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Off the Shelf  

The 19,000-square-foot Porter Memorial Branch Library, part of the Newton County Library System, opened this month in the Oak Hill section of Newton County. The branch is named in honor of James Hyde Porter in appreciation of the continual major donations made to the library system by the Porter Foundation during the past 40 years.
Where do we go from here?

We have now finished the first decade of the 21st century. We survived the Y2K scare — how many of us remember where we were at the stroke of midnight on Dec. 31 and holding our breath as we started all computers at 12:01 a.m. on Jan. 1, 2000? It was the first New Year’s Eve I had seen in years and the last one I have seen, being that I am not a night owl.

So, since we had survived Y2K and had gotten a lot of new equipment because of it, we felt that we were on our way to a bright new era for libraries. For a while we were doing well: Budgets were being better-funded and there was a hope that there would be money for construction of replacement and new library facilities. Exciting new tools were coming: CDs and DVDs were replacing tape cassettes, new reference/information tools were available online, and cell phones were becoming popular, smaller, and capable of doing amazing things. (Some of us may remember cell phones that were the size of small suitcases, weighed as much and could only be used on a hilltop in very limited areas.) The only computers that you could find were in big businesses, and they were big mainframes with dumb terminals.

Libraries were changing in appearance and types of resources. Do you remember that there was a time when only librarians knew what the Internet was and even how to get on the Internet? Each search cost money, and we spent time with thesauri forming searches that would yield the most information with the shortest time online. Then information began being delivered on CDs (wasn’t it fun to keep up with all those CDs) and then came along CD towers to house and serve up information.

Before individuals began to have access to PCs and access to the Internet, librarians and their staff were the experts in the community as far as the Internet and searching for information and were teaching patrons to be just as savvy. Then began the era of Wi-Fi in bookstores and coffee shops — old news for most libraries. Now technology is moving so quickly advances are too numerous to mention, but you only have to search some of the Georgia libraries to see what new technologies are being made available to our users. Libraries are still relevant and providing a myriad of value to the population at large but in vastly different formats. Even during the budget cuts that we are experiencing, libraries are rethinking delivery methods and access points.

New and exciting news:
The GLA Executive Board made the decision that our 2011 GLQ issues will be available in both printed and electronic versions. By 2012, the electronic edition will be the only method of delivery.

You can already access the table of contents of past issues by going to the following address http://gla.georgialibraries.org/glq.htm. Many journals have gone this route or will do so in the near future both for economics and convenience. The board felt that the time was right for GLA to move our fantastic journal to the next level so that the resources could be available to a larger library community.

— Carolyn Fuller
President
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A peek inside the personal library of a librarian
by Ginger Williams

It's a good thing I am not a collection development librarian; there is absolutely no focus to my personal collection. My literary preferences are a microcosm of my diverse interests, meandering and diverging at every bend. I love books of all shapes, sizes and styles, and I'm a lifelong generalist. I never had a favorite subject as a child (unless talking during class is a subject), nor did I through college and beyond. The idea of selling back one's textbooks was always repulsive to me, but as a student of letters, I was fortunate enough to study some of the truly great thinkers. Basically, I'm just that kind of nerd who is curious about anything and everything.

Anyone perusing my bookshelves would notice that I like novels of all varieties. From Hemingway and Fitzgerald all the way to J. K. Rowling, I have a bit of everything. I probably shouldn't admit it, but for those times when I am exhausted by work life and just want something light to read, I do enjoy young adult novels. Yes, I have read the entire Twilight saga. I do not have to admit to owning them at least — I checked them out from a library! The Harry Potter books, however, I hold in high esteem. I own all seven: the first six in highly acidic paperback versions and the last in hardcover. I just couldn't wait for that one to be released in paperback, and I'm sure my friends would have spoiled the ending before then, too.

Aside from Harry Potter and Twilight, I am not usually one to read an entire series. I like to read the first book or two and then move on to something completely different. That said, my library includes portions of Christopher Paolini's Inheritance Cycle, Alexander McCall Smith's Isabel Dalhousie Mysteries, and Philip Pullman's His Dark Materials Trilogy, to name a few.

Like I said, I do read novels of a weightier variety as well. One of the best I've read in a while, The Story of Edgar Sawtelle by David Wroblewski, is based on Hamlet. It was a gift from my mother-in-law, an English professor at North Georgia College and State University. We have a tradition of giving each other a present and a book for the holidays, and I have acquired more than a few of my best treasures in this manner.

Another book I cherish, and one that just keeps coming up in conversation with friends lately, is The Last American Man by Elizabeth Gilbert. I only dabble in nonfiction when the subject matter really makes an impression on me, and in this case it certainly does. It's the story of Eustice Conway, an outdoorsman with skills you wouldn't believe. I came across this book by chance; my mother left her copy for me among a pile of goodies the last time I visited her. I was only planning on borrowing it, but it's passed hands so many times by now that I can't keep track of it. If you're reading this and you have a copy with a return address label for Patricia in Oklahoma inside the front cover, I want it back!

