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The American Library Association's 111th Annual Conference was held June 25-July 2 in a setting of balmy weather, wonderful vistas up and down the hills and across the water, a seemingly endless array of interesting restaurants, and a low-key atmosphere that proves why San Francisco is one of ALA's favorite conference cities. Once again, ALA's arrival coincided with the annual Lesbian and Gay Pride Parade, whose route up Market Street threatened to cut conference goers off from Moscone Center. But librarians gamely dashed across between gaps in the exuberant procession, or joined in, as in the case of the ALA Gay and Lesbian Task Force.

Excitement of a less pleasant nature had hit ALA Headquarters a few weeks prior to conference, with the abrupt departure on May 12 of Linda Crismond as ALA executive director. The appointment just before the conference of the respected and ALA-experienced Peggy Sullivan as executive director for a two-year period helped keep the issue from consuming attention. ALA President Pat Schuman's presidential year's emphasis on the right to know and on achieving a high profile for librarians culminated in the media-savvy events of the Opening General Session and in the President's Program, an all-day conference within a conference on the right to know. With President-elect Marilyn Miller's determination to study ALA structure and the receipt of the report on the ALA election process, ALA seems to be once again striving to fine-tune the mechanism of such a large and inclusive organization and to meet the challenges of a swiftly changing society and profession. Our report on the events in San Francisco follows.

**THE BEST OF TIMES, THE WORST OF TIMES**

Following a mock funeral held to symbolize the passing of California's school libraries, at which mourners (consisting of librarians and dignitaries) stood beside a casket and exhorted, "Do not rest in peace," ALA President Patricia Schuman continued her condemnation of governmental priorities at the Opening General Session by ticking off each item on the association's list of the nation's "best and worst" library funding decisions. Addressing ALA's national drive for support, she reported that 306,465 people had called, written, or signed petitions to register support of America's libraries and asked attendees to continue their activism by informing legislators both of the value of funding libraries and of their role in a society's "Right to Know."

During the awards segment of the program, trustee, citations were presented to Norman Kelinson and Joseph W. Jones, Jr.; the Freedom to Read Foundation Roll of Honor to Elliott and Eleanor Goldstein and R. Kathleen Molz; and Honorary Membership to Joseph Becker.

Introduced by Schuman as "two of the foremost women in America today," author and feminist Gloria Steinern and U.S. Representative Patricia Schroeder (D-Colo.) demonstrated that "equality and equity are important aspects of the right to know." Steinern hoped that she would "invoke [librarians] to further revolution," reminding them that she was "entirely a product of libraries." And, she added, "I hope you're happy." She expressed gratitude to librarians for their fight against censorship, which allowed Ms. magazine to remain on libraries' shelves; for taking a stand on privatization; and for diversity in collection development, which allows people to "see themselves in life and aid in their self-esteem." Steinern reflected further on self-esteem, drawing parallels between the lack of self-esteem in women in general and that in the female-dominated library profession: "Librarians are not properly valued and are not valuing themselves." After urging librarians toward a "new radicalism" like that of the AIDS activists, Steinern concluded that we should view ourselves as members of the Secret Society of the Butterfly Wing because many believe that the flap of a wing in one place can affect the weather a great distance away. "Everything we do matters... get active and change the world's weather," she entreated.

Also calling for change was Schroeder, who after quipping, "I'm delighted to be here with the 'cultural elite,'" asked, "How can you be an 'education president' and cut back on libraries by 76 percent?" She also rebuked California legislators for ensuring that a child's best chance for having access to a library is in a correctional institution. Schroeder, author of *Champion of the Great American Family*, in lamenting the crisis in children's librarianship emphasized that "if you want to change the world you change the world of a child" and that the only way democracy will be successful is for there to be an informed population. She recommended that librarians look up our leaders' voting records as they relate to libraries and announce the "wake-up call" in America: the eighties, which she referred to as "an aberration," are over.

### **THE LIBRARY FORECAST**

At a program sponsored by the ALA Joint Committee of the Association for Library Collections and Technical Services (ALCTS) and the Association of American Publishers, forecaster Kim Long, consultant, The American Forecaster, tailored his findings on current economic and sociological trends to present an in-depth gaze into the crystal ball of American libraries' future. Long examined how the trends may influence library funding, censorship cases, library audiences, and types of materials. He sees an increase in private funding, especially with corporations donating personnel time and expertise in addition to grants; a stabilization in publishers' prices; and an increase in censorship of materials dealing with homosexuality, civil rights, and violence, with a decrease in those cases involving bias. He forecasts that there will be more children in the system due to the baby booms, a continuing of the crisis in school librarianship (with students using public libraries instead), a steadily increasing number of people with highly disposable income up to about the year 2005, more college-educated elderly who will use the library, and an explosion in the need for business information and business centers within the library. Finally, he envisions the growing popularity of books, especially small press and university press titles and fact books, and online services, multimedia, and multiple CD-ROM drives all becoming widespread phenomena; and he calculates that the audio connection to data services will be a giant trend in the home, with libraries playing a part in this.

Seeking to "capture the chain-reaction effect that the current economic times have on each group within the library marketplace and their relationships to one another," a panel of publishers, vendors, and librarians reacted to Long's findings and shared creative solutions for dealing with the recessionary crunch.

### **REFERENCE IN THE 21ST CENTURY**

Ken Dowlin, director of the San Francisco Public Library, in the program "Electronic Reference in the 21st Century: Innovation through People, Money, and Imagination," sponsored by the Machine-Assisted Reference Section of the Reference and Adult Services Division (RASD) of ALA, opened his discussion about staff development by challenging the audience: "What I'd like to do is set the landscape-you can find the solutions." According to Dowlin, there are three major challenges ahead for libraries to be effective as 2000 approaches: 1) the need to update facilities to keep up with new technology, 2) the need to focus resources because "we can't afford to buy everything for everybody anymore," and 3) the need to reach new segments of the community, where cultural tradition is a barrier and many groups "have no history of libraries."

