

# ARKANSAS LIBRARIES

SUMMER 2012

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Arkansas Library Association

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PRO SE LEGAL RESEARCH IN ARKANSAS

# Arkansas Library Association, 2012

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### **Information Technology**

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### **New Members**

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### **Two-Year Colleges**

Sara Seaman

### **Youth Services**

Kara Propes

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### **Arkansas Association of School Librarians (AASL)**

Tracy McAllister

### **Arkansas Library Paraprofessionals (ALPS)**

LaTonya Jones

### **College and University Libraries (CULD)**

Carol Hanan

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### **Reference and Instructional Services (RISD)**

Amber Wilson

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Linda Evans

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Published quarterly by the Arkansas Library Association

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**Cover photo:** Donald W. Reynolds library in Mountain Home. Submitted by Jerry Wilcoxon, a former Presidential photographer.

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

## FROM THE ARLA PRESIDENT: INPUT!

By *Jim Robb*, Director  
*North Arkansas College Library*

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Some of you may remember the 1986 movie *Short Circuit*, where a robot, Number Five, becomes sentient (“Number Five is Alive!”) and enthusiastically seeks “INPUT!” whenever and wherever it can find it.

Like Number Five, your ArLA Executive Board is also alive and enthusiastically seeking INPUT! – your input. ArLA is your library association, and we want our focus and priorities to be in line with your needs. We are working on improving and expanding our communication channels so we can get the word out more quickly and more broadly, and so you can contact us more easily. Expect to see major changes to the ArLA website in the coming months as we implement some of our ideas. And please, share your ideas and suggestions with us.

Speaking of input... in addition to your ideas and suggestions, ArLA also needs your time and energy. I know many people are reluctant to step forward because they are not sure what will be asked of them, or they do not see themselves as leaders, or think they have enough time to serve. None of us know what tomorrow will bring and virtually all of ArLA’s paths of service offer a variety of levels to serve so you have a chance to learn by doing – OJT (On-the-Job-Training), as it were.

We are all leaders, albeit at different levels. Have you served on an advisory board? You were leading. Have you helped plan a family vacation? You were leading. Have you suggested an evening’s activity for a group of friends? You were leading. We are all called on to lead at different times and in different ways, and we can all use opportunities to enhance our leadership skills. Serving your colleagues as a part of the ArLA leadership team is a great way to sharpen those skills. None of us has enough time for all we would like to do, but all of us find the time to do what is important to us. The time commitment to ArLA will vary by the way you choose to serve, but in all cases the more willing hands there are, the more we can accomplish, and the less work each individual has to do. People form attachments by becoming involved. ArLA is a community for



libraries – be a part of that community by becoming involved. There is no telling what wonderful relationships your future could hold.

As I am writing this it is late April, and I can hardly believe my year as president is already a third gone. Spring has come early this year, and it almost feels like summer today. By the time this issue of *Arkansas Libraries* is in print, summer will be fully upon us, and our annual conference just over the horizon. Be sure your calendars are marked for the ArLA Annual Conference, October 13-16 in Springdale; we are working towards an exciting and productive event. We already have a full schedule of programs, we have multiple candidates for all of the ArLA elective offices this year, and the Springdale Public Library is working on arrangements for touring the new Crystal Bridges museum. If you have not done so already, take a moment now to register for the conference – and invite a colleague or two to come as well.

At this year’s conference we will be voting on some fairly minor structural changes to the Executive Board and the way it operates – look for details elsewhere in this issue of *Arkansas Libraries*. These probably will not be the last changes we make in the next few years as ArLA seeks to respond and adapt to the needs of our membership. Please, be a part of the conversation. Let your voice be heard. Give us your input.

*Jim*

*Jim Robb, the President of the Arkansas Library Association, is the Director of the North Arkansas College Library.*

## EDITORIAL WHIT: Summertime!

By *Whitney Ivy*  
Managing Editor

Some of my favorite summer memories as a child involve the tiny Delight Library in Delight, Arkansas (the proud home of Glen Campbell) and its summer reading program.

I was always super competitive about my reading log---I wanted to get mine filled out first. The theme for this year's summer reading program in Arkansas is "Dream Big...Read!" This theme is fabulous because there are so many great activities that correlate with this theme that will let our children's imaginations soar. Connie Zimmer of Arkansas Tech University in Russellville presented a program at the AAIM conference showing the audience how our new Charlie May Simon and Arkansas Diamond nominees can be used in conjunction with this theme. Also, Cathy Howser of the Arkansas State Library has been so helpful by providing information about the summer program.



Ivy



Arkansas Library Association

I was thrilled to learn that my school library can be an extension of our county's public library because there is not a public library in Blevins. This benefit allows the use of materials with my summer school students (and any other kiddos who want to come). We will be making Dream Cookies among other crafts like aluminum foil moon ornaments (Pinterest is my friend!). I hope my students will one day remember their summer library program as fondly as I remember Delight's. I also hope that you will be able to read this summer's edition of *Arkansas Libraries* and use it to Dream Big!

This edition is introducing you to the nominees for the ArLA offices of Secretary/Treasurer, President-Elect, and ALA Councilor.

We will be voting on these positions at the ArLA conference in October. Other articles that you will find of interest where people had to Dream Big are the National Library Legislative Day article and the profile of the Clark County Public Library.

