Infectious enthusiasm buoys OLA annual conference

This year was a wonderful conference. The tone was set by our keynote speaker, author Clifton Taulbert. It was made electric by the newcomers. Forty participants in the Public Library certification program received Oklahoma Department of Libraries scholarships to conference. Special efforts to link newcomers caused laughter and talk. Limited space added to an intimacy felt by many. Individual service was celebrated with awards and with mentor ribbons. The auction on Thursday night at the County Fair made $1850 for scholarships. Some people even found time to go see the Thomas Moran exhibit at the Gilcrease Museum, or the azaleas in Muskogee. 512 people registered for conference. And many, many people were a part of making this OLA conference so successful.

Tried at conference this year:

* OLA conference bookstore--first time! Dynamite coordinator Laurie Sundborg, TCCL, made the bookstore happen with the help of groups sponsoring author programs. Books from several authors were sold and autographed after programs: Desiree Webber, Dee Ann Com, Elaine Harrod, Sandy Shropshire, and Donna Norvell; Clifton Taulbert; William Bernhardt; Eddie Faye Gates; Cathy Keating & Mike Burke; Ann Curry; Margaret Peterson Haddix; Michael Wallis; Barbara Williams; George Stanley.

* No conflicts exhibits times. We can't do a conference without our exhibitors. To make time for visiting exhibits, three no conflicts times were on the schedule. Long time Exhibits chair Bob Motter said, "To my knowledge this was one of the best years we've ever had." OLA Executive Director Kay Boies added, "A few brand new vendors called me before conference to say, 'My librarians tell me I need to be there.'" She went on, "It works! All year long, when you're spending money for your library, talk to those vendors about coming to conference or supporting the association's efforts by advertising."

* Ribbons for mentors. Many, many people used this chance to publicly honor and thank their mentors. Ribbons were sold in the OLA store for $1 each, proceeds benefiting the OLA Scholarship Fund. Both giving and receiving a ribbon was a special experience.

* County fair on Thursday night with booths and games, a clown making wild balloon creations, and both silent and live (with real auctioneer Jay Litchfield of Williams & Williams) auctions. The big item, 2 hours of storytelling by Valerie Kimble, who has 20 years of storytelling experience, was snapped up by Lynn McIntosh for the Chickasaw Library System. Bob and Pat Segal spent all evening joined at the head by a balloon contraption and had a great time. As Susan Wright teased us in the conference preview: "It's true," said the old sheep. Go to the Fair... you will find that the conditions at the Fair will surpass your wildest dreams.

* Newcomers conference orientation. The Membership Committee did a fantastic job this year. Because of the ODL scholarships, the Committee knew there would be a lot of first time Conference attendees. Sixty people attended a brief session at which President Susan Wright and committee member Rowdy Williams welcomed them and explained a bit about OLA's organization. First timers got a "First OLA" ribbon so they could be recognized. To encourage newcomers to meet other people, Rowdy had created a contest in which several dozen people participated. Each person who collected 10 signatures got an OLA mug from the Store, and Samantha Robb, who gathered 168 signatures, won a clock radio. These activities generated a lot of enthusiasm! Look for them next year.

* Wednesday night evening of poetry with Dr. Howard Stein, OKC poet and medical anthropologist.

(Cont. on p. 33)

Proactive leadership wins our association an award

The Oklahoma Education Association presented its 1998 Anti-Censorship Award to the Oklahoma Library Association. OLA president Susan Wright and OASLMS chair Buffy Edwards accepted the award on April 24, 1998 at the annual OEA Awards Banquet in Oklahoma City. The award came after Bettie Estes-Rickner's nomination detailing some of OLA's recent role in the area of intellectual freedom, including having a committee which meets monthly, procedures in place to address challenges, and planning workshops for librarians across the state to ensure that citizens in Oklahoma have unfettered access to information and materials. Susan announced the award to the over 300 OLA members present at the Conference first general session.
President's column

We build together, standing on the shoulders of our mentors

With help and hard work from many people through the year, the Oklahoma Library Association continued its efforts to strengthen the quality of libraries, library service, and librarianship in Oklahoma.

OLA's financial challenge was valiantly met with the approval of and strict adherence to a bare bones budget. Efforts to insure our fiscal health will continue. OLA needs to build a reserve fund, update office equipment, and, as always, find and nurture new members.

Important to remember when considering active participation in our association or encouraging a new member is the fact that we are stronger when we work together. We speak to the public, the legislature and our users in a clear and lively voice for improved library service when we do so united.

At Leadership Retreat last year I recalled Dr. Swisher's frequent comment, "we stand on the shoulders of giants." At Annual Conference little blue ribbons bedecked mentors as a way of saying thank you, with proceeds benefiting the Scholarship Fund. On an informal level we mentor one another through divisions, roundtables, committees, even conferences.