Dowlin observed that major changes have taken place since the establishment of most large public libraries, such as changing technologies and growing concern for cost-effectiveness. He said that libraries will have to move from local to networked operation, from manual to automated systems, from concentrated storage to broad-based communications, and from print-based to multisensory resources.

In his view, reference librarians will need to shift roles as pointers and retrievers to become organizers and facilitators, and the approach to reference will have to shift such that the user's location would no longer be central to the process. And, as librarians implement a means for navigation through the mass of information, they will build a meta-catalog -- "authority control not just for the library, but for the city." The key, however, will be the people. New skills will be increasingly vital, including system design, retrieval skills, and training skills. "By the year 2000," says Dowlin, "every librarian [must] be a manager for us to succeed."

Next, Ronald Dow, assistant dean of libraries at Pennsylvania State University, discussed monetary prospects. "When we talk about library finance, seldom does the word save come up," he declared. Dow is convinced that traditional library operations will neither receive nor warrant significant financial resources, and, therefore, a new approach will be necessary.

Foremost among the kinds of funding sources toward which libraries must turn, Dow maintains, are the parent institutions, and they must strive to achieve two goals: to gain entitlement status and receive equitable funding-to statistically paint them-selves to look like other institutions receiving funds from higher sources. They will have to shift from being organizations that provide services to becoming service organizations. Also, libraries need to step back and determine if certain services are really needed at all.

Speaking about the advent of the virtual library, Ann Lipow, a training and management consultant, said that while we have the real possibility of achieving it, declining budgets are forcing us to redesign. Concerning the need for the reference librarian, Lipow was optimistic: "Will there always be a need for someone who is ten steps ahead of the user? I think, yes!"

## **BI IRREVERENCE**

Continuing the sentiments expressed in his controversial article "Immodest Proposals: User Instruction for Students Does Not Work" (Library Journal, October 15, 1990), Tom Eadie, director of libraries at the University of Calgary (Alberta) and a former user education librarian, entitled his keynote address for the ALA User Instruction for Information Literacy Committee "Beyond Immodesty."

After defining bibliographic instruction as instruction that is given to groups of users at a specific time in advance of need, Eadie diorized that a library's objectives can be accomplished more effectively with good signage; clear, printed guides to the reference collection's topical areas; and by conventional reference service. He deplored what he sees as a trend toward the diverting of funds from reference to BI programs. "A BI class doesn't transmit valuable information nor is there any indication that the information can be retained," he declared. As to BI enhancing the librarian's claim to faculty status, Eadie stated simply, "Librarians are academic support staff; if you want faculty status, become a faculty member." He sees BI as "playing to a limited clientele.... If all that a user instruction program does is bring in an occasional scared freshman, it's not worth it.... [since without BI] the scared ones will follow the other students to the reference desk for help."

Reactor panelists in the program consisted of Michael Gorman, university librarian at the University of California, Fresno; Barbara Stripling, librarian at Fayetteville (Arkansas) High School; Fred Roecker, user instruction librarian at Ohio State University in Columbus; and Hannelore Rader, director of libraries, Cleveland State University.

Gorman, commenting that he used to feel that "no one would need help in the library if the library were a well-oiled machine," now believes that a library instruction program is "not a frivolity but a necessity" -- to help "an entire generation of students" who graduate high school not knowing how to use the library. He thinks "instruction and reference are not adversarial, but complementary," concluding that "a judicious mixture of library instruction, reference, and user-friendly systems" is the recipe for success.

Stripling spoke of her school library BI, which she characterized as "highly successful" and the teaching of a "process for browsing for information." She teaches the students about the kinds of information that are available --

the possibilities -- to enable them to learn what to ask at a reference desk. Her BI program does not include geographical tours; instead, students are given an assignment to look up information and are taught how to conduct different search strategies for different needs. "BI," she closed, "is nurturing needed by students for them to become information literate."

Sharing Eadie's criticisms of BI but not his conclusions or alternative approaches, Roecker outlined the steps taken in his library system to evaluate its user education program. The result was the establishment of the "Gateway to Information," a technological research process aid available at all libraries in his system and even when the library is closed. He feels the goal of user instruction in the future is to make information access easy to the majority and to work with reference to deal with the more difficult questions.

Rader advised forming focus groups of students, faculty, and librarians to learn creative ways for adopting to the changing needs and learning methods of the population, a population that includes senior citizens, the disabled, and ethnic peoples.

### **NREN FOR ALL**

This year's Association of Specialized and Cooperative Library Agencies (ASCLA) President's Program, co-sponsored by four additional ALA divisions (American Association of School Librarians, Library Administration and Management Association, Library and Information Technology Association, and PLA), played to a packed house-and no wonder: it was thematically entitled "NREN for All of Us: What the National Research and Education Network Can Mean to Local Library Service," something that many public, school, and academic librarians want to know.

Bruce Flanders, program chair, stated that many librarians are concerned that NREN is being developed to serve only research and higher education interests. Asking whether there should be a national infrastructure for its control and whether we are all paying for NREN through the 1991 High Performance Computing Act, Flanders declared, "Read my lips-you bet!"

Clifford Lynch, University of California, said that while the assumption of many people is that NREN will grow out of the Internet, he feels that it would be appropriate for the telephone company to play a much more major role in NREN's development than it has thus far opted to play. And, speaking about the debate over the priority of academic and research needs versus those of the grades K-12 school community, Lynch acknowledged the need for balance, questioned the kinds of resource sharing that would need to take place, and mentioned some of the challenges -- e.g., copyright considerations and cost issues-as well as opportunities, such as the possibility of providing education-rich programs through the online use of interactive multimedia.

Next, Douglas Van Houweling, University of Michigan, spoke about the role of the National Science Foundation's NSFNET, which he said is NREN's foundation, by posing questions reflecting controversy over policy, including issues of access, governmental and/or corporate control, and funding. Van Houweling declared that "the notion that federal research labs and academic institutions should cooperate is ludicrous," and he also noted that the idea of including every type and size of library would "put an enormous strain" on the program-the "communication infrastructure" would have to be greatly enhanced to include them.

