Five years ago the Internet was a tool for scientists and techie geeks.

In 5 years 28 million people will be using electronic devices to read books.
“I have been genetically enabled to have spent a lifetime collecting metaphors ... and that’s what life is: a collection of metaphors ...”

“The Web is not a literary medium: it’s a decision-making tool ... Write lists instead of stories: a list is active; the user decides what to do next.”

“We have been lobbying with a narrow focus. Think of how we contribute to the community: we need to emphasize our contribution to the community; think broadly; don’t be left out.”

“If you are being criticized for the actions of people you supervise, you can take responsibility without an apology, instead of blaming the people you supervise for what happened ... If you do not believe the feedback, perhaps you need to do a reality check ... Even off-the-wall criticism can have a grain of truth.”

“Libraries are the cultural focus of the community; use that knowledge to get authors to come visit you.”

So, do you know who did the talking in all of these statements? They can give you but the smallest flavor of the richness and diversity of offerings at the WLA 2000 Conference. The conference committee, led by Susan Odencrantz, David Domkowski, Elliott Swanson, Lynn Redd, and Anne Heller, was terrific. Together with the volunteer efforts of Tacoma Public Library staff, the WLA Interest Groups, and a host of association volunteers, they pulled off a creative conference, full of provocative ideas.

There were some significant events. The University of Washington’s former library school, now the Information School, held its first-ever conference-hosted faculty meeting. We learned what new research is being done and how the school is changing to offer relevant instruction with more convenient schedules for all who wish to attend. Sarah Long, American Library Association President, spoke of her concerns for the development of e-books—that libraries aren’t part of the decision-making process. In response, some of us helped give her ideas, identify a contact in the publishing world, and find a way to get librarians on the relevant policy-making committees.

And finally, Ray Bradbury, 84 years old, in a wheelchair, came, promising only to speak for an hour. In a lovely old church, looking up at balconies spilling over with people, he transfixed a rapt audience for two hours. It was a surprisingly intimate setting; and when he told the story of being a young boy seeing Mr. Electrico at a visiting circus, and the man, with his hair standing on end, sought Bradbury out in the crowd, pointed his finger at him and said, “Live forever,” the audience shivered with the experience of that powerful moment. The next day as he said goodbye, he added, “Invite me back in two years.” He, too, was energized by the experience.

Another significant event was the business luncheon, at which the newly proposed intellectual freedom statement was presented for ratification. There was dissension. Some argued that the statement was watered down, not strong enough to give library supporters the teeth they need to support controversial materials. There was concern that this one-page document could not adequately replace the two older, longer IF documents. Just as the debate was heating up, the hotel had a fire drill; and we all had to leave the building. We stood out in the breezy weather, happy it wasn’t raining, and discussed the document and how to proceed. A bare quorum returned to the room, once filled to the brim with people. An amendment was offered and failed; the original motion to adopt the document, was voted upon and failed. It seemed anti-climactic after a year’s worth of work. Yet, out of the ashes, the phoenix appeared: Now there are more people willing to serve on a new task force to tackle this challenge. Many more people are aware of this activity and are showing interest. And many people got fired up, saying it was like the old days when the business meeting wasn’t pro forma; and real topics and controversial motions were discussed. In response to all this interest, there will be a larger task force, reporting to the president. There will be an hour-and-a half business meeting on Friday afternoon at the Spokane conference, solely dedicated to discussing the new document and getting it ratified, if possible. We have engagement, enthusiasm, and passion, which is what we really need to create the best possible statement. So, thank you, everyone, who attended or worked for the 2000 conference. It was unforgettable in many ways, and will inspire us in the year to come.

P.S.: The speakers were: Ray Bradbury, author; Mike Gordon, Microsoft; Sarah Long, ALA President; Pat Wagner, Pattern Research; Marcia Purcell, Random House.

Cindy Cunningham is Head of Catalog/Browse at Amazon.com. You can send her email through the WLA listserv, or at her address: cindy@amazon.com.
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Cover by Dawn Holladay.
The theme of the December 2000 issue will be “Education, Training, and Professionalism.” We hope this issue will address a number of questions. For example: What sort of education is appropriate for library advocates, trustees, public relations specialists, library technicians, and librarians? What kind of training enables us to grow in effectiveness? What are the implications of the shift from “library schools” to “information schools”? What role can certification play? And how does education and training relate to our role as library and information professionals? What meaning does the concept of professionalism, with its emphasis on expert knowledge, have in our current environment, anyway? 

The theme of the March 2001 issue will be “Outreach and Distance Learning.” We hope to present articles on outreach initiatives to daycare centers, homeschoolers, clinics, retirement homes, businesses, and community organizations, and articles about distance education programs of community college and university libraries.

As always, I hope to hear from you, the members of the vibrant library community of our state.

Coming Issues

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Carolyynne Myall is Head of Collection Services, Eastern Washington University Libraries.
R/Evolution, Postmodernism, and the Library

by Cameron A. Johnson

The R/Evolution 2000 conference mailer was definitely a departure. It was in dayglo green and black; the lettering changed in size and spacing, the message full of business and tech jargon. On one page the text seemed layered, with grayed-out text serving as a kind of background. Pictures with distorted perspective were centered in little blocks on each page. Baby Meagan in negative exposure looked like a poster child for a post-nuclear holocaust film.

The conference Webpage also was singular (“R/Evolution 2000 Web Page”). It had a quote about “televisual” writing from a book called Imagologies by Taylor and Saarinen (Taylor and Saarinen). Taylor turned out to be Dr. Mark C. Taylor, Professor of Humanities and the director of the Center for Technology in the Arts and Humanities at Williams College in Massachusetts. Taylor is a postmodern theorist, and Imagologies looked to have inspired the conference mailer.

So why would the conference organizers be serving up a plate of postmodernism to librarians?

Postmodernism is more than a buzz word. It is an emerging view of society that contends with the dominant view—called modernism—which considers itself based on humanism, rationality, progress, social betterment, books, and the traditional hierarchy of knowledge. Modernist beliefs are being challenged by a new ethos arising in the computer age. The “information society” and “postmodernism” are sometimes used interchangeably. Also related to postmodernism are theories like post-structuralism, post-industrialism, and post-humanism. Sociologist Steven Best calls our present time “the time of the posts” (Best and Kellner, p. 3).

At the keynote address at the conference Thursday night, Dr. William Mitchell, Dean of the Massachusetts Institute of Technology School of Architecture and Planning, described the postmodern city of the future. His address was actually the “lite” version of his vision of the future; read his book—E-topia—and you read of the triumph of international capital and the development of a mediated world where even your clothing has microprocessors sewn in. Through intelligent objects and wireless technology, people’s houses become in effect computers; and people live immersed in interconnected media networks. Dr. Mitchell dismisses issues like privacy as trivial, and touches economics hardly at all, even though access to information is certainly affected by economic factors. In Dr. Mitchell’s view, our choices as human beings are limited to technical alternatives. This reminds me of the slogan for the 1933 Chicago World’s Fair: “Science Finds—Industry Applies—Man Conforms.”

I asked Dr. Mitchell how citizens could have an effective voice when more companies are international and not subject to regulation by cities and countries. He replied that cities and countries could gain influence only by marketing themselves to international corporations. In E-topia, he states, “[S]ince capital can now migrate at far faster rates than people can, multinational capital can effectively use the threat of withdrawal from a community and so can more readily get the upper hand in its dealings with labor and with governments” (Mitchell, p. 109). This is strictly a technocrat’s view, and not far from the world painted by cyberpunk fiction.

In a 1995 article in Information Technology and Libraries, Paul F. Starrs and Lynn Huntsinger call cyberpunk science fiction—with its hip outlaw hackers, cybernetic implants, mirrorshades, impotent governments, multiracial heroes, business and tech jargon, gluttonous multinationals, gated communities, massive poverty, lawlessness, and franchise military forces—“the apotheosis of post-modernism” (Starrs and Huntsinger).

Knowledge is power in the cyberpunk world, and a few corporations control all wealth and resources. But there are seams in this world, inhabited by people like Neuromancer’s Case or Snow Crash’s Hiro Protagonist, who gain a measure of power and freedom through exercising deep technical knowledge of the chaotic, distributed structure of data in cyberspace (Gibson; Stephenson).

There is an image I like from another of Mark C. Taylor’s books, Hiding (Taylor). It is of “pomo” performance artist Stelarc, pierced and hanging from large fishhooks in order to “re-present the disappearance of the body in the ethereal data

(Continued on next page)
clouds that are rapidly spreading across the earth" (Taylor, p. 137). According to Stelarc, “Information gathering was once justified because it helped clarify reality. Information overload now creates a new mysticism because of its bewildering array of disconnected data. The body inhabits a hostile landscape of raw bits of undigested data. It is immersed in a deadly field of fluctuating, fleeting and fragmentary information” (Taylor, p. 135). Clearly, as librarians we are better off emulating Hiro Protagonist than Mr. Stelarc.

What they didn’t tell us in library school is that the information society has a side that is antagonistic to libraries with their catalogs and classification systems, hierarchies, and authorities. Postmodernism sees systems set up to codify knowledge as inherently futile and oppressive. Postmodernism rejects authority, because each person must create his or her own reality. Surfing the Web, with its treatment of all screens as equal, all authorities as equal, with hyperlink jumps between screens, is a pure expression of postmodernism.

Though its roots stretch back to Nietzsche, Kierkegaard, and Marx, postmodernism got its main impetus in post-1968 France as a response by intellectuals to the failure of the revolution in France to bring down DeGaulle’s government (Best and Kellner, p. 5). These disillusioned academicians took up where Nietzsche’s “death of God” left off, and slew all the big “isms” and “opolies” because they all involve authority and hierarchies that end up disenfranchising and oppressing people, including other cultures, women, and minorities. One of its most advertised characteristics is its tendency to dissolve boundaries—between human and machine, between nations, between disciplines, between cultures, and even between reality, virtual reality, and unreality. Some of its adherents have made extreme claims that have given postmodernism a zany patina—for example, Hans Moravec, Director of the Mobile Robot Laboratory of Carnegie Mellon University, claiming that consciousness is separate from the body and can be downloaded into a computer (Hayles, p. 1). Such claims have devalued the movement as a whole.

N. Katherine Hayles, English professor at the University of California, Los Angeles, gives an excellent history of the development of what she calls “posthumanism.” She describes how information theory and the related field of cybernetics began as a way to improve accuracy of naval guns, then evolved, crossed disciplinary boundaries, and prompted notions of global neural telecommunications systems, cyberspace, and humans with indefinite boundaries through which information continuously passes (Hayles). Hayles tells how the icons of information science we read about in library school—people like Norbert Wiener and Claude Shannon—began a revolution in thinking that contributed greatly to the postmodern revolution that has affected so many social science disciplines, including library science.

There have been only a handful of articles in library literature that attempt to reconcile postmodern theory with library practice. Two articles that appeared in Library Trends are notable. Gary P. Radford, associate professor in the Department of English, Communication, and Philosophy at Fairleigh Dickinson University in New Jersey, writes that library systems and authorities maintain order while denying access to information, making the library “an emotionless, cold, and mechanistic place” (Radford). Radford uses Umberto Eco’s novel The Name of the Rose—set in the library of a medieval abbey—to identify what he sees as the orientation of modernist librarians. “It is the librarian, and the librarian alone, who determines the truth of an individual text through his knowledge of where that text is located in the labyrinth … only the scientist/librarian can make appropriate inferences regarding the ‘truth’ or relevance of an event/book given their privileged knowledge of the underlying system of relationships/classifications.”

