

# ARKANSAS LIBRARIES

SUMMER 2011

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Arkansas Library Association  
Celebrating 100 Years  
1911 - 2011

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BARBARA MARTIN TRIBUTE



2012 BOARD NOMINATIONS FORM



USING LIBRARY H3LP AT UALR



LET YOUR STAFF HAVE THEIR DAY

# Arkansas Library Association, 2011

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Published quarterly by the Arkansas Library Association

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*Photo by Maylon Rice, Board Member, Fayetteville Public Library*

***Cover design:* Ethan C. Nobles, *FirstArkansasNews.net***



Barbara Martin (right) and Administrative Assistant Lynda Hampel at the Arkansas Library Association Conference last year in Little Rock.

# Barbara Rose Martin

April 30, 1942 – June 17, 2011

It is with great regret and deep sadness that we inform you of Barbara Martin's unexpected passing on Friday June 17, 2011, due to cardiac failure. She is survived by her husband, Jim Martin, children Cindy, Sherry, Jamie, and a host of family members.

On that day, the Arkansas Library Association lost one of its best friends. For over five years, Barbara worked as our Executive Director, supporting our dreams, fixing our mistakes, and providing eye-opening ideas. All of her actions were aimed

to improve our Association and our libraries.

She was not just a friend of libraries, but a friend to many of us individually. Many of us carry memories and stories about our times spent with her at meetings, conferences, or on the phone. Her professionalism, wit, and attention to detail, will be sorely missed.

The Association sent a large arrangement of flowers to the family. Personal memorials may be made to the Arkansas Baptist Children's Home in memory of Barbara.

## From the ArLA President:

*by Shawn Pierce,  
Lonoke, Prairie County Regional Library*

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Among the many things the Arkansas Library Association is doing to celebrate its 100<sup>th</sup> anniversary during 2011, was to hold a board retreat at the Lake Point Conference Center in Russellville to work on a five-year strategic plan for the association.

When the board first started planning activities for the retreat, I realized that this needed to be more than another board meeting receiving reports from the thirty-three members of the Divisions, Round Tables, Committees and Executive Board. The goal became to have a retreat like no other. We started by dressing casually and re-introducing ourselves to the rest of the board. Everyone had to tell one thing that was unique about themselves, or that no one else knew. Some members cringed but got into the swing of things. (Secret: I'm a guacamole freak, with two daughters, four grandchildren, and I love to shoot guns.)

After that we started the strategic planning process by handing out pieces of paper with our mission statement, "The Arkansas Library Association was formed in 1911 to..." (broken up into four areas):

- Further the professional development of all library staff members;
- Foster communication and cooperation among librarians, trustees, and friends of the libraries;
- Increase the visibility of libraries among the general public and funding agencies;
- Serve as an advocate for librarians and libraries.



We then broke up into small groups with flip charts to work on strengths (S), weaknesses (W), opportunities (O), and threats (T) for each. Our Conference Chair, Holly Mercer, was kind enough to lead the group since her library system has just gone through the strategic planning process. What ultimately came out of the SWOT analysis was a logo to use in addition to our mission statement, since it is so long. The goal was to have a logo that all librarians could remember and have on the tip of their tongues:

## **Arkansas Library Association** *A community for libraries*

I think you will be pleasantly surprised at this year's conference, which celebrates libraries. Think of it as a birthday party for you and your association! The retreat ended on Saturday at noon after a rousing conference discussion on the theme, goals, mission and, of course, budget. See you at conference, September 24<sup>th</sup> – 27<sup>th</sup>!  
Shawn Pierce, 2011 ArLA President

*Shawn Pierce, the President of the Arkansas Library Association, is, also, the Director of the Lonoke/Prairie County Regional Library.*

## EDITOR'S COLUMN

### Random Thoughts....

by *Laura Speer*  
*Managing Editor*

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Summer means something different to librarians depending on the type of library in which you work. *Note to everyone, I wanted to say "on the type of library you work in", but thought better of it!*

Those of you in public libraries are, I imagine, are knee deep in summer reading club (SRC). There is nothing more fun for librarians than to walk into and see every computer full, kids standing with stacks of books waiting to check out, and staff pushing carts of supplies and books toward the meeting room or activity area to prepare for the next event on the SRC schedule.

Many academic and special libraries also have some type of SRC for faculty, staff, students and their families, but summer there is also a time to catch up on projects that you don't have time to do during the rest of the year. Those activities might include inventory, shifting, renovation, and the score of other chores that you need to get done "before the students get back." Of course, you also have to keep the library open for everyone who is around in the summer....so, again no rest for you!

School librarians have finally finished inventory, perhaps had to pack everything up so the library floors can be waxed or rooms repainted, and have a short break during which they go to class themselves, perhaps work through the summer, write your lesson plans for the next year and go to conferences....definitely not resting on your laurels.

Because you are so busy, I thought I would point out some things you don't want to miss in the journal (although you really should read it all - word for word):



1. The ArLA Board has been discussing the idea of changing the structure of the dues schedule. As much as we would love to be free, it takes revenue to run an association and it's time to consider what the options are. There are two options listed and we will be voting on this at the general membership meeting at the ArLA Conference in September.
2. This is the 100<sup>th</sup> Anniversary of ArLA. There is information about registration here for you. There is also a video contest that your library or members of your library can enter. It will be a lot more fun to view the film shorts if there are lots of them, don't you think?
3. Columns galore! We have so many generous library folks who give freely of their time and talents. Thank you so much!
4. Last, but not least, I would like to introduce you to Ethan Nobles. Ethan is designing the journal for ArLA as of this issue. We are all very excited about the addition of Ethan to our staff.

Have a great rest of the summer and I look forward to seeing you all at the ArLA Conference in September!

*Laura*

*Laura Speer, an advocate for all librarians, is the Director of Library Services at the Fayetteville Public Library.*

## What's up? Docs.

### Earthquake!

*by Karen Russ  
Government Documents Librarian  
Ottenheimer Library, UALR*

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Of late, the earth has been undergoing a great deal of shaking, rattling, and a little rolling as well, half-way around the globe, and closer to home. Any time the windows shake and the walls creak, people get nervous. Over the past several months, folks outside of Conway, Arkansas, have been experiencing more of this than they would like. And the people in Haiti, Mexico, New Zealand, Chile, China, and most recently Japan, have suffered from larger quakes, and in some cases, tsunamis.