I'd also like to see the association begin a mentoring program on a more formal basis. The benefits to mentors and protégés (i.e. mentees') give both a chance to participate, contribute, evaluate beliefs, theories, and practices. A mentoring program will give OLA yet another dimension for strengthening our libraries and our profession.

Speaking in one voice, sharing our expertise, and learning new skills all combine to energize library service. The results once again underscore the year's theme for the places that expand and span our lives: Libraries are for Life!

Thank you to each member for making this year a success!

--Susan Dulaney Wright

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OLACalendar

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Thank you for being a member!
We know you have a choice!
From the editor

If you are a new OLA member you may not have realized the Oklahoma Librarian was modified some in order to do our part in helping to stabilize OLA's financial situation. First of all, the fall 1997 issues were combined, making a total of five instead of six issues in 1997/98. Other cost saving measures included going to cheaper paper stock, not including any photos, and saving on postage by holding the newsletter mailing to combine with other bulk mail items like the membership directory, conference preview, etc. For this reason it's been somewhat more difficult to predict when the newsletter would actually get into your hands.

Please thank AMIGOS Bibliographic Council, Ebsco Subscription Services, and Auto-Graphics, Inc. for their support this year by purchasing ad space in the Oklahoma Librarian!

Welcome to Karen Bays, Reference Librarian at the Edmond Public Library, who will be co-editing the Oklahoma Librarian starting with the next issue!

Editing and writing are fun creative activities-- plus we get to talk to librarians from all across the state. Input from a variety of people makes a better publication, more interesting and more reflective of the ideas of our members in all their diversity. We love to hear from you. If you're interested in something, you can count on many others being interested as well.

Send news items to arrive by Jan. 1, Mar. 1, May 1, July 1, Sept. 1, Nov. 1 for inclusion in the Oklahoma Librarian issue of that month, i.e. by Jan. 1 for the Jan/Feb issue. Send articles at any time! Material joyfully received by email, fax, regular mail or hand-to-hand transfer. Send to Karen or myself-- addresses on the masthead inside the cover.

How long's it been since you looked at the OLA homepage? The updated calendar, new Sequoyah lists, budget information telling where OLA is, what a division or roundtable is up to, maybe some new photos?

Thank you from the heart

When I admire the quilt so graciously and generously given to me at the Annual Conference, it brings up so many wonderful memories. Each name reminds me of some event, conversation or just a thought. But, most of all, I am moved by the thousands of tiny stitches and the amount of time required to create this beautiful quilt.

My sincere thanks to each of you who signed a block and my special gratitude to the three quilters--Donna Denniston, Beverly Jones and Donna Skvarla. This is a gift that will last me a lifetime and will provide me with lots of warmth in so many ways.

I witnessed numerous examples of the "eight habits of the heart" long before Clifton Taulbert wrote the book. In my fifteen years as Executive Director of the Oklahoma Library Association, I have seen many demonstrations by librarians of nurturing attitude, dependability, responsibility, friendship, brotherhood, high expectations, courage and hope.

Thank you all so very much for the gift and for allowing me to work for your association!

Kay Boies

They took a concept and made it happen...

Since the 91st Annual OLA Conference was held entirely in the Downtown Doubletree Hotel in Tulsa space was at a premium and things were a bit cozy. Attendees and conference planners used the limited space to their advantage, however, so that everywhere you looked there were librarians! The close quarters presented some unique challenges for the Local Arrangements committee as well but thanks to a wonderful crew of very hardworking, enthusiastic individuals the conference was a rousing success.

I would like to take this opportunity to recognize some of those who spent many hours of their own time to make the conference experience positive for everyone. Some of these tasks required the individuals involved to forgo many of the planned conference activities so if you feel so inclined drop them a note or send them an email expressing your thanks for a job well done. First of all I wish to thank my Co-Chair, Carolyn Mahin, who took care of many last minute details and organized the conference packets.

Buddy Johnson did a phenomenal job with registration as did Jonathan Woltz with nametags and signs. These guys also rarely left the registration desk so chances are you probably met one or both of them. Edie Schneeberger took care of the shopping for door prizes and speaker gifts; Francine Fisk made arrangements for the flowers. Laurie Sundborg and her staff at TCCL are the reason we had a conference bookstore; they took a vague concept and made it happen. R.D. Bell completed yet another tour of duty as the person in charge of AV and equipment, so if equipment was provided for your program chances are you have R.D. to thank. Preparation of the Conference Preview and the Conference Program involves hours of editing and layout which Molly Ives Brower cheerfully volunteered this year. Of course, nothing would ever be accomplished without the expertise of OLA's Executive Director, Kay Boies.

