bit* behind.
- Focus on fit — when you see something that looks particularly interesting, and when the same interesting trend pops up over and over, think about its relationship to your library's strengths and weaknesses.
- And, of course, think about some of the other issues I talk about.

### **Serving All Users: Library Missions**

I believe that a library should serve its users, but that it needs to define "users" as broadly as possible. Good public and academic libraries must serve the next generation as well as today's borrowers, and public libraries need to take special care to serve those who aren't well served by alternate means.

Good service to all users means building the long collection as well as meeting today's needs. I don't believe it means buying enough copies of the latest best-seller to saturate demand; good public libraries *complement* good bookstores and shouldn't replace them. It should mean buying *some* copies of best-sellers and setting aside some money to buy the local works that make the library distinctive, the important works that will speak to the users 10, 20, 50 years from now, the special works that meet special needs. (It may mean keeping a list of local bookstores on hand to guide users who really can't wait a few weeks for Harry Potter.) For academic libraries, as I've already discussed, there's a pressing need to maintain the long-term record of our civilization as expressed in monographs, not abandoning that collection in a hopeless effort to provide all the

... there's reason to believe that most change will be evolutionary and that both libraries and librarians will survive — and maybe even prosper.

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journals anyone can use.

I could preach about that for the rest of the talk, but why bother? Your library needs its own slowly evolving mission statement, and I can't write yours for you. Some other service notes may be worth discussing.

### **Getting Beyond Convenience**

Here's one that I've never mentioned before, and I don't think many librarians have thought about it much. The heading in my speaking notes is "getting beyond convenience," and I think it's a serious issue for the long-term health of both libraries and scholarship. If you don't pay attention, you may think I'm using a classic Kids These Days argument—"they're no good, they don't have attention spans, we're all going to hell in a handbasket." That's not true. I think we have a situation that requires attention; I don't believe it's either a disaster or an inevitable problem.

I can describe the problem best by offering two statements that I've heard and read a few times too often, perhaps not in these exact words:

- "If users can't get it online, full-text, right now, they can't be bothered. So nothing except full-text online really matters."
- "All Web users understand about searching is that you key in some words and you get back some results. If library portals don't work that way, nobody will use them."

If these arguments are both true, we're in serious trouble. I believe both are oversimplified, even for freshmen, sophomores, and public library users. As a student, I was almost certainly as lazy as any student is today. Of course, I would have relied primarily on full-text articles for most undergraduate papers, at least until I found a topic that fascinated me and wasn't simply fulfilling an assignment. I didn't have that option, but I sure don't begrudge those that do. I was delighted to see how well OpenURL worked in Eureka, suddenly adding substantial full-text coverage for databases that have never had such coverage. I don't believe I once thought, "Well, if students are serious about their work, they should go get the print versions." On the other hand, I'm also somewhat unsympathetic to librarians who tell me — as one has — that we have to have a setting so that the students don't even see search results unless all the articles are available in full text. Apparently their tender little psyches will be damaged if they find articles that require more than clicking a mouse, and they'll be so offended that they won't use the database. I don't believe that.

I do believe that honors students, upper-division students, grads, and certainly researchers and faculty must and will go beyond full-text resources to use the print collection and interlibrary lending. I know public library users don't expect everything to be online, full-text. I suspect that a sophomore who's found a really interesting topic will go to the stacks for more information, maybe even open a book. And I believe that will continue to be true.

The idea that library users won't do anything but keyword searching is both offensive and patently ridiculous. I won't go into this one further. I will say that when I see the implicit suggestion that cataloging doesn't count, because only keywords matter, I believe there are people who really don't belong in the library field.

We need to provide convenient tools and solutions — but we need to go beyond convenience as well, and find ways to encourage users to do so. I don't believe that's particularly difficult. I do believe that the need to retain and encourage sophistication is likely to be an issue over the next decade or two, as we cope with the fallout of failed dumbed-down systems.

### ***Long-term missions and short-term needs***

No library has an infinite budget for resources, infinite space, infinite connectivity, or an infinitely large staff. Therefore, no library can offer perfect service — and even with infinite resources, perfection might be illusory. After all, how can you know what the user *really* needs or wants?

Perfection will always be beyond your grasp. Excellence is the best you can

hope for—and it’s a direction, not a goal. I think of excellent library service as one that maximizes the overlap among three Venn circles:

- The library-related needs of all users
- The library’s resources (human, physical, and digital)
- The library’s mission—which really can’t be to meet every need of every user, or even every library-related need of every user.

I had originally titled that first circle “the *needs* of all users,” because I don’t like the qualifier “information needs” as being simultaneously too broad, too narrow, and generally meaningless. But there are many user needs that libraries have no business being involved with.

The three circles aren’t independent, to be sure: part of a library’s stated mission involves a local definition of “library-related needs.” But that’s another and much longer discussion, one that goes deeply into the nonsensical term I’ve just used too often, namely “the library.”

### **Conclusion: Toward a Credo**

I’d like to end with a set of nine points that seems to be my current credo for the last year or so. Some of these points serve as a summation of this talk; others have barely been touched on today.

- Print books will survive, and will continue to be at the core of all good public libraries and the humanities and social science portions of good academic libraries.
- Technology and media will continue to interact in unexpected ways, but ways that will lead to more rather than fewer media. Different media serve different kinds of stories well, and new media should enable new kinds of stories—but the kinds of stories that books serve continue to be critically important for libraries.
- We will continue to see revolutionary predictions based on oversimplification, bad economics, infatuation with technology, and failure to appreciate people. Librarians who fall prey to such predictions will suffer, as will their users. Librarians and library supporters must be ready to challenge unlikely projections, analyze faulty economics, and assert the need for choice and the importance of both history and the present.
- Good public and academic libraries are both physical institutions and sets of services. They serve a variety of purposes within real communities and colleges, and some of those purposes can only be served effectively through physical libraries.
- All libraries and librarians need to deal with increasing complexity, not as “transitional” issues but as the reality of today and tomorrow.
- Libraries matter, and librarians should build from strength. There are many fine public and academic libraries and many more that do remarkable work with inadequate resources. The goal should be to improve and diversify from what libraries do well, not to abandon existing services and collections in search of some monolithic futures, whether all-digital or otherwise.
- Libraries must serve users — but all users, not just today’s primary users. There’s a difference between being user-oriented and pandering, and it’s a difference librarians should understand.
- Libraries will change, just as they have been changing for decades. Good libraries will maintain live mission statements — and the missions won’t change rapidly.
- Effective libraries build communities, and the need and desire for real communities will continue to grow. Libraries that work with their communities should prosper; those that ignore their communities will shrivel.

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# Wake Reads Together: A Panel Discussion on the Future of the Book

by Frannie Ashburn

In 1998, the Seattle Public Library launched “If All of Seattle Read the Same Book.” This program was designed to get folks in Seattle all reading and talking about the same book at the same time, and it was so successful that it has been widely emulated around the country, including in many North Carolina communities. Wake County Public Libraries developed its community-wide reading program — Wake Reads Together — to encourage people to read and talk about a good book and to become more aware of their library system and the services it offers. This project became the most successful county-wide adult program ever offered by the library and Wake Reads Together is now in its second year. (For 2004 we’re reading Lewis Nordan’s *Wolf Whistle*, and the book had already been checked out of the library more than 1,000 times by the end of January.)

In October, 2002, in preparation for Wake Reads Together, county residents were polled and they voted to read *Fahrenheit 451* by Ray Bradbury. This book was written the year that Elizabeth II was crowned Queen of England, the year that Eisenhower became president, and the year that Hemingway won the Pulitzer Prize for *The Old Man and the Sea*. Fifty years have passed and *Fahrenheit 451* has never been out of print.

Beginning in January 2003, there were hundreds of copies of *Fahrenheit 451* available in public libraries, and bookstores stocked up on copies as well. It is estimated that 10,000 Wake County residents read *Fahrenheit 451*. More than 2,200 patrons checked the book out of the libraries, and 1,800 copies of the book were sold in bookstores. Nearly 1,500 people attended events throughout the county at libraries, schools, cafes, coffee shops, senior citizen centers, bookstores, and museums. Numerous book clubs, Parent Teacher Associations, and teachers made *Fahrenheit 451* a reading selection for their group members or students. The library and its community partners sponsored 34 related events and programs during March and April.

As a finale to Wake Reads Together and to continue the community dialogue about the issues raised by Bradbury’s classic novel about book burning, the library organized a Community Forum to consider the following:

Is there a place for the printed word in the digital age?

Are books becoming obsolete?

Is reading still relevant?

This forum was held on April 9 [2003] in the department of Cultural Resources

building and was hosted by the State Library of North Carolina. The panel of experts that addressed the audience included a book critic, a librarian, a technophile, and a science fiction author. The panel moderator was Frannie Ashburn, Director of the North Carolina Center for the Book. After their presentations, the panel members answered questions and responded to comments from the audience. A final word was had by Tom Moore, Director of the Wake County Public Libraries, whose remarks included thanks to Wake Reads Together Project Managers Elena Owens (Reader's Services Supervisor) and Susan Brown (Librarian) and also to Dale Cousins (Regional Library Supervisor), all three from the Cameron Village Regional Library in Raleigh, and to the many staff members system-wide who worked so hard to make the project so successful.

We are grateful to the panelists who have allowed us to reprint their remarks.

First to speak was J. Peder Zane, book review editor and books columnist for the *Raleigh News & Observer*. His award-winning Sunday column received the 1999 Distinguished Writing Award for Commentary from the American Society of Newspaper Editors. Zane is a graduate of Wesleyan University and Columbia University's Graduate School of Journalism.

Speaking from the librarian's point of view was Robert Burgin. Burgin is a native of Rutherford County, North Carolina, and received his undergraduate degree from Duke University and his masters and doctoral degrees from the University of North Carolina at Chapel Hill. He has worked in the library field for 27 years, as a public librarian, a professor at North Carolina Central University's School of Library and Information Sciences, a consultant, and (from 1999-2001) as the Assistant State Librarian for Information Technology at the State Library of North Carolina. Burgin is the author of more than 40 articles and is currently editing a book on advising non-fiction readers. (Note: Burgin says that if he were one of the "book people" in *Fahrenheit 451* he would memorize James Joyce's *Dubliners*.)

Speaking as a technophile was Paul Gilster, a professional writer who early on discovered the power and potential of the Internet. He has shared his insight, bringing the everyman's view of technology to users around the world. Gilster is the author of the bestselling *The Internet Navigator*, of *Finding It on the Internet*, and *Digital Literacy*. He is a technology columnist for the *Raleigh News & Observer*.

Representing writers was John Kessel, award-winning science fiction author and director of North Carolina State University's Creative Writing Program. Kessel is a native of Buffalo, New York, and earned his B.A. at the University of Rochester (English and Physics) and his masters and doctoral degrees in English at the University of Kansas. He has been at NCSU since 1982 and his honors include winning the Nebula and Theodore Sturgeon Memorial Awards. Kessel is the author of *Corrupting Dr. Nice*, *Meeting in Infinity*, *Good News from Outer Space*, and *The Pure Product*. *Booklist Review* has this to say about *The Pure Product*, "Science fiction remains largely dominated by ideas. Kessel's ideas astonish and compel in these pellucidly written, hammeringly effective stories."

## **J. Peder Zane**

Bean counters, numbers crunchers, the green eyeshade brigade — these devotees of the almighty dollar have seized control of the publishing industry during the last quarter-century, making the art of the bottom line the literary world's guiding aesthetic. Funny thing is, their reign has been marked by the kind of explosive growth in America's book culture that their tweedy forebears only could have imagined after their third martini at the Four Seasons. Go figure.

This surprising news is detailed in a new report, "Best and Worst of Times:

The Changing Business of Trade Books, 1975-2002," which journalist Gayle Feldman prepared as a fellow at Columbia University's National Arts Journalism Program. Among her findings:

- The number of new books published annually in the United States increased about 300 percent between 1975 and 2000, to 122,000 from 39,000.
- Sales of best-selling books during the last quarter-century have grown more than 1,000 percent: The leading title in 1975, *Ragtime* by E.L. Doctorow, sold 230,000 copies; in 2000, *The Brethren* by John Grisham topped out at 2.8 million copies.
- Name-brand writers such as Grisham, Danielle Steel and Stephen King have been the greatest beneficiaries of these increased sales, but literary authors such as Jonathan Franzen (*The Corrections* sold 720,000 copies in 2001) are sharing in this bonanza.
- Works of fiction that earn some of literature's highest honors, the National Book Award, the Pulitzer Prize or selection as a New York Times "editor's choice," were far more likely to appear on *Publishers Weekly's* best-seller lists during 2000 than they were in 1975.

The publishing boom Feldman reports is a welcome rejoinder to the doom-and-gloom mentality that informs so much discussion of American culture: more people are buying better books than ever before — they're also purchasing more books of questionable merit, but hey. The driving dynamic behind this surge is the rise of a better educated, more literate public that seeks to balance its swelling consumption of trash culture with bigger doses of high art (think of books as Metamucil for the soul). Ironically, it is the commercial forces which so many bibliophiles bemoan that have enabled publishers to exploit this literary desire.

Like it or not, we live in a mass culture; books are one of many options people have to fill their leisure time. To thrive in this environment, books must compete on a level playing field against other highly promoted activities such as television, movies, sporting events, etc. Thus the consolidation of publishing — five major houses published 84 percent of the best sellers in 2000 — was necessary for books to have the financial muscle to gain attention in a crowded and expensive marketplace. Similarly, for all their drawbacks, the rise of chain stores such as Barnes & Noble and Internet retailers such as Amazon.com have afforded books a large-scale presence far beyond the capacities of the independent, and indispensable, local bookshops. Size matters in modern America.

Where books once rose or fell on their own steam, aided perhaps by a small ad in *The New York Times*, they are now propelled by sophisticated multimedia advertising programs concocted by the marketing whizzes who calls the shots at the major houses. Writers are coiffed and sheened, their pearly whites scrubbed to blinding perfection so they can dazzle Matt and Katie. This year, for example, aggressive publishers generated huge sales for an array of first novels, including *The Lovely Bones* by Alice Sebold and *The Dive From Clausen's Pier* by Ann Packer. Cynics might charge that publishers have become as adept at manipulation as their brethren in the detergent business. But, as always, the consumer is the final power broker: folks are no more likely to purchase books they don't enjoy than they are to purchase soap that doesn't get their whites white.

However, Feldman also reports that most writers aren't on easy street. Her most astounding finding may be that the vast majority receive almost no promotion. Even the biggest publishers engage in massive triage, anointing a handful of titles for mega-support and ignoring the rest. Earlier this year two authors told me that their New York publishers not only failed to promote their books but discouraged them from arranging their own publicity. As a

book editor I am constantly amazed at how little effort publicists expend to bring even works of strong local interest to my attention.

Feldman also notes that the major houses are no longer interested in publishing “books with a limited potential readership (5,000 copies and under).” Those authors are increasingly turning to university and other small presses with little marketing clout. Renowned Farrar, Straus & Giroux editor Elizabeth Sifton told her, “by the 1990s it was clear that editors were valued for the deals they could do, not for work well done or talent nurtured.”

That is not happy news, but it is mitigated by two factors. First, despite their concentrated marketing strategies, publishers continue to print boatloads of books. Second, there is no evidence that small books are experiencing declining sales. Authors destined to sell only 5,000 to 15,000 copies may be better served by university and boutique presses, which lack promotional power but will answer their calls.

Readers can take heart from Feldman’s report. Good books have a firm footing in America’s mass entertainment culture — though a network television show that draws the same size audience as a mega-selling book is often taken off the air. Aggressive marketing has made it far easier to learn about the books everyone is talking about. But many good books are off the radar. Nowadays, savvy readers must think like good detectives, who always consider the usual suspects but never fail to develop less obvious clues that can lead them to their desired quarry.

### **Robert Burgin**

Obviously, as someone who trains librarians and consults with libraries and someone who has been a librarian, the future of reading is of interest to me.

On the one hand, I feel good about the future of reading. *Harry Potter* is a phenomenon. Bookstores are thriving. There are more public libraries in the United States than McDonalds. You have to read to use the Internet. Web logs — which you read — are the big thing.

On the other hand, I do have some concerns. The overt enemies of reading are as evident in the real world as they are in the fictional world of Bradbury’s *Fahrenheit 451* — from those who burn *Harry Potter* to those who try to remove books from libraries to those who try to prevent open access to the Internet.

I recently visited Europe and saw Bebelplatz in Berlin, where the Nazis held their first “burning of the books” on May 10, 1933. There’s a beautiful monument there, which consists of an underground library with empty shelves that represent the books that were burned. So we know that it can happen. It isn’t just science fiction.

In some ways, though, I worry more about a character in a William Gibson novel who says he never got “that reading thing.” I worry that reading will be marginalized, relegated to the status of playing music or speaking a foreign language, something that only a few people do.

Because the same technology that promotes reading through electronic books or Web logs also enables illiteracy (through speech synthesis and voice recognition) and provides competition for reading — movies, television, the Sims.

In the end, I do think that reading will survive. People still walk, after all, even though we have technologies that take the place of walking. Why? Because walking is more than just a means of transportation. And people will still read — because reading is more than just a way to get information.

I also believe that people will still read because of the dual nature of reading, which reflects the dual nature of people. We humans are individual but communal. We live much of our lives alone, but we also live much of our lives engaged with other people. Likewise, we do much of our reading alone, and reading can be very individualistic. I like the books I like. I read to myself.

The characters are my characters.

But reading can also be a communal activity (like Wake Reads Together). We discuss the books we like with one another. We can read to one another. We can discuss what we read and compare notes. We can share.

The painter Jean Corot once said that he hoped with all his heart that there would be painting in heaven. I hope with all my heart, and, I suspect, that there will be reading in the future.

### **Paul A. Gilster**

If Ray Bradbury were an overtly political writer (which thank God he is not), it would be possible to see *Fahrenheit 451* in stark terms. As a cautionary tale, the novel evokes for some the anti-communist furor of the early '50s, the banning of books by certain school boards, and today's Patriot Act, with its presumed outrages against human freedom. Bradbury, however, says it is a commentary on Soviet repression and the horrors of Maoist China. Repression is repression wherever it is found, but Bradbury will not be used by ideological purists left or right. He is and always has been *sui generis*, a sparking iconoclast.

Science fiction is or at least ought to be about looking at things in new ways. *Fahrenheit 451* was an exemplar of this method when it appeared as a short story in 1951, turning the genre's conventions on its ear. It was fitting that the story appeared in Horace Gold's *Galaxy*, a magazine that injected an unexpected humanism into science fictional futures. A writer who dislikes computers and has never learned to drive, Bradbury has always been more interested in how science affects people than in rockets for rockets' sake. His own gadgets, from sea-shell earpieces to wall-sized video screens, become dream-like metaphors for how we humans are going wrong.

What is frightening about *Fahrenheit 451* is that when it was written the story seemed evocative of a possible future, whereas today, it positively nails our most dubious practices. We watch as Montag is chased by police and mechanical hounds, seeing his own pursuit on the screens of the people whose houses he passes, their lust for "reality" television not so different from *Survivor* and its ilk. Equally horrific is Montag's wife, unable to carry on a conversation because of her fixation with the dramas that play on the wall screens of her parlor. What parent hasn't pondered the future of a child, the back of whose head is the only thing visible as he or she works the Nintendo knobs? How unnerving, too, to realize that in Montag's world, censorship did not happen by government decree, but gradually and because of the indifference of a population that had all but given up on reading before it was banned.

