During my senior year in college, I was an exchange student in West Berlin. At that time, my part of the city was still hemmed in by that combination of barbed wire, natural boundaries, cinderblock and old sides of buildings known as the Berlin Wall. Once a month or so, I would begin to feel either claustrophobic or foot loose and take a trip to someplace on the outside. On my student’s budget, train travel was my only option. (The credit card companies were not yet sending out cards to people with no income.) One of the problems with travel from West Berlin at that time was that you had to get a visa to visit the areas around the city, unless you were just going someplace for the day, and I usually wanted to get beyond East Germany anyway. You didn’t need a visa to travel to the West as long as you stayed on the train until you got to West Germany. So I would take the train to someplace in West Germany or beyond. I rarely made definite travel plans or set fixed itineraries because I enjoyed seeing where I would end up, and it seemed that whenever I set up an itinerary something would come up that would upset it anyway.

On one such trip, I decided to go to Essen in West Germany to visit a friend I had met at a language academy. The trouble with this trip was that I neglected to let him know I was coming for a visit. I got to Essen, acquired a city map, and took a bus to find where he lived. When I got to what I believed to be his street, I discovered that I had left his house and telephone number in my bag, which was checked back at the train station. Now Germany is not a place where you just start knocking on doors asking where someone lives. Since the bus had taken a round about trip, I decided to try the subway/commuter train. I got on it and started my ride in what I thought was the direction of the city center. I was wrong about the direction, however, and soon realized I was headed out into a rather desolate industrial area. It was a dreary winter Saturday afternoon and I was the only person in my train car. As I got farther out, I started to realize that I was going to have to get off the train and cross to the other platform to catch the train back to town. I stayed on the train for a number of stops, hoping to get to one where I might find other people waiting, but all of the stops were deserted. Another factor that added to my anxiety was that I had no idea, since it was a weekend, when I could catch a train in the other direction. As it started to get dark, I decided to get off the train headed out, and take my chances catching a train back into town. This I did, and I must not have waited very long because I don’t remember much about the trip back.
By now you are probably wondering what this story has to do with *Tennessee Libraries*. Well, I’m thirty years older now, and I think, better able to tell when I may be headed out in the wrong direction. I’ve been editor of *Tennessee Libraries* for almost six years. I have enjoyed most aspects of being editor. You get to read a lot of interesting articles and reviews -- over and over again. And you get to meet a lot of interesting people. I like to think that my tenure as editor has been better planned than my trips as a student, but often as not, circumstances beyond my control have intervened, and I have ended up taking a different course with the journal than I might have planned. The biggest change in the itinerary came when we switched to electronic publication. With that decision as with others, we didn’t know where we might end up; we just made a choice and hoped we had taken the best route. Sometimes you make the right choice, and sometimes you don’t. Then there comes a time when you realize that you really should get off the train and go in another direction. That time has come for me with *Tennessee Libraries*.

I’m thankful that I can leave *TL* in very capable hands. Marie Jones will be sole managing editor. She has already laid the groundwork for some interesting issues coming up next year, and she is able to keep the journal running smoothly from the technical side as well. Rebecca Tolley-Stokes has shown herself to be a fine book review editor, and the interviews set up by Scott Cohen have often been among the most interesting features in *TL*. I would also like to express my gratitude for the support given to *TL* by the TLA presidents, our executive director Annelle Huggins, and by Martha Earl, chair of the Publications Advisory Board, and her predecessors Janet Fisher and Winston Walden.

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*The Tennessee Library Association disclaims responsibility for statements, whether of fact or opinion, made by contributors.*
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PRINT VS. COMPUTER-ASSISTED LEGAL RESEARCH: A SURVEY OF SOLE PRACTITIONER AND SMALL LAW FIRM ATTORNEYS IN THE LOOKOUT MOUNTAIN JUDICIAL CIRCUIT

Introduction
Any interview, any advertisement for an attorney is usually conducted against the ubiquitous backdrop of legal reference books. But how accurate is this portrayal for today’s practicing attorney, especially one located in a rural community? Dare I whisper the truth? The in-house law library print collection is a token that is quickly being discarded in favor of fast, easy online access to legal research.

County law libraries across the nation are going electronic and cutting back drastically, or altogether, on their print collections. In the Lookout Mountain Judicial Circuit, legal database passwords are distributed to lawyers within their county’s jurisdiction, saving attorneys the expense of purchasing access for their own firms. Many state bar associations provide access to Casemaker, an online legal research tool, as a benefit of bar membership. Ease of access and more efficient use of firm space have some attorneys celebrating the end of print.

Law librarians, however, are cautioning against embracing the digital world of legal information to the exclusion of print. In Penny Hazelton’s article “How Much of Your Print Collection is really on WESTLAW or LEXIS-NEXIS?” she published a comparative study using the University of Washington’s Law School collection (attempting to justify the need for extra space in their new law library facility) and determined that only 13% of their collection was duplicated online using both Westlaw and LexisNexis. Reach, Whelan, & Flood’s article on the practicality of the digital library in private law firms warns that while “federal case law, statutes, and regulations in a law firm collection can be entirely digital…..practice-specific resources, state resources, and treatises still need refinement in the digital world to be viable.”

Limited understanding of the limits of computer-assisted legal research can also lead researchers astray. Younger legal professionals, especially, may miss issues in their research by narrowly focusing on finding relevant cases through keyword searching, rather than gaining an understanding of the broad concepts of the law they’re investigating. Rappaport and Stolley, both practicing attorneys, discuss in their respective articles the limitations of computer-assisted legal research; primarily how poorly adapted it is for conceptual research. Stolley continues his argument noting that attorneys are dependent on analogies for persuasive arguments and that the computer is ill-suited for making connections between analogous concepts.

Familiarity with computer-assisted legal research, however, goes to the heart of an attorney’s competency to practice law. Without a willingness to embrace the cutting-edge currency of the Internet and the panoply of legal resources available through on-line databases, an attorney risks being held accountable for not maintaining an acceptable “standard of ordinary care and skill in legal research.” Lawyers, therefore, hold themselves open to sanctions from the courts which have a responsibility to the public and the legal system for “holding lawyers accountable to a standard of legal research competence reflective of the reality of readily accessible information.”
Background
The UTC Lupton Library acquired in 2002 the print collection of the Hamilton County Law Library. A committee was formed to begin a process of determining which print resources were necessary to enhance the collection and which were redundant - considering Lupton Library’s access to LexisNexis Academic Universe and a solid core collection of legal research materials in place to support the University’s American Bar Association accredited Legal Studies program. Because most published surveys profiling the research habits of attorneys are either too dated or don’t focus on sole practitioners or small law firm attorneys in rural areas, I was interested in discovering in what ways computer-assisted legal research has impacted this particular demographic of the legal community.

Survey Summary
I used a simple, modified version of the questionnaire from the American Bar Association’s “Survey of Automation in Smaller Law Firms” to explore the ramifications of computer-assisted legal research on sole practitioners and small (2-10 attorneys) law firms in four Georgia counties. I devised a separate questionnaire for the county law libraries. Using the Lookout Mountain Bar Directory I mailed questionnaires to 72 attorneys and 4 county law library staff in the Lookout Mountain Judicial circuit, which is comprised of the following counties: Dade, Chattooga, Catoosa and Walker. (Georgia’s trial court system provides that Georgia counties be divided into forty-nine judicial circuits to be served by at least one superior court judge). A total of forty two questionnaires from individual attorneys were returned. Two questionnaires were exempted from the findings because the respondents were not sole practitioners/small law firm attorneys. The base for each question is 40, based on the total number of viable surveys returned (55.5%). Because only two out of four questionnaires from county law libraries were returned, I report those findings in simple counts.

Figure 1

<table>
<thead>
<tr>
<th>COUNTY POLpopulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catoosa</td>
</tr>
<tr>
<td>59,845</td>
</tr>
</tbody>
</table>


Methods
Introductory letters were mailed with the questionnaires on June 30, 2004 explaining the purpose of the survey and reminders were sent the following week. A two week deadline was imposed to encourage quick response time, but questionnaires continued to be accepted after that date, with the realization that during the summer, vacations impacted timely completion. Processing was initiated on August 2nd, and no further surveys were accepted after that date. A copy of the questionnaire is available upon request from the author.

This report presents the results in the general sequence in which the questions were asked. When open-ended questions received a substantial number of responses, the results are noted.
Findings
Slightly more than half of the attorneys responding to the survey have been practicing law for more than 20 years. The primary areas of practice are General Practice with Litigation and Family Law in equal numbers. Forty percent of the respondents are sole practitioners and the others noted between 2 to 8 members in their firms. Results of the survey seem to indicate that most of their time spent doing legal research is with fee-based databases, with the majority opting to decrease space devoted to print resources in their firms. Electronic access is not inexpensive, however. Only 12.5% of the responding attorneys saw their legal research budgets shrink from 2003 to 2004. Sole practitioners are apt to spend more time on the Internet for legal research than their small firm counterparts, possibly in an effort to save on cost. Though all the respondents perform computer assisted legal research at their office, a large number also elect to do their research at home and on the road. With wireless access provided at all the Lookout Mountain Judicial Circuit courthouses, mobile research is quickly becoming the norm.

Comments from individual attorneys:
“Online research & e-filing will supercede hardbound materials during the next 20 years.”

“We made a decision to reduce our print materials to the Ga. Code Ann., the Tennessee Code Ann. and Georgia cases. We use our Westlaw subscription and the county law library’s LOIS subscription for most of our research. The books take up too much space and are not convenient.”


“I’m [a] sole practitioner, without a computer, net access, etc. So forgive me for not emailing.”

“Print resources usually redundant of on-line subscriptions.”

“I miss some of the old print resources such as Am Jur [American Jurisprudence] and would like to have easier access to [these?] – electronic research is quicker if you can frame your query properly or luckily, but it can be very awkward depending on the design of the database and the mood of the computer or internet server.”

“Have a strong preference for county resources like Loislaw that can be accessed anywhere, as opposed to Lexis that has to be accessed at the courthouse if using the county’s account.”

“I rarely do internet research. However, one of the other attorneys in the office does almost all research online.”
There was an almost even split between attorneys who have been practicing law for 20+ years and those who have been practicing between 1 – 20 years. The preponderance of attorneys practicing for 20+ years most likely reflects the post-war baby boom in the United States. Other factors influencing the growth of the legal profession in the third quarter of the twentieth century were the increase in the number of law schools and the entry of women by greater numbers into the profession. ⁹
General Practice garnered the greatest number of responses, most likely selected because it reflects the diversity of a small-town law practice. Litigation, family law, criminal law and real estate are also popular areas of practice in this circuit. Under the option of “other”, eight attorneys wrote in Personal Injury, one of the more lucrative specialties practiced by members of the profession.
**Figure 4**

How many attorneys are in your firm?

<table>
<thead>
<tr>
<th>Number of attorneys in firm</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>No response</td>
<td>1</td>
</tr>
</tbody>
</table>
The chart above illustrates the combined responses to the following question(s): In a typical week, how many hours do you spend using printed sources / online databases / the Internet? Responding attorneys devoting between 6 to 31+ hours per week to legal research favor online databases 2 to 1 over print or Internet research websites.
As this graph shows, the majority of attorneys responding to this survey access legal research online databases through a personal or firm subscription, while slightly over a third take advantage of password access to their county law library’s databases.
Casemaker, originally a CD-ROM product developed in 1988, went online in 1998 when it was adopted by the Ohio State Bar Association. Since its launch at least 15 other states have signed on and offered their state holdings to the database. Casemaker was offered free to members of the Georgia Bar Association in January 2005 allowing them access to the existing Federal Library as well as Georgia’s Federal and State Library and state library holdings of other subscribers.

Twenty six (65%) responding attorneys are apparently taking a “wait and see” approach to Casemaker, possibly to have time to assess its capabilities before making a commitment. One attorney wrote “[I] want to see how well it works first. Also, [I] do TN work so we need TN research on line.”
This was an open ended question with no resources listed for selection. Not surprisingly, the Georgia Code and an online database were noted as the top two choices of most frequently consulted legal research sources, but practice treatises also ranked very highly as a preferred resource. As noted previously in the introduction, hornbooks or practice treatises are still most often in print format for ease of use. The most frequently cited treatise was Daniel’s Georgia Criminal Trial Practice.

Three websites noted as portals for legal research were: findlaw.com (2), the Secretary of State website, and the Bankruptcy Trustee website.
Figure 9

Compared to 1999, has the amount of shelf space devoted to frequently consulted print legal research sources in your office/firm increased or decreased?

- Increased: 15%
- About the same: 35%
- Decreased: 47.5%

Shelf space allotted to print resources is definitely in the decline since 1999, with 35% of the attorneys electing to maintain the size of their print collections and 47.5% deciding to reduce it. “The books take up too much space and are not convenient” was one of the comments offered by a respondent.

Figure 10

Has your total budget for legal reference sources (databases, CD-ROMS, and print) increased or decreased compared to this same time last year?

- Increased: 22.5%
- About the same: 65%
- Decreased: 12.5%

Only 12.5% of the respondents saw a decrease in their budgets for legal research sources from last year. Apparently, electronic research is not any less expensive than print.
Where do you perform your computer assisted legal research?
(Where multiple responses were recorded, numbers may add to more than 100%)

Office 97.5%
Home 57.5%
On the road 22.5%
Courthouse library 15%
Other 2.5%

All responding attorneys do computer-assisted legal research at their offices, but over half also report performing research at home. 22.5% of the respondents selected “on the road”; or, as one respondent commented “wherever.” Only 15% use the County Law Library.