**“An earthquake! Why? What is causing them? Where do I find more information? Can anyone tell me when the next one will strike?”**

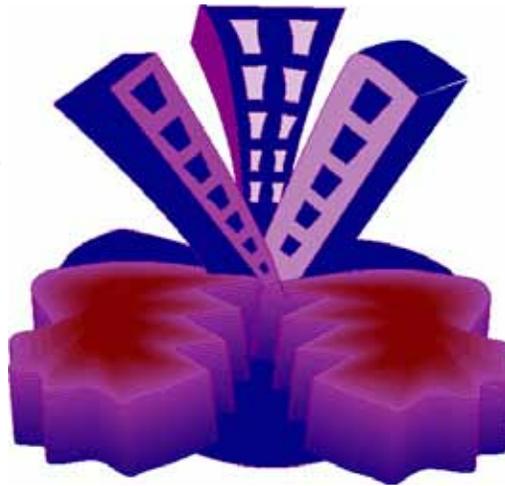
All of these are expected questions, but they are not always the easiest to answer. There are several federal agencies that can provide assistance. The first one that comes to most people's minds is the Department of the Interior, U.S. Geological Survey. Starting on the Earthquake Hazards Program site at <http://earthquake.usgs.gov/> would be recommended. From here links are provided to a notification service for the latest information on quakes around the world, a link that allows people to report quakes they feel in their area, maps of today's quakes in the U.S. and around the world, a historical fact of the day, and information on the bicentennial of the New

Madrid quakes of 1811-1812. And that is just the homepage!

Subsequent pages linked from here are:

- Earthquakes – This page is filled with detailed information on worldwide quakes in the past 8-30 days, provided through maps, animations, and seismogram displays. Links to lists by state and nation provide the seismic history of area as well as detailed maps. Subscription points for various media formats will offer the latest information on seismic activity.
- Hazards – The numerous hazard and seismic design maps linked here offer the opportunity to determine the danger in one area versus another.
- Learn – Consider this page as a starting point for students and teachers. It offers numerous teaching guides and activities for children. And don't overlook the potential science fair projects described. A detailed glossary is another excellent resource linked off this page.

- Prepare – A good place to start if you live in an active area. It provides full-text access to the “Putting Down Roots in Earthquake County” handbook series. Other quick tips are also provided to help plan ahead, react during a quake, and begin the recovery process afterward.
- Monitoring – As expected, this page offers numerous links to various American and international networks that monitor seismic activity, including one for public volunteers.
- Research – From this page, you can explore research being done around the world. Links provide excellent graphics showing the latest knowledge and research procedures.



earthquakes (<http://www.fema.gov/hazard/earthquake/index.shtm>).

Once an earthquake has occurred, survivor health becomes of immediate importance. Attention to damage of water sources, transportation, and communication becomes a crucial part of protecting lives. The Center for Disease Control, U.S. Department for Health and

Human Services, offers an earthquake site with tips for coping with the disaster and assisting others in need, as well as appropriate preparation for the next one (<http://www.bt.cdc.gov/disasters/earthquakes/>).

An agency that is not likely to be thought

of right away is the Department of State. Most folks think of the Dept. of State as being involved in political discussions and treaties with foreign nations. Actually, because of those responsibilities, the Dept. of State will quickly become involved in natural disasters such as earthquakes that have occurred worldwide. U.S. ambassadors and other embassy staff are frequently the people carrying out communications between various offices in Washington, D.C. and the nation(s) that have suffered from such disasters.

Shortly after such an event takes place, there are likely to be links off the Dept. of State homepage (<http://www.state.gov>). Once the news is removed from the homepage, there is a search feature on

Despite all the information on the site, a little less redundancy would make it more helpful.

**“There’s been an earthquake! What do I do? How can I help?”**

If an earthquake has occurred in your area, or an individual is trying to find out how to help friends or family in another location, the Federal Emergency Management Agency (FEMA) website should be one of the first places to look. As part of the Department of Homeland Security, FEMA provides information on any disaster that could strike the nation. They have a specific portion of their website devoted to

all pages that will allow focused keyword searching for topics like “earthquake and Japan.” Or, you can make use of the browse feature that does offer the category of “natural disasters,” which can then be broken down by the type of disaster, nation where it took place, publication type, or specific Dept. of State speaker. While all entries provide the text of the speech or press conference, many also offer full length video replays of the events.

And of course, this is by no means all the options. Several states have their own pages addressing earthquakes, such as the Arkansas Geological Survey site (<http://www.geology.ar.gov/geohazards/earthquakes.htm>) and UALR’s Arkansas Center for Earthquake Education and Technology Transfer (<http://quake.ualr.edu/>), as do some local governments. For additional information from government agencies at all levels, search the concept of “earthquakes” at <http://www.usa.gov>. The results list will provide dozens of additional sites to explore. And it might help to narrow the search by a geographic area or readership level.



**Government Information**  
**@your library™**

*Karen Russ is the government documents librarian at Ottenheimer Library at the University of Arkansas in Little Rock.*

ORDER FOR YOUR LIBRARY.....

If your library would like to distribute the Arkansas highway (tourist) maps for patrons, order them in bulk from [http://www.arkansashighways.com/planning\\_research/mapping\\_graphics/tourist.aspx](http://www.arkansashighways.com/planning_research/mapping_graphics/tourist.aspx).

## Arkansas Library Association 2012 Board Nominations

Vice President/President Elect:  
Patricia Miller, Remington College

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(Additional Nomination)

NOMINATION OF OFFICERS: Mail-in nominations and/or Absentee Ballots must be received by the Executive Administrator no later than 30 days before the annual meeting. For write-in nominations, consent of all nominees shall be secured prior to nomination.

ONLY current ArLA Members may make nominations.

Additional nominations will be accepted through August 23, 2011.

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(Printed Name)

---

(Signature)

If absentee ballot is needed, please contact our office. Please mail by August 23, 2011 to:

ArLA – Executive Director  
PO Box 958  
Benton, AR 72018

Email to [arlib2@sbcglobal.net](mailto:arlib2@sbcglobal.net) or fax to (501)776-9709

# Instant Assistance: The Use of Library H3lp at UALR

**Lisa Li and J B Hill**

Lisa Li  
Reference/Instruction Librarian  
Ottenheimer Library  
University of Arkansas at Little Rock

J B Hill  
Director of Public Services  
Ottenheimer Library  
University of Arkansas at Little Rock

Libraries have been offering reference service to online users since the mid-1980s when librarians began answering questions via e-mail. The desire to provide more immediate assistance prompted librarians in the late 1990s to begin experimenting with chat virtual reference systems using modified call center software. This software, offered by companies such as LSSI and LivePerson, provided the opportunity to mimic in-person reference transactions through a combination of chat and screen sharing or co-browsing. As the interfaces proved slow, costly and prone to technical glitches, many libraries abandoned virtual reference software, adopting instant messaging (IM) clients for the provision of service.

Initial IM aggregators, such as Trillian and Gaim, permitted libraries to answer questions submitted by patrons from different IM systems (e.g. AOL and Yahoo). These gradually have given way to other IM clients such as Meebo and LibraryH3lp which provide users the option of aggregating messages from multiple IM systems, as well as offering a chat box that can be embedded in Web

pages. Additionally, since 2005 libraries have supplemented chat reference with text messaging reference, using a variety of methods.