In today's America, book burning is all but inconceivable, but indifference is not. Where technology prods us is not in the direction of outright censorship so much as exploitative commercialism. We will have to work to see our enemies in this culture because they refuse to take on the pure, allegorical form of Bradbury's firemen, and for every bewildered school board pondering the meaning of *Huck Finn* there is a much quieter executive trying to stretch his profits at the public's expense. Ponder what is happening to copyright. Extended eleven times in the last forty years, copyright has moved beyond protecting the rights of content creators and has become a cash cow for corporations like Disney, which once happily raided the public domain for material like Snow White, and now seeks to restrict it to keep Mickey Mouse safely in-house. Because of the recent passage of the Sony Bono Copyright Term Extension Act, copyright extends to the author's life plus seventy years. We must reach back into the early 1920s to find books without copyright restrictions.

A Bradburyesque future? No splashing kerosene here, but works are disappearing. Most film created during the 1920s and '30s is not commercially available, and because finding the copyright owners is often impossible,

preservationists cannot restore and distribute them. By the time copyright has expired, these silver nitrate-based films will have been destroyed by chemical attrition. Well over ninety percent of the books not in the public domain are also not in print, their “rights” in the hands of publishers who may not even realize they hold them.

It is time to change copyright law by making it renewable for a slight fee, \$1 to be paid fifty years after publication. Works not renewed (and estimates are that these would total 98 percent of such material) would be freed up for distribution on another Bradburyesque medium, the World Wide Web. How many ideas might take wing from the creative retooling of works in the public domain? This fight, being waged online at [eldred.cc](http://eldred.cc), is one of many that will define how free our information really is in a world where mega-entertainment companies control the screens, and reading books is increasingly seen as an idiosyncrasy.

### **John Kessel**

As a science fiction writer I am generally expected to know something about the future, but the fact is that an sci-fi writer is much more a writer than a prophet. Yes, science fiction stories featured the atomic bomb long before Hiroshima, offered rocket travel to the moon a generation before Neil Armstrong, was full of computers when Bill Gates was a gleam in his father’s eye. But the computer in science fiction wasn’t the one sitting on your desk at home. As far as I know nobody in sci-fi predicted the home computer, the Internet, the fact that I can go home tonight and waste a couple of hours downloading horoscopes from some database on another continent. Most of the futures sci-fi writers have projected in their stories have never come to pass — not even close. To call a sci-fi writer a prophet is like calling a man shooting a shotgun at the side of a barn, who misses it nine times out of ten, a marksman.

Still, the program says I’m supposed to address the question of the place of the printed word in the digital age, and I aim to take a shot at it. Call me back in thirty years and we’ll see whether I’ve hit the barn.

My first observation is that, though the printed book may be under some pressure, the desire to be told a story is a fundamental human trait. I don’t know if there is a gene for stories, but every culture in human history has had its stories, and I don’t hesitate to predict that every human culture always will. The novel happens to be the form in which we in the West have invested most of our storytelling desire since the 1700s, but people told stories before the invention of the novel and will still be telling them if novels should disappear. My nine-year-old daughter is a fan of the computer game the Sims, in which you design a family, give them personalities, occupations, and a place to live, and proceed to follow their lives as they strive to survive and improve themselves. It strikes me that the appeal of the Sims is the fundamental appeal of fiction.

I would not, however, suggest that open-ended games like the Sims will replace storytelling. The advantage a book or a movie has over such games comes from the very fact that one does not control the characters and events. We read *Harry Potter* or watch *The Godfather* because we are caught up in the lives of characters over whose fates we have no control. We sit on the edge of our seats hoping that Harry will escape the clutches of Lord Voldemort or that Michael will prevent Salazzo from killing his father, not knowing whether our hope will be in vain. That’s a fundamental appeal of fiction, and I don’t think other media can eliminate that. So I’m not worried about the future of storytelling. In the future people may get their stories through visual media as well as from books, but they will still need stories.

But what about reading, what about books? As a fiction writer, I have a vested interest in reading. The two things a writer needs are to find a source

of income, and to find an audience. It would not bode well for me if people gave up the practice of getting stories through writing.

Well, I am a teacher as well as a writer, and my experience is that my students are stimulated to read if they are approached with openness and enthusiasm. And that people who learn how to read often want to write. They have stories they wish to tell. Plus, those same media we are worried may distract from reading and writing often foster both. The Internet, for instance, has led to an explosion of Web sites, bulletin boards, discussion groups, and chat rooms, which depend for their success on the ability of participants to read and write. The best of this writing is up to the best writing done anywhere in more traditional media.

Now it may be that future readers will be reading their stories on some device that does not resemble the paper books that we know and love—and I will miss the book, if it should go—but they will still read.

My final observation is perhaps pure opinion, but I think it is an opinion shared by Bradbury in *Fahrenheit 451*. It is that mind—dream, emotion, memory—has the power to affect, and is in some ways more powerful than reality. Not that hard reality does not exist, but most of the realities that shape our daily lives are constructed from ideas. The political, economic, social, legal, religious, and familial webs that surround us are created; even physical objects, as pop singer Peter Gabriel says,

Looking down on empty streets, all she can see  
are the dreams all made solid  
are the dreams made real  
  
all of the buildings, all of those cars  
were once just a dream  
in somebody's head

The state of North Carolina, besides being a collection of hills and valleys and rivers and trees and cities and people, is fundamentally an idea. Words are the medium through which we impose these ideas on reality. In order to manipulate these words, and thus the world we live in, we must be able to read. So as long as there is human culture, then I think reading will be essential to it.

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# Point:

## The Future of the Book in the Public Library

— Thomas L. Moore

There appear to be two different trends of thought with regard to books in the public library today. One trend says that books in paper will cease to exist; they will become museum pieces in a relatively short time, as electronic format materials will replace them. The other trend is that the traditional book will continue to exist as a viable, and the preferred, format for conveyance of ideas and information. These opposing viewpoints are often represented as being mutually exclusive and at war with each other. In some instances the combat is real. One need only read one article about the controversy at the San Francisco Public Library (“Nicholson Baker is a Luddite”; “The leaders of the San Francisco public library are book burners”) to understand that not only are the two belief systems at odds, but also that they really don’t like each other and occasionally dip to “ad hominum” arguments to prove their points.

**Note:** The author is in agreement with many points raised by Isaac Asimov in his essay, “The Ancient and the Ultimate,” first published in May 1971 for *The Magazine of Fantasy and Science Fiction*, and anthologized in *Asimov on Science: A 30-Year Retrospective*, Doubleday, 1989.

Rather than spend an excessive amount of time engaged in proving or refuting these positions, I think it might be interesting to spend some time looking at what the ideal reading device of the future might look like. The reason that I would find it interesting to pursue this line of thought is that I believe that reading will continue to be an important activity for humans in both the near and distant future. Looking to our past we can see how important books and reading have been by examining a few quotes from the rich and famous. Erasmus said, “When I have some money, I buy books. If I have any money left over I buy food.” Thomas Jefferson said, “I cannot live without books.” And more recently that great pundit, Groucho Marx, said, “Outside a dog, a book is man’s best friend. Inside a dog, it’s too dark to read.” As I look to the future, the question seems to me, not will books exist, rather what will books look like as they exist in the future? With that premise as the basis for proceeding, I would propose that the design for the book of the future be based on state of the art technologies that are readily available and can be applied to the new reading device with ease. By studying the future of these devices it will be possible to predict the future of the book and the library buildings that will house them.

So, let’s take a peek into the future. Let’s look at and design the ideal reading device for the future. I propose that we start by developing some criteria for this ideal device.

The first criterion is that the reading device must be portable. Portable includes the following features:

- Lightweight (under one pound)
- Smaller than a breadbox
- Self-contained energy source
- Can be carried with one hand
- Wireless

The second criterion is that the reading device must be ecologically friendly. Ecologically friendly includes the following features:

- Made from a renewable resource
- Low energy consumption
- Non-polluting

The third criterion is that the reading device must be economical. Economical includes the following features:

- Low or moderate cost
- No significant problem if lost or stolen as it could be easily replaced
- No additional expense to use the device — it works with what you already have

The fourth criterion is that the device should be easy to use. Easy to use includes:

- Simple to turn off and on
- As it is a reading device, easy to go back to where you left off
- Should be easy on the eyes — adapted to human reading requirements to prevent eye fatigue
- Able to scan content with ease

My children have supplied the fifth criterion to me. My children have been raised in a total technological environment. The oldest is a microbiologist who is familiar with an electron microscope as I am with a pocket knife. He splices genes. I wear jeans. My middle son is a graphic designer. He works on computers designing what you see on computers. When he has to go to the office, he has a three-hour commute on public transportation. He is the one who articulated the fifth criterion to me. My daughter is a junior in college. She is a Graphic Design major with a minor in photography, and seems to live on the Internet. My children, citizens of the technological age all agree. The reading device of the future must have NO BATTERIES!

It seems to me that there might already be a device that meets these criteria. Could it be that the device that I seek has already been invented. Could it be the book? The traditional book, the paperback, the textbook, the romance novel, the beach read — all meet all of the criteria above. There is no reason for technology to replace these marvelous time and travel devices. When movies and radio and television all started to saturate the public marketplace, they were all characterized as a threat to and the end of the book and reading. They did not. One of my favorite replies when asked if I saw the movie, *The Bible* was, “No, but I read the book.”

The new technology will not replace books. These new devices will supplement books, and will do things that traditional books could never do. I do not believe they will make books obsolete, nor will they cause them to disappear.

Considering this, that means that my second question needs to change a little. As I believe books will continue to exist, the question becomes, since there are still books, will there still be libraries?

I believe this is a greater concern. I fear that for reasons that sound good and reasonable, institutions that support books and reading may disappear. In the past several years, some public libraries have closed their doors. They have closed not because the people said that books and reading weren't important. They closed because the people in their communities said they no longer wanted to pay for them through their taxes. This has not been an anti-intellectual movement. It has been an anti-tax movement. I think we can see signs of this all over the land today. From statewide budget cuts in Ohio to no school media centers in much of California. Libraries are not threatened by the new technology. They are threatened because of the way they are funded. Our challenge is not to respond to the new technologies; rather it is

to find ways to convince our citizens that libraries are worth paying for, and to find appropriate ways to pay for them.

So, will libraries exist into the twenty-first century? The answer is, only if we want them to. This we is us, you and I, reader and writer. We are the ones who will determine if libraries remain around for the future. We are the ones who will have to say to our citizens, and our elected and appointed officials, libraries and books are important! We want them to remain an important part of our community. We are willing to pay for them! And we must say this over and over again. We want our children and our children's children to have those marvelous experiences of entering a building full of books and people who read those books. People who entice us to the wonders of the imagination that play inside of our heads as we look at books and discover the joy of reading. B. F. Skinner said, "we ought not to teach our children the great books, we ought to teach them the love of reading."

California State Librarian Kevin Starr, in a speech to the friends of the Newport Beach Public Library, said, "If this were some science fiction fantasy and we only had the Newport Beach Public Library, we could rebuild civilization right here." This would be true for almost every public library in this country. We must continue to support and sustain them. We must speak out as leaders of our communities. Being willing to pay for them isn't enough. We must use our libraries, for if we don't use them, we might indeed lose them.

When I first wrote this article as a speech just two years ago, it seemed adequate to end on an exhortation to read, and to pay for our libraries. Paying for library service has become an even greater problem in the past two years. Every month current library literature highlights major library systems that are reducing hours, or closing for certain days or weeks at a time. These closings and reductions in hours come about not because there is less use of libraries, and therefore they aren't needed as much. They are being closed because there is not enough money available to operate them.

I'm sure we all have seen the sign that says "libraries will get you through times of no money better than money will get you through times of no libraries." The problem with this slogan is that after eliciting a chuckle and a nod, the reader goes on her way without another thought about the importance of libraries. Every scheme that I have seen for establishing permanent funding for public libraries seems to resort to some kind of tax, be it property, sales, income or even alcoholic beverage control taxes. Combined with state and federal aid to libraries, the thought seems to be that these are all that a library will need for the long run.

In the late nineteenth and the early twentieth century, Andrew Carnegie began giving grants to local communities to build public library buildings. Carnegie was aware at that time that long-term funding for the library's operations was going to be a problem. He established as a requirement for receiving one of his grants that each community commit by resolution of the governing authority of the community to supporting the library operations by making an annual grant equal to one-tenth of Carnegie's grant. I had the privilege of being the director of a Carnegie library early in my career. It was constructed in 1903 with \$25,000 granted by Carnegie. The community was required to contribute \$2,500 annually to operate this library. From almost the first year of operation, that was not enough, and the community was always looking for additional money. Similarly, the library that I currently direct was established by a local citizen who gave the money to build the library in honor of his first wife. The local community was asked to support it through a grant from the elected board of the city. The library's benefactor continued to support the library by buying many of the books that were added to the collection on an annual basis. He also built in some

rental retail property that was to continue to support the library for years to come. Alas, this too was insufficient to the cause, as were the grants from the local city and county. One hundred years later we still struggle to find adequate resources to support the operations of the system.

Our predecessors were unable to solve the funding problem. It seems as if we have been unsuccessful in solving the problem as well. Unless we find a solution for long-term financial support for our public libraries that doesn't rely on taxes alone, I believe that public libraries in the United States might disappear just as the dinosaurs did.

Aside from the funding issue, which must be addressed in some way, I would advocate that there is another approach that we should use. One, which I believe would be effective and prevent this extinction from happening. I believe that it is important that public libraries get back to the basics and focus on what it was that caused us to come into existence in the first place. That focus should be on books and reading. We should focus on the young child, introducing these children to books and reading as soon as they are able to hold a book in their hands. We should focus our efforts on the parents of these young children, making our services an integral part of child rearing. We should concentrate everything that we do around books and reading, especially for our youngest citizens.

We must integrate ourselves into every segment of society, all age groups, all ethnic groups, rich and poor alike. We must demonstrate that our services are essential to everyday life. We must meet the everyday reading needs of our citizens by having what they want to read, when they want to read it.

I believe that our profession has gotten sidetracked into a whole series of social issues that have little to do with what we ought to be about. I cannot understand why our professional organization, ALA, would spend over 1.75 million dollars in a losing effort to defend a pornographers right to publish on the Web and allow unrestricted access to that material by citizens of any age, when there are thousands of children who have no access to age-appropriate books at all. I believe we should focus our efforts on providing books and other reading materials to our own communities before we get engaged in broad political issues that weaken our credibility with our local community.

In conclusion, I believe that the book as we know it has a long future and will continue to exist as we know it today. There will be other technologies that will enhance the book, but they will not replace it. The public library will continue to exist only if we do the things necessary to make that happen. Here is the way that I see us, you and me, making this happen. First, we must pay for them. Second, read every day! Read books, and newspapers and magazines and cereal boxes. Read. Go to your local library and check out books and read them. Buy books, and read them. Read to your children and grandchildren and great-grandchildren. Read to your spouse or significant other. Read! Read! Read! Make reading important by reading. If we do that, we can then make sure that books and the libraries that house them continue to exist far into the future.

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## CounterPoint:

# If Libraries Don't Change, They Won't Be the Place to Get the Books

— David G. Fergusson

Having read Tom Moore's article, I feel torn. First, I agree with a lot of what he says, so I am naturally questioning myself. Moore has been tossing his ideas around North Carolina for a generation, loving the controversy he has caused, and when we roll over and publicly agree with him without a whimper, I think he subconsciously finds it upsetting. So I won't go that far. I agree with him about his central assertion as to the permanence of the book: if the book ain't broke, don't fix it. But I generally believe that we are in an excellent position to influence the future for libraries so that they will stay in the forefront of American culture.

Let's look at a few of your assertions.

Is a book still economical? Actually books are sort of pricey, especially for those who read a lot, so I'd say they are economical *if you get them at the library*. And in reference to your statement that "the reading device of the future must have NO BATTERIES!" What is up with that? In case you haven't left the library in a while, people are in love with battery-driven devices today, and perhaps your kids are the exception. After talking on their battery-driven cell phones, and riding in their battery-driven hybrid cars while listening to talking books on their battery-driven MP3 players, folks now spend the day pounding away on their battery-driven laptops. One of our branch heads uses a battery-driven lawn mower. The only thing missing is battery-driven food.

No, I think the book will remain a for a long time, but as new devices now supplement books, they will someday replace them for many users. My slant on the B. F. Skinner quote, "we ought not to teach our children the great books, we ought to teach them the love of reading," is this: I hope he would consider the love of reading indicative of the love of literature, knowledge, and intellectual discovery, *whatever the format or delivery system*, because it won't always be books. It is cheaper for a library only to provide books, and if I only observed people reading books around town or in the library, it would make sense. But we know that is not true. Diversity of the population seems to breed diversity in access choices. We are PUBLIC libraries and this is our challenge.

How about the future of public libraries? Moore makes a few assertions I'd like to discuss, however I want to put my thoughts about how we look at the future in context. Change comes slowly where people are concerned. I was a history major in college, and today's computerized technology has changed as much as anything I recall studying. But generally I look at my life, which began in 1948, and much more change has occurred in people's minds than in their surroundings. TV arrived shortly after I did, and hasn't changed much. We now have color, and more channels, but you can only watch one thing at a time. I drive a car fundamentally very similar to those of the fifties. I get in and drive around, parking on the same streets, wearing

very similar clothes. I eat pretty much the same food in pretty much the same type house. Social movements and the economic structure of our society have changed along with how we think about them, but again I do not notice it happening *very fast!* We are not caught in a social tsunami moving at breakneck speed. The change is coming, but fortunately I think the library community has time to adapt.

Moore points out that libraries are hurt by reduced funding from taxes. He recommends finding a long-term financial solution that doesn't rely on taxes alone. This makes sense as long as we maintain a tax base that will not be cut in proportion to new sources of support. His other solution is to focus on books and reading, getting "back to basics." He says we must focus on having what citizens want "when they want to read it." Here, I respectfully differ.

Many libraries have never, ever done well marketing the great products they have. A 2003 Marist College Institute of Public Opinion survey on the Public Library indicated that access to a public library in their community is rated "very valuable" by 67% of respondents and "valuable" by another 27%. Sixty-three percent of the public "supports" or "strongly supports" an increase in taxes for public library services in their communities. The average tax increase they are willing to pay is \$49 per year. That's *over two and a half times* the average per capita support of North Carolina's public libraries. Sounds like we live and work in the land of opportunity! Libraries must finally find a way to get the people *really* to speak for them.

Moore states that our problem is an anti-tax movement, but the survey I just mentioned makes me wonder. We clearly face a difficult task. For years we have provided a pretty good supply of books for reading, and we need to continue to provide the traditional services you cherish. But we also need to be flexible, since we are at the behest of a shifting economy and electorate. Life changes very slowly, but tastes and wants change overnight, and we've got to meet the public's *perceived* need with a quality product.

One popular public library role is that of a community gathering point or "commons." While most people read at home, the visit, the *moment*, is the memory I have of my many trips to the library. This cannot be emphasized enough. We keep lamenting the glitter of Borders and Barnes & Noble, all the while knowing that the income they derive keeps them going. I can't pass up the opportunity to point out that the splendid little bookstores, that these big box bookstores are alleged to have put out of business, offered great literature provided by loving staff. In fact, the big box stores added value by simply adding to the experience. We cannot be exactly the same; our goal should be "different and better." We probably should ask the people we serve, the ones who want our services and are theoretically willing to pay for them, what they really want. And we should keep changing to provide it. This is where libraries will have to learn to love change and practice it over and over. Tom correctly states that if we don't use our libraries, we will lose them.