Talking about some of the inequities inherent in the Internet that need to be dealt with as NREN develops, Apple Computer's Steve Cisler compared the Internet to a cruise ship, one whose first-class passengers can transfer online data at rates of up to forty-five megabytes per second while most people, the steerage class, are lucky if they can do so at about nineteen thousand bits per second. Indeed, he pointed out, not everyone even has telephone service (7 percent do not), much less a computer and modem. Most progress in extending networks, said Cisler, will be made at the state rather than national level. Concerning the nature of the information to which NREN could provide access, Cisler described his company's participation in such multimedia projects as Project Chapman-a cooperative effort with the Smithsonian Institution-and another building a "virtual museum."

After nearly three hours, David Hughes (managing partner of Old Colorado City Communications), introduced as a "hacker poet," took center stage, and judging from audience reaction, it had been worth the wait! He took issue with those who would consign NREN to providing narrower service: "I think that ubiquitous access is research and education!" he proclaimed. Hughes, ever the advocate of political activism, shouted, "We're [all] going to be meeting

out there in electronic space, and then of George [Bush] is really going to worry.... We've gotta have a modem march on Washington!"

### **BABY BELL BATTLE**

The Committee on Legislation gave prominence to its concerns on telecommunications and information infrastructure policy by turning its usual information update into a forum that allowed "major industry stakeholders" to present their side of the picture; the COL Ad Hoc Subcommittee on Telecommunications, created at the Midwinter Meeting in San Antonio to come up with recommendations for ALA policy on these issues, also held an open hearing to gather points of view from members and units of ALA.

COL Chair E. J. Josey introduced the coming "high-stakes battle in the marketplace" for electronic communications as an issue whose outcome has "major ramifications for public library services." The arena is the courts and Congress right now, as the contending parties try to gain or restrict the right to provide electronic information services directly to the home. Steve Coulter of Pacific Bell, representing a regional Bell operating company (RBOC), declared the issue to be an "RBOC freedom debate," allowing RBOCs to provide not only communications lines but information services as well. He downplayed fears of unfair competition if the owners of the wires also provide information and instead stressed the RBOC tradition of serving everyone equitably, suggesting that the RBOCs' "value of social services" matches that of libraries.

Roger Oglesby of the Times-Mirror Company, speaking as a newspaper representative, said that traditional information providers only want a level playing field and fear that RBOCs might give preferential delivery treatment to their own products and might subsidize their information products from other services and thus price unfairly. Oglesby does not see this as a First Amendment issue but believes that his group is only asking Congress to provide a legitimate limitation on business activities -- "antitrust safeguards."

Don Vial of the Alliance for Public Technology, trying to make sense out of the competing arguments, admitted that "there are no easy solutions to this problem." His interest is in how to reach the "bottom half" of the market. He believes that the result of leaving electronic information delivery solely to market forces is that "many people will never be able to participate" in the information society, something that "will surely do this country in." Vial wants the best of both worlds: for market forces to drive the adaptation of technology and for proactive regulation to reach the bottom half of the market.

Evelyn Pine of the Computer Professionals for Social Responsibility, declaring that "librarians and nerds have a lot in common," noted the high monetary stakes riding on how this will be decided but hoped that the public interest wouldn't be forgotten. She suggested using libraries as "the primary model for the dissemination of information in the electronic environment" and urged furthering the debate because she fears that "this issue will be decided before" most Americans ever realize what their stake is.

Many of the speakers at the open hearing expressed concern that the traditional purpose of libraries in providing access to information, particularly for those who cannot afford to pay, be retained in the electronic environment.

Elaine Albright, subcommittee chair, announced that the subcommittee was hoping to have a fall meeting with other library associations to determine general principles to guide position statements on specific legislation.

### **BETRAYING OUR TRADITION**

The lack of status in librarianship, according to Roma Harris, associate professor at the University of Western Ontario School of Library and Information Science, is due to the fact that the profession is dominated by women and that the work women do is not valued. Harris electrified attendees at the Committee on the Status of Women in Librarianship program with a summary of her forthcoming book from Ablex, *Librarianship: The Erosion of a Woman's Profession*.

Harris compared librarianship to other female-dominated, "semi- or near-professions" such as nursing and social work, noting in all three the obsession with status and the administrative control by men. She examined several of the results of being status-less, namely focusing the blame inward rather than outward ("There is extensive literature of self-blame") and the "theme of escape": wanting to abandon the title of librarian for that of information specialist, information consultant, information broker, etc.

A job becomes gender typed, which in turn affects our perception of what skills are needed to perform it. "Because women aren't valued in our society," Harris continued, "so, too, their work is not valued." The Hayes model of job evaluation, in weighing the technical, managerial, and human relations components of positions, rates the technical seven times more important and the managerial five times more important than the human relations element. This belief that science is the answer to our problems affects the way in which service is delivered in the profession, elevating automation systems as the way out for librarians to avoid doing "women's work" and "lessening the possibilities for relational work with patrons." And, she believes, we are witnessing the aftermath today: the loss of the service component and privatization is creating a world of information haves and have nots. "If we adopt the male value of professionalism," Harris warned, "we'll betray our own tradition.... Ironically, the changes taking place in the profession in the name of professionalism may eventually result in its demise."

In closing, she recommended a recommitment to service, an advocacy for the right to information, and activism for equitable salary.

Reactor Mary K. Chelton, Montgomery County (Maryland) Public Libraries, showed support for Harris's comments with a simple "Ditto" and observed that female children's librarians are doubly without status. She sees as ingrained problems the male control of union administration and ALA ("an administrative playground") as representative of and employer of librarians.

Suzanne Hildenbrand, SUNY-Buffalo School of Library and Information Studies, criticized Harris's conclusions, stating, "Women are in this profession because men have fled it" and maintaining that whatever professionalism exists has come from women. She claimed that even when the number of males employed in a profession outweighs that of females, there is a negative stereotype about occupations that deal with books, with culture, and asserted that it is counterproductive to imply that these problems exist because librarians are mostly women. There are other semi-professions, such as forestry and optometry, Hildenbrand pointed out, and these are dominated by men.

Hildenbrand also found fault with Harris's "essentialism": "I don't know what women's work or men's work is, or what women's values or men's values are.... There is enormous variety." She is troubled by all of the literature on image and professionalization and wants to see more on salary, staffing, and working conditions.