Difference in Internet usage between sole practitioners and small firm attorneys.

This survey indicates that sole practitioners spend slightly more time on the Internet for research than their small firm colleagues. Further research is needed, but I expect cost savings may be an issue.
(Only two out of four county law library surveys were returned, so these results are reported in simple counts.)

1. Does the library offer Internet access?
   - Yes: 2
   - No: 0

2. What online legal databases does your library subscribe to?
   - Lexis: 0
   - Westlaw: 0
   - Loislaw: 2
   - Other: 0
   - None: 0

3. Can the legal community remotely access the library’s databases through use of a password?
   - Yes: 2
   - No: 0

4. Has the budget for online databases (Westlaw, Lexis, Loislaw, et. al.), increased or decreased from this same time last year?
   - Increased: 0
   - Decreased: 0
   - About the same: 2

5. What CD-ROM products does the library provide, if any? (Limit yourself to three).
   - U.S.C.A.: 1
   - Georgia Primary Law: 1
   - Georgia Procedure/Jurisprudence: 1
   - None: 1

6. Has the budget for CD-ROM products increased or decreased from this same time last year?
   - Increased: 1
   - Decreased: 0
   - About the same: 1

7. Compared to 1999, has the amount of shelf space devoted to print legal research sources in the library increased or decreased?
   - Increased: 0
   - Decreased: 1
8. Has the budget for print legal research sources increased or decreased from this same time last year?

- Increased: 0
- Decreased: 1
- About the same: 1

9. Estimate the number of attorneys or legal support staff who actually visit the library’s physical facility for research in an average week.

- None: 0
- 1 to 5: 0
- 6 to 10: 2
- 11 to 15: 0
- 16 to 20: 0
- 21 to 25: 0
- 26 to 30: 0
- 30 or more: 0

10. From what source of revenue is the county law library budget comprised?

- Court fees: 2
- County appropriations: 0
- State appropriations: 0
- Other: 0

11. What is the job title of the county law library administrator?

- Law Librarian: 1
- Superior Court Judge’s Administrative Assist: 1
NOTES


7 Ibid.


A library does not need to boast a thriving preservation department in order to have a preservation program. Preservation is much more than the glamour of a conservation lab or the mysteries of digital preservation policies. In fact, library employees who shelve books or work at the circulation or reference desks have a daily opportunity to prolong the life of the materials they handle. People working in public service areas handle many more of the library’s materials than will ever pass through a repair or binding operation. Preservation of library collections starts on the front lines. The treatment library materials receive on a regular basis profoundly affects their life-span. The primary goal of any preservation program is to keep library and archive materials in usable condition for as long as they are needed. This goal cannot be achieved without the knowledge and cooperation of the people who routinely handle the collections. By following simple guidelines for proper shelving, safe booktruck loading, food and drink consumption, water damage protection, and educating patrons, a library can go a long way towards preserving its collections.

1. Shelving Practices

There are right and wrong ways to shelve a book. It is critical to understand that improper and sloppy shelving can cause severe damage to books. A correctly shelved book sits with the tail on the shelf and spine facing out.
The books on the shelf should fit together snuggly so they are not leaning but can still easily be removed. Book-ends should be used when necessary to prevent leaning.

Here are some common problems caused by improper shelving:

1. When a book sits on the shelf with its foredge down, the hinges of the book are weakened, which leads to torn endsheets and loose textblocks. Some libraries can repair these books in house, but they often have to be sent to the bindery or be replaced.

2. When a book leans for long periods of time, it becomes warped and may need to be rebound or even replaced.
3. A book that is shelved too tightly can be difficult for patrons and staff to remove from the shelf. This often leads to torn headcaps or ripped spines.

4. A book should never be shoved on top of others as in this diagram. The book could easily fall off the shelf, or, if the book stays in this precarious position, it may become warped.
In addition to the position in which a book sits while on the shelf, the manner in which a book is placed on the shelf and removed from the shelf also affects its physical condition. When putting a volume on the shelf, carefully move the already shelved books aside, moving the bookend first, to make room for the new book. Put the new book in place and then move the other volumes back into place, replacing the bookend, if necessary. The safe way to remove a book from the shelf is to gently push back the books on either side and grab the desired book with the index finger and thumb on either side of the middle of the spine. Pulling on the headcap is a common mistake that will cause damage to the spine.

![Correct and Incorrect Book Truck Loading Diagram]

2. Book Trucks

As with proper shelving, proper book truck loading can also help preserve a library’s collections. Although volumes are not usually on book trucks for prolonged periods of time, as they are on shelves, the added variable of movement with book trucks makes it just as important to load a book truck correctly as it is to shelve correctly. A correctly loaded book truck has volumes shelved with the tail down and spine facing out. Volumes that are too tall for the lower shelves of the book truck are placed on the top shelf or with the spine down. It is common to see volumes placed on book trucks with the spines facing up. This arrangement displays the call numbers clearly to the shelvers. Unfortunately, this is a poor method. Just as shelving a book with the spine up, loading a book onto a book truck with the spine up can loosen the hinges, tear the endsheets, and damage the volume. Additionally, the jostling the volumes endure as the book truck is wheeled around the stacks can cause the volumes to become damaged very quickly. In fact, book truck jostling can even damage volumes on a correctly loaded book truck. Therefore, it is necessary to place the books are snuggly together, using bookends when needed.

A common accident with book trucks is overturning. Most shelvers have had it happen to them. As the truck is wheeled over a bump or around a sharp corner it is thrown out of balance, and
the driver watches in helpless horror as the contents of the carefully loaded cart spill onto the floor. As the driver reloads the truck, the physical damage to the books will be apparent. Some damage caused by an overturned book truck is minor, such as bent corners and loosened hinges. This type of mishap, however, can also result in more serious damage such as torn endsheets and torn covers. This risk presents a compelling argument for loading a book truck in a balanced manner. To prevent book trucks from capsizing, make sure the truck is not top-heavy. Books should be centered in the middle of the truck’s shelves, or their weight balanced by volumes on the other side.

3. Food and Drink

While food in the library’s stacks and reading rooms was once virtually unheard of, it is now commonplace. Today’s culture is such that people expect to be allowed to eat almost anywhere, anytime. “Mega bookstores,” such as Borders and Barnes & Noble foster this attitude by placing coffee shops in their stores. They allow patrons to take unpurchased volumes into the café, and carry coffee and food to the plush chairs situated around the store. Recognizing the popularity of this atmosphere, libraries are following suit and seeking to duplicate the atmosphere. Bookstores and libraries, however, serve different purposes. A bookstore’s objective is to sell merchandise, and they create the most inviting atmosphere possible in order to achieve that objective. A library’s objective is to provide access to and preserve information. While libraries also desire to create a comfortable and inviting setting, should not contradict the purpose of the library. The preservation of information in library collections is threatened by unlimited access to food and drink in the library building.

Not only can food and beverages be spilled and dropped onto library materials, but they can also attract pests which, in turn will eat the books. These “critters” may be initially attracted by crumbs under a table or the chocolate left on the inside of a candy bar wrapper tucked somewhere in the stacks, but they will stay because of the feast they find in the adhesives of the book bindings. By the time an infestation is discovered, it may be wide-spread and very difficult to eradicate. To prevent such an infestation from developing, invest in a little planning. The keys to prevention are containing and cleaning. By providing an area where food and drink are allowed, library patrons will feel less restricted, while the food is kept to a contained area. This area can then be cleaned frequently. This policy requires enforcement, but having a designated area to which library employees can direct patrons makes enforcement less distasteful. In addition to the frequent and regular cleaning of the food area, there should be regular cleaning of the rest of the library in order to take care of residue left by food that may have been smuggled out of the designated area. If there is no space for a designated food and beverage area, it is best to enforce a no food rule. The library may choose to allow drinks with lids, such as travel mugs and sport bottles. It must be remembered, however, that even an uncovered cup of water is a threat to library materials.
4. Water Damage

As with problems brought on by food and beverages, water damage is much easier to prevent than to treat. Water damage can come from numerous sources that fall into two categories: internal and external. Leaky roofs, leaky pipes, floods, and fires are the most common ways water can damage materials inside a library. Any library, especially one with a history of roof or plumbing leaks, should have large rolls of plastic on hand in case a leak occurs. At the first sign of a leak in the stacks area, the plastic should be draped over the ranges of books that could be affected by the leak. The materials directly under the leak should be checked for water damage and removed for drying if even the slightest amount of dampness is found. As mold can begin to grow within forty-eight hours and spreads quickly, it is imperative for library employees to be vigilant and take action quickly.

Floods and fires are much more serious issues. A Disaster Response Plan, outlining an action plan, salvage priorities, and contact information is the best way to prepare for a disaster. The length and level of detail in a disaster plan depends on the size of the library for which it is written. There are several sources available to guide the writing of a disaster response plan. Conservation Online, http://palimpsest.stanford.edu/, compiles a number of relevant resources, examples, and guidelines for writing disaster response plans.

Once outside the protection of the library, there are countless ways library material can be damaged by water. One step that libraries can take is to provide plastic bags for patrons on rainy days. The bags could simply be re-used grocery sacks, or they could be bags that advertise the library or advocate preservation. This action will protect items from the imminent threat of damage by the rain and plant the seed of concern about water damage in the mind of patrons. Libraries should raise awareness among their users about basic preservation, including proper treatment and handling of library materials.

Obviously, libraries can do much to prevent collections from getting wet while inside the library. They can also do something to prevent materials from getting wet immediately after patrons remove them from the building, but once patrons have the materials outside the library’s doors, their fate out of the library’s control. Raising awareness among users about basic preservation can promote proper treatment and handling of library materials.

5. Patron Education

Library items are at just as much, or more risk of damage in the hands of patrons as they are within the walls of the library. Many who frequent libraries would think little of leaving a book on the seat of the car for a few days. This subjects the volume to high levels of ultraviolet light and extreme temperatures, which rapidly deteriorate the structure of the book. Some may not consider the dangers of reading their library book while taking a bath. Often patrons do not realize that food and drink pose a danger to library materials, nor do they realize the adhesive
on post-it notes is harmful to paper. Library users return books with highlighter marks, “dog-eared corners”, home repair jobs done in duct tape, dog-chewed corners, swelling from water damage, and even mold. Numerous other problems are caused by accidents, carelessness or ignorance.

Patron education can focus on anything from not writing in the library’s books to keeping books dry. Education creates the expectation of patron responsibility. A library can use economics to help drive the point home. Many of the books damaged by library users are quite expensive to replace or repair, assuming they can be repaired or replaced at all. Tax payer money, which might otherwise go toward buying new publications or technologies, is used to replace damaged books. While education campaigns will not stop someone from deliberately or purposefully destroying library books, it will help raise awareness among patrons who may otherwise unwittingly damage materials.

Patron education tools and methods can be simple or elaborate. Displays are a good way to get patrons’ attention. Bookmarks, flyers, posters, and messages on plastic bags or travel mugs can also provide outlets for creative preservation education. Libraries may also hold programs about preservation issues and advertise them to the public. A good first step is to simply emphasize that library materials are susceptible to damage and must be properly taken care of if they are to be available in the future.

Conclusion

Preservation is not just for preservation departments. Libraries with little or no funding to spend on preservation can follow simple guidelines to prolong the life of their collections. The treatment library collections receive on a daily basis can either help prolong their life or hasten their demise. Informing library staff about issues such as shelving, book truck loading, food and drink, and water damage can save libraries time and money by preventing damage to materials. Similarly, educating patrons about safe treatment of library items can save library materials from becoming casualties of mold, teething puppies, and the ultimate duct-tape repair job.

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The Tennessee Library Association disclaims responsibility for statements, whether of fact or opinion, made by contributors.
Introduction

By now, the name *Wikipedia* is familiar to most people. The do-it-yourself Internet reference source (not technically an encyclopedia) turns knowledge paradigms on their heads: anyone can contribute an entry, delete information from an existing one, or add their own two cents worth on any topic imaginable. Predictably, some people view this as a breakthrough in the social management of knowledge, while others are discomforted by a lack of respect for the expert's knowledge, the lack of fact checking, and often a lack of objectivity and analysis (not to mention depth) in the approach of *Wikipedia* writers.

A Brief History of *Wikipedia*

*Wikipedia* is the brainchild of Jimmy Wales and (somewhat controversially) Larry Sanger. Wales was a home-tutored child who spent hours reading the encyclopedia. Wales went on to make a modest fortune in options trading at a young age. Searching for new challenges, and driven by a desire to improve the encyclopedia, Wales founded *Nupedia*. *Nupedia* would be an online encyclopedia written by academic professionals. However, the project soon fizzled out due to a lack of interest in the academic community. Still interested in an Internet encyclopedia project, Wales and Sanger founded *Wikipedia* in 2001, which would let volunteers donate work at will. Sanger left *Wikipedia* in 2002, and the magnitude of his role in *Wikipedia* remains disputed. Sanger is now a college professor at Ohio State University, where he teaches, appropriately, the philosophy of knowledge.

Wales was inspired by wikis - shared knowledge systems that can be edited, added to, or modified by anyone. The idea is that information on wikis is more timely (wiki itself is from the Hawaiian meaning “really fast”) and more accurate than information systems created by a hierarchy. Computer-based wikis are frequently used in large workplaces, where information is exchanged concerning any and all topics relevant to the workplace (technical data, bureaucratic procedures, frequently asked questions, etc.) User created and maintained Internet databases are similarly free content and open to any contributor. These databases are devoted to special topics (such as [www.imdb.com](http://www.imdb.com), the film database) or attempt something even grander, the creation of an entire encyclopedia.