Research by the Pew Internet & American Life Project indicates that 66 percent of college age adults communicate via instant messaging and 95 percent via text messaging (Smith, 2010; Zickuhr, 2010). An examination of 126 ARL member libraries' Web sites indicates that all offer at least one form of virtual reference service with 89 percent offering IM reference service. Virtual reference platforms used include QuestionPoint, LibraryH3lp, Meebo, Liveperson, and Tutor.com.

At the University of Arkansas at Little Rock (UALR) Ottenheimer Library, reference librarians have provided assistance to online users via e-mail for many years. Wanting to offer a real-time alternative, the Library tested the use of Meebo for chat/IM-based reference in the spring of 2008. While the response was limited, the trial proved that the service could be beneficial with little impact on other reference services. Although the trial involved only one librarian working in his office, it was recognized that the service would need to be extended to the entire reference staff with coverage from multiple service points to be viable.

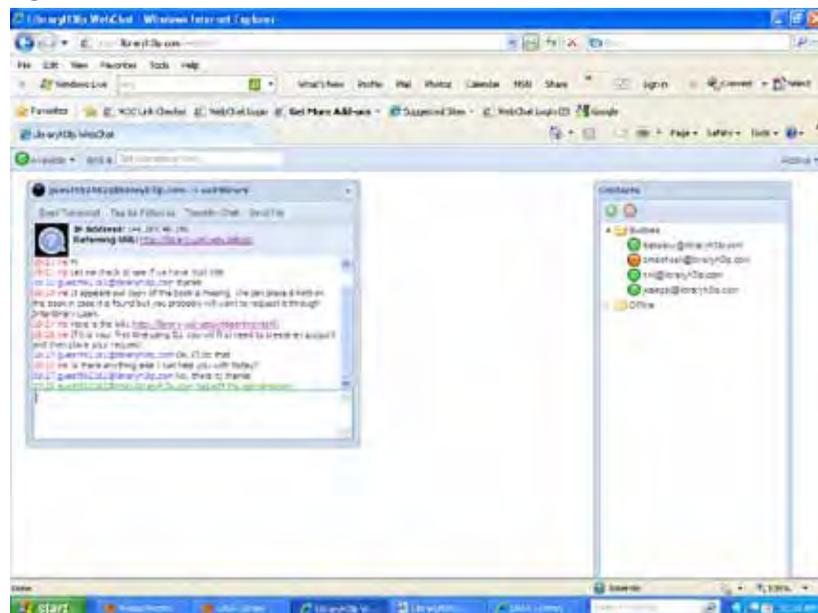
In the fall of 2009, the Library launched a chat/IM-based reference service using LibraryH3lp. The goal of the service was to extend real-time online reference service to users during the hours that the reference desk was open. A chat widget was placed on the Library's Ask Us page (<http://library.ualr.edu/askus>) as well as the Library's Facebook and LibGuides pages.

Figure 1 - screenshot from AskUs page



One of the advantages in the use of LibraryH3lp for online reference is its ability to offer library users a wide range of options. Users can ask questions by entering text in a chat widget, sending messages through commercial instant messaging clients, such as AIM, GTalk, and MSN, or texting questions using their cell phones and the AOL text messaging shortcut (sometimes referred to as an “AIM hack”). Although users submit their questions through multiple ways, librarians answer all queries using a single LibraryH3lp interface.

Figure 2 - screenshot of librarian interface



Continuing to pg 12

## LibraryH3lp Features

As Izenstark details, there a number of low cost or free approaches to providing chat/IM reference service (2009).

One low cost option, LibraryH3lp was developed by Pam Sessoms, a librarian at the University of North Carolina at Chapel Hill, and her husband Eric Sessoms as an initiative to offer libraries a chat/IM solution that specifically addressed the needs of libraries (Sessoms and Sessoms, 2008; Puzzle, 2009).

UALR selected LibraryH3lp as its chat client due to its ease of implementation, low cost and wide-range of features. Theiss-White, et. al. provide an extensive overview of LibraryH3lp features in their recommendation of the software (2009). Key features of LibraryH3lp:

- Software provides the ability to chat and send hyperlinks.
- Software accepts questions from different IM protocols (e.g., AIM, MSN, etc.).
- Software accepts questions via text messaging using Google Voice or AIM hack.
- Widgets can be placed on Web pages and/or within 3<sup>rd</sup> party interfaces.
- Different widgets and/or queues can be used for different service points.
- Widgets are ADA compliant.
- Librarians can monitor individual or multiple queues or service points.
- Multiple librarians can simultaneously monitor the same queue.
- Librarians can transfer questions to other librarians or queues.
- Web-based service is hosted with no librarian client software.
- Users do not need any special

software or plugin.

- Software is inexpensive and easy for libraries to setup and configure.
- Archived transcripts are available for review and follow-up.
- Simple statistical reports are available with exports.
- Customer support is available through discussion list.
- Libraries can share configurations.
- Software was developed by librarians for librarians.

## Use of LibraryH3lp at UALR

UALR was the first university in Arkansas to adopt LibraryH3lp for chat reference. The software was setup locally with one queue or service point and coverage was scheduled so that multiple librarians could monitor the queue during regular reference hours.

Reference librarians working at the reference desk answer face-to-face questions, respond to phone calls and reply to e-mail and chat inquiries. Librarians may chat with more than one patron at a time. As it can be challenging for a librarian to handle multiple questions simultaneously, additional reference librarians serve as backups, monitoring the chat queue from their individual offices.

Since implementation of LibraryH3lp, the Library has answered more than 500 chat questions. After an initial high level of activity due to local training, chat activity has remained relatively low with the service receiving approximately 40 questions a month during fall or spring semesters. Heaviest use of the service

occurs during the middle of the week and during the early afternoon hours. Although offered fewer hours than the 24/7 e-mail service, chat receives slightly more questions than e-mail and accounts for approximately 2 percent of all reference transactions.

Almost all (98 percent) of the questions are received via the Web page chat widget. Only 2 percent have been received via instant messaging clients (AOL and GTalk) or text messages from cell phones.