The program concluded with an Indian librarian wondering if the status of librarianship was particular to the U.S., with its anti-intellectual atmosphere. "In India," she observed, "librarianship is a respected profession."

## **LIBRARY PATRON BEHAVIOR GUIDELINES, ROUND TWO**

At the second Intellectual Freedom Committee-sponsored open hearing on proposed guidelines regarding patron behavior and library usage (the first was held at the Midwinter Meeting), Judge H. Lee Sarokin, judge of the U.S. District Court for the District of New Jersey, stated his case for handing down the initial trial court decision in the *Kramer v. Morristown* case, which involved the constitutionality of a library's regulations being challenged by a homeless man.

Stating, "I'm not the ogre that the press has portrayed," Sarokin read from his opinion in the case, noting that he did not rule on Kreimer's behavior but on Morristown's regulations, which he found to be "vague" -- "The requirement of clarity is fundamental to a government of laws; [however] holding that a regulation is vague is not the equivalent of condoning the behavior that it was designed to control."

Although the U.S. Court of Appeals agreed with Sarokin that the First Amendment was implicated because of a citizen's right to information, it reversed his ruling because it did not find the library regulations to be vague. According to Sarokin, this was the only difference between the two decisions. He questioned the library regulation that said patrons not engaged in reading or using materials can be asked to leave the library. "Are you satisfied that you will know when this should occur" and will be acting within your legal rights? Remarking that he did not envy their task, Sarokin cautioned librarians to make sure both that their guidelines are clear and that any action taken is warranted: "A balancing of interests and compassion of the highest order is necessary if librarians are to act legally."

Following Sarokin, a series of speakers commented on the case and testified on the task force's latest guidelines, revised following the Midwinter Meeting's hearing and the court of appeals reversal. Some of their recommendations were: advise libraries to post written rules and policies, be certain the guidelines are nondiscriminatory, allow patrons

to take part in developing their guidelines, rely on existing local legislation, make guidelines specific, and coordinate efforts with other community agencies.

Jane Crocker, president of the New Jersey Library Association, charged the Freedom to Read Foundation (FTRF) and the Intellectual Freedom Committee (IFC) with having "their own clouded agendas" and wondered why a representative from the court of appeals had not been invited and only Sarokin's opinion was presented. Rachel MacLachlan, director of security for San Francisco Public Library, stated, "Some of the intellectual freedom people are out of touch with front-line work, and some librarians are burned out with this work," and cited the need for cooperation. Gordon Conable, vice-president of the FTRF, after justifying the foundation's filing of an amicus curiae brief in support of neither party in the case because the Morristown brief denied that there was a constitutional right to information, contemplated the future with optimism: "we'll look beyond divisiveness to realize we have a new tool... to protect our libraries and the rights of the people we serve--all of the people we serve." Arthur Curley, chair of the IFC, called on librarians to help finalize the guidelines and cautioned against overreacting and thereby sending the wrong message to the community: "Remember our mission: we must be an institution that is welcoming."

The concern over the implications of the Kreimer case surfaced again the next day at a meeting on serving the homeless sponsored by the National Librarians Association. Ramiro Salazar of the El Paso (Tex.) Public Library believes that libraries must serve the homeless but not to the point that library services in general are disrupted. He advocates the use of sensitivity as well as enforceable rules. Rachel MacLachlan also spoke at this program, warning against confusing service to the homeless with problem patrons; librarians have to "stop talking about disruptive behavior and homeless in the same breath," she said. MacLachlan prefers the term "disruptive patron," noting that some of these are homeless and some are not. She believes that Richard Kreimer was able to take advantage of this confusion. Urging the creation of programs for the homeless, MacLachlan said, "Our obligation to serve all groups of people is very clear." She stressed the importance of having written policies and rules, enforcing them even-handedly, training the staff in applying the rules, and educating them about the homeless.

#### **INTERLIBRARY LOAN: BOOM OR BUST?**

At the ASCLA program on interlibrary loan, Keith Fiels, Northwest Regional Library Cooperative, New Jersey, remarked, "For the record, we did invite Tom Ballard to speak," but Ballard, a tireless opponent of ILL, had responded that he was using his travel money to buy books.

Speaker Pat Molholt began by typifying ILL as stepping in when "nothing but the very most obscure will do." She listed some assumptions she has about ILL, among them that libraries are "losing the distinction between what we own and what we access"; libraries are "shifting delivery choice to the individual" and putting "in the users' hands the power of the librarian"; and ILL helps resolve the conflict between resource sharing and the responsibility to the primary clientele -- "we can have our cake and eat it too." She sees a future where ILL responsibilities will be merged and centralized, with fewer libraries being able to afford full ILL departments, but urged that the principle of fair access and serving those who can't afford to pay be kept in sight.

Kate Nevins of OCLC, basing her remarks on statistics gathered from the OCLC ILL subsystem, believes that ILL will continue to grow because of decreased budgets, use of CD-ROMs, and increased awareness among patrons. Stating that "we need to take actions now so that the boom won't bust us," she mentioned issues that have to be addressed: a need to find ways to increase productivity, a need to consider alternative document delivery, and problems of heavy suppliers.

David Brunell of the Bibliographic Center for Research addressed the impact of the Internet on ILL. Although the Internet "is not optimized for library use," especially ILL use, and will not be soon, he urged librarians to keep experimenting with it because its potential is so tremendous. Contrary to Molholt's opinion, he believes that ILL departments will grow, with the money perhaps coming out of materials budgets. Brunell foresees librarians becoming ILL "counselors" and the need to resolve questions on supporting remote patrons on a mass basis, instructing on using OPACs of other libraries, regulation of patron-generated ILL, and copyright issues.

John Berry of Library Journal took the patron's -- and skeptic's -- perspective by noting how few libraries are automated, what a small percentage of circulation ILL makes up, that libraries are increasingly charging ILL fees, and

the reality that most library patrons don't have access to a really good ILL service. He deplored using ILL as a way of avoiding hard acquisitions decisions; ILL, he said, does not relieve libraries of the responsibility to be better libraries.