Where *Nupedia* failed to attract contributors or grow very quickly, *Wikipedia* experienced exponential growth, attracting contributors in the United States, Europe and dozens of other countries. In fact, *Wikipedia* was so successful internationally that it features articles written in one hundred different languages (there are some inactive languages on the site). As of August 2005, *Wikipedia* featured 650,000 articles in English alone, although many observers charge that *Wikipedia* contains many redundant or superfluous entries.

*Wikipedia* entries differ from traditional encyclopedia entries in many ways. There are no set limits in size. This means that many *Wikipedia* entries are much longer than their equivalents in traditional encyclopedia sources. Anyone at any time can contribute or change information on an entry, or create a new entry. *Wikipedia* does make it possible to view the changes over time, creating some basis for comparison. While there is a small core of *Wikipedia* editors with official status, the *Wikipedia* community itself is called upon to police the entries for quality and to remove an inaccurate fact or vandalism. *Wikipedia* claims that erroneous information and article vandalism are removed very quickly (often in a matter of minutes). The official *Wikipedia* point of view is supposed to be neutral in matters that might prove controversial – political candidates, contentious national histories (e.g., Cyprus or Lebanon) and social topics such as logging or abortion. Because entries are cumulative efforts of many users, the evolving product ideally reflects the best of many users’ contributions.

Literature Review

*Wikipedia* ([http://en.Wikipedia.org](http://en.Wikipedia.org)) has been written about by newspaper columnists, trend watchers, tech writers, library science
academics, librarians, philosophers concerned with the nature of knowledge, philosophers interested in changing societal views of information, and freelance journalists looking for a good story. Newspaper and magazine columnists have written the majority of commentary on Wikipedia. Analysis of Wikipedia is somewhat limited in academic journals or library literature. Wikipedia is still growing in popularity and this may account for a lack of notice in more formal publications. However, Wikipedia has existed since 2001, and so the lack of interest from the academic and library establishment is not readily explained, other than resorting to plausible scenarios about the establishment being slow to react. Most of this literature review, therefore, will necessarily discuss the work of columnists and small mentions in popular magazines (such as PC World or Newsweek). Very small blurbs – fifty words or less – are excluded from the literature review and bibliography.

Nearly all articles or columns tend to conform to a model. Two points seemed common to most, with the occasional appearance of a third area of commentary. All authors highlighted the novel nature of the Wikipedia entry writing and editing process. A secondary concern was how this might affect accuracy and point of view. Most articles are short in length and are merely informative; only a few commentators take identifiable stands on the worth or lack thereof of Wikipedia. Of the pro-Wikipedia faction, most tend to be columnists, journalists and proponents of shared writing, who praise Wikipedia as being a new model for the creation and diffusion of information. Those less enamored of Wikipedia consistently question the validity of many of the assumptions under which Wikipedia operates and bemoan the constant “edit wars” on controversial topics and Wikipedia’s lack of stability.

From 2001-2003, Wikipedia was the subject of only fleeting press and journal attention. Wikipedia’s first appearance, albeit sparingly, came in the press in 2001, soon after its birth and the demise of its predecessor, Nupedia. The New York Times was the first major American paper to report on Wikipedia, when reporter Peter Myers (2001) noted that the encyclopedia already had 10,000 entries (as opposed to millions today). The site also appeared in a favorable Australian PC World mention (Ozols 2001).

With just enough time having passed to foster some degree of Wikipedia study, two detailed, philosophical articles appeared. In The Utne Reader and the Yale Law Journal respectively, Leif Utne (2002) and Yochai Benkler (2002) contributed substantive articles that explained the case for the open source phenomenon (including Wikipedia). Benkler argued that community-based Internet communities were viable. In another appraisal of Wikipedia, Peter Jasco (2002) wrote a good critique in Online. Jasco pointed out some shortcomings of Wikipedia, including criticizing the number of redundant articles or unnecessary ones that inflate Wikipedia’s total number of entries. As Wikipedia survived its initial birth and appeared to gather momentum, many writers and reporters took notice. Mitch Leslie (2003), Kinley Levack (2003) and Samantha Amjadali (2003) wrote brief, simply informative articles on Wikipedia.

Wikipedia had reached a threshold of recognition among the press’s Internet and technology observers. Andy Ihnatko (2004), Dan Gillmor (2004), Doug Bedell (2004), John Naughton (2004), Simon Waldman (2004), and Leslie Walker (2004) all wrote columns introducing the seemingly eccentric new encyclopedia. These columns applauded the open nature of Wikipedia, averred that the open community style worked, praised its usability, mentioned its responsiveness to updates and corrections and concluded that it was generally accurate. The demise of traditional encyclopedias was predicted. Hiawatha Bray (2004) and Simon London (2004) were less enthusiastic, doubting the expertise of its contributors and the quality of the articles. Sam Williams (2004), writing for Salon.com, and Steven Levy (2004), writing for Newsweek, brought the Wikipedia concept further into the mainstream. Their profiles were largely informative instead of analytical.

Three very important critiques of Wikipedia appeared in 2004. Larry Sanger (2004) e-published his critique of Wikipedia. Robert McHenry (2004), the editor of the Britannica, wrote “The Faith-Based Encyclopedia,” a devastating critique of Wikipedia that focused on its lack of authoritative nature. Anick Jesdanun (2004) authored “When Information Access Is So Easy, Truth Can Be Elusive,” one of the most noticed negative pieces thus far about Wikipedia. This article famously criticized college students’ credulous and uncritical response to information found online. Many librarians posted the article (or a link to it) and discussed it widely among the academic and library community.

By 2005, articles about Wikipedia had become increasingly common, although the bulk of each article was still devoted simply to identifying Wikipedia’s popularity and commenting on its unusual structure. Cara Anna (2005) and Chris Bunting (2005) expressed mild criticism, centering on the unpredictability of its changing content. Hamish Mackintosh (2005) interviewed an enthusiastic Jimmy Wales for The Guardian. Critics of Wikipedia could read Wade Roush’s (2005) article about Larry Sanger, the now disenchanted co-founder (or simple employee, depending on one’s point of view) of Wikipedia. Sanger voiced his complaints about the anti-expert bias in Wikipedia, which he maintains prevented it from using the most valuable information and hampered its acceptance beyond its own fans. For profiles of two individuals who contribute heavily to Wikipedia, see Daniel H. Pink (2005) and Archie McLean (2005). Finally, Peggy Anne Salz’s (2005) “Power to the People: Do it Yourself Content Distribution,” revisits themes of user created databases and cooperative writing. Salz’s article is much like others (i.e. Utne’s and...
Benkler’s) that focus on the potential sea change in how knowledge is created and understood.

**Searching Wikipedia**

Wikipedia is an easily accessible and visible presence on the Internet. It frequently shows up on the very first page of Google search results. Since Google ranks sites by the number of links to those sites, it would seem that Wikipedia is very heavily accessed. However, this can produce misleading results at times, either unintentionally or as a result of conscious design by clever programmers. Some critics charge that Wikipedia is a “Google Bomb” – a site that so heavily references itself (through cross-referenced pages) that it appears to be more popular than it really is. Regardless of the level of real world usage, a Wikipedia entry will almost certainly be included quickly as part of a Google search.

Those that go directly to the Wikipedia homepage will be greeted with a globe made out of puzzle pieces and a choice of languages. After following to link to the English Wikipedia, the page will include a current events section containing links to lengthy articles. For those interested in searching the general encyclopedia, a search bar appears at the left of the screen. More than likely, a search will retrieve an article. After extensive attempts, I found only one query on a significant topic failing to produce a hit: the American guitar company Guild (maker of instruments for Nick Drake, Richie Havens, George Strait and others).

This brings us to the heart of any evaluation of the Wikipedia: how good is an article written by volunteers, rewritten at any time and edited by committee? The answer varies and is dependent on understanding the nature of Wikipedia’s construction.

**How Good is It?**

How is it possible to review an encyclopedia devoted to everything in the universe? If Wikipedia’s construction produces systematic behavior, then understanding the nature of that construction might provide insight. Wikipedia has been around long enough that a general agreement on these systematic behaviors has evolved, both from independent observers and Wikipedia itself (Wikipedia 2005).

Wikipedia is an Internet encyclopedia and that translates into attracting the young, the technologically oriented, residents of affluent countries and those with time on their hands and no need for compensation or professional recognition. This produces serviceable articles in the fields of computer science, business, most fields of science, cultural criticism, pop culture, recent political history, science fiction literature, among other Wikipedia successes. When I asked my colleagues about their experiences with Wikipedia, most expressed enthusiasm. A partial list of their queries includes articles in the subject areas of “postmodernism,” “modern poetry,” “modern writers,” and “women’s history.” These are exactly the sort of subjects in which Wikipedia excels.

However, Wikipedia’s roughly half a million articles cover a lot of ground. When I entered subject headings I had previously written for a print scholarly encyclopedia, all of them were represented. These subject headings dealt with the history of trade and included “trade winds,” the “Manila Galleons” and “amber.” The entry on “amber” perhaps treated the subject from a more scientific point of view rather than the historical or artistic one, but it was satisfyingly lengthy and, as far as I can tell, accurate. Even if some of my queries produced thumbnail sketches, it should be noted that some of the entries in conventional encyclopedias are also thumbnail sketches.

One of the points Wikipedia enthusiasts espouse is that Wikipedia covers topics that the status quo knowledge establishment misrepresents, dismisses or ignores entirely. I decided to test this idea with subject entries having to do with the spiritual tradition in Western culture, mysticism and New Age topics. My list of topics included New Age topics: “New Age,” “Western mystery tradition,” “labyrinth,” “witches,” “ritual magic,” “alchemy” and “yoga.” Wikipedia covered all of these topics, but often not in an exhaustive, innovative, expert or unique ways. Too often, Wikipedia’s desire to be neutral resulted in treating certain topics with more credulity than is really warranted. Implying that Atlantis may be real or stating that most of the world’s secret societies are misrepresents, dismisses or ignores entirely. I decided to test this idea with subject entries having to do with the spiritual tradition in Western culture, mysticism and New Age topics. My list of topics included New Age topics: “New Age,” “Western mystery tradition,” “labyrinth,” “witches,” “ritual magic,” “alchemy” and “yoga.” Wikipedia covered all of these topics, but often not in an exhaustive, innovative, expert or unique ways. Too often, Wikipedia’s desire to be neutral resulted in treating certain topics with more credulity than is really warranted. Implying that Atlantis may be real or stating that most of the world’s secret societies are

With regard to nontraditional knowledge, it is not clear that Wikipedia outperformed traditional academic sources, which have largely caught up with treating previously esoteric, ignored topics. Reference librarians are bombarded with advertisements for new reference encyclopedias on a variety of topics: “witchcraft,” “conspiracies,” “mysticism and Western culture,” “holistic medicine,” and literature with a very select appeal (that is, cult authors). To be fair, not all of these sources are accessible on the Internet, and those that are frequently require subscriptions, either individually or through affiliation with a subscribing library.
Wikipedia's quality becomes spottier when the searcher delves into topics with less intrinsic interest to the contributor community. Traditional historical topics, cultural pastimes not enjoyed by affluent North Americans and poorer geographic areas or states are some of the examples of this bias. Research under the subject headings “Cherokee,” “South Carolina,” and “Gabriel Garcia Marquez” did not produce an impressive level of detailed, easily readable and accurate articles. Those wishing to research land use patterns in ancient Greece are advised to go to the library, either physically or electronically. In addition, the problem of seemingly random gaps in content does occur frequently. In the cases of “Garcia Marquez” and “Cherokee,” a capricious Wikipedia universe seems disinterested thus far in these seemingly appealing topics. Wikipedia maintains that over time, subjects will get their due. But what if a user needed that information right then?

Observations about Wikipedia that do not derive strictly from systematic logic are more controversial. It is far from clear that Wikipedia articles are free from polemics, subscribe to standards of critical analysis (as opposed to fan appreciation), are stringently factually accurate, are generally written by knowledgeable persons or that fringe contributors and entries are not overrepresented in the total number of articles. However, these kinds of observations are difficult to quantify without massive sampling and therefore lay outside the scope of this introductory article.

The bottom line is that Wikipedia is “good enough” for many users. The information-seeking public may not be aware of library services available on the Web, those services may not be as easy to use and as visible as Wikipedia, and many quality subject encyclopedias are still not available electronically. Users can generally find adequate information on the topic. The articles may not be as well written as traditional sources, but they suffice, and in the minds of many time-strapped information seekers are easier to find than navigating a library or university internet site or physical reference section.

The Future of Wikipedia

Wikipedia shows every sign of being around for the long haul, even though it shows mixed signs of success in living up to its mission. The open source Internet browser Mozilla Firefox, which I would surmise has a bias in favor of other open source endeavors, includes a link to Wikipedia in its preprogrammed favorites links. The website is purportedly one of the top 100 most visited places on the Internet, drawing in five million visitors a month.