Of course, we do use them. The central library where I work counts over 1,000 visitors a day. That means that *we are the wheel!* You don't have to reinvent it. We want people to realize that they should always think "library!" first. Tom, the thing people *have always known* is that we provide lots of free good books. It's the *other* services that they don't know about! This never ceases to amaze librarians because our other offerings are so wonderful and varied.

Marketing for the future also means customer service. Libraries offer customer service that ranges from great to mediocre. How often have we been told that ours is becoming a service-driven economy? No library should let its standard for customer service fall below excellent. In a service-driven economy, where service is generally not very good, ours needs to stand out.

Flexibility is essential. It is a buzzword in our economy in general and if we think libraries can avoid facing it, we are wrong and will keep missing opportunities for positive development. It is no secret that libraries, with a relatively low level of purchasing power, are at the behest of the ever-changing consumer economy. We don't drive the economy, but we can make the most of it if we are flexible in restructuring our services to satisfy our customers.

We can keep improving the future of public libraries if people know that we will give them what they want and need in stimulating surroundings, using amiable employees to create a captivating experience. Libraries flexible enough to welcome people who keep showing up with a growing number of changing needs will thrive as well. It's a whole package, a package that is changing, and we should be *loving* the change!

## About the Authors

### *Frannie Ashburn*

Position: Director, North Carolina Center for the Book, State Library of North Carolina  
Education: B.A. in English, Wake Forest University; M.L.S., University of South Carolina

### *Deana Astle*

Position: Associate Director for Collections, Joyner Library, East Carolina University  
Education: A.B., Brown University; M.L.S., UCLA; M.A., University of Utah

### *Robert Burgin*

Position: Professor, School of Library and Information Sciences, North Carolina Central University  
Education: B.A., Duke University; M.S. in L.S., Ph.D., UNC at Chapel Hill

### *Walt Crawford*

Position: Senior Analyst at Research Library Group (RLG) and columnist.  
Education: B.A. in Rhetoric, and master's level studies in Rhetoric, University of California, Berkeley

### *David M. Durant*

Position: Head of Government Documents & Microforms, Joyner Library, East Carolina University  
Education: A.B. in History, University of Michigan; M.A. in Modern European History (Russia and Eastern Europe), University of California, Los Angeles; Master of Science in Information, University of Michigan

### *David G. Fergusson*

Position: Deputy Director, Forsyth County Public Library  
Education: B.A. in History, Wake Forest University; M.L.S., Florida State University

### *Libby Grey*

Position: Circulation Librarian/Assistant Head, R. B. House Undergraduate Library, UNC at Chapel Hill  
Education: A.B., Salem College; M.S.L.S., UNC at Chapel Hill

### *Elizabeth J. Laney*

Position: Retired Librarian, Library of the School of Information and Library Science, UNC at Chapel Hill  
Education: B.A., UNC-Greensboro; M.S.L.S., UNC at Chapel Hill

### *Thomas L. Moore*

Position: Director, Wake County Public Library  
Education: A.A., Springfield College; B.A. in Philosophy, Cardinal Glennon College; M.A.L.S., Rosary College (now Dominican University)

### *Elizabeth Skinner*

Position: Central Library Public Services Manager, Forsyth County Public Library  
Education: B.A. in English, M.L.S., Florida State University

### *Wiley J. Williams*

Position: Professor Emeritus of Library Science, George Peabody College for Teachers (now part of Vanderbilt University), and Professor Emeritus of Library Science, Kent State University  
Education: B.S., UNC; M.L.S., George Peabody College for Teachers; M.P.A. (Master's of Public Administration), Ph.D., University of Michigan.

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# The Federal Depository Library Program: Anachronism or Necessity?

by David Durant

**T**he rise of the Internet has had an enormous impact on library collections and services, and nowhere has this impact been more apparent than to the 1,250 libraries that participate in the Federal Depository Library Program (FDLP). The FDLP has provided the public with free access to government information since the nineteenth century, playing a vital role in helping to maintain the informed citizenry that is essential to our democracy. The underlying principle behind the FDLP is relatively simple: documents are distributed by the Government Printing Office (GPO) to participating libraries, on the condition that the public is allowed free access to those materials. Just 10 years ago, the FDLP distributed 100% of its items in tangible format (print, microfiche, and CD-ROMs). Things have changed dramatically in the ensuing decade. In Fiscal Year (FY) 2003, 65% of the titles “distributed” by the FDLP were items located on the World Wide Web. Within five years, this figure is expected to rise to 95%.<sup>1</sup>

The impact of this change on depository libraries and librarians is enormous. Depository collections, like others, are now faced with the challenge of transitioning from serving as storehouses containing physical collections to becoming gateways to electronic collections outside of the library’s control.<sup>2</sup> Some observers have questioned whether the depository library system is even needed in an electronic age. With the transition to primarily electronic distribution of government publications, theoretically any library willing to provide the proper level of access could become a de facto depository library. Has the depository system, created in the nineteenth century for a vastly different information and publishing environment, become an anachronism? Or is the FDLP still a useful and valuable, indeed necessary, structure for distributing and providing access to government information?

## The FDLP: Origins and Background

The Federal Depository Library Program traces its origins to the year 1813, when Congress passed an act authorizing the distribution of one copy each of the *House* and *Senate Journal* to selected libraries and other institutions. The American Antiquarian Society in 1814 became the first known depository. In 1858, the principle of having depository libraries tied to congressional districts was established as representatives were allowed to designate one depository library from their own district. Two years later, the Printing Act of 1860

created the Government Printing Office (GPO) and gave it primary responsibility for overseeing government printing.<sup>3</sup>

The Federal Depository Library Program as we know it was created by the Printing Act of 1895. It transferred the position of Superintendent of Documents, which had been created in 1869 as part of the Interior Department, to GPO; sought to further centralize printing under GPO; and provided for the inclusion of executive agency documents in the depository system. Perhaps most importantly, the Printing Act of 1895 was “the first piece of legislation to contain a free public access clause.” The act stated that “all government publications delivered to designated depositories or other libraries shall be for public use without charge.”<sup>4</sup>

With GPO taking responsibility for the depository program, the core elements of the current system of bibliographic access and control were soon put in place. The *Monthly Catalog of US Government Publications* made its debut in 1895, and the Superintendent of Documents (SuDoc) classification system was introduced soon after. The last major legislative change to the system occurred with the passage of the Depository Library Act of 1962. This act provided for the dissemination via the FDLP of government documents not printed by GPO, thus greatly expanding the volume of publications available to member libraries. It also allowed up to two depositories per congressional district. Finally, the act created the system of regional depository libraries. There are approximately 50 regional depositories, usually one per state, and they perform several major functions within the FDLP. Regional depositories are required to select virtually all items available via the depository program, and to keep them permanently. This allows the other depository libraries in that state, known as selective depositories, to discard items that are no longer needed. Thus, the regional depository serves as a “collection of last resort” for the state and/or region. The regional depository also serves as a resource for selective depositories in terms of guidance and advice, and helps ensure compliance with FDLP rules and regulations.

In essence then, the FDLP, as John Shuler puts it, is “a centralized distribution system that services a network of geographically dispersed private or public libraries.”<sup>5</sup> Since the creation of the FDLP in 1895, the number of depository libraries grew from 420 to a peak of approximately 1,400 a century later.<sup>6</sup> Depository libraries, with the exception of regionals, need only select those items considered relevant to the needs of their user communities, and, of course, can also take into account factors such as available space, resources, etc. For example, Joyner Library, East Carolina University, as a large academic library that serves over 20,000 students and faculty, as well as the broader region, selects 79% of all available items distributed via the FDLP. Documents are distributed to depository libraries for free, on the condition, as stated in Title 44 of the United States Code, Section 1911, that “(d)epository libraries shall make Government publications available for the free use of the general public.”<sup>7</sup>

While the depository system worked remarkably well for most of the twentieth century, the FDLP has been forced to adapt to both the rapidly growing volume of publications available from the federal government, and to changes in information technology. The first such change occurred in 1976, when GPO adopted MARC format cataloging. This “provided standardized MARC records which could be integrated into online databases and used to create CD-ROM indexes for networking.”<sup>8</sup> A year later, in response to the growth of available publications, and resulting concerns over space expressed by many depositories, the FDLP began distribution of some items in microfiche. Another important milestone came in 1988, when the first CD-ROM was distributed via the FDLP. The growth of tangible electronic information products necessitated that depository libraries provide the workstations and other technology to allow their patrons to utilize these items effectively.

However, it would be the creation of the World Wide Web in 1992 that truly promised to transform the FDLP.

### The Evolution of the Electronic FDLP

The road towards a primarily electronic FDLP began in earnest in 1993, with the enactment of the Government Printing Office Electronic Information Access Enhancement Act of 1993. This act required GPO to “maintain an electronic directory of Federal electronic information”; “provide a system of online access to the *Congressional Record*, the *Federal Register*, and other appropriate publications”; and to “operate an electronic storage facility for Federal electronic information.” GPO was permitted to charge “reasonable fees” for access in the same way that it sells print publications, as long as depository libraries were provided free access to the database. Under this act, the Public Printer was required to report to Congress on the progress of this resource, and on any cost savings that might be gained by relying on electronic as opposed to tangible distribution.<sup>9</sup>

The result of this law was the creation of *GPO Access* in June 1994. Originally a restricted access resource (depository libraries received free password access), *GPO Access* was made freely available to all in 1995 and has proved to be an enormous success. From 1996 to 1999 the number of annual retrievals from *GPO Access* grew from over 27 million to over 181 million.<sup>10</sup> As of 2003, *GPO Access* has experienced over 1.6 billion total retrievals since 1994, and now averages 32 million retrievals a month. At the same time, the site has grown in size to include over 147,000 titles housed on GPO servers, with links to 93,000 additional titles located on other government servers.<sup>11</sup> *GPO Access* has become the centerpiece of what is now known as the FDLP Electronic Collection.

The principles behind the FDLP Electronic Collection are outlined most explicitly in an October 1998 document entitled *Managing the FDLP Electronic Collection*. The provision of permanent public access to government information in electronic format by GPO was described as a “continuation of its historic role in providing permanent public access to printed information products in conjunction with regional depository libraries.”<sup>12</sup> Just as with print documents, “these electronic products can be best managed as a library-like collection.” The FDLP is defined as including “all Government information products, regardless of format or medium, which are of public interest or educational value.” The only exceptions are items that are either of strictly administrative value, classified due to national security, or whose use raises privacy concerns.<sup>13</sup>

The FDLP Electronic Collection is defined as all “electronic Government information products that are in scope for the FDLP.” The collection contains four major parts:

- “Core legislative and regulatory GPO Access products”; i.e., *Congressional Record*, *Code of Federal Regulations*, etc, permanently preserved on GPO servers.
- Web-based items managed either by GPO, or by organizations that have formal agreements with GPO.
- Web-based government resources that GPO catalogs and links to, but are controlled by the creating agency.
- “Tangible electronic Government information products distributed to Federal depository libraries.”<sup>14</sup>

The key decision outlined in this document was to preserve the basic structure of the FDLP even in the electronic environment. The FDLP Electronic Collection “requires standard library collection management policies and techniques, such as selection, acquisition, bibliographic control, access, organization, maintenance, deselection, and preservation for access.”<sup>15</sup> Web-based

government publications, therefore, are treated as simply just another format within the FDLP bibliographic control and distribution system. They are cataloged with MARC format records, classified with item and SuDoc numbers, and "distributed" to selecting depositories just as tangible FDLP information products are. Depository libraries select whether or not to "receive" Web-based government information products in the same way that they decide whether or not to order print, microfiche, or CD-ROM items. Depositories that subscribe to MARCIVE or other documents cataloging services receive full MARC records for all electronic publications on their selection profile, with a link to the item. As critics such as John Shuler have noted, this contradictory mix of a nineteenth century system of bibliographic control and distribution with twenty-first century information technology is at the heart of the dilemma facing the depository library program.<sup>16</sup>

This contradiction is only exacerbated by the fact that electronic access is now the FDLP's preferred method of distribution. GPO's official distribution policy, which went into effect in January 2001, states: "As directed by Congress, the primary method of making publications available to the FDLP is online dissemination."<sup>17</sup> Documents available in both print and online formats are only distributed in print if the online version is incomplete, unverifiable, subject to random changes, difficult to use, not cost-effective, or requires fee-based access. With the exception of the few dozen publications listed on GPO's *Essential Titles for Public Use in Paper Format*, and specialized items such as maps, most government publications included in the FDLP will soon only be distributed in online format.<sup>18</sup>

The impact of this change on the format and quantity of publications distributed via the FDLP has been enormous. The number of tangible information products distributed via the FDLP has declined enormously in the last decade, going from over 69,000 in Fiscal Year 1990, to 44,734 in FY 1995, to 14,517 in FY 2001. In addition, the total number of titles distributed in all formats has also declined during this period.<sup>19</sup> Joyner Library's experience over the last several years has reflected this trend. Between 1999 and 2003, Joyner Library's item selection rate has remained essentially unchanged at 79%. Yet, during this same period, the number of paper documents received and processed per year has declined from over 10,400 to just over 5,000 (see Table 1). At the same time, the number of FDLP shipments containing paper documents received at Joyner has also dropped substantially, though this trend has been somewhat more fluid (see Table 2).

**Table 1: Paper FDLP Documents Processed by Joyner Library per Year**

Fiscal Year (July-June)	# of Paper Docs Processed
1999-2000	10,436
2000-2001	7,018
2001-2002	5,032
2002-2003	5,012

**Table 2: Paper FDLP Shipments Received by Joyner Library per Year**

Fiscal Year (July-June)	# of Shipments Received
1999-2000	617
2000-2001	492
2001-2002	710
2002-2003	359

### Impact of the Electronic FDLP

The effects of this transition on depository libraries have been pronounced. One obvious change is the impact on librarian and paraprofessional workflows. While the shift to electronic publication and distribution has lessened, though

not totally eliminated, the need to process documents physically, it also carries with it a new set of responsibilities. Web directories and subject guides must be created and regularly maintained. MARC format records must be checked and corrected, with links to URLs tested and fixed, and other changes made as necessary. As with other library materials, the shift to increasingly virtual depository collections has created an increasingly virtual depository library work environment.

A second major change has occurred in the area of collections and the physical layout of the library. In the era of the electronic FDLP, depository libraries are transitioning from being physical storehouses of government information products to becoming virtual gateways to Web-based government information resources. GPO has stated that "(e)very depository is expected to be able to offer public access to electronic information made available through the FDLP."<sup>20</sup> Depository libraries must supply the necessary technological infrastructure to fulfill their new mission as gateways to electronic FDLP resources. All depository libraries are required to fulfill GPO's set of "Minimum Technical Requirements for Public Access Workstations" which are updated annually.<sup>21</sup> At the same time, print documents collections are gradually evolving into either small, primarily reference collections, or large archival retrospective research collections, depending on the library and its selection profile.

As with other electronic formats such as journals, the issue of online access versus physical ownership also has long-term preservation and archival implications. The issue of permanent public access to government information is a vital one, and GPO has made it a priority in the electronic era. All *GPO Access* resources will be permanently available, according to GPO, and even items not housed on GPO servers are being archived electronically by them. Recent agreements negotiated by GPO with the Office of Management and Budget (OMB), and with the National Archives should aid in these efforts.<sup>22</sup>

Another important issue involves equity of access. Users can access the FDLP Electronic Collection from anywhere via depository library Web sites, or can even bypass the depository library gateway altogether and go directly to resources such as *GPO Access* without any library mediation. Clearly, this has been a tremendous boon in terms of making FDLP information products directly available to the public. Anyone with an Internet connection can now access hundreds of thousands of government publications 24/7, almost literally at the click of a mouse. Unfortunately, even this wonderful expansion of the ability of citizens to obtain government information has a downside. In such a technology dependent information environment, those on the wrong side of the digital divide risk having even less ability to access government information than they did during the pre-electronic era.

With most FDLP electronic materials available to all libraries anywhere, the unique role of depository libraries is increasingly defined by provision of services as opposed to access to collections.<sup>23</sup> As noted above, depositories must have the technological infrastructure to enable their users to access electronic government publications. Along with this infrastructure, depositories must also offer the necessary services to assist their patrons in using it. GPO requires that the level of public service FDLP member libraries provide for electronic government information products "should be at the same level as those accorded to products which are purchased for the library's collection."<sup>24</sup> Therefore, a depository library must offer someone using *GPO Access* or a Census Bureau CD-ROM the same level of reference and other assistance that they would offer to a patron using a full-text-subscription-article database such as Proquest, or a commercially produced CD-ROM.

However, the factors inherent in Web-based information resources have had a far more profound influence on public service in depository libraries than have GPO's mandates. As has been the case with other library resources

that have migrated to electronic format, “much traffic has moved from tangible library collections to the Internet.”<sup>25</sup> Even the nature of service to those patrons who continue to visit depository libraries is changing. As Duncan M. Aldrich, Gary Cornwell, and Daniel Barkley phrase it, “the increasing availability of government information resources on the Web, and the universal nature of Web access, are dramatically extending access to government information resources beyond documents departments.” With Web-based government publications available from any library workstation, assistance with using such resources can be offered from any library public service point. In essence, then, the longstanding organizational and practical distinction made by many libraries between documents and general reference has become increasingly blurred.<sup>26</sup>

The electronic information environment has not just blurred differences within the depository library; it has increasingly erased the distinctions between depository and non-depository libraries. In the electronic environment, any library wishing to fulfill the function of a gateway to online government information can do so, regardless of affiliation with the FDLP. Such access can be as simple as linking to *GPO Access* from the library Web site, or as involved as downloading MARC records for Web-based documents from OCLC or MARCIVE, and loading them into the library catalog. It is, of course, true that the phenomenon of non-depository libraries providing access to government information is not new. After all, any libraries not in the FDLP who so desired could always purchase copies of government publications from GPO and add them to their collections. However, the creation of the FDLP Electronic Collection has enabled non-depository libraries to provide access to far more government information products much more cheaply and easily. With 65% of current FDLP products available on the Web, a figure predicted to approach 95% within five years, this raises the question of whether the FDLP remains viable in the digital era.

### **Is the FDLP Still Viable?**

Is the Federal Depository Library Program, with its late nineteenth century model of centralized bibliographic control and distribution, still viable in the digital twenty first century? Even if it is, what benefit do depository libraries gain by remaining in the system when most government information is freely available online? Both GPO and the depository library community have invested much time and effort over the last decade in seeking to answer these two questions.

In the last several years, the number of libraries in the FDLP has declined noticeably, and the trend has continued to accelerate. From August 1998 to August 2001, the number of libraries dropping out of the depository library program increased by more than a third over the previous three-year period.<sup>27</sup> A 2002 survey of 14 academic libraries that relinquished their depository status during this period found that they shared two main characteristics. One, all of these institutions were smaller depositories, with selection rates of 25% or less. Two, most of them were located within 50 miles of at least one other depository library. The survey results show that the prevalence of government information on the Web was indeed a major factor in these libraries' decisions, with 13 of 14 institutions citing it as a contributing factor. However, it was not the only reason these libraries withdrew from the FDLP. “In every case,” as the study's authors point out, “the departing library pointed to at least one other reason for leaving — staffing priorities, space constraints, or the retirement of a documents librarian.” Thus, so far, electronic access has been a necessary but not sufficient reason in persuading libraries to drop out of the depository library program. It should also be noted that most of these 15 institutions are private colleges, and thus do not have the stated commitment to serve the needs of the broader community in their area that many

public colleges and universities do.<sup>28</sup>

A vital issue in terms of the future viability of the FDLP as a mechanism for dissemination of government documents via the Web is that of fugitive documents. Fugitive documents, traditionally, are government publications that should be included for distribution by the depository library program but for whatever reason are not. In essence, the FDLP has never encompassed the entire universe of government publications. In fact, it has been estimated that up to 50% of print government publications are “fugitives,” i.e., not distributed by the FDLP.<sup>29</sup>

Typically, tangible fugitive documents were a result of government agencies making their own printing arrangements without going through GPO. Many executive branch agencies, in particular, have long believed that they have no need to respond to the dictates of GPO, since GPO reports to Congress and, in these agencies' view, has no right to issue orders to the executive branch, due to the doctrine of separation of powers enshrined in the Constitution. GPO has, of course, never accepted this interpretation.