Figure 3—Webchat usage by month

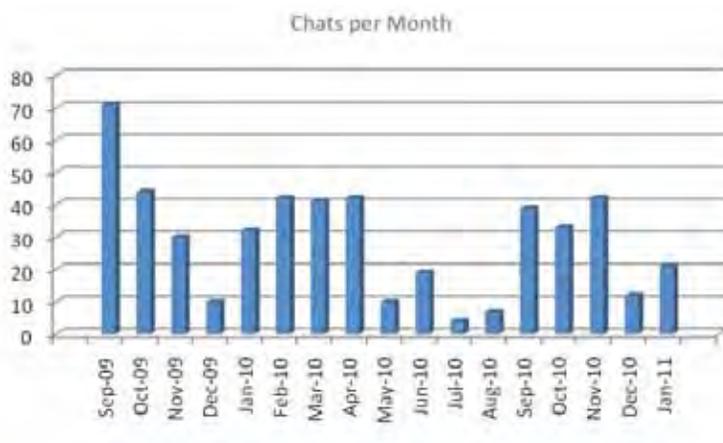
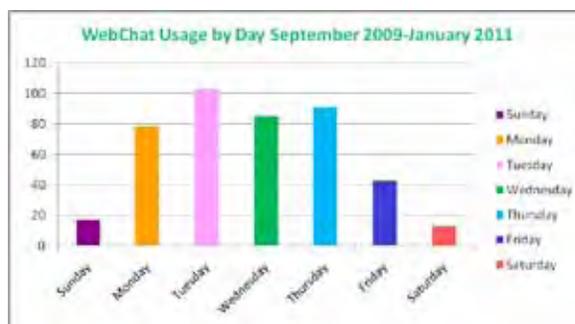


Figure 4—Webchat usage by day



## Future Plans

The use of LibraryH3lp at Ottenheimer Library has been a modest success. Although use has not been particularly high, the service has been easy to offer and well received by the campus community and users of the service. Future plans include more aggressive marketing of the service via library instruction sessions, better placement on the Library’s Web site and deployment of LibraryH3lp widgets in 3<sup>rd</sup> party interfaces.

offer real-time assistance within the Blackboard courseware has led the Library to collaborate with other UALR departments to use Wimba Pronto for the provision of service to online students. Currently, Wimba Pronto is used to provide library assistance within Blackboard and LibraryH3lp is used to provide assistance to all other online users. It remains to be seen what if any impact this experiment with Pronto has for the provision of library assistance via LibraryH3lp, but the expectation is the Library will continue to offer chat via LibraryH3lp for the foreseeable future.

A new initiative by the campus to

Continuing to pg 14

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Laura Speer and James Love from Jefferson, La., waiting in line to meet Orson Scott Card at the ALA National Conference in New Orleans. *Photo by Elizabeth Kahn.*



Riverboat docked near the Hilton Hotel, headquarters for the ALA Annual Conference in New Orleans in June. *Photo by Ron Russ.*

## Unshelved

(reprinted with permission from [www.unshelved.com](http://www.unshelved.com))



# Public and Reference Services

by *Laura Austin, Ottenheimer Library,  
Pulaski Technical College*

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## Small Changes Can Make All the Difference

It is amazing how small changes can make a big impact even if they are unplanned. Recently, my library was lucky enough to get a very large federal grant, and we decided to make a lot of big changes throughout the library. Mainly we added a lot of new titles to our collection and got brand new technologies for the students to use. Needless to say, we were all very excited about our additions and promoted them heavily, but one of the things that seemed to make the biggest impact was something we just did without really thinking about it too much: we moved the furniture.

Since we never seem to have enough computers to go around, that was one of the first things we wanted to get with our new grant. This meant we would have to make room for new desks, so the existing furniture was going to have to go somewhere else. We hated the idea of getting rid of it because none of the furniture was very old. So, we found little nooks and crannies throughout the library to put the old furniture until we could come up with a better plan. Though some of the areas were large enough for a group of seats, we hadn't used them as seating areas prior to this because of the difficulty in monitoring spaces that were out of view from staff.

First, we put a couple of armchairs and a side table near a few windows, and it instantly became one of the most used areas in the library. It quickly became apparent that we had really worried for no reason because all of the students who used these chairs stayed within library policy without us having to say anything to them. With this initial success to encourage us, we started moving a chair or two in other corners where space allowed. These areas, too, became really

popular. Yes, it meant that we would have to "police" the stacks a little more, but we have not had any unusual incidents in these areas (the computer areas are still the places we have to really keep an eye on).

Since we moved the furniture around there seems to have been an increase in the number of students who come into the library, as well as an increase in their staying time. Unfortunately, I cannot prove this theory. Since we did not anticipate this change really making a difference in our attendance, we did not keep any kinds of special statistics. There were many other improvements made throughout the library that could have contributed, but it seems to me that the same old furniture we had is being used more frequently simply because it was placed in a new location.

It just goes to show that having money is great, but some of the most effective changes in a library could cost little to nothing. There is always something that will help improve library usage no matter what cost constraints exist. Look around your library and see if there might be an unused quiet corner someone might like to hide away in, or an awkward cluster of seating that might get more use if it were rearranged. This just might be what your library needs to see those usage statistics go up.



Scene from San Diego from the ALA Midwinter.  
*Photo by Ron Russ*

# Library Profiles

by David Sesser, Henderson State University

Fiji. Samoa. Papua New Guinea. Jobs in these locations are not what most library science students are thinking about as they complete their degrees and begin looking for employment. But for two librarians at Huie Library, Henderson State University, these countries are just a few of the locations they worked before returning to the United States and transitioning to academic libraries. What is even more remarkable than their service in foreign countries is the connection they made with each other over a period of more than thirty years.

John Ragni joined the Peace Corps in 1976 after he graduated from library school at the University of Oregon. Ragni was posted in Suva, Fiji, in 1977, where he worked with an education resource center library. This posting eventually evolved into a position as a school library advisor. First envisioned by Ragni during his first year in Fiji, the position began with an unsolicited questionnaire sent to every school in the country. Using those results, Ragni determined critical areas that needed improvement, and during his second year in Fiji, he traveled across the country to work with schools in large and small communities. By offering workshops and advice, Ragni was able to improve libraries in many of the rural communities across the country. While Ragni was fulfilling his job duties he still found time for fun, coaching the Fijian Women's National Basketball Team after work.

Most Peace Corps volunteers serve



for two years and then return to the United States. Ragni volunteered to extend his commitment for a third year to ensure that his program would continue to grow and succeed. In exchange for staying, he asked the Peace Corps to provide another volunteer to help expand the reach of the program and continue it after he returned home. The Peace Corps responded by sending Bob Yehl, a recent graduate of the library school at the University of North Carolina at Chapel Hill, to work with Ragni. Originally scheduled

to teach school in Samoa, Yehl was sent to Fiji after becoming ill during training and missing the departure of the group to Samoa. In 1979, the two Americans worked with the Fiji Ministry of Education to visit school libraries and conduct workshops and other training for school libraries. In conjunction with the Fijian Library Association, the two volunteers spearheaded the establishment of National Library Week in Fiji, which is still celebrated today. At the beginning of 1980, Ragni completed his third year of service and returned to the United States while Yehl remained in Fiji. During 1980, Yehl continued his work with school libraries at the Ministry of Education, serving with a local counterpart. In January 1981, Yehl also extended his Peace Corps tour in Fiji and moved to the University of the South Pacific Library. Yehl was involved in the establishment of a new certificate program for library assistants in the South Pacific that was to be offered through the University's Extension Services. He wrote course materials for the new program and then served as the program's first coordinator and as a course tutor. In this position, Yehl was able to visit students enrolled in the certificate program in Niue, Kiribati, and Nauru.