There are negative developments as well in the perception of Wikipedia. The popular comic strip Foxtrot (Amend 2005) included a joke about Wikipedia. In this strip, one of the characters vandalizes an entry as a joke (i.e., inserts a picture of his sister in the article on warthogs). While the joke focused on the unreliability of Wikipedia, the reference made in the comic strip is nevertheless a sign of growing awareness of Wikipedia. In addition, the viability of the community-based approach to authorship recently suffered a high-profile failure. The Los Angeles Times recently attempted a “wiki-torial” (a Wiki version of an editorial) that anyone could edit. Unfortunately, the wikitorial only lasted two days, June 17-19, 2005. The site was taken down when it quickly devolved into pornography and vandalism. A further problem recently occurred when the Wikipedia entry on prominent newspaper publisher John Seigenthaler contained deliberate inaccuracies that remained uncorrected for months (Seigenthaler, 2005). The episode highlighted Wikipedia's sporadic problems with vandalism and called into question its belief that mistakes would be swiftly corrected. Finally, the problem of Wikipedia as a trustworthy source becomes theoretically problematic when Wikipedia itself rejects authority. It may not be able to grow beyond this philosophical impasse.

Competition is good for everyone and threats often spur much needed change in staid industries or institutions. The success of Wikipedia will force libraries to address their shortcomings with regard to public presence in the contemporary world, accessibility, providing usable products and, most importantly, providing adequate electronic access to their rich holdings. Encyclopedias and other reference resources similarly should pay attention. While the Wikipedia philosophy rejects traditional reference sources altogether, many people are using Wikipedia to get answers because librarians and reference sources are not as visible or easy to use on the Internet.

Libraries, academics and universities have something to offer mass society. However, this collective expertise is not being made available to the public in the most intuitive, accessible manner. Google and Wikipedia are the first choices of most information seekers on the Web. Their name recognition and ease of use largely accounts for this. Better accessibility and availability of resources should be priorities if libraries and universities want their institutions to survive into the future.

Sample List of Entries Accessed:

Aickman, Robert
Alchemy
Amber
Anaxagoras
Ancient Greece
Banks, Iain
Borges, Jorge Luis
Cherokee
Connelly, Jennifer
Davis, Miles
Democratic Kampuchea
Ewok
Garcia Marquez, Gabriel
Graves, Michael
Harding, Warren G.
Homosexuality
Infocom
Islam
Khmer Rouge
Labyrinth
Manila Galleons
New Age
Portugal
Postmodernism
Ritual Magic
South Carolina
Star Wars
Trade Winds
Vargas Llosa, Mario
Western Mystery Tradition
Witches

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Levack, Kinley. “If Two Heads Are Better Than One, Try 7,000 With Wikipedia.” EContent 26 no.4 (2003), 1214.


Salz, Peggy Anne. "Power to the People: Do it Yourself Content Distribution." EContent. 28 no.6 (2005), 36-41.


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Editor's note: Reader's who are interested in this topic might like to read the following journal article from Nature that favorably compares Wikipedia to Brittanica Online. This item came out after Mr. Allen completed his work on Wikipedia. -mfj


About the Author:

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Adkins, Leonard M. *Wildflowers of the Blue Ridge and Great Smoky Mountains*
Birdwell, Michael E. and W. Calvin Dickinson, editors. *Rural Life and Culture in the Upper Cumberland*
Bloom, Mia. *Dying to Kill: The Allure of Suicide Terror*
Buckley, Geoffrey L. *Extracting Appalachia: Images of the Consolidation Coal Co. 1910-1945*
Campbell, Carlos C. *Memories of Old Smoky: Early Experiences in the Great Smoky Mountains (Outdoor Tennessee Series)*
Estes, Steve. *I Am a Man!: Race, Manhood, and the Civil Rights Movement*
George, Robert L. *Cleveland: 1930-2000 (Images of America Series)*
Guier, Cindy Stooksbury. *Insiders' Guide to Nashville, Fifth Edition*
Hitchcock, J. A. *New Crimes & Misdemeanors: Outmaneuvering the Spammers, Swindlers, and Stalkers Who Are Targeting You Online*
Hollandsworth, James G. *Pretense of Glory: The Life of General Nathaniel P. Banks*
Jones, Randell. *In the Footsteps of Daniel Boone*
Ledgin, Stephanie P. *From Every Stage: Images of America's Roots Music*
Mohr, Richard D. *The Long Arc of Justice: Lesbian and Gay Marriage, Equality, and Rights*
Morrow, Jimmy with Ralph W. Hood, Jr., editor. *Handling Serpents: Pastor Jimmy Morrow's Narrative History of His Appalachian Jesus’ Name Tradition*
Murphy, Tim. *Road Cycling the Blue Ridge High Country*
Nolt, John. *A Land Imperiled: The Declining Health of the Southern Appalachian Bioregion*
Norman, Corrie E. and Don S. Armentrout. *Religion in the Contemporary South: Changes, Continuities and Contexts*
Rehder, John B. *Appalachian Folkways*

Spanning ridges, coves, and river valleys, the Blue Ridge and Great Smoky Mountains offer a large variety of plants, second only to those found in the rain forests of South America. *Wildflowers of the Blue Ridge and Great Smoky Mountains* treats the reader to 120 of these plant species and over 130 beautifully-photographed wildflower images.

Among the abundant information offered in this book is the common name and Latin name of each wildflower, leaves and stems description, bloom season, and locations of where the plant might be found. Flowers are arranged in groups according to flower color and then in order of the time for flowering.

Unlike many other books about wildflowers that are either too simplistic and lacking sufficient interesting detail, or too technical, making them palatable for only the most serious horticulturist or botanist, Adkins’s book gives ample scientific facts along with alluring histories of the wildflowers. In addition, beautiful full-page photos displayed adjacent to each information page show the overall character of each specimen, lending an inviting style and layout that make the book more pleasing to read.

Adkins, a former interpreter for the Virginia State Parks System, assistant director of George Mason University’s Outdoor Education Center, and author of several award-winning works on nature, is presently Appalachian Trail Natural Heritage Monitor and is responsible for overseeing the welfare of rare and endangered plants. This concern for conservation is revealed in the book and gives the reader a better appreciation for preserving nature’s bounty. The author provides examples that stress the importance of maintaining the unique natural habitat of certain species, reinforcing the need for conservation of those plants. Emphasis is put on not picking, digging, or harvesting plants, especially since many are rare and endangered. Due to the threat of poachers, several plants are not photographed or described, and the location of others that are photographed is not divulged.
*Wildflowers of the Blue Ridge and Great Smoky Mountains* is a wonderful reference book for wildflower enthusiasts as well as those who just have a real passion for nature. I would highly recommend it for all Tennessee academic and public libraries, especially those in areas of the Appalachian region.

Jayne W. Rogers  
John C. Hodges Library  
University of Tennessee

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The Cumberland Plateau may be one of the most neglected areas of American history. The Cumberland Plateau, named for the Cumberland River which runs through the heart of the region, incorporates a large swath of upper central Tennessee and South Central Kentucky. Not as romantic as the deep South, and not as revered for its folk culture as the southern Appalachians, the upper Cumberland region is nevertheless an integral part of the American South and home to many cultural and historical landmarks -- both Southern and national.

Michael E. Birdwell and W. Calvin Dickinson are history professors at Tennessee Technological University, located in Cookeville, Tennessee in the heart of the upper Cumberland Plateau region. Drawing on the work of university professors in different disciplines, professional historians, graduate students, and even one talented undergraduate student, *Rural Life and Culture in the Upper Cumberland* creates a compelling argument that the Cumberland Plateau area is due greater recognition in American history.

The historical chapters in the book cover the history of religion, African-American history, the famous Rugby School in Morgan County and the New Deal in the Cumberland Plateau. Noted country music historian Charles K. Wolfe contributes a memorable chapter on the musical legacy of the region, which boasts performers such as Lester Flatt and African-American country harmonica player DeFord Bailey. Michael E. Birdwell contributes an unforgettable chapter detailing the rise to fame (and its subsequent aftermath) of native son Alvin C. York. The modern Cumberland Plateau is represented in chapters discussing the depiction of the region in motion pictures and the infamous nudist resort at the Timberline Lodge resort. Also included are the history of Cumberland literature and folk art. Some of these chapters are vignettes of a particular episode, while others seek to place their topics in larger historical patterns.
Book Reviews

*Rural Life and Culture in the Upper Cumberland* is suitable for advanced undergraduate students, graduate students and professors. Academic libraries, especially in the Cumberland region, should buy this book. Many of the chapters will no doubt become important reference works in their respective fields. Residents of the area would also enjoy reading this book. The local history included within the text may be unavailable elsewhere. Public libraries in the region should add this book to their collection, especially if they maintain local history collections.

Charles Allan
Reference Librarian
East Tennessee State University

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*Dying to Kill: The Allure of Suicide Terror* reveals a complex issue that defies a one-size fits-all explanation and in the process dispels some myths often associated with suicide bombers. Mia Bloom, an assistant professor of political science at the University of Cincinnati, argues that “suicide bombing [is used] under two conditions: when other terrorist or military tactics fail, and when they are in competition with other terrorist groups for popular or financial support. … and only spreads in countries where the population is receptive to terrorists targeting civilians.”

Bloom takes a global approach in her study of suicide attacks with her discussion of terror campaigns waged by the Kurdish PKK in Turkey, Tamils in Sri Lanka, rebels in Chechnya, and various Palestinian organizations and the role of suicide bombers within these groups. She asserts that “suicide bombing should be disaggregated into two levels of analysis – the individual bombers who blow themselves up and the organizations that send them.” Additionally, *Dying to Kill* includes a discussion of terrorist organizations that did not use suicide bombings. The IRA and ETA did not adopt suicide attacks in their campaigns against Britain and Spain, respectively, because of the opinion of their supporters. Bloom maintains that the community represented by a terrorist organization influences the group’s tactics.

The growing trend of women in suicide bombing is analyzed. Bloom traces the increasing use of women to the Chechen conflict. Although women were previously used by the Kurdish PKK in Turkey it was their role in Chechnya that provided the model for Palestinian women. Bloom argues that “the terrorist organization and the larger society from which women come become important factors in the analysis” of female suicide bombers.
The discussion is enhanced by the glossary of terms and abbreviations presented at the beginning. Approximately sixty pages of the book are devoted to the appendix of graphs and charts, endnotes, and the index.

Selecting from the deluge of materials on current events is a difficult task but this book deserves serious consideration by all libraries. *Dying to Kill* is highly recommended for academic libraries and medium-sized to large public libraries.

Livy Simpson  
Cataloging/ILL Librarian  
Thigpen Library  
Volunteer State Community College


It was the late 19th century and America's burgeoning economic might and swelling population needed energy to sustain its growth. The country found that fuel largely in the form of coal. For most of the late 19th and early to mid 20th century that coal was bituminous coal, and it came from the Appalachian Mountains. From western Pennsylvania, Maryland, West Virginia and Eastern Kentucky, coal companies penetrated hitherto remote mountain communities and built industrial infrastructures of mines, railroads, reservoirs and roads. The workers – a mix of local inhabitants, African-Americans and European immigrants - lived in the company town, sent their children through the company's school, and worshiped in the company church.

Author Geoffrey L. Buckley, professor of geography at Ohio University, delves into the history of one coal company's presence in Eastern Kentucky and bring this history to life by selecting images published in the employee magazines (for the time period 1910-1945). The Consolidated Coal Company originated in Maryland and eventually became the nation's largest bituminous coal company. Eastern Kentucky was essential in the production of coal and naturally, the Consolidated Coal Company established an important presence there. Buckley acknowledges the bias inherent in using photographs appearing in official company publications. Nevertheless, the photographs retain their historical importance, as they are often some of the few images of the mining communities. Some are simply documentary, and where impartiality is in doubt, the observer can often read between the lines.
Extracting Appalachia is comprised of six chapters. The first two chapters are introductory: A discussion of the nature of photographic presentation and a history of the Consolidated Coal Company. Then the book moves into its main section, presenting highly important or typical photographs accompanied with contextual chapters. The four chapters are divided into the company town, the work environment, the environment and coal mining, and a summary chapter. The photographs depict the ordered appearance of the company town, the railroads and mines built to extract and move the coal, and the social activities of the workers, including boxing matches, picnics, and the winning garden of a local contest.

Extracting Appalachia: Images of the Consolidation Coal Co. 1910-1945 is a terrific supplement to Southern Appalachia studies. By culling through thousands of images, Buckley has made photographic documentation of Eastern Kentucky quickly accessible to the reader. The text is more than mere captions: Buckley provides proper chapters that give a good summary of coal mining history and its impact on Eastern Kentucky. However, Extracting Appalachia is not a detailed economic history of coal mining, nor an in-depth look at the social history of southern Appalachia. Used in conjunction with such books, Extracting Appalachia should prove very valuable. Libraries in Kentucky and coal mining areas of southern Appalachia should purchase this book.

Charles Allan
Reference Librarian
East Tennessee State University


In 1967, Carlos C. Campbell, an active supporter of efforts to create the Great Smoky Mountains National Park and an advocate for the park after its creation, wrote down his memories of the park, beginning with his first hike in the summer of 1922 and continuing into the 1960s. That manuscript has now been edited and published by the University of Tennessee Press as a part of its Outdoor Tennessee series.

Campbell is well qualified to write about the Smokies, having hiked an estimated
5000 miles in the park and completed 85 hikes to Mt. LeConte over his lifetime. He was a founding member of the Smoky Mountains Hiking Club and helped to lay out the portion of the Appalachian Trail that runs through the park. As a photographer, he took many pictures of the park including several that were published in magazines such as *National Geographic*. He is the author of one of the best known histories of the formation of the park, *Birth of a National Park in the Great Smoky Mountains* (1994), and co-author of early editions of *Great Smoky Mountain Wildflowers* (1977).