The issue of fugitive documents has long been regarded as a major problem by GPO and the depository library community. In particular, it has been recognized as an even more pressing problem in the electronic environment. As the 1998 document *Managing the FDLP Electronic Collection* noted, “(t)he transition to publishing and disseminating Government information electronically has expanded the universe of Government information to which current and permanent access must be provided.”<sup>30</sup> The same document went on to discuss the problem in even more detail.

The experience of the FDLP with tangible products demonstrates that obtaining full compliance by the originating agencies with the requirements of the FDLP has been an elusive goal. The electronic environment differs from the print environment in that there is no clear statutory requirement that agencies include their electronic products in the FDLP, nor even to notify GPO about such products. At the same time, GPO's responsibility for disseminating information is ongoing. Recognizing that one of the outcomes of the electronic information environment is to increase the overall number of information products, and to displace the notion of the “fugitive” or noncompliant document, the management of the Collection will encompass active practices to discover and include all products which meet the criteria for inclusion in the FDLP, and to encourage agency cooperation in the FDLP.<sup>31</sup>

Among the measures that GPO has implemented to deal with the problem of fugitive electronic documents is a service called *Lostdocs*, where librarians who encounter fugitive publications can inform GPO of their existence and location.<sup>32</sup> GPO also has a Web form that allows federal agencies to submit information about Web-based resources they produce to GPO for inclusion in the FDLP.<sup>33</sup> GPO has also undertaken several partnerships with depository libraries such as the University of Arizona, which as part of a broader pilot project has discovered and cataloged several thousand online publications, and shared this data with GPO.<sup>34</sup> Another such initiative is the University of North Texas' “Cybercemetery” which archives the Web sites of a number of now-defunct government commissions and agencies.<sup>35</sup>

Unfortunately, in spite of all these efforts, the fugitive problem has grown even worse in the electronic era. For the 250,000 online information products available via *GPO Access*, it is estimated that there are at least another 250,000 federal publications on the Web not in the FDLP Electronic Collection.<sup>36</sup> So far, GPO has been unable to come up with a comprehensive solution to this issue. It is hoped that a recent deal between GPO and the Office of Management and Budget (OMB), requiring all agencies to furnish GPO with two print and one electronic copy of every document they have printed, will help alleviate the fugitive documents problem. In the words of Gil Baldwin, Director of GPO's Library Programs Service, “(t)he agreement should go a long way toward

eliminating the fugitive document problem and bring many more titles into the FDLP."<sup>37</sup> However, the new agreement will not go into effect until FY 2005, and only appears to address items that are published in print, and not items that are published on agency Web sites.<sup>38</sup> Its effectiveness in curbing the fugitive document phenomenon, especially in the electronic environment, remains to be seen.

Since no more than half of all federal government publications on the Web are included in the FDLP Electronic Collection, and since non-depository libraries already have access to what is in the electronic FDLP, why would depository libraries wish to continue participating in the program? One reason is that not all government publications are yet available on the Web. A recent study has found that "one-third of government publications are not accessible on the Web roughly two years after being sent to depository libraries."<sup>39</sup> More importantly, many of the agencies that publish content on their Web sites independent of the FDLP do not share GPO's commitment to permanent public access for electronic government publications. In some cases, agencies have kept only the most recent copy of a particular document, and removed earlier versions. In others, documents have disappeared altogether.<sup>40</sup> As with any form of online information, the content of government agency Web sites can be changed at any time for any reason. By remaining in the FDLP, depository libraries in the short term can continue to receive tangible copies of these publications. Over the long term, the FDLP remains the best hope for preserving and archiving electronic government publications, especially if suitable cooperation is received from depository libraries and other federal agencies.

## Conclusion

It is clear that the traditional, geographically based FDLP model for distributing government publications is increasingly less relevant in an era when most new documents are available online. The digital era has resulted in a fundamental breaking down of barriers on several fronts. It has eroded the distinctions between in-house and remote users, between documents and general reference, and between depository and non-depository libraries. Even the distinction between FDLP and "fugitive" documents has begun to disappear. Anyone with Internet access can use a search engine such as Google Uncle Sam and instantaneously retrieve documents from both *GPO Access* and from agency Web sites that are not cataloged by GPO. Most importantly, the prevalence of electronic government publications has greatly reduced the mediating role traditionally played by depository libraries, as users can now obtain much of the information they need directly from the government. In this sense, the traditional, geographically based depository library system is indeed becoming an anachronism.

However, this does not mean that the FDLP no longer has a role to play. GPO, in many ways, is ideally positioned to establish itself as an overall portal or aggregator for federal government Web resources. For one thing, it has a long tradition of effectively providing the public with free access to government information, and has proven its continued ability to do so in the electronic environment. The coverage provided by *GPO Access* and the *Catalog of U.S. Government Publications*, while far from complete, has been tremendously effective and helpful, as evidenced by the enormous number of hits received by *GPO Access*. In particular, GPO's commitment to provide permanent public access has been indispensable considering the often fleeting and ephemeral nature of digital information. The depository program also provides a uniform set of standards and guidelines for depository libraries, and thus helps guarantee some consistency of access and service among them. The FDLP is also an effective mechanism for fostering collaboration, both between GPO and member libraries, and among depositories.

None of these activities, however, necessitate retaining the FDLP as a large, geographically dispersed network of depository libraries. The only way to

preserve this system beyond the short term is to emphasize the unique role of depositories in providing user services. While depositories no longer enjoy their status as almost exclusive access points for government information, they can continue to play a unique and vital role as service points. Among the measures that the FDLP can implement in this regard are collaborative public service projects between depository libraries, for example, virtual reference. GPO can also provide public service training and certification for depositories, thus ensuring that depository libraries can provide a level of service and technology support beyond that offered by many non-depositories. GPO has, in fact, initiated several pilot projects along these lines. Non-depository libraries can, of course, provide reference and other user services to those seeking government information, and often quite well. However, it is primarily depository libraries that possess the necessary expertise, technology support, and institutional commitment to ensure that the public can continue to enjoy free access to government information. While the FDLP will ultimately no longer be needed as a geographically based network for distributing government information, it can continue to survive and even thrive if it focuses its efforts on assisting users in finding this information.

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# The Future of Libraries: What North Carolina Librarians Think

by Robert Burgin

In 2001, North Carolina Library Association President Ross Holt established a Commission on the Future of Libraries and the Book to explore the issues surrounding the future of the book given the impact of ever changing technologies, and the future of libraries as they respond to these changes. As part of this process, the NCLA Commission on the Future of Libraries and the Book conducted a Web-based survey of North Carolina librarians in August 2003 to find out what they thought about the challenges facing libraries over the next few years.

A total of 325 responses were received from librarians throughout the state. The numbers and percentages of respondents in various groups within that total are shown in Table 1. Nearly two-thirds of the respondents were professional librarians (63%); nearly half held positions in public services (46%); over half represented public libraries (57%). Years of experience ranged from 0 to 40 years, with a mean of 14 years and a median of 11 years.

The purpose of this article is to summarize the findings of the survey. As with any Web-based survey, the results may be skewed by the self-selection bias of the respondents, who may not be representative of the target population of individuals who work in libraries in North Carolina.<sup>1</sup> Nevertheless, the results can be regarded as a reasonably accurate estimate of the attitudes of North Carolina's librarians.

## Challenges

Each respondent was first asked to rate the significance of several challenges to her or his type of library in the future. Ten challenges were listed, and three future time frames were listed — five years, ten years, and twenty years. In addition, respondents were provided with an "Other" category and allowed to submit their own challenges. For

**Table 1. Respondents**

	Number	Percentage
All respondents	325	100 %
Professional status		
Paraprofessional	87	27 %
Professional	202	63 %
Other	30	9 %
Position		
Administration	80	25 %
Public Services	147	46 %
Technical Services	45	14 %
Other	45	14 %
Type of Library		
2-Year Academic Library	22	7 %
4-Year Academic Library	71	22 %
Public Library	183	57 %
School Library	17	5 %
Other	27	8 %
Years of Experience		
5 Years or Less	87	27 %
Between 5 and 22 Years	152	48 %
22 Years or More	86	26 %

each challenge and each future time frame, respondents were asked to rate the challenge as very significant, somewhat significant, or of little significance for that time frame. The results are shown in Table 2.

**Table 2. Overall ranking of future challenges**  
(Based on the percentage of respondents who rated the challenge as very significant)

	5 years	10 years	20 years
Funding	84 %	82 %	82 %
Relevance to the user community	53 %	58 %	60 %
Free and fair access to information	52 %	56 %	56 %
Censorship and intellectual freedom	47 %	47 %	46%
Facilities	45 %	52 %	58 %
Changing demographics of the user community	42 %	50 %	50 %
Marketing	38 %	43 %	46 %
Recruitment of professional librarians	34 %	43 %	45 %
Recruitment of para-professional librarians	29 %	33 %	34 %
Competition from the for-profit sector	15 %	23 %	27 %

### **Funding**

Not surprisingly, funding was rated as the most significant challenge by respondent for all three future time frames by a wide margin. Thus, 84% of respondents rated funding as a very significant challenge five years into the future; 82 per cent rated it as a very significant challenge ten years into the future; and 82 per cent rated it as a very significant challenge twenty years into the future. Respondents from school libraries and 2-year academic libraries, respondents in administration, and respondents with twenty-two years or more of experience gave this challenge the highest ratings. Even respondents from 4-year academic libraries, the group least likely to rate funding as a very significant challenge, did so in large numbers: 79 per cent for five years into the future, 68 per cent for ten years into the future, and 71 per cent for twenty years into the future. In fact, funding was the top-ranked challenge for all groups of respondents, in most cases, by a substantial margin.

Relevance to the user community. Relevance to the user community was a consistent second to funding as the most significant challenge facing their libraries in the future, according to

the survey's respondents. In all, 53 per cent of the respondents rated relevance to the user community as a very significant challenge five years from the present; 58 per cent, ten years from the present; and 60 per cent, twenty years from the present. Relevance to the user community was rated most highly by respondents with twenty-two years or more of experience, by respondents in administration, and by respondents from school libraries. It was rated as less important for respondents from 2-year academic libraries, respondents with positions in technical services, and respondents with five or fewer years of experience.

### **Free and fair access to information**

Free and fair access to information was the only other challenge to be rated as very significant by more than half of the respondents for all three time frames: 52 per cent of the respondents rated free and fair access to information as a very significant challenge five years from now; 56 per cent, ten years from now; and 56 per cent, twenty years from now. This challenge was ranked third among the challenges at five and ten years into the future but dropped to fourth (behind facilities) at the twenty-year time frame. The challenge was rated most highly by respondents with twenty-two years or more of experience, by respondents from 4-year academic libraries, and respondents with positions in public services. It was relatively less important for respondents from school libraries and 2-year academic libraries and respondents with five or fewer years of experience.

### **Censorship and intellectual freedom**

While the challenge of censorship and intellectual freedom was the fourth-ranked challenge in the near-term future (five years from the present), it fell to sixth for the middle-term (ten years) and long-term future (twenty years). Nevertheless, the percentage of respondents who rated this challenge as very significant was consistent, and its decline in the rankings was due to the rising

concern for the challenges of facilities and changing demographics of the user community, which are examined in more detail below. Respondents from 4-year academic libraries and school libraries and respondents with twenty-two years or more of experience gave censorship and intellectual freedom the highest ratings. Lower ratings were given to the challenge by respondents from 2-year academic libraries and respondents with five or fewer years of experience.

Four challenges — marketing, recruitment of professional librarians, recruitment of paraprofessional librarians, and competition from the for-profit sector — were consistently ranked as the least significant of the challenges listed. Nevertheless, all of the challenges were seen as gaining in significance in the long-term future, and by the twenty-year mark, nearly half of the respondents considered marketing (46 per cent) and recruitment of professional librarians to be very significant challenges. Likewise, over one-fourth of the respondents rated recruitment of paraprofessional librarians (34 per cent) and competition from the for-profit sector (27 per cent) to be very significant twenty years into the future.

Only 28 respondents provided a response to the “Other” category. Of those who rated their other response in terms of importance over the next five, ten, and twenty years, the majority felt that the challenges would be very significant. Sixty four percent rated their “other” challenge as a very significant challenge five years from now; 74 per cent, ten years from now; and 75 per cent, twenty years from now. These “other” challenges ranged from changing formats to document delivery to fair use and copyright, with challenges related to electronic formats being the most common.

### **Challenges Expected to Become More/Less Important**

The survey results can also be examined to determine the challenges that respondents feel will become more significant or less significant in the long-term future. This analysis can be accomplished by comparing the relative difference between the percentage of respondents who rated a challenge as very significant five years into the future and the percentage who rated a challenge as very significant twenty years into the future. Challenges are listed below as expected to become more important if the relative difference in those percentages was greater than 20 per cent. Challenges are listed below as expected to become less important if the relative difference in those percentages was less than minus 20 per cent.

For the survey’s respondents, the following challenges were expected to become more significant:

- Competition from the for-profit sector
- Recruitment of professional librarians
- Facilities
- Marketing

By contrast, none of the challenges was expected to become less important.

#### ***Competition from the for-profit sector***

The challenge of competition from the for-profit sector, while ranked last among the challenges in the survey, was nevertheless seen as a challenge that would become more significant in the future. While only 15 per cent of all respondents rated it as very significant five years from now, 27 per cent rated it that highly twenty years into the future — a relative increase of 80 per cent. The increasing significance of competition from the for-profit sector was felt strongest by respondents from public libraries, respondents in administration and public services, and respondents with five or fewer years of experience.

#### ***Recruitment of professional librarians***

The challenge of recruiting professional librarians was expected to increase in importance by about one-third; 34 per cent of all respondents rated it as a very significant challenge in the short-term (five years), but 45 per cent rated it as very significant in the long-term (twenty years). The increasing significance of this challenge was greatest for paraprofessional respondents, respondents from

2-year academic libraries, and respondents in administration. Only respondents from school libraries saw this challenge as decreasing in importance between the five-year and twenty-year dates.

### ***Facilities.***

Facilities were a challenge that 45 per cent of the respondents rated as very significant five years into the future but rated as very significant twenty years into the future by 58 per cent of the respondents — a relative increase of 29 per cent. The increasing significance of facilities as a challenge to libraries was felt strongest by respondents from 2-year academic libraries and respondents who had five or fewer years of experience. By contrast, respondents from 4-year academic libraries and those with technical services positions saw the challenge of facilities as becoming slightly less significant in the long-term future.

### ***Marketing***

Twenty-one per cent more of all respondents rated marketing as a very significant challenge at the 20-year mark (46 per cent) than did so at the 5-year mark (38 per cent). This increase in the significance of marketing as a challenge to libraries was most obvious among respondents from 2-year academic libraries and those from 4-year academic libraries.

## **Key Challenges by Group**

As Table 1 shows, the respondents can be classified into several groups: by professional status (paraprofessional and professional); by position (administration, public services, and technical services); by type of library (2-year academic, 4-year academic, public, and school); and by years of experience (5 years or less and 22 years or more). The key challenges for each group can then be examined to show the similarities and differences among groups. (Key challenges are defined here as those rated as very significant by more than 60 per cent of the group for a future time frame.)

### ***Professional status***

For respondents who identified themselves as paraprofessional librarians, only funding was rated as a key challenge. This was true for each of the future time frames listed — five years, ten years, and twenty years. No other challenge was rated as a key challenge, i.e., rated as very significant by more than 60 per cent of the paraprofessional respondents.

While the professional librarians agreed that funding was a key challenge at all points in the future, these respondents also rated relevance to the user community as key for the middle-term (ten years) and long-term future (twenty years) and rated facilities as key for the long-term.

### ***Position***

Like the paraprofessional respondents, the respondents in public services and technical services positions rated only funding as a key challenge, and both groups did so for each of the future time frames listed — five years, ten years, and twenty years.

For the respondents in administration, funding was also a key challenge in each of the three future time frames, but other challenges were key for the middle-term (ten years) and long-term future (twenty years). At the ten-year mark, relevance to the user community was also considered a key challenge, while at the twenty-year mark, relevance to the user community, facilities, and the changing demographics of the user community joined funding as key issues.

### ***Type of library***

Respondents from 2-year academic libraries rated funding as the only key challenge for each of the future time frames listed — five years, ten years, and twenty years.

Respondents from 4-year academic libraries also rated funding as a key challenge at five years, ten years, and twenty years into the future. However, this group added censorship and intellectual freedom as a key challenge for the middle-term future (ten years). Interestingly, the 4-year academic librarians

were the only group to rate this challenge as key at any point in the future.

For respondents from public libraries, funding was a key challenge for the three future time frames. Not surprisingly, this group also rated relevance to the user community as a key challenge for both the middle-term (ten years) and long-term future (twenty years).

Like the other groups, respondents from school libraries rated funding as a key challenge at five years, ten years, and twenty years into the future. School librarians were also concerned about facilities and rated that challenge as key for the middle-term (ten years) and long-term future (twenty years). Like their public library colleagues, the school librarians rated relevance to the user community as a key challenge for the long-term future (twenty years).

### **Years of experience**

Respondents with the least experience (5 years or less) rated funding as a key challenge for each of the future time frames — five years, ten years, and twenty years. This group also rated facilities as a key challenge but only for the long-term future (twenty years).

For respondents with the most experience (22 years or more), there were three key issues at each of the future time frames. Funding, fair and free access to information, and relevance to the user community were all rated as key challenges by this group. Interestingly, the more experienced respondents were the only group to rate fair and free access to information as key at any point in the future.

### **Issues**

Each respondent was then asked to rate the degree to which several issues would affect her or his type of library in the future. Eleven issues were listed, and three future time frames were listed — five years, ten years, and twenty years. For each issue and each future time frame, the respondent was asked to indicate whether the issue would greatly influence her or his type of library for that future time frame, whether its influence would not change, or whether the issue would have declining or little influence. The results are shown in Table 3, which ranks the issues for each time frame by the percentage of respondents who rated the challenge as having great influence.

Individual demand for electronic or virtual services. Individual demand for electronic or virtual services was consistently ranked first among the issues for all three future time frames. Three-fourths of the respondents rated this issue as having great influence five years from the present; 79 per cent, ten years from the present; and 79 per cent, twenty years from the present. Respondents with technical services positions, respondents from 4-year and 2-year academic libraries, and respondents with professional positions were most likely to see this issue as having great influence. Respondents from school libraries were least likely to rate the issue as greatly influential in the short run (five years into the future), but they saw its influence as increasing substantially by the twenty-year mark.

**Table 3. Overall ranking of future issues**

(Based on the percentage of respondents who feel that the issue will greatly influence the future of their type of library).