Yehl stayed in his position at the University of the South Pacific in Suva through July 1982. At this point in his Peace Corps career, Yehl had served over 3 ½ years. Instead of returning to the United States, he took a new Peace Corps posting as the librarian at the School of Agriculture, University of the South Pacific, which is located in Apia, Samoa. At the agricultural school, he served as the only librarian and oversaw a small staff. After almost six years of Peace Corps service, Yehl left Samoa in December 1984.

During this time, Ragni continued working as a librarian as well. Returning to the United States, he took a job at a community college in Oregon but applied for other positions overseas. In 1982, Ragni received a position as a contract worker at the University of Papua New Guinea, located in the capital, Port Moresby. He worked in that position until 1984, during which time he also served as the coach of the Papua New Guinea Women's National Basketball Team. When his contract ended, Ragni decided not to extend it, and instead of directly returning to the United States, traveled through Australia and New Zealand. It was not all work and no play for Yehl while in Samoa. He met a Samoan woman and became engaged. They left for New Zealand in December 1984 and were married in Auckland, New Zealand, in January 1985. Yehl and Ragni reconnected and John served as the best man at their wedding.

About three months after returning to the United States in early 1985, Yehl took a position as the cataloger at Huie Library, and Ragni also returned about the same time to look for a new job. He found a position at the College of the Bahamas and moved there in 1985. After over a year in the Bahamas on a tourist visa due to problems with his work visa, he was served deportation orders and made plans to return once again to the United States. Fate had other plans for

Ragni, though, and on his way home from his farewell party, he was involved in a serious car accident. This incident extended his stay in the Bahamas for nine weeks as he recovered from his injuries, and he continued to recover for several months after he returned to the United States.

In the meanwhile, a position opened in Huie library and Yehl recommended Ragni for an interview. In January 1988, Ragni accepted the position and moved to Arkadelphia, where he has worked as a reference librarian ever since with Yehl, who is now the library director.

The experiences that Yehl and Ragni share are distinctive in the library community. Serving as professionals in foreign countries, experiencing different cultures, and learning to make do with less, makes for well-rounded librarians. Both volunteers gained invaluable leadership experience in library settings directly out of library school, and Yehl credits his experience as a library director in Samoa with obtaining his initial position at Huie. By living and working in a foreign culture, both made an investment in the success of that community. The local culture gave them a new perspective, and taught them how influential individuals can be in making a difference at the national level.

But what is even more important than the experiences that Ragni and Yehl shared and experienced separately, is the friendship they struck up more than three decades ago, and the fact that their paths crossed so many times around the world. This friendship is the legacy of all of the work that both men performed overseas, and the Henderson community is richer for it.

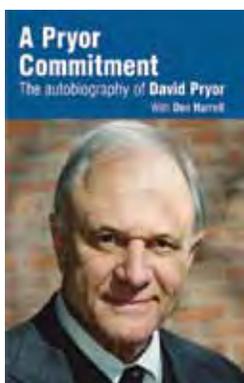
*David Sesser is a Library Technician in Electronic Resources and Special Collections at Huie Library, Henderson State University, Arkadelphia.*

# Butler Center Books

A division of the Butler Center for Arkansas Studies, part of the Central Arkansas Library System

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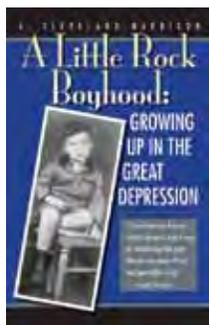
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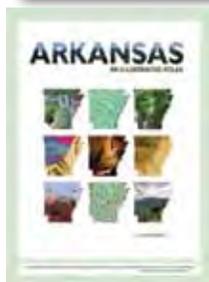


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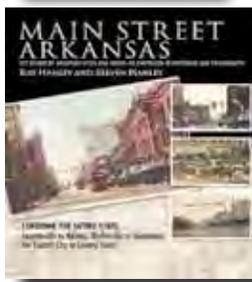
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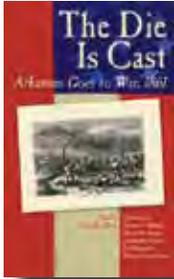
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## An invitation to the Governor's Mansion

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John P. Gill

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In its six decades of existence, the Arkansas Governor's Mansion has played a prominent role in Arkansas history and had its share of national attention.

*Open House* provides a unique glimpse into the everyday lives of the governors and their families.

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6 x 9, 150 pages,

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Author Stephanie Bayless examines how this Southern aristocratic matron, the daughter of a Confederate soldier, tirelessly devoted herself to improving the lives of others and, in so doing, became a model for activism across the South.

## Let Your Staff Have Their Day

by Carol Coffey  
Head of Library Services Development  
Central Arkansas Library System

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Unless your library is open only from 9-6 Monday through Friday, there is probably never a time when your entire staff is in the building at the same time. If you have more than one location, some of your staff may never even meet. In those circumstances, particularly if you are a larger library or a multi-branch system, it can be hard for your staff see the bigger picture and to remember that they are part of the larger organization. Some branches or departments may focus too intently on their own business, perhaps even believing that they are the only ones who are busy or doing a good job. That can cause public service, not to mention morale, to suffer.

A Staff Day may be just what is needed to get staff members on the road to thinking of themselves as part of the whole. Here are some of the things I learned when we recently planned and participated in our first Staff Day.

Get everyone together. Ideally, you will be able to hold your Staff Day on a day when the library is closed to the public, in order to allow everyone to attend. That may not be possible, in which case you may want to plan a half day's activities, presented twice so part of your staff can attend in the morning and the other half can attend in the afternoon. Think about making attendance mandatory in the absence of an emergency, since some

staff members may view the day as an opportunity to take some time off.

Think about what you want to accomplish. Do you want to give your staff a better sense of their place in the world by focusing on big ideas, or do you want to provide small workshops focused on specific training needs? This can also be a time to really talk with your staff and get a conversation going about needs, wants, problem-solving, etc. Our Staff Day lineup included one session focused on getting staff feedback on our training program. We're already implementing some of the great ideas that came out of that conversation. Maybe you can do a little bit of all of these things, especially if you are able to plan a full day of activities.

Ask for help. A Staff Day can provide a great opportunity for some members of your staff to take a leading role in planning the day as well as presenting part of the program. This is definitely a time when a committee will be useful. You can't do it all by yourself, and if you try, the day won't be nearly as useful to your staff.