### **ADJUSTING TO THE ADA**

Michael Gunde, Florida Bureau of Library Service for the Blind and Physically Handicapped, giving what he claimed was his thirty-ninth presentation on the Americans with Disabilities Act, declared that "the library profession will be working with the ADA for many years to come" because there is so much to be done-his own library still has twenty-two violations of the act. The first piece of advice in his "fool-proof six-step plan of action" is to acquire the Americans with Disabilities Technical Assistance Manual, which is available in many formats, including a loose-leaf version from the Equal Employment Opportunity Commission. Then "designate a library employee to coordinate your ADA activities," "evaluate your current programs and services, policies and facilities" to see what does and doesn't meet ADA requirements, "implement your needed changes," "provide training and information for all library staff," and "solicit feedback from library users with disabilities," since facilities "have a nasty habit of lapsing into inaccessibility," A reactor panel of three persons with disabilities included Winifred Downing, who outlined the basic services for the blind and visually impaired that she thinks libraries should offer, describing the strong commitment of the Phoenix Public Library in assisting the reading impaired. Ellen Lieber spoke about some disabilities that are often not considered: limited ability to stand, shortness of stature, and, of growing importance, "environmental disabilities" caused by sensitivity to chemicals in the environment. She also noted that "access is an ongoing process" that cannot be accomplished overnight and suggested that it might be the most cost-effective to hire a consultant, preferably one with disabilities, and not just rely on community volunteers. Bruce Oka, with the U.S. Office for Civil Rights, stressed that most of the things libraries need to do "are not going to cost any excessive amount of money." Both he and Gunde warned that the "undue burden" loophole in the law will not automatically be invoked if a library claims not to have the money since most library expenditures are discretionary. Oka urged librarians to think more about the spirit of the law than about the letter.

### **APPROACHING THE VIRTUAL LIBRARY**

Laura Isenstein, chair of the Public Library Association's Technology in Public Libraries Committee, opened a program about the virtual library by defining the concept: "information housed electronically and delivered without regard to place or time."

The program, cosponsored by the Technology and Access Committee of the Library and Information Technology Association, focused on current resources that approach the reality of it. Howard Rheingold, editor of the *Whole Earth Review*, for instance, described each electronic topical conference on The Well, an online service, as being like a room of people who are writing graffiti on the walls in response to one another-a linear-format conversation that could be joined by anyone. Using a similar metaphor, Lee Felstein described the Berkeley Community Memory Project as being basically like virtually limitless library shelves but with much less linear data addition and exchange-a data-rather than message-based series of small networks that permits its users to customize the order in which information is input or retrieved. Felstein also likened communications on the system to those of an agora, a vast marketplace where each individual can choose where, when, how, and with whom to "talk."

Other projects that were described during the program are: Pacific Bell's LiberNet, a prototype whose purpose, according to Jackie Siminitus, "is to expand the mind of the public as to what a library could be" by, for example, using a created roadway to demonstrate the relative distances between planets; the Lynx/Glendale (California) online public information system, which was initiated in January 1992 and is being developed to provide a communitywide network of kiosks where visitors will be able to access a wide variety of databases, bulletin boards, and multimedia presentations, all designed to bring library and community resources to the people, rather than their having to go to the library; and the "Singing Light" CD-ROM program of the Mendocino County (California) Library, a project that culminated in the creation of an interactive multimedia product concerning American Indians.

### **LIBRARY INSTRUCTION: THE NEXT FIFTEEN YEARS**

This year's ALA was, among other things, the Conference of the Science Fiction Writer, with two major programs featuring a total of four science fiction writers, a preconference on science fiction, and a mass autographing by



dozens of the genre's writers.

One of the programs was sponsored by the Library Instruction Round Table, which celebrated its fifteenth anniversary by calling upon the thoughts of science fiction author Robert Silverberg, who stated his confidence that "technology will provide ways of dealing with the inundation" of information, with librarians, as always, as the interface. Asking, "Do you want to be redefined?... Are you afraid of something?" he tried to reassure librarians that what they are dealing with now are not new problems, just old ones with "new glitter on them."

On the follow-up panel, Virginia Tiefel, Ohio State University, responded that librarians shouldn't have fears but see only challenges; perhaps if there is a fear it is that some other profession will take over what librarians should be doing. She described one solution, the Gateway to Information at OSU, an electronic guide to information for undergraduates. Robert Kieft of Haverford College advocated a more humanistic and even holistic approach in instructing students. He believes that librarians have mentoring-type responsibilities to students; that librarians help students to carry out the purpose of education, which is the "growth of souls and the finishing of spirits." He supports highly individualized, attentive work with students.

Jody Gehrig, the Nevada state library media consultant, described a technological solution in Nevada -- a state union catalog for schools-but also stressed the teaching nature of what librarians do and incorporating higher-level thinking skills and problem solving into library instruction.

Deanna Marcum, Catholic University of America, whose paper was read, gave a litany of the ways libraries and librarians' interactions with patrons have become more technologically oriented, with librarians becoming not allies of scholars and subject experts, but technicians. "Users must be made aware that human beings are the ultimate thinking machines," she said, and librarians must help users think through information problems and teach them to analyze what they retrieve.

Michael Pavel, a cognitive scientist at New York University, disagreed with Silverberg that technology will necessarily come up with ways to handle the information overload; he believes we are deficient in "retrieval and the process of discovering new connections." His solutions include a better understanding of how humans process information and developing systems to interact with library systems. "I think of librarians as the only serious people who work with knowledge," he said.

Silverberg added his rather traditional definition of the librarian as "custodian and focuser of knowledge." Trying to be reassuring, he stated that "you'll always be in the same place: running just behind the data" and that he feels that librarians are secure as long as they can stay one step ahead of their users: "High priests remain in demand as long as there is a religion."