*Whitney*

*Whitney Ivy, Managing Editor of Arkansas Libraries, is the K-12 Librarian for the Blevins School District.*

## Unshelved

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# Get to Know Your ArLA Board

## Part 2 of 2

**By Jamie Melson**

*Central Arkansas Library System*

**T**he Arkansas Library Association (ArLA) Executive Board held a retreat the weekend of February 17-18, 2012. A new idea surfaced from all the brainstorming: to introduce the Board to its “constituents,” i.e. you, the Association membership. What follows is a continuation of the introductions begun in the Spring 2012 issue. In this issue we will introduce the leaders of the Divisions and Round Tables.

### **Tracy McAllister**

*AASL Division Chair*

Tracy McAllister works at the Bob Courtway Middle School Library in Conway. She says the following about working in the library: “I love the ‘AHA!’ moments when a student finds a book they love!” She has been a teacher for 23 years and has an LMS from the University of Central Arkansas. She is a National Board Certified Library Media Specialist and is a past winner of the AAIM Library Media Specialist of the Year Award. Tracy is an adjunct faculty member in the Department of Leadership Studies in the Library Media Program at UCA. She has two daughters.

### **LaTonya Jones**

*ALPS Division Chair*

LaTonya Jones is the Circulation Supervisor for the Craighead County Jonesboro Public Library. She has worked in public libraries for fifteen years. LaTonya has been an ArLA member for seven years. She is the ALPS Chair for 2012 and has been a Regional Representative for ALPS for seven years.

LaTonya loves taking Sunday drives after church with her husband. She enjoys traveling and spending time with her husband and two daughters. Her hobbies include shopping, cooking, reading, and working in the yard.

### **Carol Hanan**

*College and University Division Chair*

Carol Hanan’s current position is the Government Documents Librarian at the University of Central Arkansas where she has worked for the past seven years. Her previous library experience included positions at Arkansas Tech University and the Arkansas River Valley Regional Library, and she has

worked in all areas of the library including reference, circulation, cataloging, and interlibrary loan.

She likes watching television, hates cleaning house, and is lucky enough to get to read every night to the world’s best cat (and to another cat who just happens to live in the same house as she does).

### **Ashley Parker**

*Public Libraries and Trustees Division Chair*

Ashley Parker currently works as the Library Director of the Mid-Arkansas Regional Library / Malvern-Hot Spring County Library where she has served for five years. As well as serving on the ArLA Board in this position for her second term, she is also serving her first term as the Public Relations Committee Chair.

Ashley completed her undergraduate work at Henderson State University and her MLS at Texas Woman’s University. She is currently pursuing her Master’s of Public Administration from Troy University. Ashley works hard to have a public presence in her community and serves on several local boards for different organizations. She also volunteers throughout the community, and especially loves her work at the local elementary school. When reading, she prefers young adult literature and science-themed mysteries. She lives in Magnet Cove with her fiancé, nephew, and her two dogs Novella and Faraday.

### **Amber Wilson**

*Reference and Instructional Services Division Chair*

Amber Wilson is currently the Instructional Services Librarian at the Torreyson Library of the University of Central Arkansas.

Amber received her Bachelor’s degree in History from UCA in 2005 and her Master’s of Science in Information Studies from the University of Texas in 2008. While in graduate school, she worked for the San Antonio Public Library and completed two internships at the Institute of Texan Cultures. Amber joined the library faculty at UCA in 2008. In 2011, she completed a Master’s degree in Instructional Technology with a focus on Distance Education. In her free time, she enjoys competing in live team trivia, playing with her dog, and spoiling her new niece and nephew.

### **Linda Evans**

*Resources and Technical Services Division Chair*

Linda Evans is currently serving as the Technical

Services Coordinator with the Huie Library at Henderson State University.

Linda says, "I enjoy the blessing of family and friends including my eight grandchildren.

I seem to collect stray cats, dogs, and horses which my long suffering husband of 40-some years graciously puts up with....I enjoy reading about anything, but my favorites would probably be history, mystery, cozies, and realistic fiction. C.S. Lewis is one of my favorite authors and a favorite quote from him is, 'You can't get a cup of tea big enough or a book long enough to suit me.' I love dark chocolate and black tea and I dislike the heating and air conditioning system at Huie Library."

### **Debbie Hall**

#### *Special Libraries Division Chair*

Debbie Hall is currently the Manager of Grants and Special Projects with the Arkansas State Library. She has been with the Arkansas State Library for twenty-six years, fifteen as Reference Librarian and eleven as Manager of Grants. Debbie served as ArLA President in 2008. She received her BSE from Southern Arkansas University and MLS from the University of Alabama. Her favorite hobbies are reading (of course!) and making jewelry.

### **Kathy Seymour**

#### *Government Documents Round Table Chair*

Kathy Seymour is the State Documents Librarian at the Arkansas State Library. While her library experience started with the New Orleans Public Library system, she has worked in a variety of libraries: college, school, public, and now State libraries across the states of Louisiana, Texas, and Arkansas with most of her experience in Texas. Kathy earned her MLS in 1993 at Texas Woman's University. Her most recent library experiences have been here in the state of Arkansas where she has resided for nearly nine years. She has worked in a variety of libraries in northwest and central Arkansas with her most recent experience working as a manager of a branch library in CALS (Central Arkansas Library System).

Kathy is married, has three sons. Two of her sons and her grandchildren live in Texas - a grandson, a granddaughter and soon another grandson to be born in June. Last but not least, her pets are a dog, Beignet and Oscar, a fish.

### **Carol Coffey**

#### *Information Technology Round Table Chair*

Carol Coffey is the Head of the Main Library and the Digital Branch Manager with the Central Arkansas Library System. Carol has previously

worked as a Librarian in the History Department at the Memphis Shelby County Public Library.