There were a few individuals who volunteered to help in whatever capacity they could with either registration or the OLA Bookstore. A special thanks is extended to Ann Dickinson, Robin Insalaco, Erma Stewart, Lynda Reynolds, Marilyn Shackelford, Arny Stephens, Anita Semptener, Donna Dodd, Kathy Huber, Linda Pye, Peggy Cook, Jane Carvajal, Gary Phillips, Susan McVey, Holly LaBossiere, and Joan Singleton.

I would be remiss without recognizing the people with whom I work at the Bird Health Sciences Library and who helped me a great deal with lots of details: Marty Thompson, Stewart Brower, Summer Gurney, Edie Schneeberger, Roswitha Allin and Jennifer Goodson.

I'll close by saying that this was an absolutely wonderful experience for me as Co-Chair of Local Arrangements. When you're approached to do this job don't hesitate; say yes and prepare yourself for a great adventure!

--Shari Clifton, Local Arrangements Co-Chair
Don't Get Caught in the Web: Avoiding the Garbage-Out Trap

It was witnessed first on Feb. 19, 1998 in Oklahoma City by a capacity crowd of 45. Others saw the phenomenon April 29 at an OLA pre-conference in Tulsa. Others have foreseen its reappearance on Aug. 14 at the Oklahoma Department of Libraries. It's your last chance to experience Mike Haven, OU library school, and Charles Brooks, University of Tulsa, in their super "Don't Get Caught in the Web" workshop. (Mike will be moving out of state.) Here are just a few highlights:

Why evaluate?
First of all, the web is a jumble of different types of sites because web sites are developed for differing purposes. Think of sites for advocacy, news, personal pages, business/marketing, and informational sites. So, when evaluating sites, the same questions aren't appropriate for all types of sites.

Second, use your brain cells! You're used to evaluating lots of things. Evaluate content, authority, presentation and workability. For content, think of the site's authority, audience it's aimed at, treatment (including accuracy and objectivity), scope/coverage, and currency. Users assume it's current--is it? For authority, who's the author, sponsoring organization, do they credit their sources, give contact information? Two other considerations when evaluating a web site are costs needed to access that information, and relation of the web site's information to other possible sources--what's different about this that makes it useful?

Where can I find other sources of evaluations?
Cautionary reminders: most sites are not evaluated anywhere; a site may have changed dramatically since it was evaluated; and the evaluative criteria used may be different from your criteria, for instance giving equal weight to glitziness as content.

Mike discussed descriptive sites on the web, the mega-commercial evaluation sites such as Lycos' top five home page, and print sources of web site evaluations. "Remember," he said, "rating tools are not substitutes for your judgment or that of your users."

What about teaching web site evaluation?
Charles Brooks said he's beginning to hear from faculty a growing concern about the kind of materials students are using in their papers. Students give equal weight to information from a chat room as to Encyclopaedia Brittanica. When you teach research skills, what concepts do you want students to carry away?

The six points he suggests that students keep in mind while doing research using the Internet are:

- The Internet is NOT like a library.
- The Internet is most useful as a supplementary research tool.
- Take what you find on the Internet with a large grain of salt!

The Internet is like a black hole! (things disappear without warning)
Be patient!
Useful information is not always free information!

Charles shared two types of practice assignments you might use in teaching web site evaluation skills. One, the "Internet Hunt," has students comparing for five simple questions the results gotten using the Web and then using materials in the library's reference section. Try answering "What is the immaculate conception?" or "How does quicksand work?" using both ways. How much time did it take and which would you be more likely to trust?

The second type of assignment is a "Compare and Contrast." The example used a variety of topics: web browsers, Native American repatriation and reburial, cloning, Roswell incident, Iraq crisis. Each topic has links to 3 informational web sites. After looking carefully at each site, students answer questions which focus attention on who's responsible for the web site's information, the purpose, and the up-to-dateness of information. Which site presents the most credible, authoritative, or believable information and why?

How can I avoid reinventing the wheel?
There are many excellent web sites with ideas on teaching evaluation, including online classes, surveys and checklists, and teaching techniques. To whet your interest, here are a few tidbits:

Evaluating Web Resources
http://www.science.widener.edu/~withers/webeval.htm
(Widener University/ Wolfram Memorial Library)

http://www.library.ucla.edu/libraries/college/instruct/noax/ evinfo.htm
(UCLA College Library Instruction)

Critical Evaluation Surveys
http://www.capecod.net/schrockguide/eval.htm
(Kathy Schrock's Guide for Educators)

Web Quests
http://edweb.sdsu.edu/courses/EDTEC596/About_WebQuests.html
(Bernie Dodge, San Diego State University)

And for a good example and good laugh, look at the web site "Feline Reactions to Bearded Men" by Catherine Maloney at Fairfield University (http://www.improb.com/archives/cat.htm).

Our students love the Internet; let's get them to flex those critical thinking skills on these sites!

--Rachel Butler
Tulsa City-County Library's request for a 1.2-millage increase and a $22 million bond proposal passed by nearly a three-to-one margin on May 12. The millage increase received 73 percent of the votes cast and the bond proposal garnered 72 percent.