Radford writes that the glut of undifferentiated information provided by computerized networks has disrupted this orientation. “What is being ‘interpreted, filtered, and evaluated’ is not which specific text is required to meet a specific need … It is that which relates texts which becomes the information that is valuable rather than the specific information contained within a specific text.”

Radford then holds up postmodern theorist Michel Foucault’s essay La Bibliothèque Fantastique as a model for a new conception of library practice. “In the bibliothèque fantastique, there is no longer a canon to turn to and master. Everything is potentially valuable or worthless, depending on its position in the temporary contexts that are created in individual library searches … Using an information retrieval technology, such as World Wide Web Browsers or search engines … the search for a name or phrase or subject may produce a comic strip or advertising slogan as readily as a quotation from the Bible or Shakespeare. Every source has the same weight and credibility as every other … the search for knowledge is replaced by the idea of the construction of knowledge in the experience of the fantasies.”

Taylor E. Hubbard of The Evergreen State College reported developing a class in bibliographic instruction based on a “postmodern pedagogy” involving such things as demystifying the authority of reference works. The course uses discourse analysis and the sociology of knowledge to study “the how and why of its creations and uses as well as its expression and claims in presentation.” The course serves as an important model “aimed at creating in students a self-consciousness about their own and others’ role in the information creation process, while at the same time looking through the media to disciplinary matters beyond” (Hubbard).

Why try to reconcile postmodernism with library practice? —Because it is influential, and may contain some measure of truth. Popular culture reflects the influence of postmodernism. How often have you heard that kids can effectively “multitask,” that is watch TV, listen to music on headphones, and effectively do their homework at the same time? And how many times
have you heard that people now have shorter attention spans than in the past? These beliefs have become cliches. And such terms as “interface,” “download,” “downtime,” “bandwidth,” and “WYSIWYG” have left their computer origins and migrated into broader usage.

Sherry Turkle, professor of the sociology of science at MIT, has spent her career studying social changes derived from widespread computer usage. Turkle has noted many significant changes in the beliefs and attitudes of people belonging to Internet society. For example, people who play MUDs—a form of multiple user role playing game—come to treat their on- and off-screen lives “with a surprising degree of equality.” Turkle quotes a user as saying that he treats real life as “just one more window” (Turkle, p. 14).

Turkle has found that heavy Internet users tend also to readily blur the lines between humans and technology, are increasingly comfortable substituting simulated experience for real, and have a more organic, ecological view of people in relation to their environment.

Turkle also sees subversive possibilities of these changes in consciousness, in challenging the printed texts and grand narratives (those “isms” and “ologies”) they represent. Turkle quotes Richard A. Lanham’s argument that “…open-ended screen text subverts traditional fantasies of a master narrative, or definitive reading, by presenting the reader with possibilities for changing fonts, zooming in and out, and rearranging and replacing text.” The result is “a body of work active not passive, a canon not frozen in perfection but volatile with contending human motive” (Turkle, p. 18).

N. Katherine Hayles similarly sees a subversive, hopeful aspect to postmodernism. “Although some current versions of the posthuman point toward the anti-human and the apocalyptic, we can craft others that will be conducive to the long-range survival of humans and of other life-forms, biological and artificial, with whom we share the planet and ourselves” (Hayles, p. 291).

R/ Evolution conference programs addressed the challenges libraries face in the postmodern age.

At the “What’s New at the U” program, a fierce Mike Eisenberg with cowboy boots, clipped head, vandyke, and black-on-black garb looked ready to take a hunk out of any UW department that dared to steal the word “information” from Eisenberg’s “I-School.”

Seattle Public Library reference training coordinator Mary Ross’ presentation showed us the private sector competition: thousands of 89 an hour “Webwizards” and “knowledge management agents” that, for no fee, try to answer in real-time any question you can throw at them. A CEO of such a company proclaims his people the “librarians of cyberspace.”

Joe Janes of the newly renamed Information School at the University of Washington is doing research on “digital reference.” He said that librarians will have a hard time competing with commercial information firms. “We’ll lose on scale,” he said. “We can’t hire 10,000 searchers. We must win on quality, even if the society we live in doesn’t value it.”

Fortunately postmodern theory is prominent but not uncontested. University of Texas at El Paso sociologist Steven Best says that modernist and postmodernist views of society coexist and advance in parallel. “In the current conditions of crisis and ferment, the postmodern paradigm is only emergent and is strongly resisted by modernist orthodoxy, as well as being conflicted among competing tendencies …” (Best and Kellner, p. 19). “Moreover, the discourses that strive to describe this condition are also in conflict and at odds with each other, condemning us to unending theory and culture wars with no truce in sight” (Best and Kellner, p. 31).

As information and knowledge providers, libraries dwell in this contested terrain. Librarians must offer the quality alternative to Internet “Webwizards” and become technical adepts like the rebel heroes of cyberpunk (hopefully without those ghastly mirrorshades). Of course we then risk a visit from Snow Crash’s Uncle Enzo, CEO of La Cosa Nostra Pizza, Inc. Not good, but the truth is, we can make better pizza.

What we can’t do is lose our souls by selling out to the market dictum that says only those who pay get served.

But if our postmodern social experts are right, times and people are changing. We cannot compete with the irrationality that postmodernism prizes, but we can take a lesson from its critical impulse. What authorities do we librarians uncritically accept, in library resources, in library social structure, in library practice, and in our attitudes toward our patrons and our jobs? To some, librarians have the reputation of being among the most conservative occupational groups. Working to compensate for our collective biases would put us in the spirit of the times; and it might make libraries better, more relevant institutions in the “time of the posts.”

References

Cameron A. Johnson is a reference librarian at Everett Public Library.
Cindy Cunningham: Part of the R/Evolution

by Laura McCarty

WLA President Cindy Cunningham is unusual in a number of ways. She’s a skilled communicator, vigorous, direct. She has made some bold and well-timed moves in her fourteen-year career, and gained exposure to a range of library environments. These days, she is an experienced librarian who works for a commercial organization in the private sector, and no one can call the place where she works the “library.” She both preaches and lives career alternatives for librarians (see her 1998 article, “Career Alternatives: How to Expand Your Library Skills,” in PNLA Quarterly online).

The annual conference seemed a good time to meet up with her, and she consented to give Alki thirty minutes. In the end, she gave ninety and allowed us to audiotape the interview, which took place shortly after the annual business meeting on Friday afternoon. Here are some excerpts.

Laura McCarty for Alki: How do you feel about what happened during the WLA business meeting, in particular that the revised WLA intellectual freedom statement was not ratified by the membership?

Cindy Cunningham: Actually, I’m very happy with what happened in the business meeting. There were more than three hundred people in that room. That’s the largest audience we’ve ever had for this. If the association had been able to pass the statement, I wouldn’t have been convinced that anyone had read it or really cared about it. I actually want to believe that the more we talk about it, the more we really can come to some consensus. And I like the fact that people got impassioned about it and that it wasn’t easy to resolve, because what I really do want is to have buy-in to the process.

But, if we don’t acknowledge the community’s need to have some say into what their decency standards are, legislators are going to tell us what those standards are: and I don’t think that’s the way to go either. The document we had in front of people really has served some purpose and should be preserved as a statement of principle, as an “access to information” statement, accompanying something else perhaps. But as William Mitchell [of the Massachusetts Institute of Technology, and WLA’s banquet speaker] said, synchronous communication, in person, real-time, is the best way to understand anything.

LM: What does that say about the value of conferences?

CC: One of the things that’s frustrating is that we are really small. We’re about on the level of Nebraska in terms of income and budget and the leveraging power we have. Yes, we’re growing. But you talk about states like Texas or Michigan or Iowa (which is a small state but with thousands of libraries in it), or Illinois or Massachusetts or California, they have a ton of libraries, so their effectiveness and visibility is far greater.

LM: Now, you went to Amazon in January of 1998, and several years earlier you had been elected to the executive board of WLA, first as PNLA Representative and then President-

(Continued on next page)
Elect in 1997. You are also an interest group co-chair. Did you have any second thoughts about continuing in your leadership positions in the library association once you went to Amazon?

CC: No. In fact, that was one of the conditions of employment. And it actually allowed me to take the job at Amazon, because I knew I still would have a really serious stake in libraries, and a really strong connection, and that I would still be perceived as a librarian.

After hearing Mike Eisenberg talk about why he changed the name of the Graduate School of Library and Information Science at UW to the Information School at UW, and having just tried to put forth a document that says libraries are sensitive to their communities, I’m fully aware of the political tradeoff, and I’m comfortable living in that ambiguity. So is Mike, because he knows what he really wants to accomplish is greater. He wants to preserve the library degree and own the information field. So I think he’s doing the right thing. But I was sad at first when I heard about it. I don’t want us to step back from the name “library” and “librarian” because I think we’re starting to see people appreciate what that means. We’re changing people’s definition of it, and I don’t want to disown it. But I don’t think Mike is doing that. I think he is walking a very fine line that he needs to walk.

LM: What do you do in a day-to-day way at Amazon that uses your library perspective?

CC: The skills that Amazon sees that librarians have are that we understand information and data, that we understand there’s a way of describing something, and that there’s a good way and a bad way. They like the idea that we’re sensitive to classification and the importance of subject headings for search and retrieval. They like it that there is such a community around information, with OCLC, with the cooperatives—there’s so much history about how things have been done—that we’re tapping into a larger universe. An experienced librarian, not a brand new one out of school, but an experienced one who’s been exposed to the community, can really bring this larger picture to bear and put things in perspective.

When Amazon decided to recruit me, they were very aggressive about it. I think they recognized that I was willing to consider them, but [the fact] that I was a librarian was what really caught their eye. And I hadn’t been in institutional life so long that I was untrainable in a more fast-paced, unsafe kind of environment. They knew they needed that library skill set, but they needed it in a person that they thought could fit into their culture.

LM: What did you think about the conference announcement that was mailed out to WLA members?

CC: I thought this was wonderful because it was so in-your-face. Whether we want to admit this or not, this is sort of what other people are thinking is happening to our profession and what we are secretly worried about.

LM: What we’re dealing with here are images and metaphors. Mike Eisenberg also mentioned this during the business meeting, that what is at stake is the image of the profession. How about this one: “Obsolete, can’t compete.” For librarians, what is the truth in this?

CC: Since coming to work at Amazon, I’ve interviewed a lot of people. I hired seventy people last year. And I was really committed to hiring librarians because I knew how good they were, and I knew what they could bring. I interviewed a lot of colleagues and people who had been in the field for a while as well as new students right out of school. I was dismayed to see that people who had been librarians for a while were not able to understand the environment that they were going into, not adeptly. They were thinking of whether this was going to be comfortable enough for them, instead of really marketing themselves or trying to explore what the opportunity was.

We say we don’t want to market. We say that the message is passionate and we need to believe in it, like this “freedom to read” statement. Well, half the world doesn’t believe in that statement. We need to get them to understand it, but we need to meet people halfway, acknowledging what their fears or their reservations might be and then telling them why it will be okay, instead of just saying, “This is what I believe, take it or leave it,” because that doesn’t help anyone.

There are times when I am struck by how sort of parochial and provincial we are as a profession. We are not fully aware of what motivates the rest of the world. I do a lot of public speaking these days, and I realize that what I really want to tell librarians is, “You’re doing all the right things, you care about all the right things, but nobody cares about these things as much as you do. You need to be a player, you need to be in all the right places.” So I don’t know that we’re obsolete so much as we’re self-righteous. And that’s not helping us.