She went to library school directly from college, because she already knew what she wanted to do. Outside of work, she enjoys traveling, shopping, church activities, and spending time with her family and friends. Carol's reading interests include mysteries, history, and anything to do with growing, preparing, and eating local foods and the history of food and gardening in America.

### **Sara Seaman**

#### *Two Year Colleges Round Table Chair*

Sara Seaman is the Library Director of National Park Community College Library in Hot Springs since 2008. She has over sixteen years of library experience, ranging from a large public library system, to corporate libraries, library consulting, and community colleges large and small. Since moving to Arkansas, she has served as President of ARKLink, and presented a workshop on Money Smart Week@ your Library at the 2011 ARLA Conference.

She earned a Bachelor of Music from the University of Illinois, where she met her husband of thirty-seven years in the "Romantic Poetry" class. She considers Arkansas as the perfect place to enjoy her love of gardening, rock-hounding, birding and fishing, and her three sisters all live in the state. Her favorite quote is from Marcus Tullius Cicero, "If you have a garden and a library, you have everything you need."

### **Kara Propes**

#### *Youth Services Round Table Chair*

Kara Propes currently works in the Youth Services department with the Faulkner County Library System in Conway. She graduated from the University of Central Arkansas with a BA in Art and a Business minor. She has worked at the Faulkner County Library for seven years and has been involved in Youth Services for over six. She is from Guy but has lived in Conway for fourteen years.

Kara has two children, a son with a new driver's permit and a daughter who is a freshman at Hendrix College. Kara loves to spend her spare time with her family and friends, shop, dance, do random spur of the moment things and travel. Since meeting her boyfriend, she has become somewhat of a nerdette; she is attending her first Comic Book Convention in May. Her books of choice are romantic humor. The quote she lives by daily is from Alice Walker, "The most common way people give up their power is by thinking they don't have any." Kara plans to begin work on an MLS in the coming year.

# Let the Nominations Begin!

By *Jamie Melson*

*Central Arkansas Library System*

**I**t's that time of year again. It's time to think of and write up a nomination for a deserving co-worker, trustee or board of trustees, or a retiree.

We all know this is coming every year. We all place the article or form on our desk and think, I've got plenty of time to write it up and get it sent in.

The Awards Committee really appreciated the number of nominations we received in 2011. There was only one award, the Suzanne Spurrier Academic Librarian Award, that received no nominations and, unfortunately, it was for the second year in a row. I know, we all know, there are very deserving nominees we work with. Please make the time to sit down and write up a nomination for that deserving person or persons.

Please visit <http://arlib.org/organization/awards.php>. This page has the link to the award guidelines and criteria for each award, as well as previous award winners. There is also a link to the nomination form which is in MS Word. The Awards Committee would greatly appreciate receiving the nomination

form by email. This makes sharing and voting much easier on the Committee.

Below are this year's awards the Awards Committee is seeking for nominations for:

- \* Distinguished Service Award
- \* Ann Lightsey Award
- \* Bessie B. Moore Trustee Award
- \* Frances P. Neal Award
- \* Retta Patrick Award
- \* Lorrie Shuff Paraprofessional Award
- \* Suzanne Spurrier Academic Librarian Award

Please take 15-30 minutes to write up a nomination. The Committee members are not eligible for any award, nor can we write one. Nominations will be accepted up to September 1, 2012. Please email all nominations to Jamie Melson at [jamiem@cals.lib.ar.us](mailto:jamiem@cals.lib.ar.us).

Thank you for your time and consideration – I look forward to being inundated with email nominations!

*Jamie Melson is a Library Assistant III with the Central Arkansas Library System.*



Karen Russ at the Arkansas Library Association's Government Documents Round Table display at the Arkansas Genealogical Society Spring Seminar at Lakewood United Methodist Church in North Little Rock. *Photo submitted by Ron Russ.*



## TRAINING: Tips, Topics & Techniques

### When Will we Find the Time? Library 2.0

By **Laura Speer**, Director of Library Services  
Fayetteville Public Library

I was surfing the web and found a blog by a youth services librarian named Abby Johnson – [www.abbythelibrarian.com](http://www.abbythelibrarian.com).

She posted an entry on Thursday, February 16th where she itemized every bit of her workday from 8:45 am to 5:40 pm - checking email, planning programs, working with patrons, checking email, posting on Facebook, running programs, checking email, and staff meetings.

When I read through her schedule I chuckled, because I also spend a lot of time doing the same things throughout the day (lots of meetings and checking email are two of them).

Okay, yes, Abby is very busy, but where is the time for training and development? When does Abby have time to learn how to use the new e-devices that patrons keep bringing in, update Facebook and Twitter, and, well, keep up with all the new technologies that our industry and our patrons use?

David Lee King, Digital Branch and Services Manager with Topeka and Shawnee County Public Library (<http://www.davidleeking.com>), writes about emerging technologies on his website. David writes about the core technology competencies we should have - Library 2.0. He does provide lists of skills librarians should possess, but I particularly like his list of “Big Picture” Library 2.0. Here are the major concepts he believes librarians should know:

1. Understand how everything in the tech and digital realms works in the library.
2. Understand how everything in the tech and digital realms complements a physical, traditional library.
3. Be able to use technology to tell the library’s story through various media: writing, photography, audio, and video.

At the Fayetteville Public Library the staff brainstormed a list of Library 2.0 competencies that could be called “Ground Level” Library 2.0. It includes these specific skills needed to help our patrons: download and read an ebook, access and renew items online, tweet, search the library catalog and place a hold, make a hold inactive on a library record, use a library database, create a list in Polaris, text a librarian, access Project Fayetteville blog, use the available mobile/digital apps (like FPL, Gale,

EBSCO, Mango, etc), scan and save a document to a flash or thumb drive, create a blog/wiki/Facebook account, and become an FPL Facebook friend.