For this book, his reminiscences have been arranged topically rather than chronologically, covering hiking, photography, nature, people, weather, wildlife, and sights. Unlike *Birth of a National Park*, which devotes most of its pages to the political wrangling associated with the creation of the park, these stories are personal. Using spare, plain prose, he writes about woods nettles and rattlesnakes, heavy backpacks and flooded streams, early logging and reforestation. He reminisces warmly about the camaraderie of the early hiking club members and extols the extraordinary beauty of the park, peppering his writings with anecdotes and humor. He remembers national visitors such as Franklin and Eleanor Roosevelt and local residents such as Uncle George Whaley and the Walker sisters. He writes fondly of Cades Cove and provides early glimpses of scenic sights such as Rainbow Falls and Ramsey Cascades. He covers the significant and the mundane, the more important personalities and those less well known, the eventful hikes and the quiet, casual rambles.

For readers who want a sense of what it was like to hike in the Smokies in the first half of the 20th century when trails were not clearly defined, then this book is the ideal armchair experience. While the off-trail hikes he describes may not have the drama or danger of a climb up Mt. Everest, readers will surely be surprised by the willingness of these early adventurers to ramble through the Smokies without trails, maps, or GPS devices, relying solely on their basic hiking skills and their knowledge of the area. Among the interesting hikes he describes are a particularly cold 1928 trip to Mt. LeConte, a 1931 trip to scout possible routes for the Appalachian Trail, and an August 1932 hike along the main crest of the Smokies that covered 72 miles and was the first recorded continuous hike from one end of the Smokies to the other.

Although the manuscript for this book was rejected by several publishers in the 1960s who were concerned that its appeal might be limited, it is a worthy addition to the history and literature of the Smoky Mountains. While this book is not as eloquent or poetic as Harvey Broome’s *Out Under the Skies* (1975), it will nevertheless be of interest to readers interested in the Smokies or in hiking and wilderness accounts from an earlier era.
Steve Estes’s important book *I Am a Man!: Race, Manhood, and the Civil Rights Movement*, is a deft exploration of the African-American male struggle to achieve legal, social, and spiritual recognition of their status as men. Estes traces this struggle historically from World War II, when African-American soldiers were first allowed to participate in American combat operations, to its culmination in the Civil Rights Movement of the 1960s. Along the way, Estes illustrates the almost constant (and often deadly) prejudice and racism — rooted particularly in the American South — that accompanied the seismic shift from the Negro-inflected derogatory term “boy” to the ultimate social recognition and acceptance of African-American manhood.

Estes, a history professor at Sonoma State University in northern California, brings to this work his extensive experience in military and civil rights history. *I Am A Man!* reflects Estes’s work with the Sunflower County (Mississippi) Freedom Project, an organization that uses 1960s civil rights ideologies in order to foster educational excellence and leadership development in young African-Americans in the Mississippi Delta. Additionally, Estes’s background as a child of military parents particularly informs his incisive chapter on the African-American presence in the World War II American soldier ranks.

Estes’s thesis only falters when, somewhat ironically, he moves away from the centrality of African-American manhood in order to discuss the controversial Moynihan Report, a breakdown on minority male unemployment and its effects on the breakdown of the black family in America’s inner cities. This Congressional report, issued in 1965, was authored ostensibly to draw attention to the dire straits of African-American families. But the study’s author, Daniel Patrick Moynihan, the Assistant Secretary of Labor for Policy Planning and Research, received severe criticism for the reports’ flawed methodologies and its tacit acceptance and continuance of what the report called a “tangle of pathology” in black communities. Moynihan’s presence in Estes’s book, while certainly noteworthy and crucial to the African-American manhood struggle, nevertheless throws a disconcerting “white shadow” over this period in the civil rights movement. Nevertheless, readers will find Estes’s repeated emphasis on the definitional
importance of “becoming a MAN” for African-American males to be a persuasive and genuinely moving argument.

Large public libraries and academic libraries would benefit tremendously from Estes’s work, particularly those with large African-American and civil rights history collections.

Nathan G. Tipton
Librarian/Literature Specialist
Memphis Public Library


Filled with more than two hundred black and white images, *Cleveland*, a part of Arcadia Publishing's Images of America Series, is an illustrative history of the city of Cleveland, Tennessee. Author Robert L. George is a certified public accountant and president of the Bradley County Historical Society.

In his introduction, George provides the reader with a brief history of the city--Tennessee's eleventh largest--from its incorporation in 1842 through the present. He points out the city's national significance during the Civil War; President Lincoln reportedly believed that Union control of the city was just as vital as that of Richmond, Virginia. Though under Confederate control, the county did not vote to secede from the Union.

*Cleveland* is divided into eight chapters, encompassing the city's residences, businesses, and industry as well as religious and social activities. Many of the images in the book are postcards as well as photographs from both the nineteenth and twentieth centuries. One of the most interesting images George includes is that of a postcard proclaiming that "You Au-to come to" Cleveland. The author also included several humorous illustrations such as a photograph of customers in the local barbershop and a doctor's note prescribing one ice cream cone at the local drug store for the child who was well behaved during his visit to the doctor.

Notably absent from *Cleveland* is the author's sources of information. Though numerous people are thanked in the author's acknowledgements, he provides no documentation of where he got these images; one assumes the material was found at the county historical society. Also missing are detailed captions for the
images. The majority of the photographs have only a brief caption and do not explain the significance of the illustration.

Overall, Cleveland is a revealing glimpse into the city's rich history, incorporating an array of images from houses to people to events. This book is recommended for Tennessee libraries, especially those with local history sections.

Nicole Mitchell
Assistant Archivist
Ina Dillard Russell Special Collections
Georgia College & State University


From the Insiders’ Guide series, the Insiders’ Guide to Nashville aims to divulge all the ins and outs of Music City life to area newcomers as well as to visitors. This fifth edition is written solely by Cindy Stooksbury Guier, who is a native Tennessean with a background in entertainment publishing.

Arranged into 25 sections, this attractive guidebook covers a wide-range of topics, such as accommodations, restaurants, shopping, health care, retirement, worship, and so forth. For those music lovers out there, you’ll probably be most interested in the “Music City USA” chapter, which provides details on music-related attractions and events, where to hear live music, and how to contact music-related organizations. One unique feature of the book is a special icon used throughout to denote insider tips. Another nice feature is the inclusion of several “close-up” sections which highlight unique places, events, etc. Both features are useful ways of breaking up the text for the reader while also providing them with useful nuggets of information. In addition, this guidebook includes several black and white photographs of area landmarks, 5 area maps, and an index.

The strength of this guidebook lies in the currency of its information and its attractive design. For instance, by flipping through the entries in the accommodations section, you can easily discover a hotel’s perks, when a hotel has last been renovated, and what restaurants and attractions are close by. However, the book also suffers from several weaknesses. First, it attempts to cover too much ground in one book by trying to appeal to the needs of both travelers and area newcomers. Therefore, some of the content comes across as too general and not very useful. Often times, the most useful information gets
buried within the fluff. For example, in the Health Care section, a listing of emergency phone numbers doesn’t appear until after seven full pages of text. Second, it often seems the author is trying too hard to “sell” the reader on Nashville rather than provide objective information.

Despite its shortcomings, the *Insiders’ Guide to Nashville* houses a variety of valuable, local information in one convenient package. This guide will be of particular interest to new Tennessee residents who need a general overview of the Nashville area. Therefore, I would recommend this book for all public libraries in Tennessee. However, I would also caution against using this book as a travel guide. If this was truly meant to be used as a travel guide by Nashville tourists, then the author should have included many more detailed maps and much more comprehensive coverage of common travel topics, such as public transportation, movie theaters, and shopping malls.

Ginelle Baskin  
James E. Walker Library  
Middle Tennessee State University

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In 1997, a free-lance magazine writer submitted a manuscript to a new publisher and the response she received stated that she would have to pay a $75 fee, which she had never had to pay to other publishers. After asking other writers about this on an online list, e-bombs began flooding her personal mail account, and false messages began appearing in her name on that list, at her workplace, and elsewhere on the Internet, including some on sex-related newsgroups that included her phone number, address, and place of employment. Local police (in Annapolis, MD) did not even know what a newsgroup was. The FBI Computer Crimes Unit in Baltimore said that without a threat of death or physical harm, they could not do much. Eventually, with help from other writers and many other sources, Jayne Hitchcock not only won a lawsuit against the harassers, she also became a nationally-recognized expert on Internet crimes. In addition to teaching victims how to fight back through her speaking engagements and websites, she has helped most states to pass laws identifying email harassment as a crime.

In this 359 page book, Hitchcock presents case studies under such chapter headings as “Urban legends and hoaxes: can they possibly be true?”, “Scams,
safe shopping, and online banking,” “Auction caution,” and “Cases of stolen identity.” Each case study includes who helped the victim and how, what the outcome was, how to recognize and report similar incidents, and what might stop the perpetrator. Accessible to Internet neophytes but satisfying for more savvy users, the book contains a bibliography, glossary, index, statistics, screen shots, definitions at the beginning of chapters, chapter endnotes, and boxes with humorous stories, historical information, or other details. Have you ever wondered what the Hormel Corporation thinks about SPAM? You can find out here.

In the fast-changing world of computers, one might expect a book of this sort to be outdated quickly. In this case, most of the information is still valid and the tips are as useful today as when the book was published. A noteworthy indication of the book’s age, however, is the brevity of the chapter on identity theft, which is so much in the news today.

This book is highly recommended for anyone who uses a computer at work or at home. It belongs in libraries of every sort, including school libraries, where it will serve as a teacher resource if not a student textbook. It also belongs next to your home computer. With luck and care, you will never consult it after first reading it, but keep it at hand just in case.

Angela Murphy-Walters  
Senior Catalog Specialist  
The Library of Congress


The cover of James G. Hollandsworth’s 1998 work, *Pretense of Glory: The Life of General Nathaniel P. Banks*, depicts the general as a perfectly turned-out Union soldier. As Hollandsworth points out, the reality was that Nathaniel “Commissary” Banks’ abilities as a Civil War general were as poor as his political maneuvering was effective. *Pretense of Glory* chronicles the political and military career of Banks, the self-proclaimed working class advocate from New England who served as the Governor of Massachusetts, a congressman, and the Speaker of the House. President Lincoln appointed Banks for his political clout rather than his education or experience as a military commander. Banks seemed to have no political mores of his own, but rather touted the values of whichever party would get him elected. During his career, he ran for office as a Democrat, Republican, and Independent. Banks’ experience taught him that making the politically
expedient choice and showing a pretense of conviction gained him the votes that true conviction could not. This outlook was entirely unsuited to a general in wartime and led to Banks’ disastrous battlefield defeats and unnecessary loss of American life. Despite his lack of prowess as a soldier, Banks remained a patriot and civil servant until his failing mental health forced him into retirement shortly before his death in 1894.

Hollandsworth adds a new light to scholarly writing about this politically appointed general; unfortunately, other authors give only passing notice to Banks’ dismal military record and completely ignore the importance of his successes in the political arena. Not since Fred Harvey Harrington’s 1948 book Fighting Politician has a scholarly work centered wholly on Nathaniel Banks. If one could find any criticism of Hollandsworth’s otherwise well-researched book, it is that he relies too heavily on Harrington’s work for bibliographic references. However, Hollandsworth organized his work well, including informative footnotes, an extensive bibliography, and a concise table of contents, list of illustrations, and index. Pretense of Glory is intended for a scholarly audience and more than fulfills its promise as a well-paced, interesting, and very readable biography that would serve as an excellent edition to any academic or public library with a Civil War history collection.

Crystal Goldman, MLS
Information Literacy Librarian
Lincoln Memorial University

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In the Footsteps of Daniel Boone is one in the series of In the Footsteps books. It focuses on 85 locations that are spread across 11 states (Pennsylvania, Maryland, Virginia, North Carolina, Tennessee, Florida, Kentucky, West Virginia, Ohio, Michigan, and Missouri) with each representing a commemorative event from Boone’s life.

I was surprised, and somewhat disappointed, that the book did not read as a biography, but more as a travel guide. It is divided into states, and within each state, areas and locations with a connection to Boone are identified and described. Each location begins with a portion giving directions to that site; for example, to forts, trails, monuments, historic markers, replica forts and cabins,
historic homes, or museums. Also provided is information regarding times that relevant sites are open to the public, and admission fees, along with website listings for further information. The author includes simple outlined maps, photographs, captivating stories, and relevant facts of the areas. Most of the information for the book was gathered by the author in his many trips to the sites mentioned, and through meeting people along the way who were interested in talking about Boone and sharing information.

If the reader is interested in following along in the chronology of Boone’s life, the appendix in the back of the book must be consulted. I found this to be cumbersome due to the fact that page numbers were not noted and another search back to the index was necessary to get to the page of interest.

The author, Randell Jones, has a degree in civil engineering from the Georgia Institute of Technology and an MBA from the University of North Carolina at Chapel Hill. He occasionally writes history-themed columns for the Winston-Salem Journal. In the Footsteps of Daniel Boone is suitable for both academic and public libraries.

Jayne Rogers
Hodges Library
University of Tennessee


The great folk boom of the 1960s exploded from New York City and northeastern college campuses and soon spread out across America. Since the 1970s it is difficult to find a town or region that does not have some kind of musical Folk Festival that highlights the talents of American homegrown music. That the creation of a primitive folk identity was often very self-aware, could play a little loose with historical truths and that finding real, honest-to-God untainted, primitive people to play the music was often beside the point. The music sounded good, brought attention to America’s rich musical tradition and gave a space to musicians outside slicker forms of entertainment.