LM: I would like to talk about vendors of technical solutions that are used in libraries. It is my impression that with many of the technical implements being sold to libraries, in their development, there has been inadequate or perhaps untimely feedback from librarians, especially front-line. Is this an opportunity we’re missing?

CC: Yes. Even before I moved over into a commercial environment, I always had close relationships with vendors. A stereotypic attitude common among librarians is they don’t
feel comfortable being too chummy with vendors. They don’t want to appear to have any particular affiliations with any sort of market interests.

The vendors who are selling to a library market are as invested in the library community as librarians are. They work in the community, they sell to the community, they want to partner. Every year they pay $400 for a booth, and then give another thousand for whatever else we need. We have had some really consistent partners in this state, and those same companies are partners with lots of state associations.

And there’s no reason for us to be afraid of working more closely with them, of even going to work for them for awhile, to really bring our expertise to the table. I mean, we would have much better OPACs if more librarians were involved in the development of them.

**LM:** What specific opportunities do you see for this kind of tighter working together between vendors and librarians?

**CC:** I think there’s an opportunity within a not-for-profit organization like OCLC to really try and get them to pay attention to their users. And I think the big companies like EBSCO, Gale, and UMI—companies that are trying to sell to libraries and create online databases, for example—would love it if we were to call them up and say, “Have you ever considered focus groups around Washington state? We know you didn’t get the statewide database license contract, and here’s why. These are the five things you didn’t like. Can we work with you?” I think we just haven’t been bold enough to do that. I think we need to be really creative, and I think the vendors would like to hear from us.

**LM:** You said earlier that we need to understand how to market our principles, that our passionate belief in them is not enough. What do you think is at stake if we fail to heed this?

**CC:** You see, there’s huge stuff at stake. On a personal level for all of us, one of the stakes is that we continue to be seen as experts; [another is] to add what we know is non-biased (as much as is possible for any person) understanding of how to search for information.

But we’re going to lose ground (for example, with electronic books) if we can’t figure out how to get to the table and talk about why public libraries need to have special copyright—fair use—rules, so that a lot of people have access.

Dick Brass, the VP of Microsoft in charge of e-books, and I were on a panel together a couple of weeks ago. He kept saying, “The price of e-books is going down. It’s going to be so cheap, everyone is going to own it.” I said, “Well, what’s cheap, Dick?” He said, “Ninety-nine bucks.” And I thought, “Ninety-nine bucks?? Let us tell you about the people we help in these libraries. They’re not computer literate, one. Two, we’re not sure some of them are literate, period. And ninety-nine dollars for a device to read books, that’s not cheap.”

We need to understand what we bring to the table, because what we bring to the table is a market that other people want to be part of, and we need to understand that better.

So that’s what’s at stake—our own profession, and the role we play, and the role we love to play, the kind of constituents that we protect, and the principles that we protect that no one else out there cares about.

**LM:** How can the library community cultivate the attitudes that help get us to the table?

**CC:** One of the things I feel most strongly about is mentoring, which is why I’ve had fieldwork students at every workplace I’ve ever had. The importance of this profession is that we’re modeling for people how they can take control over their own lives, in terms of understanding how information is going to change the decisions they make. That means you have to model someone who is not afraid to speak out or to be extremely direct because you have a very short period of time to create some intimacy with that person, to reach them. And so that means you have to be bold and take risks.

Laura McCarty is a recent graduate of the University of Washington School of Library and Information Science.

**WALE 2000 Conference Will Span Horizons**

Join members of the Washington Association of Library Employees at their 2000 Conference, “Spanning Horizons”! The conference will be held at the Shilo Inn in sun-filled Richland, on October 5-7, and will feature programs, activities, and fun.

The WALE Speakers Committee has selected programs intended to appeal to a wide spectrum of members; and there will be many opportunities to network with other attendees. For more information, contact Lisa Adams, WALE Chair, Richland Public Library, 955 Northgate Dr., Richland 99252; phone (509) 942-7458; email: Lisaa@richland.lib.wa.us.
At this year’s WLA conference, I was pleased to see that two public library systems were presenting reports on their experiences with the Pharos system. Pharos is a software system that manages use of public-access PCs. I had previously seen Pharos demonstrated at the 1999 Internet Librarian conference in San Diego. I was so impressed that I brought the information home to King County Library System, and arranged for a Pharos representative to present a demo at a meeting of our Technology Advisory Committee.

The issues that Bruce Ziegman, Assistant Director of Fort Vancouver Regional Library, and Gwen Culp, Automated Systems Manager of Timberland Regional Library, discussed at the WLA conference are also of great concern at many branches of KCLS, so the presenters of this program had my attention right from the start.

Bruce Ziegman reported that FVRL had begun Internet access on public PCs in 1994-95. All of the now-familiar problems quickly ensued. Among them were patrons upset by what they saw on another patron’s screen, the “whose turn is it?” issue, and the problem of children finding and viewing pornography.

FVRL used privacy screens to try to address some of the problems, but they were not adequate. A more effective response was installation of recessed-viewing workstations. (I saw these myself when attending the grand opening of the White Salmon Valley Community Library: these workstations also helped create an uncluttered look in the library, with unobtrusive surfaces and no local printers attached.)

Dealing with other problems required more comprehensive solutions. Thus began a working relationship between FVRL and Pharos, which had originally been designed for and used in academic library settings. FVRL has become a beta test-site for many Pharos programs specially created to deal with public library issues.

Chief among the issues to be addressed at FVRL was finding a way to combine a strong commitment to making Internet access available, with an equally strong commitment to offering parents the tools to do their own monitoring of their children’s Internet use. Pharos designed special software to help. With this program, the level of Internet access is tied to the library card. A person must select the access level when registering for the card. There are three choices: not filtered, filtered, or no access. Anyone can register for any level of use; but if parents want to make the decision, they must come into the library with their child or the child’s card to make the selection. The choice will then be locked in. This places the responsibility entirely with the parent or guardian.

Pharos also provides such innovations as electronic reservations and automatic log-off. The system logs off a user after two warnings, which can be set to any time-span desired by the system administrator. Pharos then reboots the computer, clears the screen, and clears the memory. FVRL has experienced an overall high satisfaction level, both with the software and with the company. By April 2000, FVRL had 20-30 Internet PCs operational with the Pharos system, and was anticipating 60+ in the future.

FVRL plans to implement other Pharos modules, as well. These include SchedulIT, a reservations software that allows scheduling of meeting rooms as well as of computer uses, and Uniprint, a printing management system that allows a library to manage print resources and to recover printing costs through a charge system of the library’s choice.

In closing, Ziegman emphasized some of the considerations for libraries looking at Pharos or similar systems: the cost, the time to implement, the time to train, and the time to manage. In considering all these factors, he concluded, “remember why you’re doing it.” It is a large commitment.

Next, Gwen Culp explained that the problems Timberland encountered in offering Internet access on public PCs were similar to those at FVRL. In discussions with Multnomah County Library, Timberland learned that “the tech staff didn’t like Pharos, and the public services staff loved it.” Many difficulties were encountered by the Timberland information technology staff as well, during a first attempt.

Timberland tried privacy screens, along with various arrangements of PC workstations. PC applications that required a lot of staff assistance were placed near the reference desk. All the buildings were rewired, and furniture setups were thought about in themselves, none of these actions resolved the issues of scheduling, viewing conflicts (visible porn sites), ending sessions, and clearing screens between sessions.

A six-month “filter pilot test” at Olympia and Tumwater left many concerns unresolved. The goals remained: logoff, end sessions, patron timer system wide, Internet filter options, and auto-scheduling. The scheduling routines in place were proving too difficult for staff and patrons. What Timberland wanted was a product that was “fast, cheap, and easy.”

Next Timberland decided to try NT Scheduler. This system runs a batch file every sixty minutes to kill all applications. Logoff is from the NT resource kit, after a warning message. This system solved some problems: ending the session and clearing the machine. But there was no auto-scheduling. There also remained the considerations of parental control of children’s Internet use. Timberland has installed a filter/no filter login option on all Internet PCs, so that after one hour, or thirty-minute or 15-minute logoff, the next patron is presented with an NT login screen and instructions on the wallpaper.
During the 2000 Annual Conference in Tacoma, the Washington Library Friends and Trustees Association (WLFTA) sponsored three programs. These were of interest to the general membership of WLA, as well as to friends and trustees.

On May 18, Ellen Newberg, director of the Kitsap Regional Library District, and Jonalyn Woolf-Ivory, deputy director of Sno-Isle Regional Library System, presented “Library Capital Facilities Areas.” They described the development of a new method for organizing and funding library service areas that can encompass geographic and demographic areas not necessarily enclosed by specific political boundaries, and explained the history and “nuts and bolts” of how to establish library capital facilities areas.

On May 19, Rodger Hauge, trustee of the Stevens County Rural Library District, presented “Looking Forward, Looking Backward—The Evolution of a Library.” Mr. Hauge traced the history of SCRLD, from its beginning as the idea of a small group of dedicated citizens, through efforts to pass the ballot measure establishing the district, to the successful development of an effective, cohesive board. He explained the challenges facing the library, which serves a remote, far-flung rural county known for its large contingent of residents who oppose any form of taxation.

At Tacoma Public Library on Saturday, May 20, WLFTA held its annual business meeting and breakfast, followed by “Revolutionize Your Friends” with non-profit organization expert Susan Howlett. Ms. Howlett presented an enlightening program packed with practical ideas on how friends and other groups can attract, retain, and reward membership. Retiring steering committee members Athalie Kirchenbaum, Jean Davies, and Joyce Jones were awarded certificates honoring their years of service with WLFTA; and newly elected steering committee members Robert Evans, Jan Hanson, and John Sheller were introduced.

Patience Rogge, who holds an MLS from the University of California, Berkeley, is chair of the Washington Library Friends and Trustees Association, and a member of the Board of Trustees of Jefferson County Rural Library District.

This presentation was the subject of much further discussion afterwards, at the conference, and back at our libraries.

In conclusion, Ziegman pointed out that many improvements and innovations in the software had been developed because of the FVRL pilot project. This was a significant benefit to other libraries. As Pharos improves its product for public libraries, it is able to solve some problems inherent in this new area of library services—public Internet access.

This kind of software package can solve some of the unpleasant situations that arise in trying to find a way to share the resources available within the walls of any library. For example, the so-called “time-out” software on PCs can operate as an extension of the already successful time-out software known as “due dates.” Just as due dates vary by type of material (e.g. print, audio, video, periodical, or reference), time-out on a PC can vary by application. I find this progress encouraging.

Lee M. Loyd, Supervising Library Associate, is in charge of computer systems at Kent Regional Library, King County Library System. She is also on the reference staff, and supervises Kent paging staff.

about how to log in as filtered or unfiltered. (Timberland uses Websense filter.)

Timberland also looked at the Epixtech time-out software that works with Dynix. Still wanting, however, were scheduling software that was automated and Internet filtering that involved parental control. At the time, only Pharos could offer all these features in one package.

Thus, Timberland chose to go with Pharos a second time, and now had the advantage of a newer, improved version. Implementation issues that Culp listed included the following: how to manage multiple desktops, printing from NT versus HP, adding another server or application, and overall costs.

In conclusion, Ziegman pointed out that many improvements and innovations in the software had been developed because of the FVRL pilot project. This was a significant benefit to other libraries. As Pharos improves its product for public libraries, it is able to solve some problems inherent in this new area of library services—public Internet access.