I am proud of my quartet of autographed books. Of course, they're as diverse as can be. The first one I acquired was Oyster by John Biguenet. It was a gift from someone to whom I had given a copy of The Torturer's Apprentice, also by Biguenet. Next came The Shield of Achilles: War, Peace, and the Course of History by Philip Bobbitt. This one is quite a piece of work at over 900 pages. I took a seminar about American imperialism with Bobbitt when I was an undergraduate at the University of Oklahoma, and I wanted the book as a memento. Admittedly, it's one of those relics on my shelf that might not get read unless a natural disaster incapacitates our electric grid. As I was finishing up my degree there, The University of Oklahoma: A History, 1890-1917 was released. Because the author is a friend of ours, my husband and I played violin duets for the release party.
We made sure to snatch up an autographed copy. I am also delighted to have a signed copy of *Breakfast with Socrates: The Philosophy of Everyday Life*. I met the author, Robert Rowland Smith, at a breakfast lecture he gave at The School of Life in the Bloomsbury neighborhood in London. I happened across The School of Life because it was near the gym I went to while living in London last fall. Inside I found the most amazing refuge from everyday life: part bookstore that only stocks books their professors have read and recommended, part academy for practical philosophy. If I had only discovered them sooner, I would have been a regular devotee of its philosophy breakfasts.

Of course, many would consider it indulgent to bring hardback books home from overseas. When I finished an internship in London last year, I was not prepared to part ways with my textbooks, let alone such prized possessions as *Breakfast with Socrates*. I had to leave several of my favorite pieces of clothing behind, even a few pairs of shoes, but I was determined to bring my copy of *Delia’s Complete Illustrated Cookery Course* back to the States with me. At nearly 5 pounds and almost 600 pages, it was a struggle to make room for this one. Still, it had to come with me. This book is full of some of the most delicious British recipes you could imagine, and I couldn’t wait to get home and try to replicate Delia’s bangers and mash for myself. I love a good cookbook, and another of my favorites is the *Lee Bros. Southern Cookbook*. Although I was only recently transplanted to the South, I developed an affinity for Southern cooking right away. All it took was a chance visit to the Dillard House in northern Georgia to cement my passion for mass quantities of meat and vegetables cooked in even more meat. The Lee brothers’ cookbook makes it easy to replicate that kind of cuisine at home.

One of the more peculiar items in my collection is the complete works of Nietzsche. This one is signed, too, but by the giver: an acquaintance who showed up on my doorstep bearing this one-of-a-kind gift. I’m a fan of philosophy, but I’m still not sure what inspired this spontaneous act. My shelves are jammed full of other great philosophers, too: Kant, Rousseau, Bacon, Mill, Hobbes and Aristotle, to name a few.

Out of practicality, I’ve started collecting books on my Kindle, too. I will always love books as physical objects — after all, my first jobs in libraries were in special collections. That said, there’s nothing quite like the feeling I get from being able to instantly download whichever novel I’ve been lusting after and cozy up to it immediately. I just finished reading *Never Let Me Go* by Kazuo Ishiguro on the Kindle, and I’ll soon be moving on to *Jose Saramago’s Blindness*. Some of the other gems in my Kindle include: *A Walk in the Woods*, *Tales of the Jazz Age*, *The Wind-Up Bird Chronicle*, *Dracula* and a couple of Lemony Snicket’s *Unfortunate Events* books.

My favorite books of all are full of random facts and general knowledge. *Schott’s Original Miscellany* and *The Visual Miscellaneum: A Colorful Guide to the World’s Most Consequential Trivia* represent two ends of the spectrum in this genre. An elegant little volume with its understated letterpress cover, *Schott’s* contains precious little textual morsels of information. *The Visual Miscellaneum*, on the other hand, is fun and colorful and loud. Its pages are overwhelmed with graphs, patterns and all kinds of visual representations of trivial information. As a librarian I’d be obliged to check any of the “facts” presented in these books; *The Visual Miscellaneum*, for instance, makes no bones about citing Wikipedia as its source for most of the information contained within.

If I suddenly came into a large sum of money, I would love to begin collecting fore-edge paintings. If you haven’t seen one, they are beautiful, intricate paintings on the fore-edge of a book that you can only see when you bend the text block a certain way to fan the edges. The first time I saw one I thought it was magic, and actually, that assessment still seems pretty accurate to me. I may not work in special collections anymore, but in the end I still love a beautiful old book.

My internship supervisor in London, Dr. David Parkes, once remarked that I’m “something of a bibliophile” before reassuring me that he meant it as a compliment. I think he must have been onto something.

*Ginger Williams is a reference/outreach services librarian at Valdosta State University’s Odum Library.*
Information overload ...@ your library
by LouAnn Blocker

Reading Nicholas Carr’s recent book, The Shallows: What the Internet Is Doing to Our Brains, has led me to reflect on elements of our information environment and that of our users. He makes several main points in the book, one of which is that the Internet, cell phones or e-mail being constantly “on” distracts us when we’re trying to be contemplative, and that repeated skimming of information and less deep concentration on it rewaris our brains so that we become better at skimming and worse at focusing. Other authors think so, too: “The way we live is eroding our capacity for deep, sustained, perceptive attention — the building block of intimacy, wisdom and cultural progress.” (Jackson 13)

Carr also states that the process of moving information from your working memory to your long-term memory can be disrupted by distractions. This is known as cognitive overload. These issues are subsets of the larger topic of information overload. This paper will define and briefly discuss information overload and provide tips for our own use and our use with users.