Try to have something for everyone. This is especially important if you are a larger library with more specialized staff. A session on Readers Advisory will probably not be helpful to your maintenance staff. On the other hand, it probably won't hurt everyone to attend a larger session focused on the future of libraries or on why libraries do what they do.

Think about your space. We learned this one the hard way. Sessions we expected to draw smaller groups turned out to be more popular than we anticipated, and some sessions were in rooms much too large for the number of

attendees. We haven't decided how to handle this next year; we may ask staff to sign up for the sessions they want in advance so we can make room assignments more efficiently.

Plan your time carefully. You'll want to provide breaks through the day, but be careful. We thought it would take much longer than it actually did for everyone to eat lunch. We could probably have shaved 45 minutes off our planned lunch break and had time for another session.

Feed them. If you're planning a full day, your staff will need to eat lunch at some point. We were able to provide lunch, but that may not be an option for most libraries. If you are a smaller library, perhaps you can plan a potluck. Even if you can't provide lunch for everyone, you may be able to provide drinks and snacks for break times.

Use technology. Also, make sure your technology works before the big day. Again, we learned this one the hard way. We planned a Technology Petting Zoo and a session on OverDrive for a new meeting room where wireless had not yet been set up. We'll remember that next year.

Plan some fun into the day. We were able to come up with door prizes that many staff members were excited about. Next year, we're thinking about including a book truck decorating contest.

Take a survey. Once the day is finished, ask your staff to tell you what they liked and what they didn't like about the day. Make it anonymous so you get honest feedback. If you expect fewer than 100 responses, you can set up a free account at Survey Monkey (<http://www.surveymonkey.com>) or Zoomerang (<http://www.zoomerang.com>).

You'll most likely get one or two responses from staff members who are uniformly negative because they didn't want to be there, but you'll also get useful information to help you plan for the next Staff Day.

Don't reinvent the wheel. Many libraries have regular Staff Days and are willing to share what they've learned. The Staff Day Success Wiki (<http://librarystaffdevelopment.wikispaces.com/>) was created by "Team M" of the 2010 Class of Emerging Leaders in partnership with the American Library Association Learning Round Table. The wiki organizes and presents best practices for staff development days harvested from a survey developed and implemented by the Emerging Leader team. There is a lot of excellent information here. You may also want to take to Google or Bing, and search for such terms as "staff day," "staff institute," "staff development day," or "staff training day."

Planning a successful Staff Day takes a lot of work, but it can definitely be worth the time and effort.



ALA National Conference in New Orleans in June. ArLA members out to dinner. Lauren Dritter and other members of the Arkansas River Valley Library System staff. *Photo by Ron Russ.*

# Bylaws - Article I

## [PROPOSED REVISIONS IN BOLD UPPERCASE]

### Membership

#### Section 1. Classification of membership.

Membership of the Association shall consist of Personal Members **AND INSTITUTIONAL MEMBERS**. Personal members shall have the right to vote in elections and **ON** business matters, hold office, serve on committees, attend division and round table meetings, and receive all publications and notices of the Association upon payment of annual dues.

Personal member categories are:

1. **REGULAR** - includes librarians, other library employees, and others employed in library service or related activities.
2. **FIRST TIME** - persons joining the Association for the first time.
3. **TRUSTEE** - includes those not employed in library and information services or related activities who are members of library boards.
4. **RETIRED LIBRARY EMPLOYEE - PERSONS RETIRED FROM ANY LIBRARY POSITIONS AND AGE 62+.**
5. **STUDENT - PERSONS ENROLLED FULL-TIME IN HIGHER EDUCATIONAL INSTITUTIONS WHO ARE INTERESTED IN THE PURPOSE OF THE ASSOCIATION.**
6. **Contributing** - any person **OR GROUP (E.G. ORGANIZATION, COMPANY, ETC.)** interested in the purpose of the Association.
7. **LIFE – ANY PERSON (AGE 62+) WHO HAS** purchased life membership in the Association.
8. **HONORARY** - persons that have been granted this designation through nomination by the Executive Board and vote of the membership, and who have rendered important service to library interests.

### 9. INSTITUTIONAL MEMBERSHIP

is available to libraries, schools, businesses or other groups interested in the purpose of the Association. Institutional members, with the exception of foreign members, shall receive the official publications, membership directory, and general announcements of the Association but shall not have a vote or representation. Foreign institutional members shall receive only the official publication of the Association.

#### Section 2. Dues.

A. The dues set forth in the Bylaws are to be paid to the Executive Administrator by March 31 or membership expires. Expired memberships may be reinstated upon payment of dues for current year. First time members who pay \$30.00 dues and ArLA Conference fees at the same time will have membership for the rest of the current year and the next calendar year.

B. Dues to be paid shall be as follows:

#### 1. REGULAR MEMBER

Salary	Dues
\$0 - \$6,999	\$20
\$7000 - \$11,999	\$25
\$12,000 - \$14,999	\$30
\$15,000 - \$17,999	\$35
\$18,000 - \$20,999	\$40
\$21,000 - \$23,999	\$50
\$24,000 - \$26,999	\$50
\$27,000 - \$29,999	\$55
\$30,000 - \$33,999	\$60
\$34,000 - \$37,999	\$65
\$38,000 - \$45,999	\$70
\$46,000 - \$53,999	\$80
\$54,000 - \$61,999	\$90
\$62,000 - \$69,000	\$100
\$70,000 - up	\$110

2. <b>FIRST TIME MEMBER</b>	\$30
3. <b>TRUSTEE</b>	\$30
4. Retired Library Employee	\$25
5. <b>STUDENT MEMBER</b>	\$25
6. <b>CONTRIBUTING MEMBER</b>	\$125
7. <b>LIFE MEMBER</b>	none
8. <b>HONORARY MEMBER</b>	none
9. <b>INSTITUTIONAL MEMBER</b>	\$75

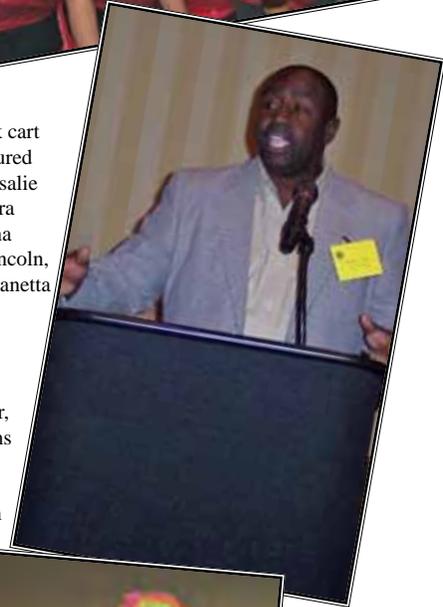
[Bylaws - Article I, Section 2, Part B -  
PROPOSED REVISIONS IN BOLD]