### **SERVING PRISONERS**

For those who think service to prisoners is a small backwater of the profession, Vibeke Lehmann, Wisconsin Department of Corrections, chair of the ASCLA Library Services to Prisoners Forum, noted that the prison population today in the U.S. numbers over one million. Dan Suvak, Walsh College, presented more statistics in his presentation of the results of his study that tried to assess change in library service to prisoners over the past forty years. Among other conclusions he reached, "one thing really leaped out from the data": the enormous changes made in this service by LSCA, which he called the library community's "own piece of Great Society legislation." According to his study, budget per inmate, trained librarians per one thousand inmates, and volumes per inmate have all increased due to LSCA funding.

Consultant Rhea Rubin described the new National Prison Library Standards just released by the forum. Her discussion, as well as that from the audience, pointed up the political atmosphere in which prison librarians must operate, often without much support from their administration. Standards are viewed from their ability to be used as leverage in gaining resources.

Bonnie Crell of the California Youth Authority praised the dedication of prison librarians, who choose to work with "people to whom we can make a difference," noting that public libraries wring their hands over the unserved, but that is exactly who prison librarians reach. The present state of California finances means that Crell now has no materials budget for her service; she tries to get materials through other departments, such as vocational education, and

through grants, all part of the "guerrilla" librarianship she feels prison librarians must practice.

### **DEFINING INTERACTIVE MEDIA**

During the program "Interactive Media: What Is It? What Do You Do with It? Where Is It Going?" sponsored by the audiovisual committees of ALCTS and the Association of College and Research Libraries, Laurel Jizba of Michigan State University Libraries said that while the definition of multimedia once reflected the idea that independent components could constitute it, today the computer is key: "Multimedia is powerful user-driven software that combines graphics, sound, animation, motion pictures, video, and text on a computer-based system, allowing each user to experience the media in a different way."

Jizba said that for multimedia, hardware and software are very intertwined. Thanks to the Multimedia PC Council, there are minimum standards: a computer with enough memory (RAM), both hard and floppy disk drives, a sound board, a sound jack, enough ports, a keyboard and/or a mouse, and proper cables; either a videodisc player or a CDROM drive with caddy, if needed; and a video monitor.

Specific recommendations call for the use of a Windows-based 80386 or more powerful computer with at least 2 MB RAM, a 30 MB hard drive, and a VGA or Super VGA high-resolution color monitor. The videodisc player should support the CLV (Constant Linear Velocity) or CAV (Constant Angular Velocity) standard, the latter for interactive software titles.

Information about multimedia hardware and software, Jizba said, is obtainable from a number of sources, including company representatives; such reference works as *Software Reviews on File* and *CD-ROM Handbook*; and such magazines as *Byte*, *MPC World*, and *Mac World*.

Since interactive multimedia is simultaneously educational and funfilled, it is becoming a very popular way to introduce students to complex topics. "Multimedia creates a cultural revolution all its own," she declared.

Next, Ann Sandberg-Fox of the Library of Congress noted that a continuing basic problem for catalogers concerns which AACR2 rules to apply because it isn't always easy to determine which component of a multimedia product is predominant. For example, if a videodisc is the predominant element, rules found in chapter seven ("Motion Pictures and Videorecordings") would apply; if it's the software, those in chapter nine ("Machine-Readable Data Files") would be used; but, when no single element is predominant, Rule 1.10C within chapter one ("General Rules for Description") is applicable.

Sandberg-Fox described another problem: how to distinguish more advanced media from multimedia in the traditional sense. The Committee on Cataloging: Description and Access Task Force on Description of Interactive Media formulated what she calls an "evolving statement," defining "interactive multimedia" as "items with a mix of media... that can interact with each other and [have been] brought together in one time and place for the user." Furthermore, the task force reached some conclusions concerning determination of chief source. It was decided that a product's container and labels should generally be used, but in certain cases, other parts of the product could apply.

Finally, Michael Liebhold of Apple Computer addressed interactive multimedia's future. He observed that technology is evolving such that everything can be put on CD-ROM as "a new compound media," which can incorporate full-motion video, cinematic illustration, and dynamic computer animation in a nonlinear fashion, a television-like experience but one that is user changeable.

Liebhold mentioned that there are several groups working toward the creation of a common data format that would be independent from any given computer system. Among such groups, he said, is the Computer Systems Policy Project (CSPP). Issues include a role for librarians as content experts and navigators, fuller development of interconnectivity of networks, and the creation of a standard for high-definition television (HDTV) that would work well for all levels of users on a variety of platforms.

### **ADDED MATERIAL**

PHOTOS: JOSEPH COSTA. JR.

San Francisco boasts spectacular views, eclectic architecture, cultural diversity, and a spacious convention center. Then and now: Frances Neel Cheney, Louis Shores-Oryx Press Award recipient and thirty-year WLB "Current

Reference Books" columnist, and James Rettig, RASD incoming president and WLB "Current Reference Books" columnist, share a moment at the RASD awards ceremony and reception.

Notables at ALA: (left) Bruce Ennis, senior partner. Jenner and Block, and counsel to the Freedom to Read Foundation, brought his First Amendment expertise to bear in his explanation of the often misunderstood "public forum principle" as it applies to libraries, (below. left to right) Opening General Session speaker Patricia Schroeder (D-Colo); Congressman Major Owens being honored as a Library Hero by ALA President Patricia Schuman: and children's author Tomie de Paola and Jane Winslow. executive director of the Friends of San Francisco Public Library, at the FOLUSA luncheon.