Information overload can be defined as being overwhelmed by too much information in general or too much to make a particular decision. Kathryn Hensiak defines it as receiving so much data that you are “unable to engage in higher levels of processing” (87) and states that there are two types: upkeep overload and task overload. One happens when you feel pressure to keep up with new developments in your field, and the other when you become overwhelmed by the amount of information available when researching one topic. In addition to the problem of more information out there to process nowadays, information “float” time, or the amount of time information spends in a communication channel, has decreased. You don’t have to wait for the evening news: You can check the Internet for updates anytime. (Hensiak 88) She doesn’t mention this, but the decreased float time probably adds to distraction and multitasking because, as Carr states, we are wired to look for new information and feel the pull of constantly checking for it. (16, 117) Living in these conditions is not just an inconvenience of modern life. The stress resulting from overload and distraction can cause delayed decisions, inability to distinguish between important and unimportant decisions and can even cause memory loss. It can cause physical symptoms such as lowered immunity, headaches or stomach problems. (Gallagher 115-119, 196; Hensiak 93)

Sometimes we stop to answer the telephone or greet visitors to the office, lose focus and have to get it back when returning to a project. It has been estimated that interruptions take up 28 percent of a knowledge worker’s day. (Spiva 10) If you are deep into a planning session or writing project, it can take 20 minutes to fully recover from one interruption. Try to foster a culture at your workplace where it’s acceptable to close the office door when needed, and for those in cubicles to put up “do not disturb except for emergencies” signs. The benefit for everyone is that when we practice uninterrupted concentration and enter a flow state, we become better at it and take on “progressively greater challenges to keep on experiencing flow.” (Gallagher 111)

A recent editorial asked “If You Could Freeze-Frame the Information Flow, What Would You Do?” and shared the editorial board’s answers. All would work on neglected long-term projects, given one month to stop new information from coming in. (Foster 1) Though a month is impossible, could you schedule uninterrupted time each day to concentrate on a project? Can you
allow yourself to file some of the alerts you need to process, or other tasks that come up, and deal with them on a scheduled, project basis? Does even thinking of a day or an afternoon without anything new crossing your desk give you a delicious tingle? I feel it, and I’ve been in my current position for less than a year.

Spiva states that “E-mail is the pre-eminent culprit of information overload, and its effectiveness has been reduced as more and more e-mails go ignored for days at a time.” (16) The more e-mails a particular person receives that interrupt work projects, the more cumulative the problem of interruption and then recovery of focus becomes. (Mano 63) Another problem besides volume is that people use e-mail for many more tasks than communication. Archiving, scheduling meetings, document delivery, storing phone numbers and addresses — if you aren’t using a system that assists you in these additional tasks, it can be frustrating and time-consuming.

You will feel less overwhelmed if you take some measures to control your environment. (Bawden 187) Decide how many listservs, blogs and RSS feeds you have time to read and which don’t mesh with your interests. Have items from lists of less interest sent directly to a folder and only read them if the subject becomes important to you later. Use a filter that routes all messages you are “cc”ed on to a folder, so only messages addressed directly to you come to your inbox. There are software solutions for searching across folders to find archived information and for managing the other noncommunication tasks mentioned above. Xobni is software particularly recommended for use in searching Microsoft Outlook. (Libava, n.p.) Carve out some time for yourself or your e-mail-intensive employees to learn new software or methods of managing these tasks.

What can you and your co-workers do to make e-mail life easier for everyone? Designate one or two people to follow a topic and give executive summaries to the others, so they can let go of some listservs and feel free to delete some messages. In forwarding a message from an outside source, add a brief “here’s what this means for us.” Add “ignore previous messages” to a subject line of a string of messages on one topic so people are alerted that something has changed.

Never send a message without a subject line. In messages going to a
group, make it clear when you only need a reply sent to you, not to all, so co-workers boxes aren’t clogged with responses. Add a “no hurry” or “FYI only” to assist co-workers. Use the red flag with discretion. Include an entire string in replies, so that, at the end of a discussion, everyone involved can delete all but the last message in the string.

IM might be better for quick contact and items that don’t need to be archived. (Spiva 24) If you’ve gotten in the habit of using e-mail as a kind of IM with some co-workers, communicate with them your plans to set times to check e-mail and not leave it “on” all the time. Walk down the hall to their office and talk sometimes — provided, of course, that their door is open!

These are a few things we can do for ourselves. What about our users, particularly the younger ones? Their information environment is one of “homogenized diversity.” (Bawden 181) We have many more varied types of information available to us than ever before. However, the distinctive look of former print resources has sometimes disappeared. Young people in this environment don’t always make distinctions among types of sources. They have always lived in a world of information overload and use techniques like “queuing” information to deal with later or ignoring a great deal of information. (Savolainen 612-613) Determining quality has always been difficult, and that difficulty has increased. Adjusting library information and instruction in such an environment is essential.

For almost all of human history, the information problem was one of not enough. (Bawden 182) Students used to assume that they had to come to the library to get what they needed for research projects. That’s no longer an assumption. We must assert the quality and relevance of the information sources unique to us. This starts with instruction. Try writing the dollar amount of what your library spends on resources on the board, then discuss how that information is different from what’s free.

Instead of plunging into how to search databases that don’t look all that amazing to the denizens of the world of homogenized diversity, engage your students in a discussion of kinds and sources of information and the basis of quality, then lead them to an appreciation of information selection and organization and the time they’ll save in the long run by learning to navigate our system. An online shopping analogy helps orient new researchers to library database organization. You can look for
products by keyword or category, just as you can look for information. If an item is online but not available at the store, that’s analogous to finding an item in a database that’s not owned by your library, then requesting it through interlibrary loan. Making connections to what they are already familiar with will help them retain the information.