	5 years	10 years	20 years
Individual demand for electronic or virtual services	75%	79%	79%
Provision of information and content in electronic format	68%	75%	77%
Service to adults [students and faculty] on-site in the library	56%	46%	45%
Service to adults [students and faculty] off-site or electronically (virtually)	54%	69%	71%
Service to youth on-site in the library	50%	46%	46%
Individual demand for personal (in person or phone) services	49%	45%	44%
Provision of materials in print format	49%	40%	38%
Influence on the direction of the library by external influences (e.g. economic, community, political, religious, etc.—other than library users, administration and Board.)	48%	49%	59%
Library as a community [campus] center or gathering place	41%	41%	42%
Service to youth off-site or electronically (virtually)	37%	48%	51%
Library as an independent institution (versus outsourcing or absorption by larger or separate entity)	23%	28%	30%

### ***Provision of information and content in electronic format***

Similarly, the provision of information and content in electronic format was consistently ranked as the second most important issue for all three future time frames. Just over two-thirds of all respondents (68 per cent) rated this issue as having great influence at the five-year mark; 75 per cent, at the ten-year mark; and 77 per cent, at the twenty-year mark. Respondents from 4-year academic libraries and school libraries and respondents with technical services positions rated this issue more highly. On the other hand, the provision of information and content in electronic format was rated less highly by respondents with public services positions, respondents with paraprofessional positions, and respondents from public libraries. Nevertheless, all three groups saw the issue as increasing in influence substantially by the twenty-year mark.

### ***Service to adults (or students and faculty) on-site in the library***

By contrast, service to adults (or students and faculty) on-site in the library was ranked quite differently in the short-term future and in the longer-term future. This issue was ranked as the third most important issue five years into the future, as 56 per cent of all respondents rated the issue as having great influence. But the issue declined in importance ten years into the future (ranked sixth among all issues and rated as having great influence by only 46 per cent of respondents) and twenty years into the future (ranked seventh, rated as having great influence by 45 per cent of respondents). On-site service was seen as most important by respondents from 2-year academic libraries, by respondents with twenty-two or more years of experience, and by respondents with administrative positions. Less likely to rate the issue as having great influence were respondents from school libraries and respondents with five or fewer years of experience. Service to adults (or students and faculty) off-site or electronically (virtually). Not surprisingly, while on-site service to adults (or students and faculty) decreased in importance, service to those individuals off-site increased in importance. The issue rose from a ranking of fourth at the five-year mark to a ranking of third at both the ten-year and twenty-year marks. The percentage of respondents rating the issue as having great influence showed a similar pattern, rising from 54 per cent at five years to 69 per cent at ten years and 71 per cent at twenty years. Off-site or virtual service was seen as most important by respondents from 4-year academic libraries and by respondents with technical services positions. By contrast, respondents from school libraries and public libraries and paraprofessional respondents were less likely to rate the issue as having great influence.

Only two issues — the library as an independent institution (versus outsourcing or absorption by larger or separate entity) and the library as a community (or campus) center or gathering place — were consistently ranked at the bottom of the list by respondents. The library as an independent institution ranked last for each of the three time periods under consideration. Only 23 per cent of respondents rated this issue as having great influence five years from the present; only 28 per cent, ten years from the present; and only 30 per cent, twenty years from the present. The library as a community (or campus) center or gathering place ranked third from the bottom for every time period. A consistent percentage of respondents — 41 per cent at five years, 41 per cent at ten years, and 42 per cent at 20 years — rated this issue as having great influence

### **Issues Expected to Become More/Less Important**

As with the challenges above, the survey results can also be examined to determine the issues that respondents feel will grow or diminish in influence in the long-term future. Again, this analysis can be accomplished by comparing the relative difference between the percentage of respondents who rated an issue as having great influence five years into the future and the percentage who rated an issue as having great influence twenty years into the future. Issues are listed below as expected to become more influential if the relative difference in those percentages was greater than 20 per cent. Issues are listed below as expected to become less influential if the relative difference in those percentages was less

than minus 20 per cent.

For the survey's respondents, the following issues were expected to become more influential:

- Service to youth off-site or electronically (virtual)
- Service to adults (or students and faculty) off-site or electronically (virtual)
- Library as an independent institution (versus outsourcing or absorption by larger or separate entity)
- Service to youth off-site or electronically (virtual).

Respondents ranked the issue of serving youth off-site next to last among all issues for the time period five years from today; only 37 per cent of respondents rated the issue as having great influence. But its influence was expected to increase greatly over the long term; 51 per cent of respondents rated it as having great influence twenty years into the future — a relative increase of 38 per cent. The increasing significance of off-site service to youth was felt strongest by respondents from two-year academic libraries and school libraries, respondents in technical services, and respondents with five or fewer years of experience. No group of respondents felt that this issue would become less influential in the long term.

Service to adults (or students and faculty) off-site or electronically (virtual). The ranking of off-site service to adults (or students and faculty) rose from fourth among all issues in five years to a strong third in twenty years. For the five-year period, 56 per cent of all respondents rated this issue as having great influence; for the twenty-year period, that figure rose to 71 per cent. The increasing significance of off-site service to adults (or students and faculty) was felt strongest by respondents from school libraries and public libraries, respondents in administration, and paraprofessional respondents. No group of respondents felt that this issue would become less influential in the long term. Library as an independent institution (versus outsourcing or absorption by larger or separate entity).

While the library as an independent institution was consistently ranked last among the issues by the respondents, the percentage of those who believed it to have great influence rose from 23 per cent at the five-year mark to 30 per cent at the twenty-year mark — a relative increase of 30 per cent. The increasing significance of the library as an independent institution was felt strongest by respondents from 2-year and 4-year academic libraries, respondents in technical services, and respondents with five or fewer years of experience. By contrast, respondents from school libraries felt that this issue would become much less influential in the long term.

By contrast, the survey's respondents expected that the following issues would become less influential:

- Provision of materials in print format
- Service to adults (or students and faculty) on-site in the library
- Provision of materials in print format.

Respondents felt that the provision of materials in print format would have a decreased influence over the years. The issue dropped in rank from seventh at the five-year mark to tenth at the twenty-year mark, and the percentage of respondents who felt that this issue had great influence dropped from 49 per cent for five years from now to 38 per cent for twenty years from now. The decreasing significance of the provision of materials in print format was felt strongest by respondents from 4-year academic libraries, respondents in administration and technical services, and respondents with twenty-two or more years of experience. In an interesting contrast, respondents from school libraries felt that this issue would become considerably more influential in the long term.

Service to adults (or students and faculty) on-site in the library. Likewise, respondents believed that service to adults (or students and faculty) on-site in the library would decrease in significance. While this issue ranked third among all issues for the five-year period, it dropped to seventh for the twenty-year

period. While 56 per cent of respondents rated it as having great influence five years from today, only 45 per cent rated it as having great influence twenty years from today. The decreasing significance of on-site service to adults (or students and faculty) was felt strongest by respondents from 2-year and 4-year academic libraries, respondents in administration, and respondents with twenty-two or more years of experience. No group of respondents felt that this issue would become more influential in the long term.

### **Key Issues by Group**

As with the key challenges above, the key issues for each group of respondents can be examined to show the similarities and differences among groups. (Key issues are defined here as those that more than 70 per cent of the group rated as very significant for a future time frame. This threshold is slightly higher than that set for the key challenges above, because the respondents tended to rate the issues more highly than they rated the challenges.)

#### ***Professional status***

For respondents who identified themselves as paraprofessional librarians, no challenge was rated as key in the short-term future (five years). However, individual demand for electronic or virtual services and provision of information and content in electronic format were both rated as key issues ten years and twenty years into the future.

The professional librarians agreed that individual demand for electronic or virtual services and provision of information and content in electronic format were key issues and rated them as such for all three future time frames. In addition, the professional librarians also listed service to adults (or students and faculty) off-site or electronically (virtually) as a key issue for the middle-term (ten years) and long-term future (twenty years).

#### ***Position***

The respondents in public services positions rated individual demand for electronic or virtual services as the only key issue for all three future time frames. However, this group did add the provision of information and content in electronic format as a key issue for twenty years into the future.

By contrast, their colleagues in technical services positions rated three issues as key for each of the future time frames listed — five years, ten years, and twenty years. These key issues included individual demand for electronic or virtual services, the provision of information and content in electronic format, and service to adults (or students and faculty) off-site or electronically (virtually).

For the respondents in administration, these three issues were also key for each of the three future time frames, except for the fact that the administration group did not rate service to adults (or students and faculty) off-site or electronically (virtually) as a key issue in the short-term future (five years).

#### ***Type of library***

Respondents from 2-year academic libraries and those from 4-year academic libraries were similar in rating three issues as key for each of the future time frames listed: individual demand for electronic or virtual services, the provision of information and content in electronic format, and service to adults (or students and faculty) off-site or electronically (virtually).

For respondents from public libraries, individual demand for electronic or virtual services was the only issue rated as key for all three future time frames. This group did rate the provision of information and content in electronic format as key but only for the long-term future (twenty years).

The respondents from school libraries differed from their colleagues in other types of libraries and rated service to youth on-site in the library as a key issue at five years, ten years, and twenty years into the future. Not only were they the only group to list this issue as key; they were the only group to list a traditional, non-electronic issue as key. In addition, the school librarians rated the provision of information and content in electronic format as key for all

three time frames and they rated individual demand for electronic or virtual services as key but only for the middle-term (ten years) and long-term future (twenty years).

### ***Years of experience***

The respondents with the least experience (5 years or less) rated no issue as key in the short-term future. This group did rate individual demand for electronic or virtual services as key for the middle-term (ten years) and long-term future (twenty years), however, and also rated the provision of information and content in electronic format as key for the long-term future.

The respondents with the most experience (22 years or more) rated both individual demand for electronic or virtual services and the provision of information and content in electronic format as key for all three future time frames. In addition, the most experienced respondents rated service to adults (or students and faculty) off-site or electronically (virtually) as key for the middle-term (ten years) and long-term future (twenty years).

### ***Personal Attitude***

Each respondent was asked to rate how she or he personally felt about the future of libraries. The majority of respondents (51 per cent) reported feeling somewhat optimistic, and another third of respondents (34 per cent) reported feeling very optimistic. There were far fewer pessimists — only 10 per cent reported feeling somewhat pessimistic, and only 1 per cent reported feeling very pessimistic. The remaining 4 per cent of respondents had no strong feeling.

The respondents from public libraries tended to be the most optimistic, with 88 per cent reporting that they felt somewhat or very optimistic. By contrast, 82 per cent of 4-year academic library respondents, 73 per cent of 2-year academic library respondents, and 71 per cent of school library respondents reported that they felt somewhat or very optimistic. Respondents who classified themselves as professional were more optimistic: 89 per cent of the professionals and 79 per cent of the paraprofessionals were somewhat or very optimistic.

Respondents with positions in public services were slightly more optimistic than those with administrative positions; 88 per cent of the former and 85 per cent of the latter were somewhat or very optimistic. Respondents with technical services positions were less optimistic, and only 71 per cent of those reported that they felt somewhat or very optimistic. Finally, respondents with twenty-two or more years of experience were more likely to report being somewhat or very optimistic than were those with five or fewer years of experience; 89 per cent of the more-experienced group and 84 per cent of the less-experienced group were somewhat or very optimistic.

### ***Other Surveys***

The challenges and issues rated as most important by the respondents to the North Carolina survey are similar to those identified by the respondents to the only two other comparable surveys found in the literature.

For example, the 1994 survey of ACRL libraries by Jenkins found that a large percentage of respondents were concerned about assisting faculty and students in using information resources, using electronic communications effectively, getting access to electronic communications and information, and shrinking library budgets.<sup>2</sup> On the other hand, as with the current survey of North Carolina librarians, far fewer of these academic librarians were concerned with finding quality professional staff.

Likewise, McCrossin's 1991 survey of public library directors found a strong concern with future funding and particularly with how a lack of funding would affect library programs and services. "A number of directors argued that lack of funding made it difficult for them to expand into innovative types of services unless they de-emphasized or abandoned traditional types of programs, and most indicated an unwillingness to do the latter."<sup>3</sup> Otherwise, there is little comparison to be made between the North Carolina survey and McCrossin's, which focused on the degree of emphasis that the directors attached to twenty-one different public library services.

## Conclusions

The Web survey conducted by the North Carolina Library Association's Commission on the Future of Libraries and the Book drew 325 responses from librarians throughout North Carolina during August 2003.

A number of challenges and issues were seen as consistently significant for three future time frames — five years, ten years, and twenty years into the future. Funding was rated as the most significant challenge by respondent for all three future time frames by a wide margin. Relevance to the user community was a consistent second; and free and fair access to information was the only other challenge to be rated as very significant by more than half of the respondents for all three time frames. Individual demand for electronic or virtual services was consistently ranked first among the issues listed on the survey for all three future time frames, and the provision of information and content in electronic format was consistently ranked as the second most important issue.

Some challenges and issues were seen as growing in importance from the short-term future (five years from now) to the long-term future (twenty years from now). The challenge of competition from the for-profit sector, while ranked last among the challenges in the survey, was nevertheless seen as a challenge that would become more significant in the future. Likewise, the recruitment of professional librarians, facilities, and marketing were expected to increase in importance. By contrast, none of the challenges listed in the survey was expected to decrease in importance.

Three issues from the survey were expected to become more influential in the long-term future. These included service to youth off-site or electronically (virtual), service to adults (or students and faculty) off-site or electronically (virtual), and the library as an independent institution (versus outsourcing or absorption by larger or separate entity). Given the expected increase in influence of off-site, electronic, virtual services, it is not surprising that the two issues expected to decrease in influence were the provision of materials in print format and service to adults (or students and faculty) on-site in the library.

However, the most encouraging result of the survey is that in spite of their concerns, the majority of respondents reported feeling somewhat optimistic about the future of libraries. In fact, 85 per cent of respondents reported feeling either somewhat optimistic or very optimistic. One hopes that this optimism will serve North Carolina librarians well as they face the challenges and issues of the next five, ten, and twenty years.

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<sup>2</sup> Jenkins, Althea H. (1994). "Members Shape ACRL's Future" *College & Research Libraries News* 6 (June 1994): 368-72.

<sup>3</sup> McCrossin, John Anthony. (1991). "Public Library Directors Opinions About Future Directions for Library Services." *Public Library Quarterly* 11, no. 3 (1991): 5-17, quote on 16.

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# History of North Carolina Libraries and Librarianship. A Bibliography

## Part I

— Compiled by Wiley J. Williams

Following a suggestion by Robert G. Anthony, Jr., Curator of the North Carolina Collection at the University of North Carolina at Chapel Hill, I set about compiling this work, which is modeled on and incorporates materials gathered for earlier bibliographies published by Ray Carpenter, Bea Bruce, and Michele Oliver in 1971 and by Robert G. Anthony, Jr. in 1992.<sup>1</sup>

This bibliography, like Donald G. Davis, Jr. and John Mark Tucker's *American Library History: A Comprehensive Guide to the Literature* (1989) and its predecessor, *American Library History: A Bibliography* (1978) by Michael H. Harris and Donald G. Davis, Jr., should be considered comprehensive and not exhaustive, as it too omits clipping file items, annual reports, newsletters, and handbooks that many libraries have published. Unlike Carpenter's bibliography, this one selectively includes master's papers, especially those from the University of North Carolina at Chapel Hill and North Carolina Central University.

In addition to the Davis and Tucker guide, *Journal of Library History, Libraries & Culture*, and the ALA Library History Roundtable Newsletter (1978-) have proved indispensable. Useful items were turned up in such standard library and information science periodicals as *American Archivist, American Libraries, College & Research Libraries, Journal of Education for Library and Information Science, Library Literature, Library Quarterly, North Carolina Libraries*, and *Southeastern Librarian*. Each issue of *North Carolina Historical Review* (1934-2003) was examined for "North Carolina Bibliography" and each January issue of the same journal (1979-2003) was consulted for "Selected Bibliography of Completed Theses and Dissertations Related to North Carolina Subjects."

The bibliography will be published in four parts, one in each of the next four issues of *North Carolina Libraries*. The first installment includes general historical works about North Carolina public libraries, and histories of libraries from (alphabetically) Alamance through Guilford counties. Part two of the bibliography will contain histories of public libraries from Halifax through Yadkin Counties, part three will include references to general works on North Carolina library history and histories of special libraries in the state, and part four will describe materials on college and university libraries, school libraries, and library associations. Many of the works about individual libraries may not be considered traditional library history, however, an effort has been made to include all works that may be of use to librarians and researchers who are studying specific institutions.

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<sup>1</sup> See Ray Carpenter, Bea Bruce, and Michele Oliver, "A Bibliography of North Carolina Library History," *Journal of Library History* 6 (July 1971): 212-264; and Robert G. Anthony Jr., "History of Tar Heel Libraries and Librarianship as Found in *North Carolina Libraries* and *North Carolina Library Bulletin: A Bibliography*," *North Carolina Libraries* 50 (Spring 1992): 42-47.

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## Volunteering in Libraries: An Insider's View

### An E-mail Conversation with Elizabeth J. Laney

by Libby Grey

Since retiring in 1991 from the Library of the School of Information and Library Science at the University of North Carolina at Chapel Hill, Elizabeth Laney has continued to serve libraries through volunteer work. From June through December 2003, Laney worked as a volunteer in the Library of the International Baptist Theological Seminary, located in Prague, Czech Republic. Her work for the library focused on cataloging books for the library's new online catalog system, which integrates acquisitions, cataloging, and circulation. The Seminary Library has the largest English language theological collection in continental Europe.

Laney has also done volunteer work for a number of state and library executive boards and task forces, including chair of the Endowment Committee of the North Carolina Library Association (NCLA); member of the Board of Trustees of Braswell/Rocky Mount Public Library; member of the Executive Board of North Carolina Alliance of Baptists; and public member of North Carolina Dietetics Licensing Board. In recent years she has been recognized for her outstanding professional contributions. These awards include the NCLA's Distinguished Library Service Award for outstanding contributions to library and community service (1991); the North Carolina Dietetic Association's Circle Award (2002) in recognition of contributions to the field of dietetics; UNC-Chapel Hill School of Information and Library Science Alumni Association Honors for Distinguished Service 1984-1991; Thomas Hackney Braswell Memorial Library Appreciation for Service on the Board of Trustees 1994-2001 (presented March 1, 2002); and Friends of North Carolina Public Libraries Certificate of Appreciation, President 1996-1998.

In the fall of 2003 Laney and Elizabeth (Libby) Grey of the University of North Carolina at Chapel Hill engaged in the following e-mail dialogue.

EG: As budgetary and staffing resources continue to be critical concerns for libraries worldwide, positive and effective volunteer experiences are valuable resources to meet the demands of providing services and access to the library's wealth of information. Lib, you have managed all types of libraries (school, special/government, public regional, and academic), worked as a library professional in a technical processing center, and volunteered in

libraries both in North Carolina and overseas. Your experiences both as library professional and as library volunteer offer us the opportunity to glean insights that would be helpful for both library managers and persons who are considering volunteer work in libraries. What has been the nature of volunteer staff in libraries?

**EL:** Since libraries began, they have had volunteers working in them. Sometimes the entire staff is volunteer and the library was originally set up by volunteers. Sometimes the staff is employed, but volunteers go in to do specific tasks. It may be an hour a week, or it may be a single project. Sometimes the assignment is a professional level task; more often, it is something mundane and routine. Volunteering usually takes place in the home community.