"This is the highest approval rating our system has ever received," said Linda Saferite, TCCL executive director. "We are elated that our constituents delivered such a resounding vote of confidence in us."

The millage increase will allow the library system to maintain services over the next 10 years and the bond package will replace the 15-year-old automated library catalog and check-out system; buy new books; install a materials security system at all 23 locations; expand four regional libraries and seven branches; replace two branches; and renovate the Central Library and seven other branches.

Saferite credits the successful campaign to excellent customer service, strong community relations, a quiet postcard campaign, a four-month media blitz of library success stories, and a cadre of dedicated volunteers.

In the pre-campaign phase beginning in January, library staff held 24 town meetings to build support for the proposal and gain community input. "The town meetings were vital to the success of our campaign," said Sally Freeman Frasier, a member of the Citizens for Libraries committee and the TCCL Commission, and a board member of the Urban Libraries Council. "Just prior to our campaign, Tulsa voters resoundingly defeated a proposal to rejuvenate the downtown area. The main criticism of the proposal was that there was not any community input."

After conducting the town meetings, library officials fine-tuned the funding proposal, and an overall fact sheet was printed as was a customized fact sheet listing improvements for each facility. "We provided our customers with detailed information so they would know exactly what their tax increase would buy for their branch," said Saferite.

Organized by the Citizens for Libraries committee, the low-key campaign started in March and targeted library supporters. The committee formed a speakers bureau to send volunteers to speak to area organizations which they felt would support the proposal. Volunteers filled out 25,000 postcards and mailed to friends and family asking them to support the proposal. Also, volunteers handed out 20,000 "Vote Yes" bookmarks to library customers as they exited each location on two Saturdays prior to the election.

"From the beginning we were very careful to do everything by the book," said Fraser, who helped coordinate the volunteers. "When staff members assisted with the campaign, they did it on their own time."

The campaign for increased funding was TCCL's first request in 10 years.

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Celebrating extraordinary library service in 1998

Several of Oklahoma's outstanding librarians and library supporters got enthusiastic recognition at Conference. Awards to librarians were given at the opening general session, so they could be recognized by their peers all through the conference, and community award winners were honored at the Friday night banquet. Before you learn more--my thanks to everyone who gave time and thought to nominating someone.

Distinguished Service Award

At conference admirers plastered her chest with blue ribbons. This person receives the respect, love and admiration of her peers. This year she also received OLA's highest award, the 1998 Distinguished Service Award.

"This award is granted to a professional librarian [...] in recognition of inspired leadership, devoted service, and unusual contributions to Oklahoma libraries and to the profession of librarianship...."

You may know her. You may not have meet her yet. But you, your profession, your public, and your institution have benefited from her creative thinking and efforts. Susan McVey has been "a wonderfully bright, cheerful, supportive, optimistic and very giving example of Oklahoma librarianship" for over twenty years. The application on her behalf cites some of her work:

* She provided leadership in cooperation with ONET on the FIRSTSEARCH Oklahoma project, now the OLTN Statewide Information Databases, which gives access to bibliographic databases to all Oklahoma libraries at no charge to them.

* She created a task force to look at implications of disbanding the Oklahoma Union List of Serials, and mobilized libraries to create a workable plan to keep the product going.

* Perhaps her most important contribution has been her efforts to carve out good rules and policies for Oklahoma's universal service. After months of meetings, in fall 1997 the Oklahoma Corporation Commission adopted the FCC's universal service guidelines. The Commission's lawyer said, "Susan's involvement was absolutely critical."

* She's held office or served on 16 OLA committees, served as President, newsletter editor, and been active in numerous other professional organizations.

It was time to honor her achievements! Thank you, Susan!

1998 Outstanding New Librarian Award

She was minding her own business, thinking of last minute Local Arrangement details with part of her mind and listening to the opening general session of the 1998 OLA conference with the rest of her mind, when a suspicion formed. "They ARE talking about me!"

The Outstanding New Librarian Award is granted "in recognition of significant contributions to the profession of librarianship and potential for professional development. The recipient of this award must have five or fewer years of experience as a professional librarian, with at least two years in Oklahoma."

Award winner Shari Clifton is a reference librarian at the OU Bird Health Sciences Library in Oklahoma City.

Few librarians have the impact in their early careers that Shari has had. She played a leading role in revitalizing OLA's Social Responsibilities Roundtable, and in reestablishing an award for OLA librarians who demonstrate social responsibility in the community. This year she was asked to serve as chair of the Continuing Education Committee of the South Central Chapter of the Medical Library Association, a job usually done by someone who's been a member for several years. On the national level, she's worked with ALA's Social Responsibilities Roundtable.

She's been a member of ALA SRTT's Gay, Lesbian, Bisexual Book Awards Committee, recognizing books that help individuals better understand society and cultural differences, and is a member of the ALA ACRL Instruction Section's Planning Committee.