Be brave and limit yourself to demonstrating one database and the library catalog in a session and leave more time for practice. Students can then try other useful databases you’ve listed on a handout with search tips or with links to tutorials created by the library staff or vendors. Show one or two features of a database and allow students to discover the additional search tools on their own and point out the help files for later. After all, you don’t want cognitive overload to prevent your students from retaining what they’ve learned. One great tip is deceptively simple: Provide handouts prepunched. (Reichardt 109) This makes them easy to file away and find later.

Look out for reference overload: providing the user with so many sources they have difficulty focusing. (Reichardt 108) Here are reasons I sometimes fall into this bad habit. I treat the user as I want to be treated, which isn’t useful. I could absorb a lot more information about possible places to look than most users could. I want to treat all users the same. Some users may be able to keep up with me as I rapidly jump from one possibility to the next. Others may not. I’m afraid that the user won’t come back, so I have to give them everything now, or that they will come back, and they won’t get someone with the same knowledge I have on a particular topic. I am afraid that it will get busier at the desk, so I load them up while it’s slow. I’m afraid not to explore every source, because I could miss the one article that’s perfect for them. Most users aren’t looking for perfect articles for every research project. They are “satisficers”: Knowing that sometimes examining all possible sources or knowing all perspectives on an issue aren’t necessary, they select what’s “good enough.” (Bawden 185, Gallagher 128)

We may suffer from “access services overload,” because we fear that users won’t know about policies that could negatively affect them. Concise policy handouts and providing the same information online are a good solution. Many handouts or Web guides could be made shorter by adding links to more information and breaking information into chunks. Use bullet points instead of long paragraphs to explain policies and procedures. If you use video tutorials, divide them into segments, so if the user only needs part of the information, they can find it quickly.

We are information professionals, and we should trust our own knowledge of which sources are best. Trim bibliographies and subject pages to the most useful sources, then offer catalog subject headings or other pointers to others. (Hensiak 95, Reichardt 111)

Some of these ideas may feel like compromises or “dumbing down” our services. However, by lessening information overload, they make our users feel less anxious, happier with library services and more likely to come back for more. Lessening library anxiety and simplifying the process for beginning researchers may assist them in cutting out some distractions and overload, thereby helping them get to the focused reading and contemplation they need to do after the library visit is over. 

LouAnn Blocker is electronic resources and serials librarian for the Reese Library at Augusta State University in Augusta.

Works Cited:
One of the challenges of managing a public library is dealing with maintenance issues and emergency situations. State and local governments have a huge investment in the library buildings, and it is essential that this investment be protected through good maintenance practices. In addition, the public expects a clean, well-kept facility, and this is often an ongoing issue for the library staff, already stretched to provide basic services. The public often judges a library based on initial impressions. A clean entryway and neat spaces within the facility are definitely contributors to an enjoyable experience.

The purpose of this article is to provide a basic checklist of routine maintenance, emergency procedures and a recommended schedule for accomplishing the tasks. While some libraries are fortunate to have special staff to provide routine cleaning and major equipment checks, the majority of smaller public libraries in Georgia must handle these items with local staff. One recommended procedure is to develop a policy manual that includes checklists to cover most potential issues.

Routine Maintenance

While every system director strives to employ a large, well-trained janitorial staff, the reality is that most libraries don’t have the funds to adequately maintain their facilities as well as they would like. A safe and clean facility is the responsibility of all staff. In fact, this is a part of basic customer service that every library user expects. Planning is a key to success. Library administrators should devote as much time to planning for maintenance chores as they do for public services. Identifying key objectives and budgeting for their accomplishment are a part of the process. New staff should know that routine maintenance is expected, and this should be a key element of staff orientation and training.

The Sno-Isle Libraries (Sno-Isle Libraries Policy Statement, 2010) has a policy regarding maintenance of library facilities. “Ongoing building maintenance and repair of library facilities are the responsibility of the library. Ongoing expenses will be funded within the annual operating budget.” Cheryl Bryan, author of “Managing Facilities for Results” (ALA, 2007), suggests that, “Libraries should have and keep current a policy about building maintenance … Preventive maintenance can prevent costly and inconvenient facility breakdowns. This is accomplished by scheduled inspections conducted at regular intervals and by systematic scheduling of cleaning, lubrication, repair and replacement of parts of building systems.”

In Georgia, public libraries may be owned by counties, cities, boards of education or library boards. The responsibility for upkeep of public library facilities should be clearly defined. Each system should reach a clear understanding with the library’s funding agencies about this responsibility. Who will be responsible for custodial care of the interior and exterior, who will handle landscape maintenance, and who will repair plumbing, electrical, heating, cooling, wastewater and mechanical systems? This should be included as a part of the policy statement, a memorandum of understanding and/or a maintenance plan that states frequency and standard of activity.

As part of the planning process, each library system should develop a Maintenance Handbook that includes a
checklist of tasks with general time guidelines for accomplishing those chores. Every staff member should assume ownership of the cleanliness of the building including basic tasks such as replacing paper towels in the restrooms as needed, vacuuming an area after use and emptying trash when needed.

The Maintenance Handbook may include checklists for routine housekeeping tasks such as vacuuming all public areas of the facility, cleaning restrooms and ensuring freshness, filling all dispensers for hand sanitizers, wiping keyboards, replacing paper towels and other daily cleaning efforts. Dusting and cleaning all public surfaces should be a daily occurrence along with emptying trash. The grounds should be inspected, with trash and litter picked up on a regular basis. Wet mopping all hard surfaces should be regularly scheduled. A visual inspection of the building's lighting should include a check for burned-out bulbs and replacements. Additional tasks may include ensuring that all entries and exits are free of debris, moving boxes away from doors and power washing all restrooms.