I can hear some of you saying, “Well, some of our staff do not own these mobile devices!” Hold a petting zoo – have staff who own mobile devices (i.e. Nooks, iPad, iTouch, a variety of smartphones, and Kindles) bring them in to demo them...get some goodies/drinks...make it a party! Talk with local businesses and see if someone would donate money or a device to populate the library staff “petting zoo.” Then, hold demos for staff and patrons.

Make technology training part of the workday – do not save it for special staff days. Identify staff members who are already using these technologies and ask them to share their knowledge. Most of them will be happy to. We all need to train sooner rather than later.

These are just ideas on how to get started. If you have additional ideas, please email me at [lspeerster@gmail.com](mailto:lspeerster@gmail.com), and I will share them with the *Arkansas Libraries* readers.

Enough already....go forth and try it all!

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



# Report from “The Hill”

## *National Library Legislative Day, 2012*

**By Hadi S. Dudley**

*Bentonville Public Library Director*

**M**ore than 350 librarians and library advocates attended the National Library Legislative Day (NLLD) in Washington, DC on April 23-24.

Our Arkansas delegation of seven included: Carolyn Ashcraft, Arkansas State Librarian; Leisha Callan, library user/advocate and former board member for the Arkansas River Valley Regional Library System; Kelly Chaney, educator at Cabot Public Schools who recently completed her Media Science degree at the University of Central Arkansas; Hadi Dudley, Director at Bentonville Public Library; Heather Hays, Reference Librarian at Bentonville Public Library; Donna McDonald, Director of Arkansas River Valley Regional Library System; and Katrina Wiederkehr Oskoui, Arkansas native, residing in Maryland and current University of Maryland MLIS graduate student.

### **Briefing Day**

We began our NLLD event at the American Library Association’s (ALA) Briefing Day. We heard from political experts on both sides of the political spectrum - a Republican and a Democrat. These ALA consultants provided their best advice on how to successfully address funding and key issues in a tough economy, with a divided Congress, noting that new members and the pending presidential election may affect advocacy.

By focusing on “Politics, Process, Policy and Promotion,” librarians and advocates learned how to discuss LSTA appropriations, school libraries, and workforce development. We were instructed to tailor our message to the audience, make it short and personable; set realistic but useful goals; give examples at the local level to personify our libraries; be creative and cite outcomes by focusing on data and statistics.

The FY2013 LSTA request for level funding totals \$184.7 million. A request for an Innovative Approaches to Literacy grant to support school libraries could equal \$14.3 million. Afternoon sessions explored “Advocacy 101,” “Cybersecurity and Privacy,” “eBooks and Copyright,” “School Libraries,” and more. The “Briefing” session was a good, informative day.

We continued our NLLD experience on Monday

evening when the group attended the Annual Congressional Reception. We socialized and had a nice visit with Senator Boozman’s staff. During special presentations, our own Donna McDonald presented Representative Rush Holt with the Association of Library Trustees, Advocates, Friends and Foundations’ (ALTAFF - a division of ALA) Public Service Award. McDonald is the current ALTAFF President and was an outstanding Arkansas representative.

### **Visits with Legislators and Staff**

All of our meetings with legislators and staff occurred on Tuesday. The meetings were very positive. We focused on libraries as community gathering places, educational institutions, technology centers, workforce development suppliers, literacy leaders and information providers. We discussed all types of libraries: school, academic, public and special. We centered our message on ALA’s key issues with good examples of how Arkansans use libraries.

Prior to meeting with Senator Mark Pryor, he demonstrated his support for libraries by placing LSTA funding on his appropriations request. As we discussed job assistance in our libraries, Senator Pryor’s staff provided the group with a publication: Senator Pryor’s Six Point Solution for Job Creation.

As we discussed literacy and libraries, Senator John Boozman stated, “We support libraries.... I could hang out in a library, all day, every day.” Senator Boozman encouraged our group to utilize federal agencies and services to support our profession and mission.

As we discussed technology and the future of libraries, Representative Steve Womack quoted Sam Walton and advised us to be innovative and “stay ahead of change.”

We finished our afternoon with visits to the offices of Representative Rick Crawford, Representative Mike Ross, and Representative Tim Griffin, where we met with staff. These visits were also productive and positive, as the staff members are good resources and supporters for both the elected official and the public.

Many of the Legislative staff members we met specialized in education or technology. It was easy to relate since education and technology are core values and key components for all libraries – regardless of the size, demographics served, or type of library.

## Final Observations

While we awaited our flight back to Arkansas, McDonald and Leisha Callan discussed their NLLD 2012 experience.

Callan said, "It's a great way to let legislators know that libraries are on the cutting edge. We are transforming! Libraries play a large role in the delivery of new technology to the public." McDonald agreed, "I think it's a wonderful opportunity to share our stories with legislators. This year, we had a varied delegation and good representation." McDonald has attended Legislative Day six times, including this year's visit.

According to the State Librarian, Carolyn Ashcraft, "our visits were GREAT this year." Ashcraft has traveled to Capitol Hill to attend Legislative Day for seven years. She has good experience and a seasoned perspective. Developing relationships with legislators and staff while making

new contacts across the years, Ashcraft believes "personal meetings are vitally important. During visits, our participants told good stories, reinforcing the importance of libraries."