Book signing at exhibits: (from left, clock-wise): Lloud Alexander (Dutton), Phyllis Reynolds Naylor (Atheneum), Avi (Orchard Books), Peter Spier (Doubleday), and Faith Riggold (Crown)

### **CONFERENCE SUMMARY**

Organization: American Library Association

Occasion: 111th Annual Conference

Dates: June 25-July 2, 1992

Place: San Francisco

Theme: Your Right to Know: Librarians Make It Happen

Membership: 52,893 (as of Aug. 31, 1991)

Most debated issue: AI A itself: proposed self-study. the election process

### **1992 ALA AWARDS**

ACRL Academic or Research Librarian of the Year Award -- Carla Stottle; Atkinson Memorial Award -- Miriam Drake; Baber Research Grant -- Christine Koontz and F. William Summers; Beta Phi Mu Campbell Citation -- Eunice Lovejoy; Clift Majchrzak and Paul Environmental Issues; Melril Dewey Medaliam Dudley Bibliographic Instruction Librarian of the Year Award -- Betsy Baker; Margaret A. Edwards Award -- Lois Duncan; Equality Award -- Susan Searing; Giles Minority Scholarships -- Romelia Salinas and April Hatcher; Grolier Foundation Award -- Effie Lee Morris; Immroth Memorial Award for Intellectual Freedom -- Dorothea Hunter; Lippincott Award -- John N. Berry III; Margaret Mann Citation -- Elaine Svenonius; Allie Beth Martin Award -- Helen Mae Mullen; Margaret E. Monroe Library Adult Services Award -- Rhea Joyce Rubin; Mudge Citation -- Gail Memorial Award -- Libraries, Erotica, and Pornography; Olofson Memorial Award -- Katherine McKenzie; Putnam Honor Award -- Louise Robhins; Shera Awards for Research -- Charles (Tony) Shwartz, Mat Niles Maack, and Joanne Passet; Louis Shores-Oryx Press Award -- Frances Neel Cheney; H. W. Wilson Library Periodical Award -- North Carolina Libraries; H. W. Wilson Library Staff Development Grant -- City University of New York, Central Office; Justin Winsor Prize -- Joanne Passet; World Book-ALA Goal Awards -- Washington and Idaho chapters

### **FANNING THE SF FLAMES**

"Science Fiction Reader's Advisory Services" was the title of a two-day (June 16-27, 1992) ALA preconference sponsored by the Public Library Association with support from Bantam Spectra and Ballantine Del Rey. Coordinator Sandra S. Nelson, Tennessee deputy state librarian, was assisted by Janet Kagan, science fiction writer, and David Hartwell, consulting editor for Tor.

On the first day, Hartwell opened with an overview of the field and named the essential reference acquisitions and core backlist to make a library SF-literate. He was followed by Betsy Mitchell, associate publisher for Bantam Spectra, who delivered Spectra, who delivered "A Short Course on the Reality of Publishing." Author Frederik Pohl explored political science fiction, calling the genre "the literature of change." A panel on short fiction made the point that this form is alive and well in science fiction but has nearly died off in all other areas of publishing. To wind up a very full day, writer Pat Murphy used some strikingly original techniques to involve the audience in the question "What Is Science Fiction?"

On the second day author Janet Kagan girst discussed what material librarians might use in nurturing beginning science fiction writers and the turned to the subject of "Woman's Work: SF and Gender Relations." Noted author Anne McCaffrey spoke "From the Dragon's Teeth," explaining the origins and anatomy of her own Dragonriders of

Pern as well as the many other dragon stories that she has been researching for a new nonfiction book on the mythological creatures. Fantasist Stephen F Donaldson perceptively explored "The Difference between Science Fiction and Fantasy" with some striking theories: the worlds of fantasy, he believes, are projections of the characters' internal conflicts, while in science fiction the opposite is true. He was followed by Locus Editor Charles N. Brown, who brought his vast knowledge to bear on the subject of "Small Press and Specialty Publishing." In the most provocative talk of the preponderance, cyberpunk author Bruce Sterling painted an ominous picture of the extent and power of the hacker underground. A panel of "Deep, Dark Secrets" his the appropriate note of humor and insider gossip to wind up an extremely valuable two days of focus on the reading interests of what may be the most literate segment of library patronage.

Patty Campbell

#### **ALA QUOTATIONS**

"We deliver more bang for the buck than any other public service."

Regina Minudri

"We can't afford to buy everything for everybody anymore."

Ken Dowlin

"Loyalty oaths increase the number of liars."

Noel Peattie

"Someone once said what the library is to college is what the soul is to the body."

Pat Schuman

"You are the last refuge of those who don't have terminals and modems of their own."

Gloria Steinern

"Frankly, now many of our libraries are scary places to come."

Rachel MacLachlan

"Access features are not 'special' -- they provide comfort for everyone."

Ellen Lieber

"You're not Marian the librarian; you're the lions outside New York Public Library."

Pat Schroetter

"We are creating a format-based hierarchy of access to information."

Fran McDonald

"We're not in librarianship anymore; we're a part, and only a part, of the information industry."

Darlene Weingand

"We're running away from those things that make our field unique."

Roma Harris

"Witches and demons should be able to get library cards too!"

Robert Hicks, Virginia Department of Criminal Justice Services

#### **SELECTED COUNCIL ACTIONS**

In the course of its three meetings, ALA Council:

\* Withdrew resolution CD#50, calling for the censure of the Executive Board for its conduct regarding former ALA Executive Director Linda Crismond and instead adopted a resolution of appreciation to Linda Crismond for "projecting a positive image of librarians to the profession, to her colleagues in association management, and to the public at large" and for her contributions to the profession (CD#51).

\* Instructed the Special Organizational Self-study Committee, chaired by F. William Summers, to "evaluate whether ALA is effectively managed and structured to accomplish its mission in light of concerns about management, growth and overlap" (CD#47.1).

\* Voted that the recommendation from the ALA Council Committee on Minority Concerns concerning "Library and Information Services to Asian American" people be incorporated in section 59 of the ALA Policy Manual (CD#29.1).

\* Agreed that the Standing Committee on Library Education would provide a revised statement on the Education for

Library and Information Studies in U.S. Universities to Council prior to the 1994 Midwinter Meeting (CD#14.2).

\* Passed and amended resolution concerning the Wilson Library Bulletin that commends former Editor Mary Jo Godwin for her personal and professional contribution, protests actions taken by H. W. Wilson Company President Leo Weins, and reaffirms ALA's commitment to the First Amendment (CD#56, amending Mem. Doc.#3).

\* Adopted a resolution to endorse the Universal Health Care Act (H.R. 1300 and S. 2320), which would "establish a system of single-payer, Canadian-style national health insurance" (CD#57).

\* Voted to substitute CD#58 with ALA Policy 18.1.2., which called on libraries "not to impose loyalty tests or oaths as a condition of employment."