Stephanie P. Ledgin’s long involvement as a music journalist and photographer specializing in the folk music scene since the 1970s gave her years of photographs and interviews to draw upon in putting together a book that chronicles this milieu. From Every Stage: Images of America’s Roots Music is a
coffee table book full of photographs (mostly in black and white but some in color) that captures the performers and the performances of the modern folk revival since the 1970s. All the folk superstars are here: Bill Monroe, David Grisman, John Hartford, Pete Seeger, Vassar Clements and others. Folk music encompasses a wide variety of styles and while there is an emphasis on bluegrass, Ledgin includes at least some material on the blues, Cajun, Tejano, Western swing and leftist folkie types. Interspersed with the photographs are a few interviews that Ledgin conducted: Doc Watson, Bill Monroe and Michael Doucet. Sometimes the interview subjects engage in banal generalities (Bill Monroe); other times there are genuinely interesting insights about the creative process (Vassar Clements) or very technical musical discussions (Roy M. Huskey).

The libraries of towns or regions that host folk festivals should purchase this book: it is a useful chronicle of the history of the modern folk festival. While books on the big roots stars are plentiful, Ledgin’s book is a useful chronicle of uncommon photographs of the rank and file festival performer. Music fans will pour over the photographs taking careful note of the instruments, performance styles and occasionally silly haircuts of their favorite stars.

Charles Allan
Reference Librarian
East Tennessee State University


Richard Mohr’s work *The Long Arc of Justice: Lesbian and Gay Marriage, Equality, and Rights* is a slim but elegant book that sets out to accomplish two things. First, it seeks to both “defang” (to use Mohr’s terminology) American moralistic value judgments and arguments against lesbian and gay marriage. Second, and arguably more important, is Mohr’s quest to present, through a cogent reappraisal of such supposedly immutable terms as equality, rights, and justice, a case for the inevitability in America of legally and socially accepted same-sex marriage.

Mohr, a professor of philosophy at the University of Illinois at Urbana, has authored several books on gay rights and the ethics of justice. *The Long Arc of Justice* neatly and thoughtfully summarizes his writings in these areas and presents an eloquent overview of the history of, and progress toward, lesbian and
gay equality. Readers will find of particular interest Mohr’s fascinating discussion of the surprisingly fraught term “marriage” that forms the centerpiece of his book’s argument. As Mohr points out, “the meaning of marriage is somehow supposed to be so obvious in our culture, so entrenched and ramified in daily life that it is never in need of articulation” (57). But it is precisely this absence of articulation that causes “marriage” to become a legal and linguistic nightmare. Additionally for readers, Mohr’s philosophical approach helps temper the polemics surrounding this contentious issue, as does Mohr’s wit, which is evident throughout the book.

Mohr’s work is the latest in a wave of recently released books dealing with the topic of same-sex marriage. Unlike similar works by, say, Jonathan Rauch (Gay Marriage: Why It is Good for Gays, Good for Straights, and Good for America, 2004), however, Mohr focuses not on legal and social ramifications and ostensible benefits of same-sex marriage. Rather, Mohr takes the ethical route and demonstrates that, especially in America, social change and social acceptance of difference is an ongoing process with obvious results (African-American civil rights being one of Mohr’s primary examples). To his credit, Mohr avoids making the troublesome wholesale analogy between the African-American civil rights movement and the gay rights movement. He argues, though, that gays and lesbians are tacitly defined as an “invisible minority” (meaning they are identified only through an act of will on someone’s part instead of being observably different) whose privacy forms a central tenet of their daily existence. And precisely because of this reliance on privacy and the concomitant threat of “outing,” gays and lesbians are either harassed or discriminated against in legal, employment, and social situations. This argument, while potentially problematic, proves ultimately persuasive.

Large public libraries and academic libraries would be well-served to have Mohr’s work as part of their collection. It adds a heretofore unexplored and provocative facet to the already crowded, yet always controversial, field of same-sex marriage.

Nathan G. Tipton
Librarian/Literature Specialist
Memphis Public Library
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Jimmy Morrow has written a book full of personal history about people and places
where serpent handling was, and still is, prevalent during worship services. His narrative also includes oral information passed down through generations, as well as, accounts from local newspaper articles. Morrow’s intention in writing this book is to tell the history behind this tradition and why it takes place. The practice of serpent handling is based upon biblical scripture. Families that follow this practice have deep religious convictions and faith in the protective and healing power of Jesus. According to Morrow the practice of serpent handling migrated out of Virginia and West Virginia into Tennessee and Kentucky. The book mentions that the practice also takes place in Georgia, North Carolina and Florida. According to the author serpent handling is still practiced today in many Church of God in Jesus’ Name services.

Morrow is a pastor of the Edwina Church of God in Jesus Christ’s Name in Del Rio, Tennessee. He is one of many preachers who handle serpents in the name of the Lord. This book gives brief accounts of ministers in different states throughout Appalachia who received the anointing and handled snakes. Some of these narratives reach back as far as 1900. There are several accounts listed in the book where snake bites have occurred, some resulting in death. Many of those bitten refused medical treatment. Beginning in the 1940’s several states, including Tennessee, passed a law making it a misdemeanor to display snakes that could endanger lives. The attitude prevalent toward this law is one of following God’s law, not man’s law, so the practice continues.

The book is relatively easy to read, but it is somewhat repetitious. There are some interesting photographs at the beginning of the book that show various individuals, including the author and his wife, practicing their religion. The first chapter in the book is a collection of one paragraph narratives about many individuals that practiced serpent handling. Many of these individuals are mentioned various times throughout the book. The people mentioned and the events that take place are not listed in chronological order so it makes the events difficult to follow. Several remarkable chapters delve into detail about what happens to particular individuals as a result of the practice in their faith. Some of these individuals and their families endured much suffering but still believe in their actions.

*Handling Serpents* should not be considered a book intended for use in an academic university. Even though the author spent a considerable time researching the material on the subject, the primary reason for practicing this form of worship is strictly biblical in nature. Public libraries collections are best suited for this book. It is intended for general audiences whose interest about this type of religious practice needs satisfying. There are numerous biblical passages referenced within for anyone curious about where practitioners derive their reasoning for handling serpents.

When Lance Armstrong wanted to get back into shape after his bout with cancer, he went to the North Carolina High Country to train. And while readers might not be interested in training for the Tour de France, *Road Cycling the Blue Ridge High Country* will certainly give them lots of options for a ride in the country. An avid cyclist, Tim Murphy has written a book describing 26 bike trips in the Blue Ridge High Country (which he describes as being centered around Boone, North Carolina although several of the trips are in Tennessee and Virginia).

The book begins with an introduction to the people and climate of the area as well as information on bikes, gear, and safety. Murphy then describes the 26 bike trips, which vary in length and challenge. For each ride, Murphy describes the route in detail, noting the distance, challenge, road conditions and cautions, directions, food and services, roadside attractions, and options for other outdoor activities. *Road Cycling the Blue Ridge High Country* concludes with five appendices, “Ride List in Order of Challenge,” “For More Information,” “High Country Bicycle Shops,” “High Country Road-Cycling Events,” and “High Country Festivals and Events,” and a bibliography that will allow interested cyclists to learn more about the history of the High Country.

Murphy has been cycling in Blue Ridge Country since 1981. He has organized charity rides and served as the promotions coordinator for the Brushy Mountain Cyclists Club. Packing a large amount of information in a size that will make it convenient to stow in bike packs, Murphy’s *Road Cycling in the Blue Ridge High Country* is a book that most cyclists will find very useful. A bargain at $14.95, this book will be a welcome addition to public, school, and academic libraries.

Kathy Campbell
Reference & Instruction Librarian
Sherrod Library

John Nolt’s *A Land Imperiled: the Declining Health of the Southern Appalachian Bioregion* is an extensively researched assessment of the health of the bioregion; an area defined as the watershed of the upper Tennessee valley occupying portions of Tennessee, North Carolina, Virginia, and Georgia. The concept of health in this book is very broad and includes the community of all living things. Nolt makes a powerful case for why we should care about the future of the larger “moral community.” The term “moral community” is used to acknowledge that the ultimate answer to the question of why should we care about the health of the bioregion for many people is religious, but for others is simply based on the moral principles of consistency and a resistance to prejudice. Valuing the health of the macrocosm (including air, water, soil, biological systems, and the built environment), even if it doesn’t seem to directly involve our own personal health, is necessary, according to Nolt, if we see the connection between the overall health of the environment we live in and our own.

This book is an update of *What Have We Done? The Foundation for Global Sustainability’s State of the Bioregion Report for the Upper Tennessee Valley and Southern Appalachian Mountains* (Earth Knows Publications, 1997), which was used as a reference work and a high school and college textbook. While the data presents a dismaying picture of the bioregion’s overall health, it seems necessary to fully understand the dysfunction of the ecosystems involved. Taking the reader through the history of the region, dating back by over 20,000 years (prior to human settlement) Nolt presents the biotic landscape as a fascinating place unfamiliar to present-day inhabitants. What follows is an extensive review of the impact that the contact between Native American peoples and Europeans had on all of the bioregion’s living systems to the present day. From industrial forestry to biological pollution, the damage to the environment is portrayed through a myriad of tables, maps and figures. Hot spots in the region and major violators to the overall health of Southern Appalachia are highlighted to show the true cost to the environment of population and urbanization. The ways in which we get our food and the impact of transportation on our daily lives serves as a powerful reminder that individuals have very little control over the organization of cities. Solutions on a grand scale can only be achieved by collective political effort, but there are things we can do as individuals that will affect the future and allow us to build and nurture sustainable communities.

From the University of Tennessee Press, Knoxville, and part of the Outdoor Tennessee Series, this book is recommended for public and academic libraries, particularly those with local collections. The book is recommended for anyone
with an interest in the Appalachian bioregion or conservation issues. All proceeds from the book go to support the work of the Foundation for Global Sustainability and Narrow Ridge Earth Literacy Center.

Terri Ottosen, M.L.I.S., AHIP
Consumer Health Outreach Coordinator
University of Maryland
Health Sciences & Human Services Library
Baltimore, MD


Corrie Norman and Don Armentrout bring together a diverse group of authors to discuss religion in the American South in the 21st century. Along with the usual main line religions in the area, Baptists, Methodists, etc., various articles discuss the development of the African American religious culture along with the influences of Pentecostals, Roman Catholics, Hindus, Muslims and the Jews on Southern society.

Norman and Armentrout are well qualified to take on this venture. Norman is the president of the Southeast Region of the American Academy of Religion. Armentrout (an ordained pastor in the Evangelical Lutheran Church in America) is the Charles T. Quintard professor of Dogmatic Theology at the School of Theology of the University of the South.

The South has always been influenced by its history and tied to its religion. During the twentieth century, the religious culture has become more diverse. Hindus and Muslims have built places of worship in Charlotte, Nashville and other Southern cities. The Roman Catholic population is exploding, principally because of immigration. Baptists are dividing and Pentecostals are expanding.

Armentrout and Norman cast all of this against the background of the Episcopal Church and how it is fairing in the South. This is only natural, since Aremtrout is on the faculty of a well known and highly regarded seminary in the Episcopal Church. The Episcopal Church is changing rapidly. From its nineteenth century planter-aristocratic roots to its twenty-first century activism in the ordination of women, and its consecration of an openly gay Bishop, the Church is behaving in
ways that are both contrary and orthodox.

An outstanding chapter is "Quiet Revolutionaries: Stories of Women Priests in the South." Jonathon Grieser, Corrie Norman, and Don Armentrout surveyed ordained women in the Episcopal Church who were priests in the South. The chapter is a concise rendering of the trials, tribulations, joys, and triumphs that are these women’s lives.

The book’s chapters are scholarly and well balanced, though somewhat uneven in style. Many are fairly easily read; some are difficult. All of the authors are extremely well qualified. Short biographies of each contributor are included in the back. The book lacks an index, but it is thoroughly footnoted at the end of each chapter. Religion in the Contemporary South is highly recommended for all college and university libraries.

Annette S. Pilcher
Circulation Librarian
Tennessee State University


John Rehder is a professor of geography at the University of Tennessee in Knoxville. Appalachian Folkways explores some of the unusual customs and sights of the southern Appalachian region. Appalachia is loaded with legends - some old, some relatively recent – and their origins tend to become as obscure as the blue mountain haze. However, Rehder raises the veil of mystery from Appalachian history and shows that some things reveal their secrets. Rehder explores the origins of such quintessential Appalachian entities as moonshine, dulcimers and bluegrass. Most interesting is Rehder’s ability to take objects in the landscape that we take for granted – for example, those ubiquitous, perpetually falling down barns visible throughout the countryside – classifies their construction and traces their heritage.

Appalachian Folkways tackles practices and customs that define old and contemporary Appalachia. Rehder is a professor of geography, but technical discussion of land patterns, river drainage and geological subdivisions within the mountains is limited to the first two chapters. The remaining seven chapters of the book are devoted to gleaning the truths behind various strands of Appalachian culture. The book covers the subject of ethnicity, architecture, food, livelihoods, medicine and art.
Rehder’s book lacks a real central narrative and does not contain original scholarship. When Rehder discusses the origin of a custom or frames an activity in a theoretical context it is almost always based on previous scholarly work. Rehder is a good, folksy writer – the level of informality in a book published by a major academic press is surprising – and contributing original scholarship is not the intent here. This is basically a well done guide to the secrets of Appalachia. *Appalachian Folkways* is absolutely a must purchase for academic and public libraries located in the Appalachian region. While the book is most useful to history students or students of Southern culture, anthropologists or those interested in folk studies should examine the methodologies employed in the book.