Annual tasks may involve professional inspection of heating and air conditioning units, boilers and chillers, elevators, computer-driven equipment and sprinkler systems. Fire alarms and other annunciator panels should be checked regularly along with fire extinguishers. All staff should be trained to locate emergency exits and how to use the basic life safety equipment.

Vehicle maintenance is normally preventative in nature. The vehicle's recommended guidelines for oil changes and regular checks of brakes, tire wear and air conditioning fluid should be followed carefully. Routine vehicle maintenance as recommended by the manufacturer is essential to preventing most breakdowns on the highway or future costly replacement of parts. All staff using library-owned vehicles should know how to manage simple procedures including changing a tire and reading any indicator lights.

A sample checklist is appended to this article, compiled from our experience in dealing with mechanical, electrical, safety and cleaning issues over the years. It is by no means complete, and each library has unique needs. It is, however, a guideline for developing a handbook that responds to local needs.

**Disaster Planning**

Planning and training staff to deal with potential emergencies will enable staff to react effectively when the unexpected happens. Each department or area of the library should know how to react and who to call when a facility emergency arises. There are several points that should be included in an Emergency Procedures Handbook. First should be the system’s policy for dealing with various types of emergencies, including the responsibility for dealing with financial records, the collection, computer networks, and communication with the media. The handbook should include information on who to call for assistance including the local emergency management group, GEMA, FEMA, poison control, utilities (gas, water and electric), emergency contact telephone numbers for staff, a company that can board up windows, and materials recovery offices. A good plan will include steps of action and assigns roles to specific staff members.

While every library usually has a fire escape plan, there are some special circumstances that may require additional assistance. For instance, if a facility has an elevator, it’s important to ensure that no one is trapped inside should there be a fire or the power goes out. Special assistance may be necessary in the case of disabled patrons. Library staff should be prepared to assist as needed to get the person to the nearest stairwell or place of safety. Every emergency exit in the building needs to be appropriately illuminated and accessible.

A utility emergency is usually defined as an electrical power failure, gas line break or water main or sewer break. These emergencies require a visual check of all areas of the building followed by a call to the utility responsible for the service. A facility map with cutoff valves should be located in the back area of the building near major utilities. An exterior Knox-Box with maps and keys could be used to ensure emergency personnel have access to the facility after hours.

Other possible disasters a library staff should be trained to recognize are toxic fumes (often present because of broken or leaking waste pipes, mechanical or electrical fires, chemical spills, and carbon monoxide); flooding; fire; weather (tornado and other severe weather); and accident or serious injury. Each type of situation requires different reactions, and these should be outlined in the handbook.

The final category includes training the staff to handle situations such as bomb threat, bioterrorism, assault and hostage taking. In each of these situations, staff should immediately notify the police for assistance. If the library is equipped with an intruder alarm, it should be activated immediately and the library cleared if possible.

An example of a page from the Emergency Procedures Handbook (Emergency Procedures, Athens Regional Library System, 2007) might include:
Assault

- Telephone number for police
- Telephone contacts for appropriate staff, on-duty security guard
- A definition of assault: A violent physical or verbal attack to hurt another
- Signal: May be visual or audible. Press emergency buzzer on desk.

Steps of Action:

1. In the event of an injury, get outside line and dial 911 immediately; state your name, location and the nature of the emergency.
2. Find quiet place for the victim to sit, preferably in a private office. If the victim cannot be moved, see procedures for serious injury.
3. Contact library security and administration for assistance.
4. Stay with the victim until police arrive, offering what assistance you can.
5. Ask the victim if there is anyone to be called. Assist in making the necessary phone calls.
6. Be aware of the possibility of shock; keep victim warm and quiet.
7. Do not try to question the victim about the incident, but listen if the victim needs to talk.
8. When police arrive, give them your name and make yourself available for a statement if necessary.

An example of a page from the Newton County Library handbook (Newton County Library Emergency Procedures 2009) might include:

Plumbing problem

Any restroom, sink or water fountain disruption of service.

- If fresh water is gushing from a sink or toilet, turn off the water. Under each sink is a cutoff valve (it may be covered by a plastic cap that can be pulled off). On each toilet or urinal, the cutoff valve is covered by a small silver nut. Unscrew the nut and then use a screwdriver to turn the water off.
- If sewer water is flowing from a toilet or drain, call the plumber.
- If a water fountain or sink does not operate or drain properly, call the plumber.

If these methods do not turn off the leaking water that is gushing out, go to the sprinkler room next to the staff restrooms. In the far corner (opposite the sink) is a pipe that runs from the ceiling to the floor. This is the water main. Halfway down the pipe is a blue flat handle valve. The handle should be parallel to the pipe. Turn
the main water supply valve off by pulling the handle down so it is perpendicular to the pipe. This should turn off all water to the building.

Conclusion

Every library should be equipped with some basic emergency materials such as plastic sheeting to cover sections of the collection, packaging tape, gloves, first aid kit, flashlights and disposable digital cameras. These essentials should be periodically updated and batteries checked but are necessary elements. Many articles have been written about materials preservation, which won’t be repeated here. However, quick action is critical. Maintaining a list of essential phone numbers as a part of the emergency kit will help in critical situations.

Kathryn Ames is director of the Athens Regional Library System. Greg Heid is director of the Newton County Library System.