This kind of software package can solve some of the unpleasant situations that arise in trying to find a way to share the resources available within the walls of any library. For
More Statistics: Measuring Electronic Resources Usage

By Carla McLean

The workshop at the WLA Conference entitled, “Gotta Catch ‘Em All! Capturing and Using Statistics About Your Electronic Resources,” covered the issues and facts from a technician’s to a librarian’s perspective. Speakers were from the Washington State Library (Jeanne Crisp, Karen Goettling, and Tom Martin) and the King County Library System (Barbara Archbold). But why a conference program on this issue? Why is this issue important? Why should we care about use statistics for electronic resources?

Libraries are accountable to boards and trustees for the huge amounts of money that they spend on electronic resources. As librarians, we need to justify our funding. Public libraries are experiencing declines in circulation statistics; yet we know that more people are using the library’s resources, both in the building and through remote access. Statistics showing use of existing electronic resources help in justifying funding, especially for new databases and system upgrades. King County Library System, for instance, now has 48 databases, and is currently considering the addition of five more. This requires an enormous expenditure. Usage figures are reported to the Library Board on a monthly basis, listed on the KCLS intranet site, and included in the KCLS annual report.

There has been little agreement at the federal level about what to measure, in terms of electronic usage. So in the spring of 1999, the Washington State Library and a statewide committee developed and defined measurements for inclusion in the annual survey of public libraries in Washington State, *Washington Public Library Statistical Report*. These measurements were adapted from a preliminary study by John Bertot (State University of New York at Albany) on electronic measures, the International Coalition of Library Consortia (ICOLC) guidelines, and measures proposed (but not yet approved) by the Federal-State Cooperative System (FSCS).

The library community is already aware of this issue because we have asked vendors to supply the necessary statistics for our purposes. Sometimes the vendors develop software that produces statistics that they need; for example, Poemfinder tracks viewings of each specific poem. But if vendors can’t give us the statistics we need, we may have to consider other vendors. We do have the leverage of the consumer.

We now have the guidelines drawn up by ICOLC, which states a “responsibility to their library members to ensure the provision of usage information of licensed electronic resources.” Vendors are reviewing these criteria in order to comply with the guidelines. Some vendors now automatically give their customer libraries statistics on usage. Bowker, for example, explains that they take the ICOLC guidelines “very seriously,” and are working toward fulfilling as many of those guidelines as possible, as their product develops. Some vendors give the statistics only upon request, and some still must be pressured to provide them.

There are many products for measuring usage from within the library, although the software may take a great deal of time and effort to implement. RPA is an Ameritech product designed to authenticate users that access library resources from outside the system; this product is up and running in the Kitsap Regional Library and Seattle Public Library. Database vendors still need to report usage figures, however, because RPA does not provide all the statistics that a database vendor’s software can provide.

Another challenge is consistency in the way libraries measure usage. Will the State Library’s request for information encourage uniformity? Will all public libraries eventually measure use of their electronic resources the same way? Or will some gather statistics that show usage by the number of queries, others by the number of sessions (logins), and still others by number of searches?

For the first time, the annual survey of public libraries in Washington includes use of electronic resources. The 1999 figures are not compiled yet, but will be published soon in the *Washington State Library Statistical Report* and on the Web (http://www.statelib.wa.gov/). The focus is on demonstrating growing library usage of non-traditional sources.

Based on the recommendations of the statewide committee, the Washington State Library—while realizing that not many libraries will be able to give all these figures immediately—has asked for the following measurements for use of electronic resources:

- number of searches in-house and remotely on commercial databases,
- number of visits to the library Web page,
- number of remote sessions on the library’s online public access catalog,
- number of remote holds placed and renewed annually,
- percentage of time the public access workstations are in use, and
- a list of all commercial databases available to library users, both staff and public.

The Washington State Library staff are always looking for input as libraries work on the process of collecting usage data. As Jeanne Crisp of the Washington State Library summarized the issue at the workshop, “We pay a lot for these databases, and we need to know if they are a good use of our funds.”

Carla McLean is Reference Librarian, Kent Regional Library, King County Library System.
Each year the Children's And Young Adults Services Interest Group (CAYAS) presents the CAYAS Award for Visionary Library Service to Youth. This award recognizes an individual who, through practice and example, provides inspiration and leadership for others serving children and young adults in libraries. The purpose of the award is not only to commend the individual who receives it, but also to bring attention and appreciation to the remarkable and tireless efforts of all individuals who work with young people in libraries.

This year, the CAYAS Award was presented to Susan Madden. Susan was recognized for her work with and for children as the former Coordinator of Young Adult and Literacy Services for the King County Library System, the former President (and member of multiple committees) of Young Adult Library Services Association, and an international presenter on literacy, homeschooling, and teens and intellectual freedom.

Jennifer Meyer: Can you tell me about your library career?

Susan Madden: My career in libraries began in grade school as a “Library Helper.” It continued through high school, university, and at the Hollywood Branch of the Multnomah County Library. I did page, clerk, circulation desk, periodicals, displays, and “student bouncer” work.

Library school was sort of a combo of sites: While a senior at the University of Portland, I took classes in the library program that was striving for accreditation ... (It got beaten out by the University of Oregon). I received an Oregon State Library Scholarship and went to the University of Denver for my Master of Arts in Library Science. Humorously, they accepted all my University of Portland library courses; and since I’d been working in libraries for more than six years, they didn't require fieldwork. I did have to write a thesis ("The Historical Significance of Mother Goose"), and take oral and written exams. I enrolled in a number of courses in other colleges on the campus, including adolescent psychology, youth development, and marketing.

My first post-MLS job was at the Clackamas County Library System in Oregon City. The library had to choose between hiring a Reference Librarian to head a new department or a new bookmobile. Thankfully they chose me; but after I took over the bookmobile runs, I marveled at their decision. I set up the Reference Department and trained local staff from Lake Oswego to Molalla, Canby to Mount Hood, and lots of scenic points in between. I inherited the Children's position and simultaneously the Bookmobile Librarian role, since we were THE library for small rural schools ranging from one room to multi-plexes. It was great fun. I think one of my fave sites was the 3 Lynx School up a horrible logging road ... the kids took us in back to look at Sasquatch's footprints. Cool.

I was also allowed to set up an outreach program to local migrant camps. We partnered with the local Health Department nurse and volunteers to bring books and do storyhours around the campfire. We used a see-saw bilingual approach, and the whole camp would attend, with the little kids in front and radiating in age to the outer fringes with the elders. My best volunteer spoke Chilean Spanish, and we were the source of great mirth for all ages. (Those camps are long gone now, the sites of fancy housing developments.)

When I moved to Seattle, the King County Library System (KCLS) was looking for somebody to run their new, experimental site in lock-up at the Youth Service Center. After six separate interviews, this plum was mine. How I loved it! The institutional folk were clueless about libraries, so when I said a jukebox, comics, headsets, etc., were normal, they believed me. My first budget was a meager $500, so I developed extreme scrounge tendencies that I utilize to this day. (Mail order catalogs are free, interesting, written at about a 4/5th Frye reading level, and useful for math, social science and home economics purposes—though the most popular, Fredericks of Hollywood, did cost, and I had to get two copies so the staff wouldn't rip off the copy for the kids.) We functioned as a school and a staff library, and did programs ranging from Spencer Shaw or Don Julian doing storyhours, the local COYOTE group telling the realities of life as a “ho,” crafts, and author visits, and whatever else came to mind. It was the perfect niche for me; but after seven years, I feared I was becoming institutionalized. Then Jan Freeman left the YA Department to head Redmond Library.

When I first started at the Youth Service Center, I told the kids to use the public libraries when they were “on the outs,” that they’d be welcome there. They’d sadly come back (high recidivism rates) and say, “Susan, you lied—those people didn’t want any part of us.” It seemed to me that if I could head up the YA Department, I could leverage more training for the frontline folk in working with adolescent populations, and enhance the natural KCLS best-service philosophy for all our patrons. Herb Mutschler agreed, and the rest is history. Twenty years later we have a slew of fabulous YAADs (Young Adult Advocates) and special memories of Herb Mutschler—exreme passion, phenomenal energy, unfailing humor and wit. And I had a strong personal irritation with a society that treats their not-so-distant future leaders as not-so-bright second-class citizens. This was tempered with a strong memory of my own shy, non-clique teen years, [during which] I still felt the wonder and excitement of whole world of books and libraries—a safe, easy escape to vicarious explorations and adventures.

Jennifer Meyer: Can you tell me about a career high...
or low?

**SM:** Lots of highs, only a few lows—but they were doozies! One low was having the YA Department closed in a reorganization cycle—a devastating blow with a job reassignment. Fortunately, this only lasted a year. YA came back stronger than ever. I gained some useful new skills AND a new department, Literacy.

Some of the highs include:

- Receiving the CAYAS Visionary Award.
- Being hired at KCLS! Being retired at KCLS!
- Finally getting a frequent Youth Service Center kid to trust me to help him after several years of perusing volume after volume of the encyclopedia: he was searching for recognizable words. Turned out they were ones with Latin roots. His father, a Lummi, had divorced his mom and taken him from his home in Mexico. He knew Spanish but not English; all the school testing was done in English, so he’d been labeled “mentally retarded.” We arranged for a bilingual tutor and he went from a 1.2 reading level to 8.6 in less than three months. His tutor became his foster mom, and he never returned to the Court.

- Having a new librarian come up and say, “You booktalked at my high school and I thought, ‘What a neat job, I want to do that.’”
- Doing a YA Services pre-conference in Mississippi and being asked back two years later to measure statewide improvement and success rate. It was amazing: places that hadn’t known what YA stood for had developed teen advisory boards, programs, and collections!
- Representing YA Services at a Library of Congress presentation for the White House.
- Receiving the Allie Beth Martin Award and using the honorarium to attend the International Federation of Library Association's conference in Australia.
- Writing, advising, and team-teaching the two year NEH/YASD Humanities Grant & Program: “Courtly Love in the Shopping Mall.”
- Sharing podiums with Nat Hentoff, Studs Terrkel, and Eudora Welty; pub-crawling with Bill Sleator; dining with Charles Schulz and Gary Trudeau; having William Steig and Thomas Wolfe bum a cigarette from me; having tea in Madeleine L’Engle’s New York apartment; stemming Judy Blume’s tears; swigging beers with Stephen King, John Saul, and Gary Paulsen; guffawing and giggling with Richard Peck, Larry Yep, Orson Scott Card, and Susy Hinton; swapping shopping and jewelry sites with Paula Danziger; cooking for Walter Dean Myers; and driving Avi, Chris Crutcher, Robin McKinley, etc., around King County.
- Setting up connections with Washington Homeschoolers and negotiating a statewide presence at the annual conference.
- Co-authoring the joint American Library Association/American Correctional Association Standards for Libraries in Juvenile Correctional Facilities.
- Getting Literacy AmeriCorps positions in KCLS.
- Receiving marriage proposals because a local newspaper article was picked up by the AP during National Library Week. It featured a picture of me and the Youth Service Center jukebox with bomb scare headlines.

Told you there were lots, and I just skimmed the surface. This has been a fabulous and generous profession for me!

**JM:** As a teen, do you have memories of a librarian or using the library?

**SM:** My main memories are of breaking the five-book limit and “breaking into” the adult collection by the age of 12. Multnomah County only had story hours for little kids in those halcyon days of yore. As for library use, my weekly ritual high was a visit to the main downtown library and, of course, there were daily hits at the school library. Mother DeSalles and Hortense Binderup were influential librarians in my formation.

**JM:** In the movie/musical *Big*, Josh Baskin wants to go back to being a kid after his wish for being an adult was granted at a carnival. Today, if you found a Zoltar wish-granting machine, would you make a wish to go back to being a teen?
SM: Sure, if I can go with all my accumulated experience and knowledge. Otherwise, nah. Despite outward appeal, I think those who recall teen years with the golden glow of nostalgia have faulty memories.