Even with her dedication and service to various associations, Shari has maintained her reputation as an effective and influential librarian, serving faculty and students at the OU Health Sciences Center and health care professionals in the state.

Special Project Award

"I didn't put down everything he did, because nobody'd believe it," said the librarian who nominated this person for the OLA Special Project Award.

"The award "may be granted to individuals who have made an outstanding contribution on one project for OLA or who have played a key role in a noteworthy project in their local community."

Award winner Ethern Smith, Sequoyah County representative to the Eastern Oklahoma District Library System board, "was instrumental in the design, fund raising and construction of the new library facility in Muldrow. Appointed by the City Council as the non-paid building construction supervisor, he oversaw every design decision, every bid process, every inspection, and construction aspect of the project. He recruited volunteer labor, donations of materials, nailed nails, sawed boards, painted and installed trim. He coordinated the volunteer and vo-tech labor in such a way

We would like to thank all our 1997-1998 sponsors • • •

The Oklahoma Library Association thanks these companies and individual vendors for donations of cash, advertising, awards and door prizes. You've helped us serve our members and improve libraries in Oklahoma. Thanks again!

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Demos Media
EBSCO Subscription Services
Econo-Clad Books
that the $467,000 estimated cost was actually only $225,000. Even as the project stretched into three years, Mr. Smith would not quit nor even complain."

The nomination goes on, "Why is his contribution valuable to OLA and libraries in Oklahoma? The Muldrow Library stands as a beacon of hope to other communities. They too, can offer a door to unlimited learning to their community if they are willing to work for the long term and never be satisfied with the word 'no.'"

1998 OLA/SIRS Intellectual Freedom Award

State Senator Cal Hobson received the 1998 OLA/SIRS Intellectual Freedom Award from the Oklahoma Library Association.

This award is given by the Intellectual Freedom Committee of OLA, in partnership with SIRS, Inc. to recognize "(...) the contribution made by an individual to actively promote or defend intellectual freedom."

Sen. Hobson, D-Lexington, was chosen for his leadership in the 1997 legislative session and his support of libraries. He was instrumental in preserving open access to library materials in the face of direct challenge to intellectual freedom.

In 1997, Oklahoma House Bill 1836 sought to restrict access to materials in public libraries. The bill was defeated when a coalition of library supporters worked with Sen. Hobson on a conference rewrite of the proposed legislation. In November 1997, Sen. Hobson served on a panel discussion about censorship issues during a statewide Library Development Institute, speaking eloquently on the challenges facing libraries and what citizens can do in support of intellectual freedom issues.

In a recent letter Sen. Hobson says, "...thanks for the extraordinary honor you bestowed on me in Tulsa with your Oklahoma Library Intellectual Freedom Award. I was truly stunned to be selected because I feel I was just doing my legislative job when First Amendment issues arose in last year's session."

The award consists of $500 to the award winner, $500 to the institution of the winner's choice and a plaque. Sen. Hobson donated $500 to the Pioneer Library System.

1998 Ruth Brown Memorial Award

Positive Tomorrows, of Oklahoma City, received OLA's Ruth Brown Memorial Award this year. Positive Tomorrows is a transitional center for homeless children, and is building a library for the children (see Social Responsibilities article in this issue). Given by the Social Responsibilities Roundtable, this award is "to encourage and recognize programming that addresses issues of social concern as they impact libraries, library collections, and the communities served by these libraries."

SRRT chair Jane Taylor introduced the award and its winner this way:

Until I joined SRRT two years ago, the only Ruth Brown I knew was the blues woman who sometimes sings on albums with Bonnie Raitt. Our Ruth Brown may have felt like singing the blues when she was fired from her position as Librarian at Bartlesville Public Library in 1950. She had offended the City Commission for what they called her "accelerated" attitude toward integration. Ruth Brown's belief in civil rights and her efforts on behalf of the black community to use the library led to trumped up charges that she was communist. When she was finally fired it was on grounds that she had circulated subversive materials, namely The Nation and The New Republic.

Ruth Brown's story and her fight all the way to the Oklahoma Supreme Court is one of the most dramatic in the history of Oklahoma libraries. Yet we know that today there are still people willing to take risks and to work toward civil rights and equal access, sometimes vociferously, sometimes quietly. Tonight we would like to present the first annual Ruth Brown Memorial Award to Positive Tomorrows, Oklahoma City's Transitional School for Homeless Children, for their library project called Brain Train. Every day, staff members drive across town to shelters, motels and anywhere else kids are living temporarily and transport them to a place where teachers and counselors care deeply about them. Positive Tomorrows can be very proud of the renovated space at Epworth Methodist Church, but it is small and there is not room in the facility for a library. The Brain Train was established as a moveable library which could be brought into the classrooms to give the students a library experience. Once a day they have some "DEAR" time, which to them means "drop everything and read."