\* Announced that Arthur Curley and Sharon Hogan are the Nomination Committee's nominees for ALA president 1994-95.

\* Approved resolutions concerning: the Library of Congress Fund Act of 1992 (S. 2748), reaffirming ALA's interest in working with LC on the act (CD#20.7); reauthorization of the Elementary and Secondary Education Act (CD#20.8), asking for targeted funds for library materials; contractor copyright and use royalties for the ERIC database (CD#20.9); ensuring public access to royalty charges for redissemination of government information (CD#20.11); proposed revision of Office of Management and Budget Circular A-130 (CD#20.12); and urging Congress to enact the GPO Gateway to Government Act (S. 2813), which would permit users to access via-computer networks databases containing federal information (CD#20.13)

\* Adopted a resolution protesting the deportation of Omar al-Safi, a librarian at Bir Zeit University, located in Israeli-occupied West Bank, and calling for either his release or a formal trial "with the public presentation of any evidence against him" (CD#59).

\* Adopted the Resolution on Israeli Censorship, calling on Israel to "end all censorship and human rights violation in the Occupied West Bank and Gaza, and in Israel itself" (CD#60).

\* Approved a resolution condemning the censorship or exclusion of gay and lesbian materials from libraries and urging the Oregon Library Association and all library associations and librarians to oppose the passage of the anti-gay state initiative in Oregon, censorship in the city of Springfield, Oregon, and "any similar initiatives in other local or state jurisdictions" (CD#61)

\* Elected Kathleen Balcom, Kay Ann Cassell, Joseph Boisse, and Margaret Kimmel to the 1992-93 Council Committee on Committee (CD#34) and Mary Somerville, William H. Roberts, Mary Lou Gregory, Carol Hildebrand, and Lynette Anderson to the 1992-93 Planning and Budget Assembly (CD#35).

\* Acclaimed Marilyn Miller's proposed "Billion Bucks for a Billion Books," which would establish a National Trust Fund for Books for school and public libraries (CD#62)

\* Defeated the recommendation emanating from a report from the Special Committee on the Election Process to institute a three-year trial period during which ALA elections and nominations would change such that the slate of nominees would be announced in the spring, a membership meeting at the Annual Conference that summer would include a forum for officer candidates, the mail-in vote would be conducted in the winter, and election results would be announced before the next Annual Conference; agreed that the Nominating Committee should be appointed eighteen months prior to a given election and should meet with its predecessor committee at the next Midwinter Meeting; affirmed the preparation of an election guide for candidates by the Office of the Executive Director; consented to affording each officer candidate a free full-page statement in the issue of American Libraries that immediately precedes the mailing of ballots, with oversight by the Nominating Committee; opposed providing on the membership renewal form a check box for a \$1 voluntary contribution toward an ALA campaign fund for candidates; rejected the continuation of officer candidates forums at Midwinter; rejected same-day, return-postage-paid ballot mailing; and urged the Nominating Committee to encourage greater member participation and not to encumber the nominating process with extensive documentation (CD#33).

### **EXECUTIVE BOARD ACTIONS**

The 1991-92 ALA Executive Board met three times, with all members present: President Patricia Schuman, Vice-president/President-elect Marilyn Miller, Past-president Richard Dougherty, Treasurer Carla Stoddle, Executive

Director Paggy Sullivan, and Board members Betty Blackman, Nancy Bolt, Dennis Day, Agnes Griffen, Sharon Hogan, Judith Sessions, Ann Symons, and Betty Turock. Among other actions, the Board:

- \* Appointed Dennis Day, whose Board tenure was ending, to fill the seat vacated by recently elected Treasurer Ann Symons until the 1993 Midwinter Meeting, when an election will be held to fill the vacancy through the 1993 Annual Conference.

- \* Confirmed the Board's previous "personnel action" related to former Executive Director Linda Crismond.

- \* Agreed to the Office for Library Outreach Services Advisory Committee's request to defer its report on implementing the Poor People's Library Services Policy until Midwinter 1993.

- \* Enlarged the Steering Committee for the Self-Study to twelve members, including a representative from the American Library Trustee Association

- \* Adopted a report from the Diversity Special Committee on recruiting and retaining a diverse workforce at ALA, with incorporation in Board manuals and personnel policy documents.

- \* Recommended that Council accept an ALA affiliation with the Art Libraries Society of North America.

- \* Established the Loleta Fyan Award as presented by the Awards Committee.

- \* Approved ALA's cosponsorship of the Third Annual Conference on Computers, Privacy, and Freedom, March 9-12, 1993, in San Francisco.

- \* Rescinded its charge to the International Relations Committee to investigate spousal rights practices of government agencies.

- \* Voted to ask management to develop sexually nondiscriminatory personnel and benefits policies and to refer them back to the Board at 1993 Midwinter.

The 1992-93 Board met on the final day of the conference. Present were President Marilyn Miller Vice-president/President-elect Hardy Franklin, Past-president Patricia Schuman, Treasurer Ann Symons, Executive Director Peggy Sullivan, and Board members Betty Blackman, Nancy Bolt, Cesar Caballero, Bruce Daniels, Dennis Day, Agnes Griffen, Judith Sessions, and Betty Turock. Among the actions of the new Board:

- \* Reappointed Bernard Margolis as Endowment Trustee for 1992-95.

- \* Approved the site and date of the AASL Seventh Conference as Indianapolis, November 9-13, 1994.

- \* Approved the following Committee on Program Evaluation and Support (COPES) Report items: FY 1993 preliminary budgetary ceilings of \$9,302,401 for divisions, \$385,683 for round tables, \$102,012 for the Plant Fund (including a fund balance of \$102,816 to retire the Historical Plant Fund deficit and \$345,041 to cover the Plant Fund net operating expenses), \$967,646 for Restructured Funds, and \$143,608 for the Endowment Fund and a 50 percent net interest transfer of \$25,000 to the General Fund from the Board-designated endowments; an \$18,000 transfer from the Association for Library Service to Children fund balance to its endowment; and a \$358,894 capital budget.

- \* Voted to ask management to develop a plan to strengthen ALA financial management, and present recommendations at the fall 1992 Board meeting.

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