JM: Can you tell me about your work on intellectual freedom issues?

SM: I never dreamed I’d be an IF mouth; but the nature of YA advocacy and the never-ending popularity of sex, drugs, and rock ‘n’ roll sorta pulled it all together. My IF involvement began with caseworkers at the Youth Service Center who thought the kids should be reading “moral and up-lifting literature” such as Crime & Punishment or Moby Dick instead of Mad or Iceberg Slim. It stepped up to Youth Service Center administrators trying to remove rap tapes and somehow evolved into public debates with Phyllis Schlafly and local wannabes. Being one of the founding mothers of the Washington Coalition Against Censorship, sitting on the Freedom to Read Foundation Board, and doing hundreds of sessions on confrontation skills all molded me. I always hark back to the Youth Service Center days where I saw literally thousands of kids in lock-up, and not one of them was there because of something he or she had read, viewed, or listened to! The true obscenity was the number of them who were in lock-up because they didn’t know how to read or decode information. I could never understand the position that exposing kids to topics would induce them to engage in the activity rather than be informed about it. I fear we tend to protect instead of prepare our young people.

JM: Today, there is a lot of competition for a teen’s time and attention. What can librarians and libraries do to get teens into the library and reading?

SM: Be honest and consistent and really, really happy they’re there. You can have the fanciest building, the most complete collection of cool YA titles, and the hottest technology; but it is all worthless unless the staff are all comfortable with kids and show them the same respect and courtesy they show adults. Reading is vital, no question. But remember the school load and societal pressures, plus the extensive reading happening with e-mail, magazines, and the Internet. So don’t nag the kids. Try to calm parents who think their urchins should be reading more substantive things than Sweet Valley or Goosebumps or Mad (yeah, like we adults all read only good literature and never indulge in mysteries or romances or other genres). Booktalking is highly effective—the best way, I think, to reach a broad variety of kids and stimulate interest in reading. I don’t espouse the Kill-the-TV route: I think it’s short-sighted and unrealistic. Better to tie the shows to written works and discussions of content, especially the commercials (personally, I love Buffy!). Other proven reading incentive methods include print saturation, especially in the loo, and subscriptions to newspapers and high interest periodicals. Kid paperback swap tables and highly visible sign-up sheets for kid-generated desiderata lists are also great ways to tap into kid interests and do popular collection expansion.

JM: What is the most memorable teen program you have seen?

SM: Wow! There have been so many … Personally, I still love the midnight Escape program and the REAL (Reading, Eating and Learning) Program, which had kids tutoring kids while snacking. They embody the primo rules of good YA work: active design, participation, and control by the kids themselves.

JM: What are you up to these days?

SM: Washington Literacy Board, teaching basic Library 105 for Highline Community College’s Library Tech program, WLA, ALA, WASHYARG, birding, beaching, gardening, second-handing, and lots and lots of reading … mostly in the T genre (that’s ‘trash,’ not teen). My husband just retired too, so we’re coordinating travel and fishing trips with major house decluttering.

JM: Do you have any advice for new or veteran young adult librarians?

SM: Always take time to listen. Never shirk in your advocacy role. Take your clients and services very seriously, but not yourself. Laugh lots, and enjoy the greatest profession in the world.

Susan Madden: CAYAS Visionary Award Citation
A Tribute by Angelina Benedetti

Even before I knew I wanted to be a librarian, I knew the name Susan Madden.

My mother just retired this year from the King County Library System, where I now work. Unlike myself, she loathes conferences. So I was surprised, when I returned home from college one weekend, to hear her recount the words of a speaker at a WALE conference. My mother hadn’t just listened to this speaker—she could repeat every word she had to say: all about what it was to work in a jail library, how new tax laws were making it harder for books to stay in print, what intellectual freedom meant on the frontlines. The speaker was Susan Madden, a woman whose words are often remembered and repeated.

A few years later, I decided, much to my own surprise, to become a librarian. And I finally met Susan. While I will forever be thankful that she hired me. I am even more thankful for the years when she inspired me, just as she has inspired so many. Her work at KCLS, in WLA and ALA, is known and respected throughout the country. When she retired this past year, her colleagues at King County and the Washington Young Adult Review Group commemorated her service with a tile at the new Redmond Regional Library. This tile, which asks everyone to “Read, Learn, Enjoy,” sits next to a sculpture that offers a fitting testament to her career. The sculpture is by local artist Tony Angell, and is entitled “The Wisdom Seekers.” Four ravens sit on a granite perch, each staring in a different direction. These birds represent the way that wisdom is attained, by looking all around, in every direction, just as Susan has taught us all to see beyond the confines of our profession. One bird sits lower than the others, looking up. This bird represents the mentoring relationship. While Susan has been a mentor for so many of us, she has always done so in a way that elevates us to the highest place we can be. We thank you, Susan, because so many of us can say with such pride that we are, have been, and will always be, “Madden’s.”

Jennifer Meyer is Youth Services Librarian, East Side Branch, Spokane Public Library.
How would a group of teens react to and evaluate our state association's annual conference? In search of the answer, Alki and CAYAS jointly sponsored teen participation in R/Evolution 2000. Jason Doss, Randy Myers, Michelle Ploof, Jake Stevenson, and Marissa Wilkie from Medical Lake High School in eastern Washington traveled to Tacoma to check out what librarians do at these annual meetings. Alexa Huling from Shorecrest High School in Seattle, and Ryan Brown and Jeff Potter from River Ridge High School in Lacey also attended some sessions and shared their impressions.

What did the students find at their first WLA conference? Keep reading and find out.

Marissa: “A gathering of librarians from all over Washington to hear authors, speakers, and librarians give a wealth of information on everything from computer technology to Generation X’s fate!”

Alexa: “When I think of librarians, I think of boring men and women who just talk about books. Well, these two days totally changed my mind. I didn’t know how interesting being a librarian could be. I learned that librarians have so much more work than I thought. I thought they just stood around and asked you if you needed help finding anything, but now I know that is only a small portion of what they do.”

Jeff: “The sessions I attended brought out two important truths. First, libraries are for everyone, young and old. Second, libraries exist to provide free information. As a teen, I find these to be very important truths which guarantee that I will be treated as a person, an individual, and given whatever information I seek. The sessions and presenters were interesting and well done. I want you to know that they made me a believer in libraries and that they have something for everyone, even me.”

Jason: “The conference opened my eyes about how much organization really goes into libraries. Teens can learn a lot about libraries and organization at a conference like this. They can fit right in and help with programs, too, which can benefit everyone.”

Michelle: “The WLA Conference was a great experience for me. The information presented about books and technology will help me in school and in the future. The conference gave me some good ideas about using school resources more effectively. I hope that we’re invited back next year.”

Jake: “The WLA Conference was a very informative and enjoyable experience. Although we were much younger than the librarians there, this seemed to encourage conversation with them instead of inhibiting it. I felt accepted and had a great time.”

Randy: “There is only one word to describe the conference—superb. I had an awesome time at this conference. Everyone was so nice. Everything was so well planned. I learned so much. I had a good time looking at all of the exhibits—not only for the free stuff at the booths, but to talk and socialize with people there.”

Seeing the conference through the eyes of observant teens added depth and perspective to the participation of their adult hosts as well. Nadean Meyer, Library Media Specialist at Medical Lake High School, Trustee for the Spokane County Library District, and chaperone/chauffeur for the teens says: “I got to see our profession through new eyes. The students were surprised to see so many male librarians. They felt we were friendly. They enjoyed the exhibits and spoke to vendors about copy machines, databases, furniture, and especially books. The small press tables were a draw, with real books about topics they hadn’t seen before. When several of the students discovered the new supply of advance reading copies every day, they just had to stop by to collect the latest titles.”

Among them, the eight teens attended a number of different sessions. “Even though I liked the workshops that involved teens the best, I enjoyed the others, too,” said Jake. “Just like the adults who were interested in the teen perspective, I thought it was interesting to see what the librarians thought. I learned something about what it takes to oversee a library, and I also learned many new things about computers and technology.”

What did teens think of specific programs? There were three standouts: “An Evening with Ray Bradbury,” “Storytelling and Teenage Folklore,” and “The Best Books for Young Adults 2000.” The teens also found “Youth and the Internet” and “Giving It All You’ve Got: Working with Tomorrow’s Adults Today” pretty involving. In addition, they investigated “Stop the Whining.”
“Web Wizard’s Roundtable,” “Writing for the Web,” “Mentoring,” “Evolution in Cyberspace,” and “Booktalkin’ the Best.”

On the drive from Medical Lake to Tacoma, the students discussed the upcoming “Evening with Ray Bradbury.” Chauffeur Nadene Meyer recalls some of the conversation. Comments ranged from “I didn’t think he was still alive,” to “My Mom said he’s really famous,” and “My Mom said she read all of his books in high school.” Then someone pointed out “We read The Illustrated Man in class last year.” That evening, front-row balcony seats gave the teens a chance to truly appreciate the reality of Ray Bradbury. They were impressed that a wheelchair-bound man in his eighties had the energy and skill to keep a late evening audience spellbound for nearly two hours. “How can an old guy like that still be so connected to today’s world? And make up stories about it, too?” wondered one of the students on the way out. “He did have a big ego, but can you believe that he taught himself all of the things he felt he needed to know by going to the library and reading? Man, that’s pretty incredible,” commented another. “He writes from his own experiences and expands on them in his stories. Expanding possibilities, that’s what makes him succeed. Isn’t it? And he’s worked hard, too,” added a third. Someone else remembered Bradbury talking about movie endings: “I sure like the endings he thought up better than the ones they actually used.” A good start to the conference, agreed all five teens. “You can learn a lot from him—and he encourages you to think for yourself.”

Teen Comments on “Youth and the Internet”

Generally, the teens felt that free access to information in libraries was a basic right that should be applied to the Internet as well. At the same time, they acknowledged certain parental rights and concerns. “While I think that anybody should be able to find what they need and that, for the most part, filters on computers are violations of our basic rights, I think that at least one system in any library should be filtered. This is for kids, mainly, and anyone who wishes to search carefully and not find something offensive,” said Ryan. The teens also agreed that the young and the poor are the most vulnerable to negative effects from restricted access, and that libraries should continue to focus more attention on the “goodness” of what they offer their communities.

Teen Comments on “Giving It All You’ve Got: Working with Tomorrow’s Adults Today”

Alexa: “This presentation made me think. I didn’t know librarians went through all that stress from people. I found myself getting mad at some of the things people do to the library. I never knew those kinds of things happened, such as graffiti in books and spilling food all over the place .... Ducey gave really good suggestions of what other librarians can do to keep a good relationship with the kids and still be firm about misbehaving.”

Ryan: “Mrs. Ducey talked about problems that come about in a library and possible solutions for these. I liked what she said about treating younger members of the library as adults. I also liked what she said about using ‘neutral’ language when disciplining an individual or a group.”

“Storytelling and Teenage Folklore” presenter Evie Wilson-Linglbum met the Medical Lake teens shortly before her session and promptly invited them to participate by sharing urban legends from their hometown of Medical Lake. Although at first they claimed they knew no such stories, a little prodding established that so-called “true” tales abound in their town. But were they willing to tell these to a large adult audience? Of course they were. They all trooped up to the front of the room, took over the microphone, and hauled out one story after another, making the most of their natural flair for drama and suspense. The whole performance was wonderfully spontaneous and demonstrated quite effectively that storytelling, teens, and urban legends not only belong together, but that the combination stimulates creativity and hones all kinds of skills. Michelle noted: “This presentation was exciting for us because we were asked by the presenter to tell stories we heard while growing up. It was FUN to have a group of adults listen to our stories and then find out they had heard similar ones when they were young.”