This award is given to Positive Tomorrows for making sure these children without permanent addresses, without access to public libraries, without access to public schools, will not grow up without having a chance to learn the pleasure and power of literacy.

Past president and board member Pat Gallagher accepted the award. Recently she said, "I'm really thrilled. It seemed fitting that Positive Tomorrows got it, because of the work that Ruth Brown did to help the disenfranchised. The kids we work with have all kinds of obstacles thrown in front of them. We're trying to intervene before they become lost children."

Celebrate each other! Thanks again to all who nominated these wonderful role models!
"Knowledge Is Power"
Sir Francis Bacon, 1597

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ARL identifies best practices in interlibrary loan operations

Eight interlibrary loan (ILL) departments of North American research libraries were identified as high-performing operations in a two-year study of interlibrary loan and document delivery operations by the Association of Research Libraries. Colorado State University, University of Chicago, University of Cincinnati, Ohio University, and two ILL units of the University of Illinois-Chicago emerged as high-performing borrowing operations. The University of Alberta and the University of Wisconsin-Madison are the two research libraries with high-performing lending operations.

Several best practices were identified in high-performing operations: these libraries encourage or require patrons to submit requests electronically; their ILL departments are managed by support staff supervisors; and they make extensive use of technology and software, such as OCLC's ILL Fee Management service to charge or pay ILL invoices or RLG's Ariel document delivery software for Internet users. In addition, the libraries that offer user-initiated borrowing have lower costs and faster turnaround time than libraries with staff-mediated ILL requests.

Data from 97 research and 22 college libraries were analyzed using four performance measures: the direct costs a library incurs when filling an ILL request (borrowing or lending), the percentage of borrowing or lending requests successfully filled, the number of calendar days it takes a library to complete a borrowing request, and the level of user satisfaction with the borrowing service.

Summary findings indicate that the overall performance of ILL operations in college libraries was better than ILL operations in research libraries. Research libraries spend an average combined cost (borrowing and lending) of $27.83 per filled ILL request, while college libraries spend an average combined cost of $19.33. The study was unable to identify the reason for the statistically significant difference between research and college library costs, but did determine that for both groups, staff costs account for between 2/3 and 3/4 of the unit cost. In addition, the study found that as volume of lending increases the lending unit cost decreases; the same relationship does not exist for borrowing unit costs.

The study further compared performance of 63 libraries that participated in this study and in the 1992 ARL/RLG interlibrary Loan Cost Study and found that, when adjusted for inflation, borrowing unit costs in research libraries have decreased 13% and lending unit costs dropped 21%.

"...We have learned from the best performers that even the best can get better, and the benefits accrue to us all."

The report lays out strategies for improving local performance that center around staffing, technology, and administration of ILL operations. To assist ILL managers in applying these strategies, ARL will conduct workshops on evaluating performance with further analyses of local practices and implementing the changes recommended in the study. Shirley Baker, Vice-Chancellor for Information Technology and Dean of University Libraries, Washington University in St. Louis, and chair of the study's advisory committee, notes that "The next step is action--action to make not incremental but astounding improvements in the performance of every library's interlibrary loan unit. We have learned from the best performers that even the best can get better, and the benefits accrue to us all."


Conference (cont. from p. 25)

* Table talks early Thursday morning, before the opening general session, and early Friday. And some thought no one would come that early!
* OU library school students' "Taking a Fresh Look" program.
* Tulsa school library tours preconference.

And an exceptional collection of programs, including the presence of both Sequoyah award winning authors!

At the opening general session new OLA officers were introduced: President Debra Engel, Teresa Dickson, MPLA representative, Gary Phillips, secretary, president-elect Donna Morris, and John Augelli, continuing as treasurer. Librarians received awards (see pgs. 30-31).

And author Clifton Taulbert inspired us. He said, "Your recognition of each other is the stuff books are made of. We're the books that men and women will read. We each have chapters. Running through each book is the highway that I call humanity. We honor each other by reading and telling each other's stories."

He gave us habits of the heart to hold up and cherish.

A nurturing attitude... share time. Responsibility... show another person what to do, how to do it. Dependability... be there for others, day in and day out. Friendship... when friendship is not present, people live in fear and a community breaks down. Brotherhood is friendship stretched. Have expectations... tell someone "you're marked for good." Courage... speaking out on behalf of someone else. Hope... within the community, hope is believing in tomorrow. Ordinary acts can have universal consequences. We pass along the strengths of our lives, building for the future. Nurturing a child can have an impact on a nation.