Charles Allan  
Reference Librarian  
East Tennessee State University


Faith Ringgold (1930- ) began her career as a painter over 35 years ago, and is best known today as a creator of painted story quilts. Her art is exhibited worldwide and is represented in the permanent collections of major museums. Her first book, *Tar Beach*, was a Caldecott Honor Book and winner of the Coretta Scott King Award for Illustration. To date, she has written and illustrated eleven children's books. She has received more than 75 awards, fellowships, citations and honors, including the Solomon R. Guggenheim Fellowship for painting, two National Endowment for the Arts Awards and seventeen honorary doctorates.

The intended readership is adult, including but not limited to those interested in children’s literature, author biographies, and African American history. Although the cover illustration of a young girl in flight over the George Washington Bridge is from her children’s classic *Tar Beach*, the title is also a metaphor for Ringgold’s journey as represented in this thorough treatment of her life and works.

Ringgold is renowned as a storyteller, and it is evident in this eminently readable memoir that she earned her reputation legitimately. Her life is indistinguishable from her art; there is no room for artifice in either. Her paintings, story quilts, sculptures, and installations are straight from the heart and beautifully rendered in
this lavishly illustrated memoir. She comes across as a warm, genuine human being who is wonderfully conscious of her role as a force for change, as well as one who embraces that position. Ringgold may have been, as the proverb says, “Cursed to live in interesting times,” but those times formed her as a person and informed her philosophy and writing with vitality and passion. The book is arranged chronologically, with side trips for family stories that transcend time. There is also a useful annotated chronology of her life through 1994, a list of public and private collections that hold her works, and a helpful index.

This book should be added to the collections of both public and academic libraries. I recommend this book to librarians in Children’s Services, who will be amazed to see Ringgold as more than an author of glorious children’s books. I recommend this book to librarians in Adult Services, as a lively biographical read of a strong woman who knows what she thinks and why she thinks it. I recommend this book to anybody who wonders how the times in which one lives may shape one’s life, and whether a single person can shape the times in which they live. The answer on Ringgold’s part is a resounding, “yes”, and an inspiration to fly over our own bridges, whatever they may be.

Mary M. Seratt
Senior Manager
Central Library Children’s Department
Memphis Public Library and Information Center


The book presents the results of four decades of dedicated and careful documentation of predominantly Alabaman gravestone art and epitaphs. This is a labor of love evident in the descriptions, illustrations and personal history of the project and its process. The book is divided into chapters: the two major textual sections address the historical precedents for Alabama epitaphs; the visual and written folk aesthetic and the universal need for/ theme of remembrance; the definition of the epitaph: as biography, greeting, occupation, as blessing, expression of hope, as a “window on the past”. The text is illustrated with photographs and handwritten transcriptions of the epitaphs provided by the authors and their family. This is not an exhaustive inventory or systematic 'directory' of every cemetery plot by plot and every grave marker and sculpture. This is as much a personal tribute as it is historical and documentary presentation of evidence.
The author and his wife, Jack and Olivia Solomon, are published Alabama folklorists and writers. The title page lists them as compilers and editors, but they researched and wrote the text as well. This book is the result of the Solomon family’s combined efforts and the family includes three children, son Will, and daughters Jackie and Suzannah. The children grew up with various roles and duties according to their ages, interests, and abilities. Will was responsible for rubbings of the stones, Jackie served as the recorder, and Suzannah as the photographer.

Jack Solomon's credentials as a historian imbue the work with authority. He weaves personal commentary and anecdotes throughout the history and examples so a balance between the authoritative, objective presentation of the facts and the familiar, accessible information is achieved. Olivia Solomon is a published author in the field of Alabama folklore and tradition. Her main contribution is the epitaph transcription section and related Notes on the lettering.

The quality of the publication leaves something to be desired particularly in the reprinting of the photographs; the majority of these are admittedly amateur, snapshot quality taken by the Solomon's daughter, Suzannah. The quality improves with (her) age, but the overall publication quality does little to improve the situation. The reproductions for the catalog of epitaph rubbings convey the individuality and variations in composition and script. The notes and bibliography are both useful resource and certify the book as a bona fide researched work. The intended audience includes those with Alabama folklore and history and archaeological interests. This book appeals more on the personal interest level to particularly to those interested in gravestone as art and document. The focus on Alabaman subject matter combined with the particularly personal nature in the treatment of and commentary on gravestone art and word make this book a unique contribution to the field of funerary custom and lore. This book is suitable for local history collections, genealogy reference and for those with an interest in folk art, gravestone art, and Alabama history and most appropriate for public, special, and academic libraries in the state and region.

Lucinda Scanlon
Collection Management Librarian
Middle Tennessee State University

Steve Turner’s *The Man Called Cash: The Life, Love, and Faith of an American Legend* delivers an authorized biography of Johnny Cash, country music’s legendary Man in Black. Plans originally called for Turner and Cash to begin writing this work together in October 2003; however, Cash died that September. With the Cash estate urging the project forward, Turner had access to family, friends, colleagues, newspaper archives, and files from the Country Music Hall of Fame. The open door to these resources enabled him to gather stories, information, and photographs, all of which resulted in a book offering a balanced look at Cash’s life and without any candy coating whatsoever. Even the Cash children gave their support and never once tried to conceal the bad times in their father’s life.

Turner brilliantly takes the reader on a journey of Cash’s life; being born to a dirt-poor, drinking, racist sharecropper, being blamed for the death of his 14-year-old brother (which had a lasting impact on much of his life), his military service, marriage, children, music tours, drug addiction, infidelity, arrest, divorce, remarriage, illnesses, his immense faith and love of God, and the days leading up to his death. As a reader I was able to see Cash as a man, not just a star—feeling his pain, laughing at his unique humor, and grieving through his many sorrows. Bets are if you were not a fan of Johnny Cash before reading this book, you will be at the conclusion.

The book includes a foreword by Kris Kristofferson (a former janitor who was taken under Cash’s wing), 16 pages of photos, a never-before-published personal interview, a chronological history from 1929 through 2003, a discography of Cash’s singles and albums, and a list of 114 names of those interviewed by the author for this book.

Turner has authored several works, including *Conversations with Eric Clapton*, *U2: Rattle and Hum*, *Van Morrison: Too Late to Stop Now*, *A Hard Day’s Write: The Stories Behind Every Beatles Song*, and *Trouble Man: The Life and Death of Marvin Gaye*. He has also written for several publications including *The Times* (London), *Mojo*, and *Rolling Stone*.

*The Man Called Cash: The Life, Love, and Faith of an American Legend* is highly recommended for both public and academic libraries.

Jayne W. Rogers
Hodges Library
University of Tennessee
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Kathy Bennett, Librarian, Maplewood High School, Nashville, Tennessee:

My question relates to private and public monies and the public library system. Would you please describe the ideal relationship between private monies, generous donors, public funds and the public library, giving some mention of possible rough patches along the way?
I want to preface my answer to this (and to your colleagues’ many questions about funding that follow) by noting that this is truly not my area of expertise -- especially given that I’m not in Tennessee -- so what follows is a mix of my own observations and opinions!

First, there is no “ideal” relationship, because this is going to depend so heavily on local factors. However, public libraries in many places are funded largely by property tax monies, and a decent level of service is becoming more and more difficult to sustain in an era of ever-rising taxes, tax caps, and taxpayer revolts. We all have to be creative in looking for multiple sources of funding, but this unfortunately can cause us to leap before we look. Every source of funding has potential pitfalls, from over-reliance on one-time grant funding to a lack of willingness to look outside traditional sources. We need to remember that fundraising activities in themselves cost money, and we need to lay the groundwork for success before jumping into something like a referendum initiative. The problem with generous donors is that they generally expect something in return for their generosity -- which may not be the same thing you’d like to give. It’s hard to say no to someone with a sense of entitlement stemming from a monetary gift. The problem with grants lies in the time it takes to apply, the strings attached to the funds, and the one-time rather than ongoing nature of the funding. Any library, though, needs to look at a mix of funding options and be wary of reliance on any single source.

Kim Hicks, Director, Madisonville Public Library, Madisonville Tennessee:

What are the most effective strategies to convince funding bodies that more money is needed in order to provide the level of service our patrons require?

Being a reference librarian at heart, I’m going to refer you to some experts. I would suggest looking at some of the essays by Marylaine Block in her Ex Libris e-publication (marylaine.com/exlibris/index.html) -- she has written beautifully on this topic many times, and Judith Siess has also addressed it well in The Visible Librarian (ALA, 2003). Also look at the Library Marketing blog (librarymarketing.blogspot.com/) for ideas on marketing your institution and showing its importance.

Beyond that, at its most basic, you convince funding bodies to fund you by convincing them that the services you provide are valuable and necessary. We’re not always so great at that, and need to put our energy toward showing decision-makers what we do, in terms they can understand. Show that in cases where libraries are expected to take up the slack, we need to have our services funded. Bring out studies that demonstrate public libraries’ positive influence on a town’s economy, on the business community, on property values. Gather stories from your constituents and bring those out at meetings, in marketing materials, in one-on-one conversations with funders.

How would you advise libraries with limited staff to find the time/people to write for grants to enable them to provide more services/materials to their patrons?

Number one: work together! Too often, one person is saddled with grant-writing responsibility without
being given the help she needs to make the proposal all it can be. Successful grants are generally collaborative efforts, and when you work as a group (even a small group!) it helps keep any one staff member from feeling overloaded. This also applies to working together with community groups. Grants often ask for collaboration with another local agency, and if you have failed to lay the groundwork, other agencies might be taken aback by a request to work together out of the blue. Find out where you can help each other and cooperate with other groups before it comes time to ask them to stand together with you on these types of projects.

Second, realize that this is a case where practice really does make perfect: once you have written one grant, the second one can be managed much more quickly. Apply for multiple grants in one year, especially from your state agency, as much of the verbiage will be similar and you can save time by using much of your content in multiple ways. Along the same lines, create a database or some other easily accessible listing of your library’s previous grant applications, so that people can pull from earlier ones (updating with current statistics when necessary, of course).

Finally, start early. People often tend to apply for grants last-minute; instead, when they are announced, start working on them a bit each week.

What are the most effective ways to help an existing but inactive FOL group to become productive?

First, I see that in Tennessee you have a state “Friends of Tennessee Libraries” group that might be of help (www.friendstnlib.org). After contacting them, I’d do a splashy membership drive, starting by finding out who has influence in your community and talking to them about joining. Help create a core small group who can take over and energize the rest. Partner with the business community and see where you can tap into local expertise and energy there. Have some ideas for projects your FOL group can jump into right away that can give them some instant successes and energize them in further endeavors.

How would you advise a small rural library desperately in need of a new building to start raising the needed money?

Well first, revitalize your Friends group… OK, that is only halfway tongue-in-cheek. If you need to go for a referendum, for example, you need to get your supporters OUT there for you. Have trustees set up tables in your lobby; have your Friends go door-to-door or work the phones. Have concrete facts and examples, and have them available everywhere -- on your web site, as hand-out pamphlets, in the local paper. Get local politicians on your side; this is something that you should lay the groundwork for as far in advance as possible. Consider having your director or someone on staff write a library column in the local paper (they’re often glad to have the additional content, and it’s free publicity for you). Identify potential generous donors in your town and contact them directly. Look for grants, starting with those available from your state library.

LouAnn Blocker, Distance Education Assistant, John C. Hodges Library, University of Tennessee-
Knoxville:

How can public and school libraries band together with educators to seek more funding and visibility for schools and libraries?

Well, this can be difficult, since schools and libraries are often perceived as in competition for the same pool of limited funds. Use your skills as librarians to find the statistics to bolster your claims -- in an era of No Child Left Behind, for example, studies showing that students in schools with media centers staffed by professional librarians do better on tests and have better reading skills are invaluable. You can consider a joint marketing campaign that focuses on what schools and libraries have in common and how strong public and school libraries impact the community, and think about setting up cooperative and jointly-funded ventures.

Scott Cohen, Library Director, Jackson State Community College, Jackson, Tennessee

In what ways can academic and public libraries work together to provide service to community and college constituents?

Most drastically, you can emulate some of the newer partnerships that have been appearing between public and community college libraries to provide a consistent level of library service to all constituents -- which also involves allowing people with library cards at either type of institution to use all the resources of the other.

Academic and public libraries can also work together in securing grant funds that allow them to provide increased service to both communities; as mentioned above, granting bodies often want evidence of collaboration before releasing funds.

Dinah Harris, Library Director, Everett Horn Public Library, Lexington, TN:

What are the top three pieces of advice you can give someone pursuing a career as a Public Library professional?

1. **Get some technology skills.** That’s not to say that everyone needs to be a systems librarian, but everyone starting a library career today needs to be aware that technology is inevitably intertwined with everything we do, and the more familiar you are with it, the better.

2. **Get some work experience.** If you are considering library school or are in an LIS program right now, jump on any part-time job, internship, volunteer opportunity, or practicum that comes your way. When you’re out on the job market, employers are looking for people with practical experience and skills, and those who just have the piece of paper in hand have a hard time competing.

3. **Get some people skills.** Even if you plan to go into cataloging, you need to realize from the outset that this is not a profession that allows its members to hide in a back room surrounded by
dusty tomes. You need to be able to interact with patrons, deal with coworkers, make the case for your institution, manage staff.