**EG:** Tell us about your experiences volunteering in libraries not in your own community.

**EL:** Another type of volunteer service entails traveling away from home and staying for days or weeks or months. Librarian friends often ask, "How do you find volunteer work in a library far away from home in an interesting location?" Actually, for me, the work found me. People knew I was a Baptist and a librarian and recommended me for the work. Sometimes, a non-profit agencies post notices for help in their newsletters, or they ask people they know to recommend someone. I like to visit libraries, so it may be that someone would approach a prospective volunteer who is visiting. I think that if you know a library in which you would like to work as a volunteer, you can just offer your services. If you are actually interested in a library of a particular type, you will keep in touch with those libraries and their staff. Or, most likely, you are interested in a topic which has an agency with a library.

**EG:** Please share with *North Carolina Libraries* readers a sampling of the library volunteer projects you've been involved with.

**EL:** I worked for two years in the Library of Gardner Webb University in Boiling Springs, North Carolina, integrating books for the new Divinity School into the University Library. Then during another two years, I worked at Regents Park Theological Seminary in Oxford University, England. There I cataloged into the Oxford University Library System the books in a special collection which had been given to the school. Now, I am at the International Baptist Theological Seminary in Prague, Czech Republic.

**EG:** How do you perceive the dynamics of volunteer staff and the library's concerns for incorporating volunteer activity into library operations?

**EL:** As every librarian knows, all libraries are understaffed. Sometimes there is a serious lack of people to carry on the basic functions. Sometimes, there are special projects or tasks which could be undertaken by an additional person. However, some librarians are wary of volunteer help. They are afraid the volunteer staff member will not be dependable and regular in attendance. If a person is here today and gone tomorrow, there will not be continuity in the work. They are afraid that the person will not be serious and dedicated to the work. Training the new staff member requires an extra effort. These are all valid fears; however, some volunteers are enthusiastic and dedicated workers.

I knew an energetic librarian who tried to organize a group of volunteers to go to a distant place for a few weeks in the summer. Operating as a team, they would donate their services to a series of public libraries and

perform a big task. It could be anything that needed to be done and in which the library was far behind in completing. She had several people who were interested in the work, but did not find a library who wanted the barn-storming, roof-raising kind of assistance. Much volunteer service in other fields is performed by a team of people with a leader who makes the arrangements. All of my work has been as a single individual.

**EG:** Please describe what a volunteer may expect or need to consider when relocating away from their home during their volunteer experience.

**EL:** All volunteer work away from home requires some financial commitment from the volunteer. Of course, the person is not paid anything at all, and may be responsible for some or all daily expenses. First, there is the transportation to and from the volunteer site. Then there is housing near the site, and, of course, food. Some overseas locations require special medical insurance and/or a visa. Agencies vary greatly in what and how much they provide.

Housing may be the bare minimum. I knew some librarians who shared a house with other staff and students of the agency, sharing bathrooms and kitchen. They had flown to the site, and so had no car. Their house was in a nice residential neighborhood, but not near the place of work or the grocery store or the main section of town. They used the bus to travel to all the places they needed to go. They accepted the situation with good grace. I have been fortunate to have an apartment on the grounds of the school in which I was working.

Frequently, some meals are provided, but not all. In a residential school which is providing meals for the students and staff and faculty, the volunteer is given a voucher or pass for meals. If all meals in the week are not served, the volunteer is likely responsible for the others. Sometimes one needs to be creative to provide for food if nothing is convenient and/or there are no cooking facilities.

People in the host agency may meet the volunteer at the train or airport. Sometimes they provide their address and you take a taxi. When I was driving my car to the site, I was sent maps of the town and campus, with parking areas and the library marked.

Then there is the matter of entertainment. Some hosts assume you don't want to be bothered outside of working hours. Others invite the volunteer visitor to attend local performances or to go to see some interesting sites. Some introduce you to the staff in the larger agency, while others introduce you only to the library staff. They should take you to meet their boss, but often do not. I have frequently been included in such social occasions as pot-luck suppers and parties for students and faculty. At one place I was not only invited, but urged, to attend a daily event — at nine o'clock in the morning!

You may need to buy the local paper to find out what is going on that would interest you. If it is a large town or city, there would be guide books to direct you to museums and parks. You may luck into southern hospitality or you may be left on your own.

**EG:** What type of work activities are expected of or appropriate for volunteer staff?

**EL:** The work you do depends on their needs and your skills. During the negotiations you would have provided a brief vita and an expression of the type of work you would expect to do. The library should have provided you with a description of the library and its holdings and clientele, as well as a statement of the kinds of tasks or projects they need to have accomplished. Frequently, a person with no library experience offers to help in a library; members of the general public think it

would be “so nice to work in a library.” Every person who works in a library must be trained. I don’t think it is fair to library staff to volunteer if you expect to work only a few hours. I like to work in libraries, so that is a start. I am a trained cataloger who enjoys the work; lots of librarians do not like to catalog, so that skill is usually in demand. Some people prefer to do more routine tasks; if so, you should say so. Some are good with arranging archives or vertical files—do they still have vertical files? When the cataloging is entered online, there are still labels of one kind or another to attach to the materials. These days libraries always seem to need someone to word process or manipulate data via computer.

**EG:** Describe aspects of the work place that both potential volunteers and library administrators should be aware of when considering the working relationship between the library volunteer and the library staff and its agency.

**EL:** Since you are temporary, your work space may not be very convenient or comfortable. Often it is a students’ work table. You can not select a favorite chair and put your name on it. If you are lucky, you will have your own computer, but you likely will have to share. In any work place, but especially in a library, there are lots of rules and lots of customs for the way things are done. Ask for things you need, rather than going through drawers or cabinets. Ask where something should be put. The work shelves in the cataloging area in which I am now working have one-word labels to indicate the stage of the books in each section. I noticed that the tactful head of technical services has made labels to list what tasks go with each shelf. I probably had put something in the wrong place!

By all means do not try to change policies unless asked. For instance, most technical services librarians have definite policies for handling filed cards. One time, I offered to revise the filing that a student assistant was doing in the public catalog, because no one was revising the filing. The student assistant did not want to go back to check on places I had left a red flag, and his supervisor did not make him. Their public catalog continued to have filing errors. My standards were different, and I was not in charge.

Sometimes librarians are glad to have an opportunity to talk about a problem with a colleague, in which case I think it is good to discuss the issue and even to give an opinion. Sometimes it is difficult to refrain from giving advice when it is not requested. However, the volunteer can always find items or situations or customs in the library for sincere praise.

**EG:** What are some of the rewards of being involved as a library volunteer following a professional library career?

**EL:** What do we receive for our trouble? First, the pleasure of doing a task we enjoy doing and doing it well. Second, the pleasure of doing something that is helping another person and is furthering good library service to a clientele. You meet interesting people among your co-workers and within the larger agency. You learn new ways of providing library service, and you have access to a new collection from which you can borrow reading material.

**EG:** Lib, thank you for your insights and continued service to the library community. Your comments will help both library managers and library volunteers to better understand the concerns and expectations of the library volunteer work relationship and to develop and coordinate library volunteer work experiences successfully.



# ired to the orld

by *Ralph Lee Scott*

## Anti-virus Software

**T**his column is the third installment of a four-part series on computer security. The recent “Mydoom” virus attack was an example of a fast-spreading Internet virus that clogs incoming mail boxes. Many of you have already received a ton of e-mails from people you have never heard of, or messages from “PAYROLL,” “Message returned,” or “TRAFFIC OFFICE.” These were distributed to you because someone did not keep his/her computer anti-virus software up-to-date and/or opened an e-mail attachment that contained the virus. Outside of the admonition not to open e-mail attachments from people you don’t know, what can you do to prevent the spread of viruses to other computers?

The standard method is to purchase, install, and run anti-virus software such as Symantec/Norton AntiVirus or McAfee VirusScan. Recently, however, a new wrinkle has been introduced to this standard method. Trend Micro is now offering a free online virus-scan service at [housecall.trendmicro.com](http://housecall.trendmicro.com). McAfee and Symantec/Norton now offer similar services. When you go to the [housecall.trendmicro.com](http://housecall.trendmicro.com) Web site you can select the “Scan your PC” link and have an interactive scan done for free. No updates are necessary and you always have access to the latest version of scanning data files and software. You do not have to use up disk space with the anti-virus software and updates. If your computer files are damaged or infected, you can isolate or remove them, usually without danger to your operating system. If you are on the road and do not have access to corporate or networked virus file updates due to a firewall, you can still scan your computer if you have an Internet connection.

These free scanning services work in the following manner. A small program is downloaded to your computer that checks for drives to scan. You are then given a menu list from which you select those drives you want to be scanned. At this point, these scanning services work like traditional scanning software. Files can be quarantined or deleted as desired. Symantec/Norton and McAfee now have similar free services available at

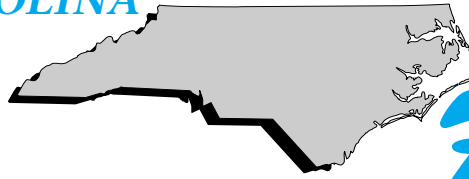
their Web sites.

Computer viruses either plant a small program on your computer (1) by moving around in e-mail messages (like the ILOVEYOU e-mails that we all get) that take control of your e-mail address book, (2) through worms (a small piece of software that repeatedly infects other computers – CODE RED is an example), and (3) through so-called Trojan horses (small programs that are programmed to erase your hard disk). These viruses take advantage of human curiosity and are executed by simply opening the ILOVEYOU message. You should be wary of e-mail addresses that include the .com, .vbs., or .exe file extensions. The best policy is to never run any executable files that you receive.

It is also a good policy not to open e-mails that are unexpected. Simply delete these suspicious e-mails from the “Inbox” several times a day, using a filter system that places e-mails from known senders in individual boxes (such as USENET group mail, family, colleagues) and leaving the unknown senders’ e-mails sitting alone in the “Inbox” where they can be deleted in bulk.

Some e-mail services, including EarthLink and MSN, permit you to go to a higher level of spam blocking. Unless a particular e-mail has been “certified” through some means, it is blocked. The checking for certification is usually done by checking incoming e-mails against known e-mails previously received or from addresses in your address book. If you select this higher level of security, non-valid e-mail senders must be approved by you before the e-mail is delivered to your Inbox. An excellent way to get rid of spam, this service should be included in future e-mail program releases.

It seems like every few days a new virus attacks with a slightly different twist. The only way to protect your computer is to keep your virus data files up-to-date or use one of the free scan programs offered by the major anti-virus firms. In the next “Wired to the World” column we will conclude this series on computer security.



Dorothy Hodder, Compiler

This novel, an historical fiction, is a story of Elisha Mitchell as told by his only son, Charley. Dellinger states in the preface that the facts of Elisha Mitchell's life are woven throughout the text, but the conversations, thoughts, and motivations of the characters are his own. The Acknowledgements and Preface will lead the reader to believe the author's focus will

be on Elisha Mitchell as a Christian and as a preacher rather than Elisha Mitchell the explorer and naturalist. However, as the novel unfolds, Charley is clearly the main character and the process of discovery is his — or, one suspects, the author's — using the character of Charley as the spokesman.

Robert Dellinger.

### *Mitchell's Peak: A Novel of Discovery.*

High Point, NC: Caleb's Press, 2003. 218 pp.  
Paper, \$15.95. ISBN 0-9729568-3-2.

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The story begins with Charley and John Stepp searching the mountains for traces of Elisha Mitchell who has gone missing. Then, through a series of flashbacks, the life of Elisha and Maria Mitchell and their children is told. There is along the way a great deal of introspection and questioning by Charley of his father's motivations, his own purpose in life, and the role God plays in any of this. Gradually we are

led through the events that lead up to the discovery of Elisha Mitchell's body by Big Tom Wilson and Charley's final discovery of the man his father was.

There is some re-hashing of the Clingman-Mitchell controversy about which man actually measured the highest mountain in the Appalachians first, but Dellinger introduces no new evidence or information to settle matters. He perhaps unintentionally represents Elisha Mitchell as a vain, stubborn man who, because of his pride, refuses to acknowledge that he could have been wrong. And it is this vanity that leads to Mitchell's final and fatal trip to the Black Mountain.

There is not much of substance in the novel. The writing is uneven, the conversations are stilted and the situations and characters are contrived. The novel works best when relating the personal story of Elisha and Maria Mitchell's early life, from their wedding in Connecticut through their journey to Chapel Hill, and giving glimpses of their home and family life. It is here the author achieves a believable narrative.

This is the author's first book. It is a unique interpretation of the life of Elisha Mitchell, but not one for the serious scholar or for those who wish to gain an insight into the personality and character of one of North Carolina's most highly respected men. It may be suitable for public libraries.

— Barbara A. Gushrowski  
University of North Carolina at Pembroke

*The Way We Lived in North Carolina* is a rare find — a book that can change your life. I grew up in North Carolina, and like all public school students I studied North Carolina history in the eighth grade. I had not realized how much of that information I had forgotten, or how fascinating our state's history can be. While reading it I began asking my family about their past experiences in North Carolina, and I have gained priceless opportunities to share the memories of family members, colleagues, and friends. My New Year's resolution is to visit as many of the historic sites described in *The Way We Lived* as I can.

Joe A. Mobley, editor.

### *The Way We Lived in North Carolina.*

Chapel Hill: University of North Carolina Press,  
2003. 614 pp. Paper, \$24.95.  
ISBN 0-8078-5487-5 (pbk.)

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This book is a social history of North Carolina, starting with the arrival of the Native Americans in prehistory and continuing through 2001. Of course, wars and other political events are discussed, but there are no dry, detailed accounts of battles or legislation. Rather the authors focus on the everyday lives of the diverse population of North Carolina.

The book is well balanced, discussing the lives of citizens from different races, genders, ages, immigrant groups, economic statuses, and degrees of urbanization. Almost every aspect of daily life is covered, including work, leisure, religion, food, and education. The histories of the eastern,

western, and central parts of the state all receive attention. All of the major cities, from Asheville and Charlotte in the west to Fayetteville and Wilmington in the east are discussed at least once in their history.

The preface to *The Way We Lived* states that one of the best ways to appreciate the past is to combine studying history with visiting historic places. Thus the book is filled with illustrations of and references to parks, historic homes, and restored buildings that can be visited today. The authors succeed in integrating this material smoothly, only very occasionally sounding like a travel brochure. There are numerous excellent maps, the work of Mark Anderson Moore of the Research Branch of the Division of Archives and History, which help clarify the ways in which North Carolina's history was influenced by its geography.

The book was produced by cooperation between the Division of Archives and History, part of the Department of Cultural Resources, and the University of North Carolina press. Originally published in 1983 in five volumes, this new edition combines the parts into one. The text has been revised and updated, particularly the section on recent history, and the marginalia from the previous edition has been incorporated into the text for easier reading. The wonderful black-and-white photographs, most of which come from the Division of Archives and History, remain the same though with some new additions. In addition to the usual bibliography and index, there is an appendix showing the location of North Carolina's historic sites. Each listing includes address and phone number, and a Web site. Joe A. Mobley, who edited this edition, is a former administrator of the Historical Publications Section of the Division of Archives and History.

The first edition of this book only covered history until 1970. Though some details from the last 30 years have been added, additional information would provide a more complete picture. One example of omission is the hog farming industry. Hogs are mentioned as being important during the Great Depression, and then never mentioned again. There are a few gaps in the depiction of the state's diversity as well. Hispanic North Carolinians are described in a mere two sentences at the end of the text, and there was no discussion of diversity of sexual preference.

*The Way We Lived in North Carolina* is a fascinating read that can also be enjoyed as a coffee table book, as almost every page has an interesting photograph. I recommend this book for every library in North Carolina.

— Shannon Tennant  
Elon University

This book is a delightful and fun way for a newcomer to North Carolina to learn about the state, and for a native to refresh her knowledge and even learn something new. Crane uses the alphabet to describe our state from the Outer Banks to the mountains. Each letter has a simple rhyming verse about something in North Carolina, which will appeal to younger children, followed by a more detailed description, which makes the book useful for older children. At the end of the

Carol Crane, illustrated by Gary Palmer.

*T is for Tar Heel:  
A North Carolina Alphabet.*

Chelsea, MI: Sleeping Bear Press, 2003. Unpp.  
Cloth, \$17.95. ISBN 1-58536-082-1.

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book there are twenty-five questions about North Carolina and the answer to each question is printed on the next page upside down. Public libraries may wish to place copies in their easy reader sections and alphabet book collections as well as in their juvenile 900s with other books on North Carolina.

Crane has authored numerous alphabet books for Sleeping Bear Press in their Discover America State by State series. She has also written several counting books. She lives in Holly Springs, North Carolina, with her husband.

Illustrator Gary Palmer has created murals for the North Carolina Museum of Natural Science and prints for the North Carolina Nature Conservatory. He enjoys exploring the back roads and trails of our state with his wife and sons.

—Linda Haynes  
Mary Duncan Public Library, Benson

Did you know that in the 1920s North Carolina was known as “the Good Roads State”? In *Paving Tobacco Road: A Century of Progress by the North Carolina Department of Transportation*, Walter Turner reveals this and many other details about the last century of transportation in North Carolina. *Paving Tobacco Road* follows the development of the North Carolina Department of Transportation (NCDOT) and the state’s transportation infrastructure from 1915 to the present.

In six broad chapters, Turner paints the story of the NCDOT. The first chapter shows how the State Highway Commission made its second start in 1915 (after a failed commission disbanded 13 years earlier). The Commission quickly grew to 35 members in 1918 and made the development of North Carolina’s highways possible. The Carolina Motor Club began during the decade of the 1920’s and soon became the sixth largest motor club in the nation. From 1930 to 1948, the Highway Commission was combined with the State Prison Department to become the State Highway and Public Works Commission. Interesting facts are sprinkled throughout the book, such as the fact that chain gangs of prisoners were used until 1936. The year 1957 marks when the state first provided funding for driver’s education in high schools.

The chapter entitled “Broadening the Focus from Highways to Transportation” covers the last three decades of the 20th century, when the State Highway Commission saw its last bureaucratic metamorphosis into the North Carolina Department of Transportation that we have today. Projects such as the highway loops around Charlotte, Raleigh, and Greensboro and partial loops around Winston-Salem and Durham were begun in this period. North Carolina ended this time period of impressive growth with a highway system of 78,267 miles, which is second only to Texas in the nation.

Walter R. Turner.

*Paving Tobacco Road: A Century of  
Progress by the North Carolina  
Department of Transportation.*

Raleigh: Division of Archives and History, North  
Carolina Department of Cultural Resources, 2003.  
181 pp. \$25.00. ISBN 0-86526-305-1.

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In the last chapter, “Exploring Alternatives into the Future,” Turner shows how NCDOT is trying to meet all the challenges of transportation not just those involving highways. Turner points out that the state of North Carolina has the second largest ferry system in the nation with 24 ferries on seven routes. NCDOT created the Office of Bicycle and Pedestrian Transportation in 1992. The Aviation Division and the Public Transportation Division have also not been idle.

The book contains over 100 pictures, tables, maps, and figures. It is extensively documented as Turner relies on numerous public documents from NCDOT, as well as dozens of personal interviews, articles, and books.

Walter R. Turner, a fifth generation Carolinian, is historian at the North Carolina Transportation Museum in Spencer, and this is his first book. *Paving Tobacco Road* includes appendices, an extensive bibliography, and an index, and is best suited for academic libraries.

— Scott Rice

Rowan County Public Library

**H**ugh Morton, known widely for his active life as an environmentalist, developer, tourism promoter, photojournalist, and as the owner of one of North Carolina’s most cherished landmarks, Grandfather Mountain, shares his cherished photographs and commentary in the collective work entitled *Hugh*

*Morton’s North Carolina*. The work is divided into three sections of photographs — Scenes, People and Events, and Sports. Each photograph includes Hugh Morton’s own commentary, filled with tidbits of North Carolina history, lore, and humor.