First-time attendee, Heather Hays, Reference Librarian at Bentonville Public Library, agreed with Ashcraft. She stated "I can really see the importance of putting a 'personal face' on Arkansas libraries. Stories from 'back home' are testaments to the public services libraries provide to our communities. I found the entire process interesting and would gladly participate again in the future."

My "take-away" as Legislative Committee Chair of the Arkansas Library Association: Arkansas libraries were professionally represented. I believe our legislators and staff listened to us; it was a productive advocacy day. On my third "Leg Day" on "The Hill," I was proud to attend representing the Arkansas Library Association.



(L-R) Donna McDonald, Katrina Wiederkehr Oskoui, Leisha Callan, Senator John Boozman, Heather Hays, Hadi Dudley, Carolyn Ashcraft and Kelly Chaney. *Photo submitted by Hadi S. Dudley.*



(L-R) Sally Gardner Reed, Representative Rush Holt and Donna McDonald. *Photo submitted by Hadi S. Dudley.*

### Library of Congress Tour

While visiting Washington, DC, Kelly Chaney, Heather Hays and Hadi Dudley received a special tour of the Library of Congress. LOC Librarians shared select research projects and a peek at the National Archives. It was an amazing highlight to the trip! Special thanks to Beth Davis-Brown, LOC Program Coordinator for Cooperative & Instructional Programs.

## LIBRARY PROFILE

### Clark County Library System

By David Sesser, Henderson State University

Serving Arkadelphia, Gurdon, and the surrounding area for almost 115 years, the Clark County Library System provides information resources to both local citizens and students at Henderson State University and Ouachita Baptist University.



Sesser

Consisting of the Arkadelphia Public Library and the Cabe Public Library in Gurdon, the system itself is a fairly new creation, but only continues the work started by interested citizens more than a century ago.

The efforts to create a public library in Arkadelphia began in 1897. After receiving a report from the Helena Library Association, a group of thirty women created the Woman's Library Association and began to collect donated books which were placed at the home of the organization's president. This collection quickly outgrew the space

and was moved into a donated location downtown.

However, by 1899 this location was also too small for the ever-growing collection, and space was rented to keep up with the pace of growth. The Woman's Library Association knew that a permanent, dedicated structure was needed and began to hold a variety of fundraisers in order to raise money for construction. Through a combination of events, including oyster suppers and spelling bees, the association raised more than \$1,000 and secured a line of credit to finance the construction of a building.

The land was donated by Dr. J.R. Dale, and an additional lot was purchased for \$400. Completed in 1903, the library was designed by Charles Thompson of Little Rock and is a one story red-brick structure with four ionic columns. After construction was completed, the Woman's Library Association turned their efforts to retiring the debt incurred during the construction. The largest fundraiser to pay the debt was held in 1905 when noted politician William Jennings Bryan held a lecture at the building as a fundraiser. Every fundraiser that the Library Association held was a success, and just ten years after the construction of the building, the debt was retired.

The original building still serves as the public library today. A campaign in 1954 led to the passage



The Arkadelphia Public Library. Photo submitted by David Sesser.

by a 2 to 1 margin of a bond issue which raised \$40,000 for the construction of an addition behind the original structure. The Woman's Library Association did not focus on providing library services to only the people of Arkadelphia. In 1948, the group purchased the first Clark County Bookmobile which visited rural locations throughout the county.

The Woman's Library Association operated the library until 1939, when the City of Arkadelphia took control of the institution. The first chairperson to lead the new library board was Minnie Belle Huie, the first professionally trained librarian at Henderson State Teachers College and the namesake of the current Huie Library which serves Henderson State University. In 1974, the Clark County Library Board became the operating authority and the library building was added to the National Register of Historic Places.

At the same time the library was first being organized in Arkadelphia, another library was being created in Gurdon. A school library was established in 1895, and in 1903 the first public library was opened in the home of a member of

the Kadohadacho Club, which was established to create a permanent library in the city. In 1948, the Gurdon Library became a branch of the Clark County Library. Over the next several decades, the library was housed in a number of private homes. In 1989, Jane Ross and the Cabe family gave a total of \$30,000 to construct a permanent structure. The land was also donated, and in 1991 the Cabe Public Library opened in Gurdon.

The Clark County Library system currently consists of seven employees, with five in Arkadelphia and two located in Gurdon. The system is currently preparing for their busy summer reading programs and continues to offer other children's programs on a weekly basis. The two libraries are testaments to an engaged citizenry, and, as the mission statement notes, they continue to "improve the quality of life for all the people" in the Clark County community.

*David Sesser is the Special Collections Curator/E-Resources Coordinator for Huie Library at Henderson State University.*



# Biographies of 2013 ArLA Candidates

**W**hich candidates are hoping to be officers of the Arkansas Library Association Next year? Read the below five biographies produced by the candidates and get to know them a little better.

## **Holly Mercer, Director of East Central Arkansas Regional Library System**

*Candidate for Vice President/President Elect*

Since I was born, libraries have been an important part of my life. As a young child, I experienced the wonder of libraries during story times and reading programs at my local library. As a teenager, I worked at my hometown library: I assisted at the circulation desk, shelved library material, helped with programs. I really enjoyed it. Early on, I decided that working in libraries is more than just a job; libraries provide services in which I believe. My enjoyment of libraries has increased during my 17 years of working in libraries. During my career, I have worked for public and academic libraries with most of my years spent as a Service Coordinator for a library cooperative which provides services to all types of libraries in 17 counties in Michigan. In that position, I published a weekly newsletter for librarians, provided consulting assistance, and planned continuing education opportunities for librarians.