Resources:

Newton County Library Emergency Procedures. 2009

Georgia Library Quarterly Winter 2011
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Well ... we did want to renovate and expand our libraries as they are bursting at the seams; however, we were not as keen to be working on them in tandem. Thank goodness each project is in a different phase. The Dade County Public Library located in Trenton, Ga., is in the construction phase of a long-awaited renovation and expansion that will add about 4,000 square feet to the existing shell. The LaFayette-Walker County Public Library is in the design development phase of a much-needed expansion and renovation. Each library is gaining a community room, a YA department and a larger public computing area as well as what we hope will be an infusion of design and ambiance to the spaces. And ... dare we say it or even think it — perhaps a coffee shop.

The Dade County library project has been in the works for about eight years according to most library staffers and longtime patrons. According to Dade County library board member Donna Street, “This library has been trying to get itself redesigned for about nine years.” This small- to medium-sized branch library is the only library serving Dade County, and as such, it is a very busy place. The closing of a local Shaw plant has made the library the place to go for job seekers. Lecia Eubanks and architects from Killian Clark Partnership have been working on the project together for the past six years, and the project is moving quickly through the construction phase. This library and staff should be safely moved into the newly designed and expanded space around May 1, 2010 – just in time for Summer Reading Club.

The LaFayette-Walker County project is another Killian Clark Partnership

Library staff members work with architects to define spaces that will be most useful in the new children’s department at the LaFayette-Walker County Public Library. Shown in the photo above (from left to right): Kenny McDade and David Cameron, architects with Killian Clark Partnership; Chelsea Kovalevskiy, children’s specialist at LaFayette-Walker County Public Library; and Lecia Eubanks, director. The expanded and redesigned children’s department, young adult spaces and tween areas are important to the overall goal of the library building project. The design development phase is a crucial part of this project — each area of the library must be considered in great detail to produce the most useful and well-designed space. (Photo by Darla Chambliss)
Architects Jack Killian and Kenny McDade with Killian Clark Partnership Architects, a Ringgold, Ga., firm, work with Cherokee Regional Library Director Lecia Eubanks on the library renovation and expansion project. During a meeting, the group discusses staff work areas in the new library design. (Photo by Darla Chambliss)

Construction and site work began just a few weeks ago at the Dade County Public Library in Trenton, Ga. This photo was taken five weeks into the project on Nov. 30. (Photo by Jeremy Hobbs)

Darla Chambliss is community services librarian for the LaFayette-based Cherokee Regional Library System.
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Building trustee support for digital resources

by Rod Gauvin

Why do libraries struggle with funding and patron support when we are living through an information explosion in the sheer quantity of data that is delivered and new information products launched? It is clear that the range of services offered has expanded dramatically in most libraries. But the shift in the purchase of library services from fixed media to digital resources has not been followed by an adequate level of patron appreciation and understanding for those digital resources and services — the type of support needed for millage approval and fundraising. What can we do, individually and collectively, to address this issue?

Most trustees and friends groups are conversant with new technology. These folks represent many potential spokespersons, or citizen journalists capable of capturing new technology success stories that an organization such as the Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) can highlight and deliver through its various communication channels.

Storytelling is a powerful technique for reaching hearts and minds. Here is a checklist that I might suggest (challenge is too strong a word) trustees, friends and library administrators consider when framing the value of digital resources to build community usage and support.

Setting the stage …

■ Is there a coordinated campaign that seeks to document the use of electronic resources in the library and the value patrons generate from these resources?

■ Does the library staff systematically capture success stories of patron problems that are solved through the use of electronic resources and digital alternatives?

■ Is there a method in place to create a patron story when there is a positive interaction, such as when a genealogy question gets answered or the right resource for a medical challenge or health issue is identified?

■ Are potential spokespersons fully conversant on such current industry studies as the 2010 update to the OCLC “Perception of Library Information and Resources” study or the “Public Library Funding and Technology Access Study” compiled by ALA and the Center for Information Innovation at the University of Maryland? How about the reports available on the research site on ALA Connect?

Reaching out …

■ Is there a designated staff person at the library who communicates with local media? Are the library director and the board of trustees working together to connect, at the senior level, with local media and community leaders?

■ Do members of library staff and the friends, trustees and foundation members serve on other nonprofit (and networking-rich) boards such as the United Way, the Chamber of Commerce, county government or school boards?

■ Are the success stories and special events reported to ALTAFF, the Public Library Association or other ALA divisions for them to leverage and share in campaigns?

■ Are we soliciting help from the vendor community in such a way that the key information providers are also promulgating these success stories and looking to raise the visibility of the digital library of the future?

ALTAFF has a key role to play in assisting trustee groups with framing the issue for building support for digital access to information products. Your ideas, thoughts and suggestions are most welcome.

Rod Gauvin is senior vice president of K-12, News, Microfilm and Genealogy Publishing, and Global Content Alliances for Ann Arbor, Michigan-based ProQuest. He is also president of ALTAFF, the Association of Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association.
GLA holds midwinter planning conference at Clayton State

The Georgia Library Association’s Midwinter Planning Conference with be held at Clayton State University’s Downs Center for Continuing Education on Jan. 28 from 9:00 a.m.-3:30 p.m. We urge all members of GLA to attend this conference to plan the activities of GLA for the year, such as beginning the work of divisions, committees and interest groups in planning for COMO programs.