*Could you give us a summary of your 'Marketing Yourself Online' presentation?*

Over and over on the lists I follow, the question comes up of whether it is ethical for employers to Google candidates seeking information that may not come through in an interview. My view on this is: It happens. Given that it happens, what are you going to do to make sure you come across well online? Not only that, in a networked environment and far-flung profession, the online environment offers unprecedented opportunities for us to get to know each other as professionals and get to know each other’s personalities and strengths.

Basically, the presentation covers:

- How to create an online presence (ranging from a basic online resume to a blog to a web site).
- How to interact effectively online, including finding and participating on relevant lists.
- How to publish online, either in online journals, print publications with an online counterpart, or to self-publish on one’s own site or blog.

It also discusses how not to interact online, how to avoid gaining a negative reputation. People often overlook this, and throw things out there without thinking because of the ease and instantaneous nature of online communication. It is not so easy to take your words back later; once they are out there, they’re there for everyone to see.

**Dr. Sue Loper, Director, Germantown Community Library, Germantown, TN:**

*How did you make the transition from library employee to writer and speaker?*

This was really a combination of luck, timing, and perseverance! When I started writing for the professional literature, I had no long-term plan, but just had some things I wanted to say. Once I said them, people started inviting me to speak at local workshops. Once I had some of those on my resume and a book or two behind me, people started inviting me to speak out-of-state. I have found that, if you have something to say about professional issues, there is someone who wants to hear it.

When my son was born three years ago, I made the decision to step down from my department head position and work part-time. Shortly after that, when my writing and speaking commitments started expanding, I made the decision to start putting more effort into them, with the eventual goal of working for myself. I appreciate the flexibility and the ability to give the time to my family, and the more I think and speak and write about the profession, the more I find I have to say about the profession. Talking to people at conferences and while writing is energizing, and it keeps me connected to the fact that the profession is larger than any one of our institutions.
This relates also to the previous question about “marketing yourself online.” People find me from my web site. People find me from my blog and my online resume and my electronic newsletter. I don’t think it would be possible for me to have the career path I have now without the Internet.

How did you enter the library management field and how was it different from the typical path to management...if there is a typical path?

Each of us has a unique story of how we entered the library field, let alone moved into management. Mine is odd in that I entered the library management field by way of the computer field -- I started out post-graduation as an entry-level reference librarian in a library that lacked tech people to bring it into the Internet age. I started taking on technology responsibilities, and, a few years and a couple of promotions later, found myself head of my own new “computer services” department.

I don’t think that there is a typical path for moving into management, but one of the things that I found out when writing my book (The Accidental Library Manager) was that librarians often take on management responsibilities when they least expect them. People get promoted when their supervisor leaves, they are assigned people to supervise, they see an opportunity, apply on a whim, and are surprised to get it.

*How successful do you find managers to be, who came into library management from another field?*

I think that managers who enter library management from another field can be exceptionally successful. Those who have a background in public administration or an MBA are often much more prepared for the challenges of upper management positions -- especially in larger institutions -- than librarians who work their way up through the ranks. Yet the danger lies in their lack of familiarity with the practices and principles of librarianship -- to be successful in our unique environment and to retain what makes public libraries special, managers need to learn to think from the library perspective and be willing to learn from and listen to their staff.

*You speak about managers needing to make a commitment to personal lifelong learning...why is that important in furthering one's career? What else do you consider to be of importance?*

Not only managers, but every librarian needs to make a commitment to personal lifelong learning. Our profession, let alone the world around us, never sits still. The field I entered upon graduation ten years ago is not the field of today; ten years ago, my library was on dumb terminals, no web site, no network -- and no Google or Netflix or blogs or video iPods. If we don’t keep up with developments that affect our profession, we cannot be effective as librarians in 21st-Century institutions. We also need to make a commitment to meeting our patrons where they are and not sitting back, doing things the way we have always done them, and waiting for people to come to us. Every manager needs to learn to market herself and her institution and to learn to not only deal with, but lead change.
Are good managers born that way or do they grow into successful managers? What are the most pressing requirements for growing into a successful manager?

Few good managers are “born that way.” I certainly wasn’t! The most important requirements for growing into a successful manager are:

- The willingness to learn from staff. Managers who fail to listen and incorporate ideas from staff at all levels ensure their own failure.
- The willingness to bring your prior experiences to bear on your management position. What have you learned from previous bosses -- good or bad?
- The willingness to look ahead. What picture do you have of your library and where it is headed? What steps do you need to take to get there? How do your activities relate to the library’s larger mission and goals?
- The willingness to realize the differences between a management and frontline position. Your relationships with staff will change, your duties will change, and your responsibilities will change, and managers need to accept that.
- The willingness to build relationships with your staff. People are what make libraries special, and you need to care about your staff as people and learn what motivates them and what is important to them.

Donna Nicely, Library Director, Nashville Public Library, Nashville, TN:

What are the most important qualities needed in a successful library manager of the future? Why?

These include: Flexibility, the ability to keep learning, and the ability to not only adapt to, but lead change. We need to move beyond basic people and facilities management and think about how we are going to transform our profession; we need, not only managers, but leaders. (Please see answers to the earlier questions from Dr. Loper.)

What are some of the "new" positions you envision that will be needed in the future?

Libraries need to invest in people who are able to move beyond the basic “reference librarian, cataloger, children’s librarian” categories we are all used to. I think we’re going to see more blurring of boundaries and blending of responsibilities. Larger institutions may be able to create “new” positions and titles, while smaller libraries may have multitasking librarians who stretch in different directions. I think we will see more technology related positions and more positions responsible for planning the future direction of institutions. SirsiDynix has a “vice president of innovation” (Stephen Abram), which I think is just a fascinating title and reflective of the company’s priorities.

What positions will require an MLS/MIS?
Well, this is kind of a loaded question -- and the answer is, as now, “it depends.” It depends on the size of your library and what you can afford. It depends on your community and its needs. I think that most small and even medium-sized public libraries are trending away from requiring an MLS for a number of positions, but that we need to think about what this means for our profession. This came up on the ALA Council list recently (their archives are accessible online and worth looking at on occasion) and one very good point was that decision-making power is sometimes the deciding factor. In a small library, perhaps only the director needs an MLS.

**Melissa Brenneman, Reference Librarian, Knox County Public Library, Knoxville TN:**

*Denver PL plans to differentiate branch libraries with specialized "service styles" (LJ 8/2005, p. 17), but they don't have the money to fully implement the idea. Can this work in a library system with budget attrition?*

Well, it’s an interesting approach, and I think it’s commendable of them to look at their community’s changing demographics and what that might mean in terms of patrons’ needs. I think that the basic plan could work even factoring in budget attrition, since a lot of it seems to involve reallocating and reorganizing existing resources, funding, collections, and staff. I do think, though, that they need to make sure that people can get the services they have come to expect -- if people are convenient to a branch with a particular service style that fails to meet their needs, will they be close enough to travel to another branch which does? Will they be able to get the materials that they need? Will staff be prepared to ILL items; will patrons who don’t match the main demographic of a branch be made to feel welcome?

*Has the E-rate really served small PLs? How valid are measures of the E-rate program?*

This can obviously be argued -- in my opinion, the program is not well-managed and the savings for many small libraries are often too small to justify the time it takes to wade through the application process (not to mention the added cost of Internet filtering technology for compliance for libraries not already filtering). In some states (such as Alaska), small libraries without sufficient staff to devote to the application process can now allow the state library to file for them, which will be interesting to look at.

As far as the validity of the measures, that depends on what measures you are talking about. A few big cases of fraud are getting all the press, because it’s shocking and attracts people’s attention.

Some favorite PL services involve transportation. How will rising energy costs affect PLs, and how should we prepare for the cost of gas to leap again next summer (as rumor has it)?

The common theme that keeps coming up here is funding -- obviously energy prices in terms of both heating and transportation are going to hurt public libraries (along with their constituents!) this year. Hopefully some of the supply issues will settle out by next winter, but we obviously can’t count on pricing to go down to the levels we enjoyed before. Like anything else, when costs go up, we have to find places to raise more funds or to cut service -- it’s no different than rising journal prices or health
insurance costs or any of the other pressures we face. You can consider doing fundraising projects for specific services (say, a bookmobile), because people can very easily see that gas costs are rising and can personally relate to the need to find funding.

*Book vending machines in transit stations, McDonald's video rental, Netflix, Booksfree.com, Imagination Library, Google. Where do public libraries stake out territory for their survival?*

We need pay a lot of attention to what it really is that people like about our “competition.” I read a book recently called *The Innovator’s Dilemma* that talked about how companies (and, I would argue, libraries as well) often miss the next “big thing,” because they are too busy concentrating on their existing products. The example that really hit home for me was that of Polaroid, which filed for bankruptcy in 2001. Polaroid failed to see the threat posed by digital photography, which was a direct competitor in terms of what its core demographic liked about Polaroid: convenience and instant gratification. Digital photography gave the same convenience and even quicker gratification, while giving other fringe benefits along the way.

So it’s important for us to look at what people need from their libraries, and how other entities are providing these core services in ways that are more attractive and useful to our patrons. For example, when we think about the importance of “library as place,” we need to think also about what other “places” provide that draw our core constituents away -- whether this is the food (or friendly staff or good lighting or inviting displays) at Barnes & Noble or the wireless access (or food) at Panera or the comfortable chairs (or entertainment) at the local coffee shop. When we think about the importance of the library to researchers, we need to think about what makes Google attractive -- its convenience, its instant results, or the ease of one-stop shopping rather than having to think about which of ten databases to start with? How do you make your library the “place to go” online? What makes Netflix attractive? Convenience? Recommendations? The ability for subscribers to keep track of what they want to see, and what they already have seen? What implications does this have for our catalogs and for our commitment to privacy? Look at what Amazon is doing with recommendations and searching inside books and now allowing users to “tag” content for later use -- how far behind do our catalogs look in comparison?

**Thomas Aud, Library Director, Jackson-Madison County Public Library, Jackson, TN:**

In what order would you rank the viability and occurrence of local public library funding:

- Library district
- Single government funding
- Joint/multi-government funding

This is a pretty complex question that depends heavily on local factors, and I can’t give you one stock answer that will work in any situation. People will argue, for example, for the creation of a library district in order to eliminate the problem of being part of a village or municipality and dependent on them for funding, political good will, and understanding of a library’s unique needs. Districts, though,
can be less able to provide good benefits to their employees (who under village/municipality systems are often lumped in with other village employees that receive good health and other benefits) and can have trouble increasing funding when necessary if a referendum is needed, for example. Libraries have to look at local circumstances, political factors, and history to make the right decision for their institution.

*How can public library employees be compensated on a comparable level with other local government personnel for their skills, education requirements and experience?*

By actively showing our value to decision-makers (including the local community). Too often we sit back and think that our community should just “know” what treasures they have in their local public library -- its people included. See the answers to the previous funding questions.

**Chuck Sherrill, Director, Brentwood Library, Brentwood, TN:**

*We advertised for a systems librarian with Microsoft Certification and an MLS, and only got one qualified applicant. After interviewing, she turned down our offer for $45,000 year. Are there people out there with these qualifications? If so, how much do we need to pay to attract them?*

Well, there are multiple Microsoft certifications -- assuming you’re talking about an MCSE, average salaries for MCSEs range from about $62,000-$72,000/year (though this obviously varies by location and experience). Add an MLS requirement to the mix, and you are severely limiting your applicant pool.

Obviously, most libraries aren’t going to be able to afford $62k for a tech person. So your options are:

1. Find someone who appreciates the other benefits that library work offers (I know a couple of people who have moved out of the faster-paced corporate environment to public libraries and been glad to take the pay cut). Stress these benefits (work environment, etc.) in your ads, interviews, and job descriptions.
2. Eliminate the certification requirement -- people usually get certified for the salary increases, but plenty of people are qualified without the certification. You can ask for specific skills, rather than specific certifications.
3. Eliminate the MLS requirement. If this is a tech-only position, you don’t necessarily need an MLS, and can broaden your applicant pool somewhat. Given that the tech job market has yet to recover fully, you might get an MCSE to work for what you have to offer, although be aware that they might continue to keep an eye out elsewhere.
4. Find someone with technical aptitude and send them for training. There are intensive MCSE (and other certification) courses available, and this might be cheaper than finding someone who already has the certification.

*You have written about career development for librarians. What kinds of staff development activities do*
you think are most meaningful to staff at all levels? We seem to have exhausted the "how to provide better service" speakers and have done Fish! philosophy - with good results. What else is there?

Given the rate of change in librarianship and the multiple pressures we face, I think it’s really useful to look at staff development ideas that prepare people, not just to do their current jobs better, but to be better prepared to deal with the challenges of 21st-Century librarianship. Since you’ve already covered the basics, I’d offer new workshops in three main areas:

1. Leadership. There’s been a lot written about the “graying of the profession,” but less about how to prepare people to move up and take over as a lot of mid- and upper-level positions become vacant. Staff at all levels can benefit from leadership training (and from encouragement to take on leadership positions within the institution). This helps prepare them to move up, helps your library benefit from the unique strengths of different staff members, and helps create a healthy environment where staff are encouraged to grow and take on responsibility.

2. Dealing with change. Libraries are in flux, patron expectations are changing, and we need to be able to change along with them if we expect to remain relevant.

3. Technology. This can range from a “gizmos and gadgets” seminar (if patrons come in with memory keys, say, will staff recognize them, let alone be able to help them use them?) to using new technologies (blogs, wikis, podcasts) for professional development.