My educational background includes a Bachelor's degree in Business Administration from Baker College in Flint, Michigan and a Master of Science in Library Science from Drexel University. Since moving to Arkansas three years ago to take the position of Director of the East Central Arkansas Regional Library System, I have enjoyed learning from and interacting with Arkansas librarians. Being a part of association conferences has been a joy, and I look forward to continuing my participation in the Arkansas Library Association.

## **Jamie Melson, Library Assistant III with Central Arkansas Library System**

*Candidate for Secretary/Treasurer*

I have worked in the Central Arkansas Library System for almost 33 years as a cataloger for the past 17 years and out in the branches for the previous 16 years. I volunteered to serve on CALS' barcoding team in 1995/96. I also served on the CALS Disaster Preparedness Team and served for 7 years on the Alice Gray Memorial Scholarship Committee. A co-worker and I also helped collect cereal for THV's Summer Cereal Drive for the past few years, and I have worked on the B98.5 Telethon for Arkansas Children's Hospital for the past few years, as well as collecting toys for

their Christmas Wish List.

I have been a member of the Arkansas Library Association for approximately 30 years. I served 2 years as chair of the ArLA Paraprofessional Roundtable/Division. I helped spearhead the efforts to make the Paraprofessional Roundtable become a Division during my second term as chair. I served as secretary for the Paraprofessional Roundtable and as an area representative for Pulaski County. I was chosen as the Paraprofessional of the Year for 2001. I am currently serving on the ALPS Executive Council as an area representative for the Central part of the state. I have chaired and served on the ArLA Awards committee and the Scholarship Committee numerous times and served on the Membership Committee for 1 year.

I have served as secretary of my church for 28 years and am still serving in that capacity. I have also served as Sunday School teacher.

I have served with the State Family Program of the Arkansas National Guard as the 189th Airlift Wing representative and served as the State Council's secretary. I am also a certified instructor with the State Program. Prior to this position, I served as secretary for 2 years then as chair for 1 year with the 189th Airlift Wing Family Program of the Arkansas Air National Guard located on LRAFB. I also served as the Training Team Leader for the Wing Family Program. I have been a part of the National Family Program since being selected as a volunteer delegate for the state of Arkansas in 1994. I have been chosen as a delegate for the National Conference 5 more times since, most recently being 2010.

I was married for almost 30 years to a wonderful cohort in crime, Ron. We were members of the 189th Airlift Wing Arkansas Air National Guard for 25 years and retired from that wonderful adventure in 2009. I enjoy cross-stitching and reading. I have also been known to race cars with the Sports Car Club of America (SCCA) on occasion, and I am a big NASCAR Sprint Cup race fan (Mark Martin, of course!). I am also one of the founding members of the Central Arkansas "PT" Cruiser Club, where I have served as treasurer and as club president.

## **Hadi Dudley, Library Director of Bentonville Public Library**

*Candidate for ALA Councilor*

A native-born Arkansan, Hadi Dudley attended college at Arkansas State University in Jonesboro, where she earned both Bachelor and Master of Arts degrees in English. She earned her Master's degree in Library and Information Science in 2004 from the University of Tennessee. While pursuing her graduate

library degree, Hadi earned scholarships from the Arkansas Library Association and the Arkansas State Library.

Hadi began her career in public libraries at Rogers Public Library in 1998. Ten years ago, she began working at Bentonville Public Library where she focused on technical services, collection development, and reference. Hadi played an integral role in the planning and opening of Bentonville's lovely new facility. In June 2007, she took the lead role at Bentonville Public Library as Library Director.

Hadi's professionalism is evident through her leadership accomplishments. In 2008-2009, she participated in the Leadership Benton County program representing the City of Bentonville. Hadi has presented professional development sessions at American Library Association and ProLiteracy conferences. She has also served as a delegate to Washington, DC during library legislative and advocacy events, 2010-2012. Hadi currently serves on the University of Tennessee's School of Information Sciences Advisory Board and recently accepted an appointment to the American Library Association's Committee on Literacy.

Hadi's professional memberships include the American Library Association (including Public Library Association) and the Arkansas Library Association.



**Ron Russ, Assistant Librarian at Arkansas State University -Beebe**

*Candidate for ALA Councilor (incumbent)*

My name is Ronald Russ, and I am running for American Library Association Councilor. My professional library positions include Librarian, Brooklyn Public Library system (1993-1996), Temporary Reference Librarian, William Laman Public Library (September 1996 – December 1996), and Assistant Librarian, Arkansas State University-Beebe (1997-present). I have served the Arkansas Library Association in many capacities since I joined in 1996.

Some of the positions include ArLA Webmaster (1997-2011), Two Year Colleges Roundtable Chair (2001-2002), Publications Committee Chair (2003-2004), Managing Editor of Arkansas Libraries (Second half of 2003), Chair, Reference and Instruction Division (2008), and ALA Councilor (2009-present). In addition, I have been a member of the ALA since 1992 and have served as a Cognotes reporter, Chair, New Members Round Table Orientation Program Committee (1996), and Arkansas Representative to the Association of College and Research Libraries Legislative Network

(2000-2008). Recognition includes the Suzanne Spurrier Academic Librarian Award (2007) and for my 14 years serving as the ArLA Webmaster. Other library activities included book reviews for *Library Journal* (1994-2008) and presentations on library instruction, assessment, and information literacy.

As the current ALA Councilor, I have worked hard to live up to the responsibilities of two organizations, and I hope to continue to be able to represent you well. Some accomplishments include authoring a resolution recognizing the 100th Anniversary of ArLA, creating an ALA Councilor's blog, using Twitter to give people real-time information as to what is being discussed on the ALA Council floor, and organizing dinners for Arkansans at ALA Annual Conferences, among others. If elected, I will continue to work hard to represent Arkansas well on ALA Council.