**1. REGULAR MEMBER DUES  
GUIDELINES**

Salary	Dues
\$0 - \$14,999	\$25
\$15,000 - \$29,999	\$45
\$30,000 - \$44,999	\$65
\$45,000 - \$59,999	\$85
\$60,000 - \$74,999	\$105
\$75,000 - \$89,999	\$125
\$90,000 - up	\$145
2. First Time Member	\$25
3. Trustee	\$25
4. Retired Library Employee	\$25
5. Student Member	\$25
6. Contributing Member	
Bronze	\$150
Silver	\$250
Gold	\$500
Platinum	\$1,000
7. Life Member	\$500
8. Honorary Member	none
9. Institutional Member	\$250



Above: Library Liberators book cart drill team (Pictured in photo are Rosalie Lovelace, Sandra Hooper, DeAnna Dillon, Beth Lincoln, Kara Propes, Jeanetta Darley)



Right: Our keynote speaker, Marvin Williams gives us his P3 formula for professionalism



Left: Mullinators Circus of Stars featuring Karen Turner, Elaine Contant, Karen Myers, Lynaire Hartsell, and Sherryl Robinson



The lovely Southern Belles drill team members, Karen Tablish and Trish Miller dazzle the crowd with charm

*All photos on this page by Loretta Edwards, Library Web Services Manager, UAMS Library.*







## ALPS at Work

by Lynaire Hartsell, University of Arkansas Libraries

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### ALPS Conference 2011

Dozens of Arkansas Library Paraprofessionals gathered in May for two days of learning and networking. This year we met at the Holiday Inn – City Center in Fort Smith, with opening night activities at the Fort Smith Museum.

Marvin Williams from the University of Central Arkansas Advising Center was our keynote speaker. He spoke about treating our patrons/customers in a professional manner. He shared instances of professional and unprofessional behavior he had experienced and showed a video with numerous examples of what not to do. He helped us determine our Personal Professional Package, three attributes that illustrate our best selves; we should strive to keep them in the forefront when interacting with others.

We had opportunities to network as we met with other attendees from our regions and, at another session, met with others doing the same kind of work: circulation, reference, or interlibrary loan, for example.

Attendees from several libraries presented posters about their libraries. One poster featured the new State Library building; two others featured new libraries in Crawford County – the Van Buren Library and the Cedarville Library.

We were able to choose five from among nineteen programs offered on subjects such as the First Amendment and libraries, how to get published, the online MLIS, surviving genealogy hunters, programming ideas,

developing a virtual library, and more.

For the first time, we had vendors at our conference and could purchase wares such as shirts, purses and accessories, wickless candles, and books by Arkansas authors. The UAMS Library and the Department of Workforce Services had information and goodies to share as well.

Another new feature was the first ever Book Cart Drill Team demonstration! Four brave groups performed routines for our enjoyment. You can see them on YouTube.com (enter “ALPS Book Cart Drill Team”). You can also get to them from the Arkansas Library Paraprofessionals Division Facebook page.

Since not all paraprofessionals can attend the annual ArLA conference, ALPS also presents InfoBits, a one-day workshop which gives other staff members a chance for professional development. InfoBits 2011 will be held at the Faulkner County Library in Conway on November 17.

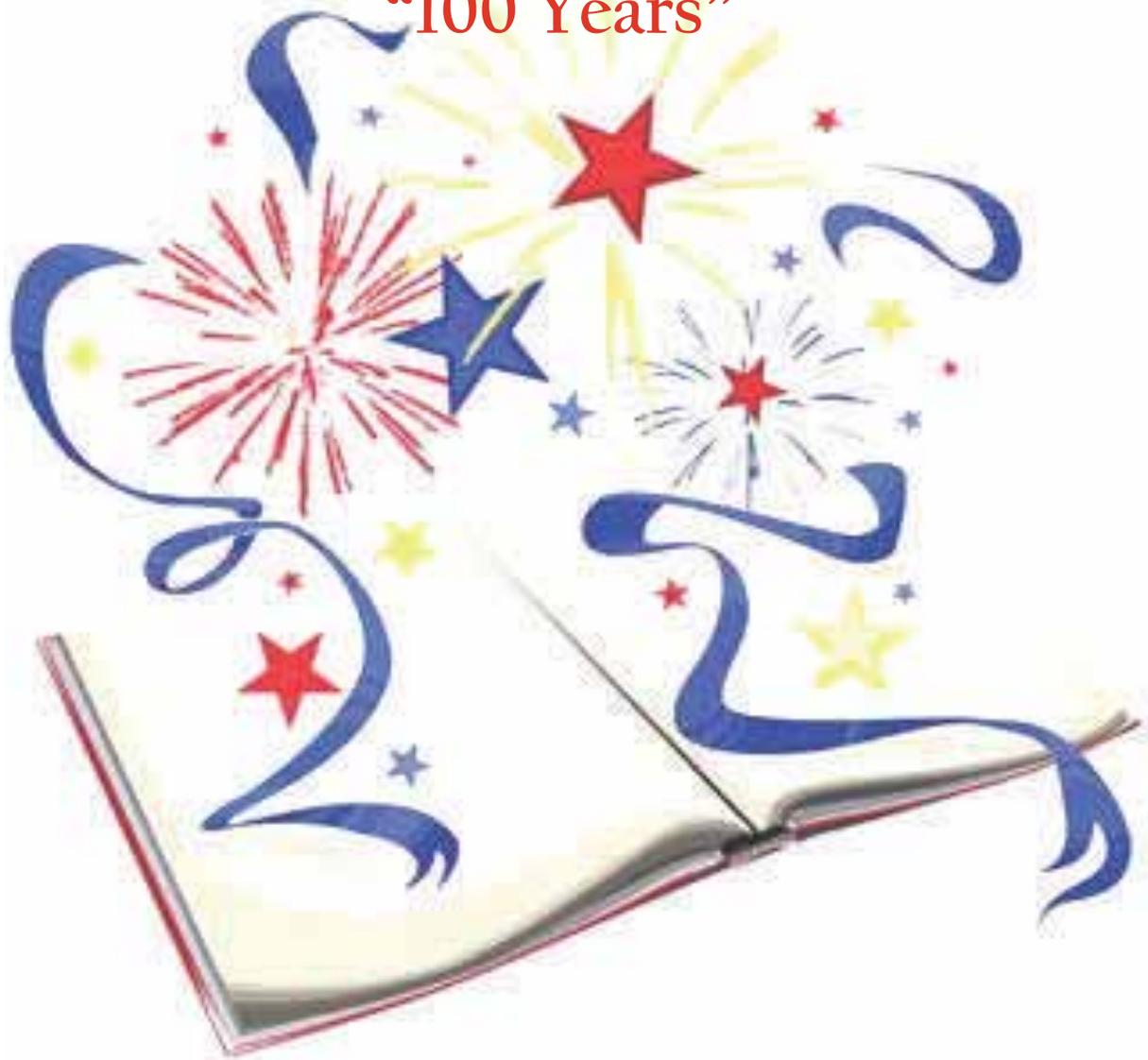
The other ALPS event each year is the business meeting, with officer election, during the ArLA conference. We often sponsor a conference session; this year Nancy Bolt, former State Librarian of Colorado, will present our session on paraprofessional certification. The ArLA Conference will be held September 24-27, at the Peabody Hotel in Little Rock.