“Best Books for Young Adults 2000” offered the teens another opportunity to participate in a program. Presenters Nancy Henkel, Kim LaFerty, and Donna McMillan also met the teens just before their session and promptly invited them to add their views if they had read any of the books (Continued on next page)

Jason was … thinking about ways of involving teens in future WLA conferences and came up with three suggestions: “1) Include teens in the sessions that review books. That way you get both the librarian and teen opinion of a book. 2) Have sessions where teens can mention the problems they find in libraries. 3) Combine teens and adults in a workshop—have them work together.”
on the list. And again, they jumped right in. “I had read most of the books being reviewed here, and thought they were great reads for teens my age,” said Michelle. “I couldn’t agree more that these books are tops,” added Marissa. Jake cautioned: “Don’t label a book by saying it’s a good girl’s book. I get offended when I think I’ve read just a plain good story, and a librarian calls it a girl’s book.” Jason “liked sharing how good or bad I thought a book was, and explaining why. Doing that gives teens a voice,” he said and added, “I also liked the feeling that we were helping librarians find out more about teens and the books they like. Mixing librarians and teens in a workshop like this is good for everyone.”

Mixing teens and librarians at the President’s Reception, “Death by Chocolate,” also worked well since it gave “us some more time to socialize with the librarians,” said Randy. Nadean Meyer agreed: “It was an opportunity to meet librarians like Susan Madden, the latest winner of the CAYAS Visionary Award. She kept the students laughing with stories of her early days as a librarian assigned to King County’s juvenile detention facility.” Susan also let the teens try her stress reducer—a squishy, partially transparent ball that looks as if it’s filled with eyeballs. They loved it, of course. They also loved being the official cheering section when Spokane County Library District’s Trustee Vick Myers-Canfield accepted her Washington Library Friends and Trustees Award. And they really loved the chocolate. “I was sooooo happy! I thank everyone who provided all of the chocolate—it was so awesome,” said Randy. Jason added: “Chocolate and teenagers? Definitely!”

Though definitely enjoying the chocolate, Jason was also thinking about ways of involving teens in future WLA conferences and came up with three suggestions: “1) Include teens in the sessions that review books. That way you get both the librarian and teen opinion of a book. 2) Have sessions where teens can mention the problems they find in libraries. 3) Combine teens and adults in a workshop—have them work together.”

In 2001, the annual WLA conference will be in Spokane. Medical Lake is only a few miles down the road, and the students from there who investigated WLA this year and described their experience, will still be at the high school. Why not put them in charge of planning a program for WLA 2001 that shows teens and adults working together?

Eva-Maria Lusk is Youth Services Coordinator, Spokane County Library District.

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INSTRUCTIONS TO CONTRIBUTORS

Anki: The Washington Library Association Journal is published three times per year (March, July, and December). Each issue is centered on a theme relevant to Washington libraries. Unsolicited contributions are welcome and encouraged, but will be published based on the needs of specific issues. All submissions may be edited. The Editor and the Alki Committee reserve the right to make the final decision on any submitted material.

Deadlines for submissions are January 15 for the March issue, May 15 for the July issue, and October 15 for the December issue.

Format: Submissions should be in electronic form, if possible. The preferred formats are Word for Windows or ASCII text transmitted as an e-mail message or attachment (in rtf format), or submitted on a PC-formatted 3.5-inch disk. Hard copy will be accepted if the author does not have other options. Photos should be black-and-white. The Editor should be contacted before submitting artwork. Photographic prints and artwork will be returned, if requested. Otherwise, they will not be returned.

Articles typically range in length from 1,000-5,000 words and need not conform to the issue’s theme, although theme-related articles are more likely to be published in the corresponding issue. Unsolicited articles unrelated to the theme, if they are selected for publication, will be published on a space-available basis. Articles should be in-depth examinations of issues of importance to Washington libraries. Alki publishes news and announcements in a column format.

News of personnel changes, professional organizations, awards, grants, elections, facility moves or construction, and/or establishment of newsworthy services can be submitted, and may be edited and included on a space-available basis. Items that require a timely response should be submitted to The WLA LINK, instead. Columns appear regularly and cover specific areas of library service or operations. Columns typically are pre-assigned in advance, and may be written or administered by a designated person. Anyone interested in submitting material for a specific column should contact the Editor.

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R/ Evolution in Reference Services: Research on Digital Reference

by Nancy Huling

Pick up almost any library periodical today, and you will see an article devoted to digital reference (synonymous with virtual reference, Web-based reference, and electronic reference). Open the technology section of your local newspaper, and you are likely to see articles such as one in a recent issue of the Seattle Times. The ominous first sentence read, “Do you still ask the local reference librarian to help you find information, rather than ask Google, HotBot, or Excite?” The author concludes with the alarming words, “Since I discovered online searching, I haven’t pestered the reference librarian nearly so much.” In fact, the last time I went in with a research question, the human behind the desk politely pointed me to a terminal and suggested I search there” (Knapp).

This reinforces the notion, borne out by the statistics reported by many libraries, that the use of reference services is dropping as users become more comfortable seeking information on the Web. In a recent column, Peggy Seiden, the current president of Reference and User Services Association, (American Library Association), wrote, “It seems ironic that just a few years ago we were trying to cope with traffic at the reference desk at new models (Seiden, p. 221). Not however, dropped in services in 6, 2000, tured an article-fea- views with ref- at the Carnegie Library of Pittsburgh, the Public Library, Library of Congress, all of whom reported that business is booming. Mary Long, supervisor of the Ready Reference call-in service at the Carnegie Library of Pittsburgh, noted, “But people call us more now and they expect more because they figure we can just hit a button and – bllllll! – we’ll get the answer” (Mandak). All of this conflicting information leads us to wonder what our future roles will be, and is an area ripe for research.

Joseph Janes, Assistant Professor in the University of Washington’s Information School, was one of the first to be involved in digital reference service. In 1995, Janes, then an Assistant Professor in the University of Michigan’s School of Information, wanted to provide his students with a laboratory for learning and doing reference, and at the same time merge the strengths of the traditional, physical library with the virtual and timeless features of the World Wide Web. Thus was born the renowned Internet Public Library (IPL), created by the students in his “Information Technology: Impacts and Implications” course. With this experience as a framework, Janes is focusing his research on how the practice of reference is evolving in an increasingly digital world.

Janes loosely defines digital reference as “use of digital technologies or resources in reference work.” The Virtual Reference Desk (VRD) Project states that “digital reference, or ‘AskA’ services, are Internet-based question-and-answer services that connect users with experts and subject expertise” (“Virtual Reference Desk”). Janes is currently examining the range and scope of digital reference through four projects funded by the Library of Congress. His research encompasses the following studies:

- the range and scope of digital reference in public libraries, which will provide baseline information on the frequency and nature of digital reference services in public libraries;
- the evaluation of ask-an-expert services, which assesses the nature and quality of responses to user questions from services developed and staffed by subject experts;
- a survey on attitudes about digital reference, to better understand attitudes among those working in libraries that offer these services, as well as those in libraries that do not; and
- a study on the practice of digital reference, to determine models of best practice for digital reference services.

Prior to embarking on these studies, Janes examined some 150 academic libraries to determine how many offered digital reference services and to identify the characteristics of the services (Janes). The survey of public libraries, which has now been completed, replicated the method used in the academic survey. Janes looked at the Websites of 350 public libraries, and evaluated the following characteristics:

- whether the service is linked from the library’s main Web page;
- what intake method is used for questions;
- whether there are stated policies regarding use of the service;
- what technological barriers exist for users not in the service community; and
- whether there is a frequently asked questions page.

Janes is in the process of compiling and analyzing the results.

Those who attended Janes’ session on digital reference at the WLA conference in Tacoma were the first to hear the preliminary results of his survey on the attitudes of reference librarians toward digital reference services. A five-page survey was sent to 1,548 reference librarians in all types of libraries throughout the country. By early July, 648 responses had been received, a return rate of 42%. Janes reported that the respondents were most likely to agree that digital technologies make...
Digital reference is the future, and reference librarians need to be actively involved in the development of systems that ensure quality and personalized responses to user needs. Technology affords us the opportunity to work internationally on providing timely, accurate, and expert reference service to all users.

References

“Collaborate Digital Reference Service.” Accessed on the World Wide Web at: http://lcweb.loc.gov/rr/digiref/cdrshome.html. (In additional to explaining the service and the pilot programs, the site includes a link to an article on CDRS by Diane Kresh, Director of Public Service Collections at the Library of Congress, from D-Lib Magazine. Another useful resource on the CDRS site is a comprehensive bibliography of Web-based reference services compiled and maintained by Peggy Hadid of the Multnomah County Library.)


“Virtual Reference Desk.” Accessed on the World Wide Web at: http://www.vrd.org. (The Virtual Reference Desk (VRD) is sponsored by the National Library of Education and the ERIC Clearinghouse on Information and Technology, with support from the White House Office of Science and Technology Policy. VRD “is a project dedicated to the advancement of digital reference and the successful creation and operation of human-mediated, Internet-based information systems.”)

Nancy Huling is Head of Reference & Research Services, University of Washington Libraries.

Yakima Carnegie Library Building

From the Yakima Daily Republic, Friday, April 26, 1907: “The new library building is situated at the corner of A and North Third Street. It was built at a cost of $15,000. A. F. Switzer constructed the building; which is built of Port Angeles stone and pressed brick. It is substantial, nobby and citified, and the arrangement on the inside spacious and convenient. Saturday the new building will be thrown open to the general public.”

By the mid-1950s, the Carnegie building was declared outdated, overcrowded, and a potential fire hazard. It was demolished in the summer of 1957, to make way for a new library building in the same location.

Submitted by Janna Davis.
Who’s On First?
R/Evolution and Intellectual Freedom

by Tom Reynolds

“Every fresh medium, including the Internet, has made all expression easier to access. All the ideas the true believers want to restrict are among the first to appear in the latest technologies and media. Every time we achieve another freedom, the struggle begins anew. We have been here before! ....

[But] in less than a generation the ‘danger’ of access to the Internet will seem quaint and laughable as the ‘dangers’ they cited when they wanted to curb jazz and rock ‘n’ roll, D.H. Lawrence, comic books, Catcher in the Rye, or Daddy’s Roommate.” —John N. Berry III (Berry).

Intellectual freedom was a key issue debated and discussed at WLA’s 2000 conference, in programs, the business meeting, and the halls.

ALA, the Internet, and Kids: Steven Herb Examines the Issues

In a wide-ranging discussion, Steven Herb, the outgoing chair of the American Library Association’s Intellectual Freedom Committee and former president of the Association for Library Service to Children, shared his ideas about ALA’s policies on filtering and juvenile access to the Internet. (In this section of “Who’s on First?,” material in italics represents my own opinions, while material in regular type represents the ideas expressed by Steven Herb. Quotes are from Herb’s presentation, “Youth and the Internet: Where is ALA Going?,” at the WLA Conference, May 18, 2000.)

Herb outlined a philosophy of intellectual freedom and libraries founded on the belief that freedom in the American context is based on “a permanent on-going dialogue,” with public libraries representing “the ultimate public forum for that kind of discussion.” This, said Herb, is one of the things that ALA exists to protect. “We are there to say that it doesn’t matter what you think, or you think, or you think. All of you should have access to the ideas that you are seeking. All of you should find answers to the questions that you are asking.” ALA’s role is to establish principles and standards to help the public attain such access. Libraries should be working with their communities to promote intellectual freedom principles, even as they realize these won’t always be attained.