**Connie W. Zimmer, Coordinator of Instructional Technology and Associate Professor of Secondary Education at Arkansas Tech University**

*Candidate for ALA Councilor*

I am running for the position of ALA Councilor representing the Arkansas Library Association. I have 18 years of experience as a school librarian, two as a public reference librarian, and 22 years as a library media educator. I am currently employed in Arkansas Tech University's College of Education coordinating and teaching in a Master of Education in Instructional Technology program approved to prepare teachers as school library media specialists. I served as President of the Arkansas Library Association in 2010 and was on the board in 2006, 2009, 2010, and 2011.

In 2010, I was appointed to the ALA/AASL/NCATE Coordinating Committee, and I participated in the revision of the standards for programs that prepare school librarians. I was recently reappointed for an additional two year term. I am active in ArLA, ArASL, ALA, AASL, the Arkansas Diamond Book Awards Committee (Chair), the Charlie May Simon Committee, Chair of the Pope County Library Board of Trustees, President of the Russellville Lions Club, Member of the River Valley United Way, and I was Chair of the Russellville Downtown Development Committee. ArLA awarded me the Retta Patrick Award in 2007, and the Arkansas Association of Instructional Media awarded me the Leadership Award in 2002 and the Pat McDonald Outstanding Individual Achievement Award in 2010.

I have attended ALA and presented at AASL whenever possible. The last conference I attended was the 2012 Midwinter Conference in Dallas. If elected Councilor, I will serve the Arkansas Library Association to the best of my ability barring any health issues that may arise for myself or family members.

## WHAT'S UP? DOCS.

### ***Pro Se* Legal Research in Arkansas**

***By Rod Miller, Arkansas Supreme Court Library***

In the Three Stooges movie, *Disorder in the Court*, the bailiff tries to swear in Curly:

Judge: "Why don't you answer him?"

Curly: "He's tawkin' Pig Latin! I dunno what he's sayin'!"

Judge: "He's asking if you swear..."

Curly: "No, but I know all the *woids*!"

#### ***Pro Se***

*Pro Se* is the "woid" for people who research their own legal case, legal situation, legal issue, or legal question, in lieu of consulting an attorney. *Black's Law Dictionary* defines *pro se*: "for oneself," "on one's own behalf," "without a lawyer."

This article is intended to help Arkansas non-law librarians who find themselves put on the spot when called upon to assist *pro se* patrons. Librarians are not qualified to dispense legal advice; only licensed attorneys may give legal advice. But, of course, legal advice is often what *pro se* patrons hope to extract from the generous nature of librarians. They want us to tell them which legal form to use, how to get a divorce, how to file an appeal, or how to expunge a criminal record. Librarians may be expected to provide a kind of *pro bono* legal service (*i.e.*, free legal service), which only licensed attorneys may do.

As guest columnist for Karen Russ's *What's Up? Docs* column in this issue of *Arkansas Libraries*, I will discuss governmental legal information resources that may be used to assist *pro se* patrons with their legal research in Arkansas. Select non-governmental legal information resources also will be discussed. *The focus is Arkansas*. Federal legal research will be left for another day.

#### **Arkansas Legal Research**

The best place to begin in learning how to do legal research in Arkansas is the book *Arkansas Legal Research*, written by Professor Coleen M. Barger, UALR School of Law, and published by the Carolina Academic Press (to order a print copy: <http://www.cap-press.com>).

In this excellent guide to legal research in Arkansas, Barger includes chapters on researching secondary sources and practice materials, the Arkansas Constitution, case law, statutes and ordinances, legislation and legislative history, administrative and executive law, and court rules.

Barger also provides a very helpful detailed index.



#### **Arkansas Courts**

Arkansas has a three-tiered court system, as established by Amendment 80 to the Arkansas Constitution. Critical to understanding the court system is to understand the legal concept of *jurisdiction*, which refers to a court's power to decide a case within a geographic area, and helps to determine which court system has the authority to adjudicate a case.

*District Courts* are the trial courts of limited jurisdiction as to amount and subject matter. District Courts, for example, handle traffic violations and include a Small Claims Court division, where citizens may represent themselves to resolve minor civil matters with claims of less than \$5,000.

*Circuit Courts* are the trial courts of original jurisdiction of all justiciable matters not otherwise assigned. Circuit Courts consist of five subject-matter divisions: civil, criminal, juvenile, domestic relations, and probate.

Appellate jurisdiction is exercised by the *Arkansas Court of Appeals* (created in 1979) and the *Arkansas Supreme Court* (created in 1836). The Court of Appeals has appellate jurisdiction assigned to it by the Supreme Court. The Supreme Court has statewide appellate jurisdiction, original jurisdictions in certain cases, and it exercises superintending control over courts of the state. The Supreme Court, the Court of Appeals, the Supreme Court Library, and the Arkansas Administrative Office of the Courts (AOC) are located in the Justice Building, 625 Marshall Street, Little Rock, AR 72201 (<https://courts.arkansas.gov>).

#### **Arkansas Judiciary Website**

The Administrative Office of the Courts is working on a redesign of the Arkansas Judiciary website, which will be launched within the next year. A number of useful legal resources are accessible online via the Arkansas Judiciary website (<https://courts.arkansas.gov>).