People had fun! Some librarians don't think they are allowed to have fun while doing professional activities. Yet, people learn more when they're having fun. The conference was the culmination of a whole lot of work and shared effort, a chance to celebrate and learn. Kay Boies says, "The conference is a staff party for me, since I'm the only one in the office." I say it's the staff party for libraries and librarians all over Oklahoma! We work and have fun together for common purposes through the year. It's time to celebrate!
Social Responsibilities Roundtable membership: Field trips & service opportunities much more fun than sitting around a boardroom table

When I first joined OLA's Social Responsibilities Roundtable, I was happily surprised by the friendly, informal group of librarians and the conspicuous absence of rigid adherence to Robert's Rules of Order! I immediately felt a kinship with the folks on this roundtable—like I had finally found my professional home outside my own institution. Most attractive for me about this group is its commitment to learning more about underserved populations in Oklahoma and to supporting and encouraging institutions that attempt to meet the information needs of such groups.

"SRRT made an effort this year to go into the community to investigate issues of social concern for libraries and library users," explained Jane Taylor, Social Responsibilities Roundtable chair. "We held a meeting at Herland Sister Resources in Oklahoma City, learning about their lending library and the information needs of the lesbian community. At this meeting we offered to help get newly donated volumes processed and on the shelf. Cathy Van Hoy organized a volunteer day in April at which time she, Shari Clifton, Carolyn Mahin and several non-SRRT members processed over 500 books and had a great time as well," Taylor said. Herland serves the Oklahoma City metro area gay community with books, magazines, information and referrals, guidance, and counseling. Many of the titles found at Herland never were or no longer are available within the local Metropolitan Library System, and sometimes customers feel uncomfortable requesting titles within the system or through interlibrary loan at their regular public libraries.

SRRT also met at Positive Tomorrows, an Oklahoma City transitional center providing education and social services for homeless children. The school normally has about 45-60 children transitioning in and out of the center at any time. Three classrooms meet with different grade levels: kindergarten; third through fifth grade; and sixth through twelfth grades. The school provides for some basic needs as well as educational needs. Each child receives a nylon tote bag with soap, shampoo, toothbrush and toothpaste, and deodorant. Clean, used clothing and shoes in all sizes are provided, as well as new underwear.

"Positive Tomorrows is as much about healing as about learning," said Susie Graves, Director, during our tour of the facility. Graves showed us the counseling center where group and individual sessions help children learn to deal with feelings of depression, anger, stress, and to learn decision-making skills and options available to them. A banner across the wall reads, "It's okay to make mistakes!" The wall is covered with colorful handprints of each child who has come through this school. Graves explained that it is important for these young people who have been victims of turmoil, abuse, and instability to experience a sense of belonging—that they have "left their mark" on this place—and it is theirs.

Positive Tomorrows is in the process of building a library for their students. After visiting the school and assessing their needs, Jane Taylor and other SRRT members approached Borders Books in Oklahoma City, and they agreed to do a Christmas fund raiser for the benefit of the school. Borders had a book drop for Positive Tomorrows, and they had a Christmas tree where donors could write their name on an angel to hang on the tree to show their support for Positive Tomorrows. Vickie Dixon and Marla Roberson from SRRT generously donated books to the center.

At the most recent SRRT meeting, the symbolic gavel was passed from Jane Taylor to the new SRRT Chairperson, Glenda Lamb, Director of the Enid Public Library. Plans for the upcoming year were discussed, including fundraising ideas to provide for the Ruth Brown Award. Some possibilities include sponsoring a show with a local musician, holding a garage sale, or sponsoring a workshop featuring ALA's new Diversity Officer, Sandra Rios Balderama. SRRT is considering ideas for programs at next year's OLA Conference, including "Unstraightening the Shelves," which would address opportunities and challenges in developing a collection which is more inclusive of gay studies and gay authors.

Our new member, Deborah Willis, from Metropolitan--Midwest City Branch, is designing a web page for SRRT to submit to the OLA WebMaster to keep OLA members informed about SRRT.

For more information about where and when the Social Responsibilities Roundtable will be meeting, please contact Glenda Lamb at Enid Public Library (580)234-6313, e-mail: glenda@enid.com. (That's an "L" and not a number "1" after "glenda.")

--Karen Bays

Organizing libraries at the time of the Pilgrims
"... The other, and larger, thing Leibniz was crazy about was libraries. His job as bookkeeper to the elector of Hannover was pretty much of a sinecure, given him so he could write (though he never finished it) a history of the dukal family. While book hunting in Paris, Leibniz was apparently much taken by a text on how to put together your own library, with instructions on how to catalogue, choose titles, dust books and treat the library staff. This bookworm's delight had been written in 1627 by Gabriel Naudé, who had put his money where his mouth was by collecting and organizing a gigantic library of 40,000 volumes for his boss Cardinal Mazarin, first minister of France, who then built a place to house it all and opened it to the public.

Naudé's book also caught the eye of an English aristocrat and scholar, John Evelyn, who came across it during a tour of Europe a few years later. Evelyn eventually translated Naudé's book and gave a copy to a friend [Samuel Pepys] ...