The keynote speaker for this year is Jason Griffey, an associate professor and head of library system information technology at the University of Tennessee at Chattanooga. Griffey is the author of *Mobile Technology and Libraries* which is part of a 10-volume set (Tech Set) published by Neal-Schuman. He was named one of Library Journal’s Movers & Shakers in 2009 and is regularly invited to speak on libraries, the social economy, mobile technology and other technology-related issues. A couple of quotes from Griffey: “I’m a geek librarian with delusions of grandeur,” and “I’m a techie librarian with a radical bent.”

“I have read his *Mobile Technology and Libraries* and have found much useful information in it,” said GLA President Carolyn Fuller. “I think that we will enjoy Jason and learn much from his keynote address.”

Start your new year off right by attending the GLA Midwinter Planning Conference!

Harkness new assistant state librarian

Alan Harkness has joined Georgia Public Library Service (GPLS) as Assistant State Librarian for Library Development. He will provide training and consulting services to public libraries across the state and will manage the agency’s efforts in continuing education, youth services, resource sharing and the professional library collection. He will also supervise Georgia Libraries for Accessible Statewide Services (GLASS), the local network of regional libraries for the blind and physically handicapped.

Harkness earned a Master of Library Science degree from Florida State University in Tallahassee. He also holds a bachelor’s degree in interdisciplinary studies from Georgia State University in Atlanta.

Originally from Forest Park, Harkness has more than 25 combined years of library experience in Banks, Barrow, Clayton, Forsyth, Gwinnett, Jackson and Screven counties. He most recently served as regional director for the three-county Piedmont Regional Library System in Winder, a position he held for four years.

“We’re very excited to have Alan join us at GPLS,” said Deputy State Librarian Julie Walker. “Throughout his career, he consistently has been involved with developing and implementing the kind of innovative programs and services that will be of great benefit to Georgia’s library community. He brings impressive skills in management, training and public service to this position, and we are delighted to have him on board.”
Georgia Southern news and notes

On Oct. 22-23, 2010, Zach S. Henderson Library co-hosted the 2010 Georgia Literary Festival, along with Statesboro Regional Library, sponsored by the Georgia Center for the Book and the Georgia Humanities Council. Max Cleland, Vietnam War hero, former U.S. senator and author of the recently published *Heart of a Patriot*, was keynote speaker for the festival, which included presentations by 24 Georgia authors including Nate Evans, Sally Russell, Ferrol Sams and Natasha Trethewey. Georgia Southern University faculty writers Lori Amy, Rebecca Davis, Sonya Huber, Annette Laing and Eric Nelson were also among the presenters.

Wendy Harrison, a graduate of Ogeechee Technical College, began work as senior secretary in special collections on Oct. 18.

Information services librarians have been busy with out-of-state presentations. Bob Fernekes co-presented “Creating Value for Your Library User” at the American Library Association’s Annual Grassroots Program in Monterey, Calif., where he also co-presented “Using Facebook as a Learning Management Tool” for the 2010 Internet Librarian Conference; late November found him at Northeast Normal University in Changchun, Jilin, China, where he gave seven lectures introducing the attendees to technical advances in Georgia libraries. JoEllen Broome and her husband, Dr. John H. Brown of the School of Economic Development in Business Administration, presented “Progressivism and the Environment” at the 79th Anglo-American Conference of Historians on Environments sponsored by the University of London’s Institute for Historical Research. Meanwhile, on Nov. 6, collection and resource services librarian Jonathan Harwell co-presented on the automation of the ongoing subscription review at the Charleston Conference on Issues in Book and Serial Acquisition.

Valdosta State news and notes

Betty D. Paulk, associate university librarian and professor at Valdosta State University's (VSU) Odum Library, retired Nov. 30. She began her career at VSU in 1973 as reference librarian and assistant professor. She served as Georgia Library Association president in 2008.

Michael Holt has joined the faculty of the Odum Library as an assistant professor of library science and reference librarian. He received his Master of Library and Information Science from VSU in May 2010.
Sisters in Crime Inc. has announced that the Bartram Trail Regional Library, headquartered in Washington, Ga., has won a “We Love Libraries” $1,000 grant award for 2010. Sisters in Crime consists of 3,600 members in 48 chapters worldwide, offering networking, advice and support to mystery authors. From the group’s website: “We are authors, readers, publishers, agents, booksellers and librarians bound by our affection for the mystery genre and our support of women who write mysteries. Sisters in Crime was founded by Sara Paretsky and a group of women at the 1986 Bouchercon in Baltimore.” Jim Veatch, Bartram Trail Regional Library technical services manager, traveled to Atlanta for the presentation of the check.

Even though it was not a requirement for the award, Bartram Trail has used the funds to purchase books by Sisters in Crime authors. “We first concentrated on Georgia and South Carolina authors,” said Lillie Crowe, director of the Bartram Trail Regional Library System, “and then we added books by other ‘S in C’ members who have been especially supportive of libraries.” Sisters in Crime authors consistently make appearances at both annual and midwinter meetings of the American Library Association.

International students from the ELS Language Centers at Southern Polytechnic State University visited the Cobb County Public Library System on Oct. 7, during a research workshop that took place at the Central Library in Marietta.

“Coming here opens a window for the students,” said Ann Willis, director of ELS Language Center Atlanta. “Even someone in the local community [would] be surprised by how much is here at the library.”

English as a Second Language (ESL) courses range from the beginner’s level of English for travelers to the master’s level for college-bound students and executives. The students received a tutorial on several computer-based research tools including ProQuest, EBSCOhost and NetLibrary databases. They also received a preview on the Gale Virtual Reference Library, a collection that has thousands of online reference books.