We hope to see you at one of these events!

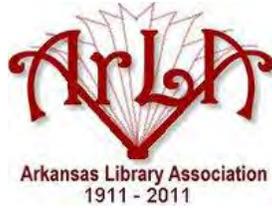
The ALPS web address is <http://arlib.org/organization/alps/index.php>. If you would like to see pictures from our 2011 conference, check out some photos on our Facebook page.

ALPS is a Division of the Arkansas Library Association.

Arkansas Library Association  
2011 Annual Conference  
Centennial Celebration  
“100 Years”



Come Celebrate the "Joy of Libraries" With Us



**The project:**

The "I Love Arkansas Libraries" video contest is a 2011 Centennial project of the Arkansas Library Association.

The contest is a way to celebrate Arkansas libraries. Entries will communicate that libraries in Arkansas have a positive effect on individuals and Arkansas communities.

**Guidelines:**

Groups and/or individuals are encouraged to create an original video, 1 – 3 minutes in length, about why they "love their Arkansas library."

The contest starts on May 1<sup>st</sup> and ends on September 1<sup>st</sup>.

Video contest participants should identify their name, group, contact information, and library in the video.

The contest is open to all residents of Arkansas. There is no fee for submitting an entry. Groups or individuals can submit entries. Entries may be live-action, animation, machinima, or a combination of these.

Anyone minor who is recognizable in the video MUST have the consent of their parent or guardian in order for the video to be eligible for the contest.

**Videos should be submitted to the Arkansas Library Association Centennial YouTube Channel and tagged with the category the video is being entered into. Contest entries must be uploaded to YouTube by midnight September 1st, 2011.**

**YouTube page:** <http://www.youtube.com/arkansaslibraryassoc>

**Categories:**

School Libraries - "Why I Love My Arkansas School Library"

College and/or University Library – "Why I Love My Arkansas College and/or University Library"

Public Library – "Why I Love My Arkansas Public Library"

Special Library – "Why I Love My Arkansas Special Library"

Library Employees – "Why I Love To Work In An Arkansas Library"

**Winning:** The winning video from each category will be featured at the 2011 Arkansas Library Association Annual (ARLA) Centennial Conference. The Arkansas Library Association Board and Division Chairs will select one winner from each category. The winning videos will be part of the ARLA Centennial Celebration (birthday) lunch on Tuesday, September 27<sup>th</sup>. Winners will be honored at the lunch and will receive awesome prize.

For more information contact the Arkansas Library Association office -

Arkansas Library Association  
Barbara Martin, Executive Administrator  
P.O. Box 958, Benton, AR 72018-0958  
501-860-7585  
email: arlib2@sbcglobal.net

# ARKANSAS BOOKS & AUTHORS

by Bob Razer, Butler Center for Arkansas Studies

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\*Asti, William Henry. *The Chicken Came First*.  
Little Rock: Parkhurst Brothers, 2011.  
9781935166207 \$19.95 278 p.

\*Blatti, Jo, ed. *A. C. Pickett's Private Journal of the U.S.-Mexican War*.  
Little Rock: Butler Center for Arkansas Studies, 2011. 9781935106173 \$19.95 147 p.

Daly, Sherrie. *Teed Off: My Life as a Player's Wife on the PGA Tour*.  
New York: Gallery Books, 2011.  
9781451610123 \$25.00 224 p.

\*Grisham, John. *Theodore Boone: The Abduction*.  
New York: Dutton, 2011. 9780525425571 \$17.00 256 p.

\*Hanley, Ray. *A Place Apart: A Photographic History of Hot Springs, Arkansas*.  
Fayetteville: University of Arkansas Press, 2011. 9781557289544 \$22.50 190 p.

\*Harden, Anthony. *In the Unlikely Event*.  
Bloomington, IN: WestBow Press, 2010.  
9781449700560 \$17.95 203 p.

\*Harris, Charlaine. *Dead Reckoning*.  
New York: Berkley, 2011. 9780441020317 \$27.95 336 p.

Humes, Edward. *Force of Nature: The Unlikely Story of Wal-Mart's Green Revolution*.  
New York: Harper, 2011. 9780061690495 \$28.00 272 p.

\*Kwas, Mary L. *A Pictorial History of Arkansas's Old State House*.  
Fayetteville: University of Arkansas Press, 2011. 978155728 \$49.95 334 p.

\*McClafferty, Carla. *The Many Faces of George Washington: Remaking a Presidential Icon*.  
Minneapolis: Carolrhoda Books, 2011.  
9780761356080 \$20.95 96 p.

\*McKinnon, Duncan, ed. *Archeology in Arkansas, Volume 1, Caddo Archeology*. Available from [www.gustavslibrary.com](http://www.gustavslibrary.com)  
\$24.95 357 p. [reprints from *Arkansas Archeologist*]

Reisman, Bob. *I Feel So Good: The Life and Times of Big Bill Broonzy*.  
Chicago: University of Chicago Press, 2011.  
9780226717456 \$27.50 366 p.

Tonguette, Peter. *The Films of James Bridges*.  
Jefferson, NC: McFarland, 2011.  
9780786439492 \$45.00 212 p.

\*Vernon, Alex. *Hemingway's Second War: Bearing Witness to the Spanish Civil War*.  
Iowa City: University of Iowa Press, 2011.  
9781587299810 \$29.95 264 p.

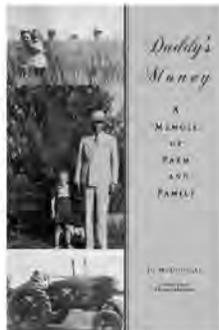
\*Weems, Steve. *Murder in the Ozarks*.  
Eureka Springs: Boian Books, 2010.  
9781450750349 \$12.95 279 p.

\*Woodrell, Daniel. *The Bayou Trilogy: Under the Bright Lights, The Ones You Do, Muscle on the Wing*.  
New York: Mulholland Books, 2011.  
9780316133654 \$17.00 496 p. [reprint]

\*Arkansas author

Inclusion does not indicate recommendation.

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*A Memoir of Farm and Family*  
Jo McDougall  
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