People and places

PHIL TOLBERT is the new manager at Capital Hill branch of the Metropolitan (OKC) Library System.

The PUBLIC LIBRARY OF ENID AND GARFIELD COUNTY has been approved for an OLA Town Hall grant, as have both the BEAVER COUNTY PUBLIC LIBRARY and LAWTON PUBLIC LIBRARY. The Town Hall grants, funded by ODL, are used to facilitate discussion about the role of community libraries in providing access to information. Each local planning group develops a program tailored to that community and situation.

CLINTON M. (Marty) THOMPSON, JR., Director of the Bird Health Sciences Library, and Professor and Chair of the Department of Medical Library Science, OU College of Allied Health, is the 6th recipient of the national Michael E. DeBakey Library Services Outreach Award. This prestigious award honors an outstanding librarian in the area of outreach to rural unaffiliated or underserved medical populations, and is given by the Friends of the National Library of Medicine. The award, including a $500 cash prize, was presented to Marty on April 27, at "The Emerging Health Information Infrastructure 1998" conference at Georgetown University Conference Center in Washington, D.C. Marty was nominated for the award by medical librarians from Oklahoma and Arkansas. Their letters of nomination and support emphasized Marty's work obtaining funding for outreach projects to rural unaffiliated and underserved medical populations, his active role in organizing major outreach programs in the state, and in sharing knowledge and promoting outreach to members of his staff, Oklahoma hospital librarians and library managers, and regional colleagues. The letters described Marty as a mentor to librarians who serve rural health professionals.

JOANNE CALLARD received the 1998 Award of Merit from the OU School of Library and Information Studies Alumni Association. The Award is given annually to an outstanding alum for service to the School and to the library profession. Ms. Callard graduated in 1976 from the library school. Most of her library career has been in medical libraries. When she retired in 1990 she was Associate Director and Associate Professor of Medical Library Science at the OU Health Sciences Library. Much of her service centered on interlibrary cooperation. For example, she chaired the Ad Hoc Committee which organized Oklahoma City's multi-type library cooperative network, METRONET, in 1986. Though retired, Ms. Callard keeps involved with libraries as a volunteer at both her church library and the local hospital library. She lives in Norman, OK.

The University of Tulsa's Director of McFarlin Library, ROBERT PATTERSON, retired May 31, 1998. Under his direction since 1981, McFarlin Library has gone through a series of major changes, including the reconfiguration of its physical layout, sweeping reorganizations of staff and services, the installation of two successive library automated systems (LIAS in 1985 and INNOPAC in 1996, and the major expansion of academic computing capabilities. McFarlin's holdings grew from one million to over three million items. Bob has also made significant contributions through his service in a variety of national, regional and state academic library organizations. In 1987 he created a preservation laboratory in McFarlin, the first in an Oklahoma comprehensive university. Additionally, through his 1979 founding and long editorship of Conservation Administration News, he pioneered the field of library materials preservation. CAN was recognized by the ALA in 1985 with the H.W. Wilson Award. He led in the acquisitions of several major collections, notably rare books, archives and manuscripts, including the papers of Richard Ellman and V.S. Naipul. Bob said he originally planned to be at the university for five years. "That's about the average tenure for academic library directors," he explains, "but I stayed for seventeen years. The growing convergence of libraries and information technology during this time certainly made the job more challenging and fulfilling." After retirement, Bob plans to travel and write, "to audit all those courses I never had the time to take," and spend more time in Austin with his new grandson.

OLA Executive Board actions taken

March 20, 1998

The OLA Board met at Oak Hall Episcopal School in Ardmore and took the following actions:

* Approved the Treasurer's report distributed in John Augelli’s absence.

* Discussed the use of the OLA conference logo by other organizations. Past policy has been to decide on a case by case basis. Approved a motion to allow Pioneer Library System to use the logo for their summer program.

* Heard a proposal by Lynn McIntosh for changes to the OLA Constitution and By-Laws. Approved a motion to refer the changes as presented to the OLA membership for approval. Also approved recommended changes to the OLA Handbook-changes that do not require membership approval.

* Approved proposed budget revisions presented by Marty Thompson, chair of the Budget & Finance Committee.

* In executive session considered nominations submitted by the Awards Committee and presented by Susan Wright. Approved the nominations for the Special Projects Award, Outstanding New Librarian Award, and Distinguished Service Award.

* Heard Jennifer Kidney's proposal for a grant application to be submitted to the Oklahoma Foundation for the Humanities for $6,190 to develop a discussion series for young adults. After discussion about the current climate in Oklahoma concerning children's literature, Jennifer agreed to state in the proposal that the list of books would be developed in conjunction with the OLA Young Adult Sequoyah Committee. Motion to approve the grant request carried.

April 1998

The Executive Board did not meet in April because the Annual Conference was held the same month.
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