In Herb’s view, libraries should be expansive, not restrictive: our role should be to keep things as open and as neutral as possible, so that everyone has the right to access what they believe is important, for both themselves and their children.

offensive or inappropriate in the eyes of some? “No, they shouldn’t,” said Herb. “The whole idea of the First Amendment is to provide as broad and open an access to information as possible to meet the needs of the individual members of the community, not the community at large. At the same time, I also think it is very important that we respect the rights of parents to have something to say about what their children should have access to.”

ALA now acknowledges that while wherever possible, kids should have access to what they want to meet their information needs, when such a request conflicts with a parent’s role in raising their kids, we must side with the parent. This of course creates an uncomfortable paradox for libraries since it means at least qualifying our commitment to maximize access to information for a large group of our patrons—kids. Indeed, Herb acknowledged that helping parents is a tricky issue for libraries that needs to be addressed cautiously.

In Herb’s mind, helping parents must be done on an individual, case-by-case basis. When we try to employ a one-size-fits-all approach to enforcing parental rights, we run the risk of infringing upon the rights of parents and families who aren’t asking for or don’t want restrictions. “But what I’m concerned about a little bit are communities that seem to be taking a system that is helping a half dozen parents or so, and foisting that on the whole community, when really that’s not what the community was asking for.”

We need to understand that groups that attack libraries as “anti-family” because of their own political agenda are dangerously mistaken. “Ultimately the biggest protection that we can provide for children is to have strong libraries with strong local funding that are supported as broadly as possible, so that no one will ever try to close them down or circumvent them because they don’t agree with a certain book on the shelf, or they don’t agree with what filtering product they’ve purchased.”

(Continued on next page)
Good local-use policies are an essential way to address Internet concerns. Such policies should relate to other access policies, so that a library is consistent in providing access and protecting access to constitutionally protected speech. We should be honest with our patrons about what happens when they use filters. At this point, filter makers are not very frank about what kinds of constitutionally protected speech they are blocking, which means libraries don’t really know what to expect when they approve a filtering product. We need to tell our patrons, said Herb, about the limitations of blocking software. We need to let them know that they may not have access to important constitutionally protected sites once the filter is activated, and that they may be in for “surprises” because offensive sites may still come up on a filtered terminal. Libraries who want help in making decisions on using filters should read the ALA publication, Libraries and the Internet Toolkit, available on-line on the ALA Website, www.ala.org.

Herb pointed out that ALA does not make local library policy, something that has been greatly misrepresented by national censorship groups. Also, unlike most other professional associations, ALA does not have a system of professional sanctions for libraries. ALA did not join the successful suit against the Loudoun County (Virginia) Library System, when the library board there required that every Internet terminal be filtered, with no way to remove or to turn off filters, thus allowing no room for individual choice. This suit was successful. Herb warned that if other libraries attempt to add blocking software to every Internet terminal without some mechanism to turn off filters, they too could face lawsuits. The principle upheld in the Loudoun decision is that libraries can’t restrict the access of adults to constitutionally protected speech, just to protect children.

ALA’s support for the development and use of patron-activated filters has been under-publicized. Herb reiterated this support as the proper technological alternative to traditional blocking software that does not allow patron choice.

One of the problems libraries face in using filters is that material that is not appropriate for a six-year-old may be appropriate and necessary for a sixteen-year-old. We wouldn’t approach development of juvenile book and periodical collections by saying that anything that is not suitable for a two-year-old would be excluded. Rather, we have an expectation that parents will monitor their children’s use of books, periodicals, and videos. “Why shouldn’t that be true for the Internet? Why shouldn’t Internet policies have something to do with the [different] developmental level of kids?”

State and local efforts to pass one-size-fits-all legislation requiring that libraries filter all Internet access are generally empowered by the idea that libraries have become very bad places. The reality, said Herb, is that the ratio of positive to negative material coming into libraries via the Internet is heavily skewed toward the positive.

The Internet is remarkable, especially for small libraries. Herb concluded. Libraries that never could have had many resources available for their young patrons can now provide access to information on the same level as larger and richer libraries. The Internet has equalized the playing field for such groups as the poor and the young, especially in reference information and homework support.

“We can’t ever park the First Amendment in a back lot,” concluded Herb. “We can’t take the First Amendment and put it away because it would be convenient to do so [because] it will always be there ... Even if it makes life harder for us. Even if it makes it harder to talk to groups out in public or to our board. Even if it means we have to defend something that someone has found on the Internet. The First Amendment does protect people’s rights to access information.”

WLA Decides to Keep Working on a New Intellectual Freedom Statement

When WLA’s proposed new intellectual freedom statement was previewed in the March 2000 issue of Alki, there was no immediate indication that members were questioning the new approach that the WLA board, through the Intellectual Freedom Committee, was taking to update the two fundamental statements of principle on which the association has stood on since 1971.

But if you listened closely, you could hear the rumblings.

Initially, I think many members didn’t really focus on what was being proposed. As the Tacoma Conference grew closer and more folks actually read and thought about the proposed statement, they started to ask more questions. Unfortunately, despite WLA President Cindy Cunningham’s invitation to members to comment, the IF Committee received very few comments and suggestions.

Just before the conference, I began to hear negative comments. But because my March column had featured a critical examination of the new statement, I suppose that I was hearing from members who felt as I did, that the new draft submerged and thus weakened basic intellectual freedom principles in what amounted to a general statement of values.

I think Cindy Cunningham and IF committee members were genuinely surprised when the motion was made to adopt the intellectual freedom statement at WLA’s annual lunch meeting on May 19, and a number of members stood up to criticize the draft.

Much has been made of the effect of a short fire drill that interrupted debate. But as I traveled through the milling crowd for what amounted to about a fifteen minute interruption in the proceedings, I saw something truly marvelous happening. Members in small groups were discussing intellectual freedom and the role our state association has in promoting and supporting IF principles in Washington libraries.

I saw something truly marvelous happening.

Members in small groups were discussing intellectual freedom and the role our state association has in promoting and supporting IF principles in Washington libraries.
libraries and staff that are trying to uphold libraries’ basic First Amendment responsibilities. Providing access to all constitutionally protected forms of speech and information is the most basic library value. Members agree that providing patron choice is an important library value. But choice is only meaningful if a broad right of access to information is maintained.

Parenthetically, I believe that what separated the defeated draft IF statement from earlier WLA IF statements is that its elevation of “dialogue” to a value seemed to provide a justification, intentional or not, for censorship. Many members saw this possibility and were uncomfortable with it.

Second, while members I spoke to weren’t opposed to WLA having what is essentially a PR statement to promote community dialogue, most felt this statement should be separate from any statement of the association’s First Amendment principles, and that its wording should not undermine the efforts of Washington libraries to maintain access to constitutionally protected materials. The solution I heard proposed most often was to have two statements: one, a broad statement of values; and the other, an updated specific statement of IF principles.

Finally, some members just felt uncomfortable making such a major change without more discussion. Some hadn’t read the document or the articles in Alki, and I think that many were troubled by the weight of the issues brought up by opponents.

After the defeat of the 2000 IF draft, the membership adopted a new motion. The text of that motion is as follows: “That the Washington Library Association examine the Association’s two current IF documents with a goal of producing a strong intellectual freedom statement to guide the Association in the 21st century.” Cindy Cunningham announced that she would nominate a new committee to fulfill that motion. So now the process has begun again.

The motion supported by the membership is clear. It speaks to the need to examine and update the two older WLA documents on intellectual freedom issues, the “Freedom to Read Statement” of 1959 and the “Intellectual Freedom Statement” of 1971. And it sets as a goal the creation of a strong statement of IF principles to guide the association in the new century.

Reference

Tom Reynolds is a librarian at the Edmonds Library.
ARIES

The juxtaposition of the planets ushers Marginalia, Goddess of Picky Little Things, into your random house. In the coming months, speak softly and carry a big eraser. And remember, while there is a place for everything, sometimes it’s a big job getting everything to fall into place.

TAURUS

Some of your past errata come back to haunt you, requiring some tricky retrospective conversion. It wouldn’t hurt to shore up some of your support now. (Think of it as reputation cross-referencing!) Administrators figure prominently.

CANCER

After a long period on the shelf, you are entering a phase of extreme confidence. Don’t overdo creative projects now. A lot of thought went into the Library of Congress Classification System, and so far it’s been working just fine.

LEO

Tensions come to a head this year, and now the roaring is coming from both sides of the desk. You may need to take yourself out of circulation for a while. Color-coding has been known to be quite restful.

VIRGO

Studies have shown that patrons will continue clinging to wire-mesh “librarians” long after they have ceased to receive useful information. What does this have to do with you, Virgo? Learn to set limits, and you’ll be able to stay on the right page—without coming unbound.

LIBRA

The balance between those two sides of every issue is disturbed this year as some third possibilities present themselves. Remember, every issue isn’t black and white—some are in color. And it’s a good idea to keep both kinds of ink cartridges on hand, just in case.

SCORPIO

You will be asked to perform the impossible: climb high ladders, ford fast pipe leaks, cross scorching committee meetings. Keep your head down and your cellotape dry. Funding sources figure prominently.

SAGITTARIUS

Travel opportunities abound in the 21st century—New Orleans, San Antonio, New Orleans. You may find yourself burning the candle at both ends until 8—or even 9!—at night. Pack an extra pair of (sensible) dancing shoes.

CAPRICORN

Don’t allow your ambition to cause lapses in library security. Alexandria wasn’t built in a day, you know—although it didn’t take much longer than that for someone to screw up and ruin everything. Cover your colophon.

AQUARIUS

Some may think they can take advantage of you because—face it—you don’t get out much. Check the fine print on any agreements. (The microform reader is ideal for this.)

PISCES

Two words: water damage. It is your destiny. Register for that disaster planning seminar you’ve been putting off—or you may have a chance to dust off your resume and find out how many other fish really are in the sea.

GEMINI

For maximum personality integration, stop struggling and give free rein to your yin and yang. Let your technical services self run barefoot through the bindery while your public services self catalogs the other librarians’ shoes. (Note: “Wallabees” has two “e’s.”)

Patrons figure prominently.

Angelynn King is Reference & Bibliographic Instruction Librarian at the University of Redlands in Redlands, California.
This year’s awards recognized the accomplishments of several individuals and groups in the Washington library community.

Kristy Coomes received the WLA Emeritus Membership Award. A librarian at Washington State Library for thirty years, Coomes has maintained active involvement in WLA throughout her career. Currently Bylaws and Archives Chair, in 1995 Coomes began the time-consuming task of reviewing and rewriting the association’s bylaws. Combining grace, determination, and strong analytical skills, Coomes shepherded this project through to membership approval. This project, among others, reflects Coomes’ commitment to the library community. She has had an outstanding impact on WLA, libraries, and library staff around the state.

Judith B. Gunter, Director of Jefferson County Rural Library District, received the WLA Merit Award for Outstanding Performance in a Special Area. Gunter began work at the JCRLD in 1986, a time when the library was in need of expansion. Exercising her professional, managerial, and interpersonal skills, Gunter was able to build consensus and cooperation among the staff, the Board of Trustees, and the Friends of the Library; the result was improvement in library service. Subsequently, she oversaw the passage of a successful levy that provided funds for an expansion program that doubled the size of the library. The Port Townsend Branch of the American Association of University Women named her its 1999 Woman of Excellence. Through her diplomacy, humor, and openness, Gunter has personified the active rural library director, and shown outstanding performance in this special area.