Hugh M. Morton.

### *Hugh Morton’s North Carolina.*

Chapel Hill: University of North Carolina Press, 2003. 207 pp. Cloth, \$35.00. ISBN 0-8078-2832-7.

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“Scenes” includes photographs ranging from the coast to the mountains, covering the vast acreage in between. Photographs include the Cape Hatteras Lighthouse, Brunswick County’s Orton Plantation, winding mountain roads, Green Mountain Creek waterfalls, and beautiful autumn scenes of Grandfather Mountain.

“People and Events” includes many photographs of former North Carolina Governors, United States Presidents, famous North Carolinians, and special events that have a place in North Carolina’s rich cultural history. Examples of photographs in this section include Andy Griffith starring as Sir Walter Raleigh in the outdoor drama *The Lost Colony*, Hollywood actress Debra Paget being crowned by Governor Luther H. Hodges as the Azalea Queen in 1959 in Wilmington with Ronald Regan serving as Master of Ceremonies, and Eleanor Roosevelt’s visit to the Chapel Hill campus in 1941.

“Sports,” the third and final section of this collection, begins with a photograph of North Carolina native Michael Jordan, arguably the greatest basketball player of all time, as a University of North Carolina player. Two former Women’s Carolina Golf Champions, Agnes Morton Cocke and Estelle Lawson Page, are shown playing golf at the Cape Fear Country Club in Wilmington, and Charlie Scott, the first black basketball player in the Atlantic Coast Conference, is pictured.

This important book documents North Carolina’s unique beauty and memorable historical and sporting events through photographs as no other collection has done. This collection is about all things Tar Heel, and is highly recommended for all libraries, especially those with North Caroliniana collections.

— Emily Gore

East Carolina University

It is difficult to imagine a book that is at once more enjoyable to browse and more broadly informative than this substantial work. Its portrayal of the state ranges from the origins and characteristics of kudzu to the functions of green buffer zones to a review of the state's major causes of mortality. Practically every page contains one or more illustrations—there are 861 in all. The tables and figures use as much data from the 2000 Census as was available in November 2001. The book's arrangement is designed to facilitate study of the North Carolina Department of Public Instruction's Five Themes of Geography.

The authors are current or retired professors of geography at Appalachian State University. The first edition, published in 1986, was half the size of the current one. A recent work to which this one might be compared is *The North Carolina Atlas* (University of North Carolina Press, 2000). Its length is 462 pages (about 25% shorter than the present volume) and its text pages are less dense. *The North Carolina Atlas* consists of 18 thematic chapters (topics include crime, higher education, and transportation), each focusing on the state as a whole. The present volume begins with several thematic chapters, but almost half is devoted to sections describing the physical, economic, and population geography of the state's four primary regions. This volume, therefore, provides much more information and analysis at the regional, state geographic region, county, and local levels.

The sections on the four primary regions—Tidewater, Coastal Plain, Piedmont, and Mountain—are carefully structured. First, the authors explain the history and nature of development; then they review the important features of the natural landscape and discuss the region's issues regarding the human/natural interface (in the Coastal Plains, for instance, they discuss preservation vs. exploitation of wetlands and rivers). There are concise but detailed accounts of the historical development, current conditions, and demographic profiles of each state geographic region (for the Coastal Plains, these are the Roanoke, Ring city, and Sandhills regions). The section concludes with a summary that projects what the future might hold for the region's land and people.

Numerous boxes explain, with text and diagrams, concepts such as how acid rain is created and deposited on forests in North Carolina's mountains and its effect on soil, water, and humans. The book's reference value is enhanced by an 11-page bibliography and several indices. It should be noted, however, that the text contains several errors in punctuation, spelling, and word usage. These mistakes, while distracting, do not hinder the book's effectiveness. Many of the photographs do not have specific dates, which would have been useful for reference purposes.

The authors have ably and thoroughly achieved their purpose: "assessing the contemporary geography of the state and projecting its future prospects." This important work meets information needs for a variety of readers: public school students and teachers; college students in areas such as geography, recreation management, and social sciences education; people serving on local boards and commissions; those who wish to be informed citizens and voters; and, indeed, all who want to understand more about their home state. Because of its clear arrangement, good indexing, plethora of factual information, and instructional orientation, it belongs in the reference collection of all libraries in the state.

— Glenn Ellen Starr Stilling  
Appalachian State University

Ole Gade, Arthur B. Rex, and James E. Young  
with L. Baker Perry.

### **North Carolina: People and Environments.**

2nd ed. Boone, NC: Parkway Publishers, 2002.  
602 pp. Cloth, \$64.50. ISBN 1-887905-63-4.  
Paper, \$49.50. ISBN 1-887905-64-2.  
Order from Minor Printing  
<http://www.minorsprinting.com/geobook/>

*Live Your Own Life*, the 17th volume in the University of South Carolina Press's Women's Diaries and Letters of the South series, documents the career of Mary Bayard (Devereux) Clarke (1827-1886), one of North Carolina's most important literary figures of the 19th century. In addition the carefully edited and thoroughly annotated volume opens a window through which researchers can learn about many important topics of local, statewide, and regional significance. It represents an important contribution to the field of women's studies and makes available rich primary source material spanning the periods of sectional conflict, the Civil War, and Reconstruction.

Terrell Armistead Crow and  
Mary Moulton Barden, editors.

*Live Your Own Life:  
The Family Papers of  
Mary Bayard Clarke, 1854-1886.*

Columbia, S.C.: University of South Carolina Press,  
2003. 466 pp. \$49.95. ISBN 1-57003-473-7.

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The editors' qualifications were well suited to this laborious undertaking. Terrell Armistead Crow, who has worked as a historical editor for the North Carolina Division of Archives and History and as publications director of the University of North Carolina's Institute of Government, currently serves as director of publications for the North Carolina State University Libraries. Mary Moulton Barden, a great-granddaughter of Mary Bayard Clarke, spent over 25 years doing research for the book. Their efforts to locate Clarke papers in the hands of family members and several other repositories, and evaluate their significance, reflect skill and devotion.

Mary Bayard Devereux, the daughter of Thomas Pollock and Catherine Anne Johnson Devereux, was born in Raleigh. Thomas Pollock Devereux, a descendant of Thomas Pollock, a Colonial governor, owned extensive plantations and many slaves. As befitting a young lady of social prominence, Mary Bayard was educated by English governesses. However, her interest in writing led her to break out of the pattern adhered to by most elite women of her time and place. She wrote poems and, using the pseudonym "Tenella," compiled the first anthology of poetry published by a North Carolinian (*Wood-Notes*, 1854). She edited literary journals and contributed essays to such periodicals as *The Land We Love* and *Southern Literary Messenger*. In 1848 she married William John Clarke, a veteran of the Mexican War. Owing to Clarke's failure to support his family at a level commensurate with its social standing, Mary Bayard used her literary talents to augment his income.

Letters to and from Mary Bayard Clarke describe her literary endeavors and add to our knowledge of important events in North Carolina and the South. Of particular interest to this writer is a letter written by former Governor Zebulon B. Vance in 1867. In response to Mrs. Clarke's request for information for an article on Abby House of Franklin County, a poorly educated, fiercely independent woman who overcame many obstacles to nurse sick and wounded soldiers during the Civil War, Vance penned his recollections of the "ubiquitous, indefatigable and inevitable" Mrs. House. In this instance, as throughout the book, the editors explain the correspondence in a brief introduction and provide notes that clarify or amplify the text. The location of notes immediately following their corresponding documents rather than at the end of the volume increases their value.

*Live Your Own Life*, which includes illustrations of Mary Bayard Clarke and her family members, a list of letters included in the volume, an extensive bibliography, and a thorough index, represents an important contribution to knowledge of neglected aspects of North Carolina's past. Patrons of academic and large public libraries will find it useful and interesting.

— Maurice C. York  
East Carolina University

On December 17, 1903, Wilbur and Orville Wright managed to launch a heavier-than-air flying machine on the sands at Kitty Hawk and keep it aloft for 12 seconds. By the end of the day, they had extended their airborne time to 59 seconds. In 1908 Wilbur Wright kept a Wright Flyer aloft for two hours and twenty minutes in a demonstration in France. By 1951, more American passengers traveled by air than by Pullman car. Once the Wrights had solved the technical and mechanical mysteries of how to keep a plane aloft, it was as if a floodgate was opened. In only 100 years airplanes have gone from being hand-built, risky contraptions suited only for daredevils and well-to-do hobbyists to being safe, highly regulated, mass-produced machines used to carry cargo, mail, and passengers, as well as being extensively used in warfare. *Reconsidering a Century of Flight* examines how this came about.

Roger D. Launius and Janet R. Daly Bednarek.

### *Reconsidering a Century of Flight.*

Chapel Hill: University of North Carolina Press, 2003.  
300 pp. Cloth, \$49.95. ISBN 0-8078-2815-7.  
Paper, \$19.95. ISBN 0-8078-5488-3.

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Last year saw a host of celebrations and festivals throughout North Carolina marking the 100th anniversary of the Wright brothers' first flight at Kitty Hawk. In anticipation of this anniversary, a symposium on the history of flight was held at North Carolina State University in Raleigh in October 2001. Virtually all of the chapters in this book were papers presented at that symposium by leading aerospace historians.

The book is divided into four parts: Innovation and the Technology of Flight; Civil Aeronautics and Government Policy; Aerial Warfare; and Aviation in the American Imagination. The papers cover a wide range of topics relating to the history of flight. One of the topics covered is Herbert Hoover's work throughout his government service, both as Secretary of Commerce and as President, to further the commercial use of airplanes. He worked for the certification and regulation of both pilots and airplanes so that businesses, passengers, and insurers would feel safe using air transport. "Herbert Hoover's work on behalf of commercial aviation is among the most important legacies of his public career."

The glamour and romance associated with flight has manifested itself in many ways throughout American culture. Roger Bilstein notes that after World War II, Harley Earle, General Motors design chief, became enamored with "the clean, aerodynamic look of new jet planes, and General Motors automobiles adopted trendy, curved windshields and grille treatments that echoed jet plane air intakes." Other car manufacturers followed suit, including aircraft design elements in their cars as well as in advertising copy. Hence the tail fins on your father's Chevrolet.

The military applications of aircraft are also given extensive treatment in this book and, as one might expect, military needs have contributed to rapid improvements in both performance and manufacturing capacity. Launius points out that in 1914 there were 1,400 military aircraft in existence in the world, only 23 of them in the United States. By the end of World War I, American manufacturers had produced 11,950 military aircraft and "the massive military appropriations gave the nascent aviation industry a huge boost."

Ironically, the rapid pace of innovations and technological advances in aviation soon outpaced the Wright brothers themselves. By 1914, the US Army had concluded that "the Wright Company had failed to keep current in aviation technology. It left to others the development and perfection of hydro-airplanes, the use of tractor propulsion, the initial adoption of wheels in place of skids, the use of a closed-in cockpit and fuselage, a simpler control system, and an advanced engine with carburetor ... This neglect in advancing technology rested to a great extent in the Wrights' overriding efforts to receive recognition, fame, and financial rewards."

Editor Roger D. Launius is curator of the National Air and Space Museum and

editor Janet Daly Bednarek is associate professor of history at the University of Dayton. Both are the authors of books on the history of flight. All the articles in this book are well researched and include end notes. The book contains numerous black-and-white illustrations and there is an extensive Selective Annotated Bibliography and an index. *Reconsidering a Century of Flight* is recommended for all public and academic libraries where there is an interest in the history of flight or the influence of aviation on popular culture.

— Barbara MacLean  
Harnett County Public Library

*Civil Rights Unionism* is a detailed history of the battle Local 22 of the Food, Tobacco, Agricultural, and Allied Workers Union waged in Winston-Salem in the 1940s and '50s against R. J. Reynolds Tobacco Company. As most of the workers were black and all of management was white, the struggle had implications for

civil rights and southern unionism in general, and, considering the importance of tobacco in North Carolina, great significance for the state as well. The author broadens the scope of what might be considered an overly lengthy study by examining the historical background and mid-century labor politics but is better at the latter than the former. One is aware throughout that Korstad's sympathies lay completely with the workers. He has, however, done extensive interviewing that deepens and enlivens his work.

Robert Rodgers Korstad.

***Civil Rights Unionism:  
Tobacco Workers and the Struggle  
for Democracy in the  
Mid-Twentieth-Century South.***

Chapel Hill: University of North Carolina Press, 2003.  
556 pp. Cloth, \$55.00. ISBN 0-8978-2781-9. Paper,  
\$24.95. ISBN 0-8978-5454-9.

Korstad's depiction of the role of black women is especially interesting and goes beyond the usual reliance on written sources that often minimizes what women accomplish and how they are treated. He also frankly discusses the difficulties blacks and whites had in working together for common goals in a legally, socially and culturally segregated South. During and shortly after World War II, Local 22 had

some success in forcing Reynolds to recognize and bargain with it — ironically benefiting white workers who opposed the union as well as the black and white workers who voted or struck with it. But whatever chance there was for biracial unionism disappeared with the development of the Cold War and the growing fear of American Communism. The union's parent organization, the Congress of Industrial Organizations (CIO), already nervous about race, was afraid of being tarred as un-American because of the presence of leftists while some of the most ardent union organizers helpful to the Local were indeed Communists. Both middle class blacks and the few liberal whites who supported Local 22 became increasingly alarmed while a few black leaders used the fear of Communism to leverage themselves into municipal positions of power. The white elite who ran Winston-Salem broke the local's effort to be recognized as a union but then instituted, on their own terms, some of the long-sought reforms.

Illustrations are well placed throughout the text. The prose is clear and even vigorous as personalities are well delineated. The UNC Press has done its usual good job of editing, formatting, and printing. Larger libraries, particularly those interested in civil rights, urban politics, the labor movement, or modern Winston-Salem, will want to add this thoughtful and comprehensive book.

— Patrick M. Valentine  
Wilson County Public Library

Jeffery Beam is an observer of some of the very smallest yet most significant details of the world around him. That is highly evident as he navigates a broad landscape that is both magical and mystical in *What We Have Lost: New & Selected Poems 1977-2001*. From beginning to end, these poems and songs serve as unforgettable landmarks in an unforgettable journey. Beam writes in the Introduction to his audio/multimedia collection that his “poems range from children’s lullabies to poems of gay sexual love.” These works do so, indeed, with eloquence, dignity, and grace. They give us a sampling of some of his finest published and unpublished literary offerings.

This collection, on two CDs, is nothing short of a study of the life and writings of Jeffery Beam. Disc 1 includes a number of reviews of his work, written by noted poets and novelists from North Carolina and beyond. There are two lengthy interviews between Beam and Thomas Meyer and Kevin Bezer. In addition, there are critical essays by and about Beam as he discusses the aesthetics of his art.

The selections included in the various audio books in this collection are equally pleasing to the ear and the eye. Listening to the poet’s voice, the reader comes to appreciate so deeply the images that he conjures up through language, and often with such economy of words. “THE CLOUDS: Great Smokies” is but one such example, as Beam, describing clouds, writes thusly:

Victorian and  
saintly.  
On this mountain  
the clouds  
come down  
to sit  
for their supper.

In another selection, “SNAKE IN AUTUMN,” he draws a parallel between a snake and a dry streambed “coiling and uncoiling.” That is exactly what this poem does in its movement, as well as the arrangement on the page in the multimedia version.

Other works, such as those included in the book *All the Little Children of the World*, truly take the reader/listener on a journey through the inner most parts of the mind and memory. It is comforting and soothing to hear these lullabies sung in Beam’s arresting voice that rises like freshness from a green meadow. The poet teaches us to see so many things from a different perspective, and in some instances he just teaches us to see. In the poem “Dandelion,” on Disc 2, Beam teaches us to appreciate simple elements of the natural world, such as “yellow flowers/ and white ghosts.”

*What We Have Lost* is so much more than that. It is what the literary world already knows about the talent of Jeffery Beam. It is what we have found—some of the best of the very best from a magnificent voice that cannot be ignored.

— L. Teresa Church,  
Ph.D. Student, UNC-Chapel Hill

Jeffery Beam.  
*What We Have Lost:  
New & Selected Poems 1977-2001.*

Chapel Hill, NC: Green Finch Press, 2003.  
Compact Disc (Set of 2) \$20.00.

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# NORTH CAROLINA LIBRARY ASSOCIATION

## MINUTES OF THE EXECUTIVE BOARD

Friday, July 18, 2003

Archdale Public Library

Archdale, North Carolina

**Attending:** Ross Holt, Pauletta Brown Bracy, Martha Davis, Diane Kester, Robert Canida, Jim Carmichael, John Via, Beverley Gass, Irene Laube, Dale Cousins, Peggy Quinn, Teresa Wehrli, Robert Burgin, Sue Williams, Linda Hearn, Joline Ezzell, Mark Pumphrey, Elisabeth Leonard, Jennie Hunt, Carol Laing, Jan Blodgett, Suzanne White, Phillip Barton, Carol Walters, Theron Bell, Mike Sawyer, Terry Brandsma, Jenny Barrett, Laura Weigand, Eileen Brown, Euthenia Newman, Sherwin Rice, Peggy Hoon, Sandy Cooper, Caroline Walters.

(Full reports from the President, Treasurer, Community and Junior College Libraries Section, Documents Section, NC Association of School Librarians, Reference and Adult Services Section, Round Table for Ethnic Minority Concerns, Round Table on the Status of Women in Librarianship, Development/Endowment Committee, Finance Committee, Governmental Relations Committee, Literacy Committee, Membership, Operations Committee, Scholarships Committee, and *North Carolina Libraries* can be accessed from <http://www.nclaonline.org/ExBd/meetings/agenda/mtg030718.html>.)

**Call to Order and Welcome:** President Ross Holt called the meeting to order at 10:00 a.m. Harriett Whitsell of Archdale Public Library was on hand to welcome the NCLA Executive Board.

**Minutes, April 25, 2003 Meeting:** Martha Davis noted that because there have been some problems with accessing reports from the NCLA Web site, these minutes include the full text of all reports submitted for this meeting as an experimental formatting change. The minutes were unanimously approved.

### **President's Report:**

President Ross Holt announced the results of the election. The new officers for 2003-05 are:

President: Pauletta Brown Bracy

Vice President/President Elect: Robert Burgin

Secretary: Connie Keller

Treasurer: Diane Kester

Director at Large: Dale Cousins (second part of 4-year term)

Director at Large: David Paynter

ALA Councilor: Vanessa Work Ramseur (second part of 4-year term)

SELA Representative: Evelyn Council

President Holt extended congratulations to the new officers, and a thank-you to all of the candidates.

Plans for the 2003 Conference are on track. Conference registration information is forthcoming in *Tar Heel Libraries* and is already available on the Conference Web site. Congratulations to Bao Chu Chang for an outstanding job on the Conference Web site.

Both Ross Holt and Mike Sawyer have been interviewed by the press relative to the NCLA resolution on the USA Patriot Act passed at the last Board meeting. NCLA has been invited to be a part of the newly formed North Carolina Open Government Coalition. Organized by editors at the *News and Observer* and the *Charlotte Observer*, the group will seek to educate journalists, elected officials, and state residents about their rights and responsibilities under the state's open meeting and public records laws, and advocate for improved citizen access to government decision-making.

President Holt extended a good-bye to Mike Sawyer who is leaving to direct a library system in Colorado. Robert Canida is leaving the profession to become the Director of Minority Affairs at Pembroke, but will continue to serve as NCLA Director until the end of the biennium in September.