The information is vital, according to Suzanne Kincer-Weaver, head of adult services at the Cobb Central Library, because these tools are key to a starting point for researchers. “Library staff lay the foundation on which the patrons gather information,” she said.

Kincer-Weaver added that, once staff show people the tools available at the library and how to get started, the library patrons can build on that base.

Outside of her school, Cobb Central Library is the first public library in the United States that Isabel Lameda, an ELS student from Venezuela, has visited. “It’s very good because we have a lot of options for research and because the people here want to help us,” Lameda said. “I like the...
fact that we can access the Net so we can get the information quickly.”

While the ELS Language Center staff usually use the university library to introduce the availability of research materials to the students, they were required to look for an alternative this fall.

“It occurred to us that the Cobb Central Library would be a possible means of doing the same thing,” Willis wrote in an e-mail. “The extent of research, resources and the outstanding support we received when we approached the Cobb Central Library came as a wonderful surprise to us.”

Saleh Alqahtani, an ELS student from Saudi Arabia, said the library tour was a helpful experience. “This part of class helps to improve our skills, and it taught me how to research,” Alqahtani said. “The next step for me is college.”

Willis added, “Not only were we able to offer our students an alternative place to do research, but [the tour] showed them how much is available from a county library system. We plan to make regular visits [to the Central Library] to show each new group of our international students what a wonderful resource it is to residents and visitors alike.”

DeKalb County news and notes

The DeKalb County Public Library board of trustees has appointed Alison Weissinger as acting director for the system. Weissinger took over from Darro Willey, who retired in October after 15 years as director. Weissinger began her career in the DeKalb system in 1997 as a youth services librarian. Since then, she has served as a branch manager at several branches, including the Decatur Library, the main branch. Mostly recently, Weissinger has worked as the system’s adult services coordinator, overseeing adult programming, literacy and outreach services and the library’s website.

Troup-Harris Regional news and notes

“The Peace Tree,” a Troup Arts Project (TAP) done by students this past summer, was dedicated on Nov. 6. The tree was placed in the courtyard of the LaGrange Memorial Library, which was chosen as a central location in the community. Each of the leaves on the tree was designed and drawn by students as representations of peace symbols. Inspiration for the tree is based on the model and award-winning film on the beauty of diversity through unity by Mitra Sen. The program has spread throughout the world.

Award-winning author Ted Dunagan autographed books at the Troup Resource Expo on Oct. 19. Dunagan’s book, A Yellow Watermelon, was recently named one of the Georgia Center for the Book’s “25 Books All Young Georgians Should Read.” Dunagan’s appearance was sponsored by the Friends of the LaGrange Memorial Library.

From left: board member Kay Durand; her husband, Fred; and TAP Director Rebecca Mitchell in front of the Peace Tree. Kay was the driving force in having the library recognized as the “heart” of LaGrange.
**Off the SHELF**

The Georgia Library Quarterly reviews books on aspects of life in Georgia and the South, including history, literature, politics, education and genealogy. Materials written by Southern authors or published by regional publishers may also be considered, as well as those on libraries and librarianship.

**Brijin Boddy**, Off the Shelf editor, Chattahoochee Valley Libraries, bboddy@cvrls.net

See more Off the Shelf reviews at [http://gla.georgialibraries.org/glq_bookreviews.htm](http://gla.georgialibraries.org/glq_bookreviews.htm)

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**FICTION**


This is not just another young adult fantasy novel. Pearce spins a web of intrigue from an old tale — *Little Red Riding Hood* — in a way that has not been done before. In Pearce’s novel, two sisters play the part of Little Red. The story begins in Ellison, Ga., where after surviving a Fenris (werewolf) attack as young girls, Scarlet and Rosie March are determined to hunt the creatures that killed their grandmother. When the Fenris begin to gather in Atlanta to find their next “potential” werewolf, the girls, along with longtime hunting partner, Silas, follow.

Throughout the city, the girls lure Fenris into their seductive trap, and many a fight breaks out in Piedmont Park. While Scarlet believes hunting Fenris is their destiny, Rosie begins to wonder if her future might hold something more. Silas encourages Rosie to listen to her heart, but Scarlet is shattered to discover that Rosie has been keeping secrets. The trio’s loyalties are tested further when a secret about Silas’ past threatens to tear them apart. This is a story well-told. Readers are drawn into each girl’s struggles as the chapters alternate between the two as narrators. In addition to the breathtaking story, Georgia readers will appreciate the references Pearce makes to the Apple Time Festival in Ellison and Piedmont Park. This novel is appropriate for teenagers, but adults will enjoy it as well. 

— Reviewed by **Ginger Williams**
Valdosta State University

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**Have you checked out the Georgia Library Association’s home page lately?** Take a look at [http://gla.georgialibraries.org/](http://gla.georgialibraries.org/) for the latest library profile feature, “Georgia Library Spotlight.” Every six weeks, a new library will share information about its history, facilities, programs and specialties. If you’re interested in seeing your library profiled, please e-mail Sarah Steiner at ssteiner@gsu.edu.

Also, don’t forget that you’re all welcome to post your GLA news to our blog, which feeds into the GLA home page and our Facebook page. Visit the site at [http://glanews.blogspot.com/](http://glanews.blogspot.com/) Username (E-mail): georgialibraryassociation@gmail.com Password: Georgialibraries (Note the "g" is capped and case-sensitive.) You can also submit your news to Sarah for posting.
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