The Children’s and Young Adult Services Interest Group (CAYAS) bestowed its Award for Visionary Library Service to Youth to Susan B. Madden, a “voice” for youth on the local, state, and national level. [Editor’s note: For an interview with Susan Madden, information about her career, the CAYAS award citation, and photographs, see pages 15-17 of this issue of Alki.]

Susan B. Madden was also the recipient of the WLA President’s Award. The citation recognized her many professional successes, as well as her wit, laughter, insights, and unique style.

Vick Myers-Canfield, currently serving her second five-year term as a trustee of the Spokane County Library District, received the WLFTA Distinguished Service Award to a Library Trustee. She has twice held the positions of vice-chair and chair of the BOT; and in addition to her work as a trustee, she has served twice as co-chair of Citizens for Spokane County Libraries. In this capacity, she raised monies and organized a successful election campaign to provide funds for SCLD. She has spoken to many service organizations, groups, and individuals; never misses a groundbreaking or a grand opening; and devotes much personal time to meetings and planning retreats. Myers-Canfield serves as an inspirational model for all trustees, staff, and friends of her library service area. She has also contributed to Alki.

Friends of Bonney Lake Library, Pierce County Library System, was awarded the WLFTA Distinguished Service Award to a Library Friends Group. “for creative and effective work in bringing the services and possibilities to the attention of the community.” This small, energetic group decided to use the re-opening of their remodeled building in 1997 to engage public interest in the Friends and the new children’s area of the library. With $3500 they raised, the Friends decided to purchase art for the children’s area. Over a period of three months, they held a contest for which children, visitors, and patrons suggested a theme. The children’s area now soars with walls and ceilings with hot (Continued on next page)
WLFTA Presents Friends Forum
by Patience Rogge, WLFTA

The Washington Library Friends and Trustees Association (WLFTA) will present “Friends Forum” on Saturday, October 14, 2000, from 10:00 a.m. to 4:00 P.M. at Hal Holmes Community Center, 201 N. Ruby, Ellensburg.

Audrey Stupke, chair of the planning committee, emphasizes that programs are designed to help FOL groups network with colleagues from around the state and focus on building strong organizations. Topics will include organizing, recruiting, fundraising, board development, event planning, and advocating for libraries. Bitsy Bidwell, Community Arts Development Manager of the Washington State Arts Commission, non-profit organization expert Susan Howlett, and Cindy Cunningham, WLA president, are featured speakers. Several Friends will present “cameos” highlighting their successful ideas for programs and events. Friends of the Ellensburg Library will provide morning coffee and pastries; and Ellensburg Director Celeste Kline has invited Forum participants to tour the library, which is adjacent to the community center.

The Washington State Library can provide continuing education grants to cover costs of attending the Forum. Application forms are available on the Web at www.statelib.wa.gov/libraries/cegrant.htm. For information contact Mary Moore, 360-704-5266 or mmoore@statelib.wa.gov. Registration forms will be mailed from the WLA office in August, and will include maps and lists of accommodations and restaurants in Ellensburg.

Cost of the Forum will be $20.00 for WLA members and $30.00 for non-members. More information and downloadable registration forms will be available at www.wla.org/wlfta in August. For details, contact Patience Rogge at 360-385-6975 or rogge@macaid.com.

WLFTA Salutes Dorothy Jane Youtz, “The Hat Lady”
by Patience Rogge, WLFTA

The Washington Library Friends and Trustees Association (WLFTA) recently proclaimed Dorothy Jane Youtz “Best Friend of Washington Libraries.”

Dorothy Jane Youtz’s involvement with libraries began when she organized the Friends of the Elkins (West Virginia) Library in 1971. She led their efforts to raise money for books and children’s programs, extend service hours, and promote library use. Youtz—known as “The Hat Lady” because of her flowered headgear—plans to move back to West Virginia soon, after fifteen years of advocacy on behalf of libraries in Washington.

In 1986, shortly after she moved to Seattle, Youtz organized the Governor’s Writers Day. She soon became active in many FOL activities in Washington. In 1992, Youtz was awarded a Lifetime Achievement Award by WLA for her service as a Friend of Seattle Public Library, as a member of the national board of Friends of the Library USA (FOLUSA), and as a member of...
WLFTA. Her tenure with FOLUSA was marked by nationwide speaking engagements encouraging the formation and growth of Friends groups. During her years with WLFTA, she worked to promote Friends groups in Washington, and began the effort that resulted in the publication of the *Washington Friends Handbook* last year. The handbook is dedicated “to a true Friend of Libraries, Dorothy Jane Youtz, ‘The Hat Lady,’ who first proposed this handbook long ago.”

Ms. Youtz was honored at a reception given by her many friends and colleagues in the numerous organizations in which she is active at Rainier Beach on June 27, 2000.

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**WLA 2001 Conference: A Sparkling Lineup of Programs and Presenters**

by Dolly Richendrfer, Spokane Public Library

The 2001 WLA Conference, “Convergence,” to be held April 4-7, 2001, at the WestCoast Grand Hotel at the Park in Spokane, will feature an exciting lineup of great programs and speakers.

The conference theme, “Convergence,” reflects a number of compelling phenomenon:

- convergence in knowledge-producing organizations: publishers, television networks, libraries, museums, universities;
- convergence of technology and traditional information resources within the library world;
- convergence of the true milleniums;
- convergence of East and West, from medicine to food, art, and technology; and
- global convergence brought about by the Internet.

To kick off the conference, the committee has planned “A Mystery Evening,” featuring The Mystery Division, a Spokane performance ensemble, who will produce an interactive mystery to be solved with the help of attendees. Refreshments will include a dessert table, coffee, tea, and champagne. This event is being underwritten by the Gale Group, a world leader in reference and research publishing.

John N. Berry III will deliver the keynote address on Thursday morning. Berry is Editor-In-Chief of *Library Journal*, the oldest independent national library publication, and considered the “bible” of the library world. Poet and novelist Marge Piercy has agreed to speak at the Thursday evening banquet. Ms. Piercy has won critical praise and numerous awards for her work, including the Arthur C. Clarke Award, Best Science Fiction Novel published in the United Kingdom, and the Patterson Poetry Prize.

The Friday banquet will feature Ray Suarez, Senior Correspondent of the Public Broadcasting System’s acclaimed nightly “NewsHour.” Suarez has twenty years of varied experience in the news business. Previously, he hosted National Public Radio’s nationwide call-in news program, “Talk of the Nation.”

The Committee invites your programming ideas. For your convenience, a special IG program form has been posted on the WLA web site. For additional information, contact Louise Saylor at: AW_VL_SAYLOR@compuserve.com.

A conference Web page will be mounted in July 2000. This site, which will be accessible from the WLA web page, will include program information, an Interest Group program form, schedules, and registration and fee information, as it becomes available.

WLA Conference 2001 committee members include Merri Hartse, Conference Coordinator; Louise Saylor and Claudia Parkins, Program Co-Chairs; Mike Wirt, Local Arrangements Chair; Konny Thompson, Treasurer; Joy Neal, Preconference Chair; Lynn Red, Exhibits Chair; Bruce Ziegman, Underwriting Chair; and Dolly Richendrfer, Publicity Chair.

For more information, contact Merri Hartse, Conference Coordinator, at (509) 444-5376, or Dolly Richendrfer, Publicity Chair, at (509) 444-5312.

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**CAYAS Fall Workshop with Nancy Stewart**

Mark your calendars! The CAYAS fall workshop, with musician Nancy Stewart, will be held on Friday, September 29th, at the Lynnwood Public Library, and again on Friday, October 27, at the Yakima Public Library.

Stewart has won many awards for her songwriting and children’s sound recordings. She performs for and teaches young children in the Seattle area. The morning program will focus on music for preschoolers; the afternoon program will feature music for elementary-school children. For information, contact CAYAS Chair Jacquelyn Keith at Fort Vancouver Regional Library District, phone (360) 699-8818; email: jkeith@fvrl.lib.wa.us.

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Nancy Stewart at the 2000 WLA Conference. Learn more from Nancy at the fall CAYAS workshop! Photo by Dale Goodwin.
There are some well-worth-reading novels that, through bad luck, bad marketing, or a bad dust jacket (or all three) are destined never to become best sellers, yet no reading life is complete without them. Finding readers for these sorts of books is one of the most important jobs in a life filled with recommending books to people. Here are three cases in point. What these three novels have in common (aside from not finding the readership they deserved) is that they were all published in 1992—a good year for fiction—and that each author has created characters we care about and wish only the best for.

Louis Malone is the eponymous hero of Jon Cohen’s second novel, *The Man in the Window* (Warner, 1992). When Louis was seventeen, a terrible fire in his father’s hardware store left him so badly scarred that for the next fifteen years he has chosen not to venture outside during the day. Even when he’s at home with his parents, Louis wears a baseball cap pulled down low over his forehead and a bandanna covering his mouth and chin. Iris Shula is a nurse at the local hospital. She’s described by her father (who loves her dearly) as being 4 feet, 7 inches tall and 155 “poorly distributed” pounds. She’s addicted to Pepsi and candy bars, and her most positive characteristic (again according to her father) is that “she did what she was supposed to do.”

How these two misfits meet and begin a relationship is the subject of this lovely little novel that manages to be very funny and very sad at the same time. *The Man in the Window* demonstrates how love can redeem someone, but not without risk.

Carol Shields won the Pulitzer Prize for fiction for *The Stone Diaries* (Viking, 1994); but I’ve always felt that an earlier novel, *The Republic of Love* (Viking, 1992), was much better. It’s told from the alternating points of view of Tom Avery, a fortyish late-night radio talk show host who has been married three times, and Fay McLeod, 35, a researcher of mermaids.

In the best tradition of fairy tales, Fay and Tom fall in love at first sight. Then they find out that their love must contend with each other’s pasts and the daily problems of families and friends. Is it possible in this grim world that true love can indeed conquer all? Never sappy, and always intelligent, this story of two likable (but often misguided) people should be high on everyone’s “to read” list.

There’s long been a disagreement among Stephen McCauley’s fans as to which of his first two novels is better. I’ve discovered that most people prefer his first novel, *The Object of My Affection* (Simon & Schuster, 1987, and now made into a movie that I don’t intend to see); but I’ve always enjoyed his second, *The Easy Way Out* (Simon & Schuster, 1992), more. Patrick O’Neill is the hero and narrator of this funny and rueful novel about relationships gone awry. Pat, the middle of three brothers, is going through a difficult time. His younger brother, Tony, has just fallen in love with a beautiful and intelligent woman. The problem is that he’s already engaged to someone else. Pat’s older brother, Ryan, has left his wife and moved back home to live in his parents’ basement. Sharon, Pat’s best friend, wants to meet a man but is actually more interested in all the scams she can think up to get good deals for her clients at “Only Connect,” the Cambridge travel agency where she and Pat work.

What’s really bothering Pat is that he can’t quite commit to Arthur, although they’ve been living together for seven years. McCauley is great at describing a deteriorating relationship. He writes: “We’d had words on the walk over from our apartment, and I was still angry. What had started out as a simple disagreement about the acoustical problems of the opera house in Sydney, a subject of enormous relevance to our lives, had become a fierce argument about Australian politics, something neither one of us knew or cared a thing about.” Love, family, and friendship—Pat struggles to make it all work out.

Let’s hear it for the unsung, too-little-read novels—they’re frequently the only ones that are worth reading.
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