### **Treasurer's Report:**

NCLA finances remain sound. Total assets are \$191,451.12 with reserves of \$32,075.14. The full report is available on the NCLA Web site.

## Old Business

### **Literacy Committee- Literacy Round Table:**

Chair Mark Pumphrey announced that 108 signatures of NCLA members have been collected in favor of changing the Literacy Committee to the Literacy Round Table. Bylaws have been written and are ready to be presented to members. The motion to create a Literacy Round Table passed unanimously. Mark Pumphrey is acting chairperson. The Literacy Round Table is now a voting member of the NCLA Executive Board. A copy of the original signatures was given to the NCLA secretary to file with these minutes in the NCLA archives.

## Section/Round Table Reports

### **Children's Services Section:**

This section received a \$1,000 project grant to fund its programs at the biennial conference.

**College and University Libraries Section:** No report.

### **Community and Junior College Libraries Section:**

Chair Peggy Quinn said that this section is in the process of soliciting candidates to serve as officers on the 2003-05 CJCLS Board. The ballot and a flier announcing the three CJCLS-sponsored conference programs will be mailed to members in late July.

### **Documents Section:**

Chair Eileen Brown reported that the Documents Section held its spring workshop on May 9 at the McKimmon Conference Center with 45 attendees. This section is sponsoring one program at the conference entitled "Libraries, Information, and the War on Terrorism."

### **Library Administration and Management Section:**

Chair Dale Cousins announced that 47 ballots have just been received and counted. The members of the 2003-05 LAMS Executive Committee are as follows:  
Chair: Mary Ellen Chijioke (Hege Library, Guilford College, Greensboro)  
Vice Chair/Chair Elect: Mary Sizemore (Appalachian Regional Library, North Wilkesboro)  
Secretary/Treasurer: Wanda Brown (Z. Smith Reynolds Library, Wake Forest University, Winston-Salem)  
Directors-at-Large: Sue Williams (Rockingham Public Library, Eden); Mark Pumphrey (Polk County Library, Columbus); Dan Swartout (Edgecombe Community College Library, Tarboro)  
Immediate Past Chair: Dale Cousins (Cameron Village Library, Wake County Public Library, Raleigh)

### **North Carolina Association of School Librarians:**

NCASL is still looking for school librarians to take over the leadership of the section. Robin Boltz, a school

librarian in Granville County, and Rhonda Florence, a school librarian in Thomasville, have both expressed interest. NCASL is sponsoring four programs of interest to school librarians at the biennial conference.

### **North Carolina Public Library Trustee Association:**

Chair Theron Bell announced that Richard Morgan will be speaking at the biennial conference and encouraged everyone to attend this important session.

**Public Library Section:** No report.

### **Reference and Adult Services Section:**

Chair Joline Ezzell reported that the RASS Executive Committee will meet on July 22 to put the final touches on programs for the biennial conference. Welcome letters are being sent to individuals who have joined RASS during 2003. Nominees for 2003-05 Executive Committee positions have been identified. Ballots will be mailed to RASS members in August.

### **Resources and Technical Services Section:**

Chair Euthena Newman said that this section is finalizing plans for conference programs and will be sending out ballots for the slate of officers soon.

### **New Members Round Table:**

Chair Jennie Hunt reported that this round table is also putting together a slate of officers for 2003-05.

### **North Carolina Library Paraprofessional Association:**

Chair Linda Hearn said that over 30 applications were received for a scholarship to the conference and that a person has been chosen to receive it.

### **Round Table for Ethnic Minority Concerns:**

Chair Sherwin Rice reported that REMCo will host the following conference events:  
"Spanish for Librarians: a Workshop to Improve Communication with Spanish Speaking Patrons";  
"Talking About My Generation"; REFORMA interest meeting; and a luncheon featuring author Michelle Andrea Bowen.

### **Round Table on Special Collections:**

Chair Jan Blodgett shared that this round table is currently putting together a slate of officers for 2003-05. RTSC is sponsoring/co-sponsoring five programs at the biennial conference.

### **Round Table on the Status of Women in Librarianship:**

This round table is proceeding with conference plans which include a speaker (Emily Wilson Herring), a reception, and the announcement of the first recipient of the Marilyn Miller Award for Professional Commitment.

### **Technology and Trends Round Table:**

The Technology and Trends Round Table, in collabora-

tion with the State Library of North Carolina, sponsored a successful LITA Regional Workshop on May 5, 2003. The workshop entitled "XML and Libraries" had 60 participants.

Chair Terry Brandsma said that this round table is sponsoring three programs at the biennial conference: "Pay Per View Journals"; "Strange Bedfellows: When Libraries, Vendors, and Dot-Coms Meet"; and "Deep Linking: Using Open URL to Connect Databases."

### **Committee Reports**

**Archives:** No report.

#### **Biennial Conference:**

Vice President/Conference Chair Pauletta Brown Bracy reported that biennial conference information is available from the NCLA Conference Web site. With about 78 events already planned, the program committee is still receiving requests for program spots. Conference committee members are currently focusing on logistics such as getting out conference materials to members.

#### **Bicentennial Conference:**

The bicentennial conference will be held in Charlotte with the Westin Charlotte and the Hilton still under consideration. No date has been set at this point. The Westin has November 8-14 available. John Via has been negotiating with the Southeastern Library Association (SELA), the conference co-sponsor. A motion was made to split 50/50 the exhibitor costs and proceeds with SELA and prorate all other expenses and revenues based on the percentage of in-state and out-of-state registrations. The motion passed unanimously. John Via will take this action to the SELA Board. A conference committee will be established as soon as the conference date is set.

#### **Commission on the Future of Libraries and the Book:**

This committee is ready to conduct a Web-based survey of professional and paraprofessional library personnel in the state regarding their thoughts on the future challenges and issues that libraries will face. The URL for the survey will be posted to the NCLA listserv early next week.

#### **Constitution, Codes, and Handbook Revision:**

Chair Phil Barton is still trying to discover what information is missing from the Web version of the *NCLA Handbook*. Many of the lists of award winners, etc. are not up to date and some of the constitution and bylaws changes from 1997 forward have not been included in the *Handbook*.

#### **Continuing Education:**

Chair Ben Speller reported that the Continuing Education Committee was not formed this biennium. Now that what is being done for continuing education has

emerged, Speller will bring a committee together to be responsive to other organizations who think they can do what we do.

#### **Development/Endowment:**

Ben Speller reported for this committee in the absence of Elizabeth Laney. This committee plans to co-sponsor the Ogilvie Lecture at the biennial conference as well as sponsor the last session of the conference—the dessert reception. Hopefully, people attending this session will make contributions to the NCLA Endowment. Speller said that the only way to attract outside money is for the NCLA Board and other NCLA members to contribute to the Endowment.

#### **Finance:**

To date, the Finance Committee has approved six Project Grants for conference programs with a total commitment of \$5,144.14. Sufficient funds are still available for two or more Project Grants, depending on the amounts requested. The next deadline for submission of grant applications is Friday, August 1, 2003.

**Fundraising Liaison Committee:** No report.

#### **Governmental Relations:**

Chair Peggy Hoon said that eight librarians—two public and six academic—formed the North Carolina delegation to the 2003 ALA National Library Legislative Day. Even though a food event was not hosted this year because of budgetary concerns, the North Carolina delegation felt that the trip was successful and that their concerns were met with receptive ears. All congressional offices were visited. Several of the groups were able to meet with the North Carolina representatives, although neither senator was available. Key issues discussed were the LSTA reauthorization, appropriations, protection of fair use in upcoming copyright bills, and concerns over access and security of government information.

Hoon said that Wake County is thinking of passing a resolution on the USA Patriot Act similar to the one passed at the last NCLA Board meeting.

This spring, the NCLA Lobbying/Advocacy Task Force met at the State Library in Raleigh to continue work on development of recommendations for reorganization of the Governmental Relations Committee and restructuring of the organization's goals with respect to taking a more active role in representing the membership in the state legislature. NCLA President Ross Holt is taking a leadership/participatory role with the group.

#### **Intellectual Freedom:**

Chair Mike Sawyer is still looking for nominations for the NCLA/SIRS Intellectual Freedom Award to be given at the biennial conference. Since Sawyer is leaving the state, Jerry Thrasher will be taking over this activity for

him. Ross Holt and Pauletta Brown Bracy have appointed Jim Kuhlman, University Librarian at UNC-Asheville, as the new chair of this committee. Sawyer also shared information about different issues now before the North Carolina Legislature including progress regarding the USA Patriot Act.

#### **Leadership Institute:**

Co-Chair Elisabeth Leonard had no new information to share at this time.

#### **Literacy:**

Chair Mike Pumphrey said that this committee has recently met to discuss the criteria and publicizing of the NCLA Literacy Award. The Wallace Readers Digest Fund is a co-sponsor of the award, and to date, has given the committee \$1,500 in support of the award program. The Literacy Committee also received a Special Project Grant of \$1,500 to support its luncheon program at the biennial conference entitled "Thinking Globally, Acting Locally: Library Services for New Americans." The committee will also sponsor a second conference program entitled "ESL at the Library: Enriching Lives." Earlier in this meeting, the NCLA Executive Board accepted the petition of 108 signatures, and voted unanimously to make this committee a round table with voting status on the Executive Board.

#### **Membership:**

As of July 18, 2003, there are 1,097 members of the North Carolina Library Association.

Chair Teresa Wehrli, this committee, and Caroline Walters have recently sent out over 900 mailings to ALA members who are not members of NCLA encouraging them to join. Six new membership applications have been received since these mailings went out two weeks ago. There is also a new process for sending out renewal notices to current NCLA members.

Wehrli passed out copies of the newly created membership form which is done in MS Publisher and can now be edited and easily posted on the NCLA Web site. The brochure is a trifold with one blank panel for mailing, one panel for advertisement of workshops, as well as the panels for membership application. The trifold is designed so that sections can use it, and it can be printed on color paper. Diane Kester asked that a line be added for the name of the person submitting a credit card number for payment. Jim Carmichael encouraged the Board to consider purchasing a color laser printer for the NCLA Office. This suggestion was referred to the Operations Committee.

Award recipients have been chosen. The Distinguished Library Award will be presented to April Wreath and the Lifetime Award will go to Louise Roundtree. The Membership Committee is also researching the NCLA archives to identify people who have been NCLA members for a long time.

#### **Nominating:**

Chair Beverley Gass recognized the election of the 2003-05 NCLA officers whose names President Holt listed in his President's Report. Ballots were counted at the NCLA Office on June 27 by Beverley Gass, Caroline Walters, Jean Rick, and Bao Chu Chang.

#### **Marketing and Publications:**

Bao Chu Chang was again recognized for her outstanding job on the NCLA Web site and the Conference Web site.

#### **Operations:**

Chair Irene Laube referred to her report on the Web listing activities in the NCLA Office during the past quarter. She asked for members to be patient as Caroline Walters is very busy right now preparing for the conference. Pauletta Bracy applauded Walters for stepping in to help prepare the final draft of the conference program.

#### **Scholarships:**

Chair Sue Williams reported that this committee has received no applications for the 2003 McLendon Student Loan. Of the funds this committee is charged with handling, the McLendon Loan was the only one available this year.

The application forms for the scholarships/loan and the reference forms have been revised and submitted for posting on the new NCLA Web site. This version of the applications will permit completion online.

### **Other Reports**

#### **North Carolina Libraries:**

The Summer 2003 electronic issue of *North Carolina Libraries* should be available via the NCLA Web site by the end of July. The Winter 2003 issue will be the Biennial Conference issue. Chairs of sections and round tables or designees are responsible for submitting annual reports, which should include names of outgoing and incoming officers, summaries of workshops and conference programs, and summaries of significant decisions made during the 2001-03 biennium. The annual reports will constitute the text of the conference issue. This issue will also contain a photographic essay of conference events. Editor Al Jones also asked for digital photos of newly constructed and renovated libraries in the state for publication in future issues of *North Carolina Libraries*.

#### **ALA Councilor:**

On behalf of Vanessa Work Ramseur, Diane Kester read some of the resolutions considered and/or passed at ALA Council in Toronto. One of the resolutions passed was on keeping school library media centers in schools.

#### **SELA Representative:**

John Via reported that the African American pre-

conference presented at the last SELA conference was not presented at ALA in Toronto this summer because of the SARS scare. Pauletta Brown Bracy attended the Leadership Conference in Atlanta where North Carolina's plans for a bicentennial conference were received with enthusiasm. Mark Pumphrey also attended as vice-chair of the conference.

**State Library:**

State Librarian Sandy Cooper provided a list of places and dates for an upcoming workshop entitled "Library Marketing: Beyond Bookmarks and Brochures." This workshop will provide information on marketing strategies and how to develop a marketing and communications plan.

A planning session for NC LIVE will be held next week. The session will include a look at accomplishments in the past seven years and long-term funding needs. The group will also work on a plan of action for the acquisition of additional funds for the NC LIVE project and for refreshing promotional materials. Beverley Gass reminded Board members that the Co-speaker of the House will be speaking at the biennial conference and that librarians should be at that session to encourage him to be an advocate for libraries in North Carolina.

Carol Walters mentioned that a traveling exhibit on winning public relations is available from ALA for the cost of shipping.

**New Business**

NC Paraprofessional Library Association – Paraprofessional Policy:

Chair Linda Hearn presented a synopsis of target outcomes and results developed at the Third Congress on Professional Education: Focus on Library Support Staff. The Congress (COPE III) was attended by five

delegates from North Carolina: Linda Hearn, Karen Letarte, Meralyn Meadows, Alice Poffinberger, and Sylvia Hamlett.

Hearn expressed appreciation that NCPLA is a voting member of the NCLA Executive Board and that NCLA's dues are based on income, not the position or education of those who work in libraries. This section wants to work with NCLA on determining if certification of paraprofessionals would be good for North Carolina.

NCPLA brought a motion that NCLA create an official policy that written communications such as announcements, brochures, etc. include paraprofessionals. The motion passed unanimously.

**Announcements, Other Business**

The Greensboro Public Library is celebrating its 100th anniversary.

Pauletta Brown Bracy reminded Board members that this is the last time that Ross Holt is gaveling the NCLA Executive Board meeting as President. We celebrate his leadership. It has been "efficient, energizing, and engaging."

With no other business, President Holt announced that the Board would "meet" for the last time at the NCLA Executive Board Dinner on Tuesday, September, 23, 2003 at 7:00 p.m. during the NCLA Biennial Conference in Winston Salem.

**Adjournment**

The meeting was adjourned at 12:20 p.m.

Respectfully Submitted,  
Martha Davis, Secretary

Approved by the North Carolina Library Association Executive Board on Friday, January 16, 2004.

*Left to right:  
President Pauletta Brown Bracy,  
Past-Past President Al Jones, who  
performed the induction ceremony for  
David Paynter, Director at Large,  
and Robert Burgin, Vice President/  
President Elect.*



## **EDITORIAL STAFF**

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### **EDITOR**

Plummer Alston "Al" Jones, Jr.  
LTDI, School of Education  
East Carolina University  
122 Joyner East  
Greenville, NC 27858  
Tel: (252) 328-6803  
Fax: (252) 328-4368  
E-mail: jonesp@mail.ecu.edu

### **ASSOCIATE EDITORS**

Joline Ezzell  
Reference Department  
Duke University Library  
Box 90175  
Durham, NC 27708-0175  
Tel: (919) 660-5925  
Fax: (919) 684-2855  
E-mail: joline.ezzell@duke.edu

Mike Van Fossen  
Reference-Documents  
Davis Library CB# 3912  
UNC-Chapel Hill  
Chapel Hill, NC 27599-8890  
Tel: (919) 962-1151  
Fax: (919) 962-5537  
E-mail: mike\_vanfossen@unc.edu

### **BOOK REVIEWS EDITOR**

Dorothy Hodder  
Public Services Librarian  
New Hanover County Public Library  
201 Chesnut St.  
Wilmington, NC 28401  
Tel: (910) 772-7858  
Fax: (910) 341-4357  
E-mail: dhodder@nhcgov.com

### **LAGNIAPPE EDITOR**

Suzanne Wise  
Belk Library  
Appalachian State University  
Boone, NC 28608-2026  
Tel: (828) 262-2798  
Fax: (828) 262-3001  
E-mail: wisems@appstate.edu

### **WIRED TO THE WORLD EDITOR**

Ralph Lee Scott  
Systems Librarian  
Academic Library Services  
Joyner Library  
East Carolina University  
Greenville, NC 27858  
Tel: (252) 328-0265  
Fax: (252) 328-6222  
E-mail: scotttr@mail.ecu.edu

### **INDEXER**

Michael Cotter  
Joyner Library  
East Carolina University  
Greenville, NC 27858  
Tel: (252) 752-8854  
E-mail: cottermi@mail.ecu.edu

### **ASST. EDs. FOR ACADEMIC LIBRARIES**

Paula P. Hinton  
Reference Dept., CB# 3922  
Davis Library  
UNC-Chapel Hill  
Chapel Hill, NC 27514-8890  
Tel: (919) 962-1151  
Fax: (919) 962-5537  
E-mail: pphinton@email.unc.edu

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UNC-Chapel Hill  
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Tel: (919) 962-0153  
E-mail: pagelife@email.unc.edu

### **ASST. ED. FOR PUBLIC LIBRARIES**

Joan Sherif  
Northwestern Regional Library  
111 North Front St.  
Elkin, NC 28621  
Tel: (336) 835-4894  
E-mail: jsherif@nwrl.org

### **ASST. ED. FOR SCHOOL LIBRARIES**

Diane Kester  
LTDI, School of Education  
East Carolina University  
102 Joyner East  
Greenville, NC 27858  
Tel: (252) 328-6621  
Fax: (252) 328-4368  
E-mail: kester@soe.ecu.edu

### **ASST. ED. FOR WEB PUBLISHING**

Terry W. Brandsma  
Information Technology Librarian  
Jackson Library  
UNC-Greensboro  
P.O. Box 26170  
Greensboro, NC 27402-6170  
Tel: (336) 256-1218  
Fax: (336) 334-5399  
E-mail: twbrands@uncg.edu



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# North Carolina Library Association

Use the application form below to enroll as a member of the North Carolina Library Association or to renew your membership. All memberships are for one year from the anniversary date of first payment.

Dues (see below) entitle you to membership in the Association *and* to one section or round table. For each additional section or round table, add \$5.00. Return this form with your check or money order, payable to North Carolina Library Association (see address below).

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  - Earning \$25,001 to \$35,000 ..... \$30
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- \_\_\_ Reference & Adult Services Section
- \_\_\_ Resources and Technical Services Section
- \_\_\_ New Members Round Table
- \_\_\_ NC Library Paraprofessional Association
- \_\_\_ Round Table for Ethnic Minority Concerns
- \_\_\_ Round Table on Special Collections
- \_\_\_ Round Table on the Status of Women in Librarianship
- \_\_\_ Technology & Trends Round Table

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North Carolina Library Association

NCLA Endowment

Affiliate Fund of the North Carolina Community Foundation

The North Carolina Library Association established the NCLA Endowment Fund with the North Carolina Community Foundation in 1999. The purpose of the Endowment is to support the NCLA Scholarship Fund for library school students, to provide funding for out-

standing speakers at the NCLA Biennial Conference, and to enhance continuing education of North Carolina librarians.

yes!

I want to contribute to the NCLA Endowment.

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2. Manuscripts should double-spaced (text and notes) and submitted on disc in Microsoft Word or Rich Text Format to Al Jones, Editor, *North Carolina Libraries*, at [jonesp@mail.ecu.edu](mailto:jonesp@mail.ecu.edu)
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