To search Supreme Court and Court of Appeals opinions, click on *Opinions*; to search court rules, click on *Searches/Arkansas Court Rules*; for circuit court and district court procedures, click on *Publications & Forms/Judicial Benchbooks*; to access contact information for judges, court clerks, and court staff, click on *Publications & Forms/Arkansas Judicial Directory*; to search circuit court



cases for selected counties, click on *Searches/ CourtConnect*. For additional online governmental information resources, click on the *Public* tab (<https://courts.arkansas.gov/public.cfm>).

### Arkansas State Legislature

Bills passed by the General Assembly and signed by the governor become Acts of Arkansas. The Acts of Arkansas, in turn, are codified and given a subject arrangement in the *Arkansas Code*. To search legislation for the most recent General Assembly, go to the Arkansas State Legislature website ([http://](http://www.arkleg.state.ar.us)



[www.arkleg.state.ar.us](http://www.arkleg.state.ar.us)) and click on *Bills and Resolutions*. To search legislation for the years 1987 to 2012, click on *Previous Legislatures*. To search Acts of Arkansas, click on *Acts*.

## Government Information @ your library™

A free *LexisNexis* version of the *Arkansas Code* is accessible via the Arkansas State Legislature website: click on *Search Arkansas Code*. For the *Arkansas Constitution*, click on *Constitution of 1874*. To access biographical information and contact information for Arkansas senators and representatives, click on *Legislators*.

### Arkansas Executive Agencies

Opinions of the Arkansas Attorney General (<http://www.ag.arkansas.gov/opinions.html>) are accessible online via the Arkansas Attorney General's website. The administrative rules and regulations of Arkansas executive agencies, boards, and commissions are filed with the Arkansas Secretary of State, and are accessible online via the *Rules & Regulations* web page ([http://www.sos.arkansas.gov/rules\\_and\\_regs](http://www.sos.arkansas.gov/rules_and_regs)) on the Secretary of State's website. Administrative rules and regulations are published in the *Arkansas Register*, accessible via the *Arkansas Register* web page (<http://tinyurl.com/7a7nxof>). The *Arkansas Register* editor is Jon Davidson, who can be reached at (501)682-3527.

### Legal Forms in Arkansas

Legal questions from *pro se* patrons frequently involve requests for legal forms. The go-to source for selected legal forms used in Arkansas is the *Arkansas Form Book* (<https://www.arkbar.com>), published by the Arkansas Bar Association in a two-volume loose-leaf notebook, and searchable online via

*LexisNexis*.

The *Arkansas Form Book*, which was published in 2004, will be replaced with an online legal forms product, *HotDocs*, to be accessible via the Arkansas Bar Association's website. *Arkansas Legal Forms*, a Gale database accessible via the Arkansas State Library's website (<http://www.library.arkansas.gov>), contains legal forms not found in the *Arkansas Form Book* -- such as redacted samples of legal forms used on the circuit court level in Arkansas. Legal forms officially approved by the Arkansas Supreme Court are accessible via the *Court Forms* web page (<http://tinyurl.com/7p82fzf>), on the Arkansas Judiciary website.

### Arkansas Legal Services Partnership

The Arkansas Legal Services Partnership offers *pro se* patrons free access to an excellent online legal library, via its web site (<http://www.arlegalservices.org>).

The legal library provides fact sheets and legal forms organized by legal topic. The Arkansas Legal Services Partnership is a nonprofit collaboration between Legal Aid of Arkansas and the Center for Arkansas Legal Services. The Center for Legal Services provides free legal assistance (civil cases only) to low-income Arkansas residents (<http://www.arlegalservices.org/HelpLine>).

Their HelpLine number is 1-800-952-9243.

### Other Pro Se Legal Resources

NOLO (<http://www.nolo.com>) publishes a myriad of self-help legal books aimed at *pro se* patrons. The Pulaski County Law Library/UALR School of Law Library (<http://ualr.edu/law/library>) offers an excellent reference collection of *pro se* legal help books that includes many of the NOLO publications. *Pro Se/Unbundling Center* (<http://tinyurl.com/7p43uop>) is an online source of legal resources for *pro se* patrons developed by the American Bar Association.

*Findlaw* is a legal website useful for accessing online Arkansas legal resources (<http://tinyurl.com/7t45gqy>).

### Where to File Consumer Complaints

Consumer complaints may be directed to the Consumer Complaints web page (<http://tinyurl.com/6s6tjff>) on the Arkansas Attorney General's website. Complaints against attorneys may be directed to the Office of Professional Conduct's web page (<http://tinyurl.com/7ge3txh>) on the Arkansas Judiciary website. Complaints against judges may be directed to the Arkansas Judicial Discipline and

*Continues on Page 16...*

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Disability Commission's website (<http://www.state.ar.us/jddc>).

### How to Find an Attorney in Arkansas

*Pro se* clients may need to consult an attorney for help with their legal questions. *ARKANSASFINDALAWYER*, a free database (<http://tinyurl.com/82nvx2k>) accessible via the Arkansas Bar Association's website, may be used to find an attorney in Arkansas. The status of an Arkansas attorney may be checked using the Arkansas Licensed Attorney database (<http://tinyurl.com/6scc7jm>.)

The *Martindale-Hubbell Directory* ([www.martindale.com](http://www.martindale.com)) is a free online source for finding attorneys in Arkansas and other states. The *Arkansas Legal Directory* (to order a print copy: <http://tinyurl.com/7blu3xe>) lists attorneys, judges, court clerks, and court staff by county.

### Law Libraries in Arkansas

To conduct legal research, *pro se* patrons may use one of three law libraries, all of which provide free in-person access to *LexisNexis* and *Westlaw* -- the

two major commercial legal databases. In Central Arkansas, *pro se* patrons may use the Pulaski County Law Library/UALR School of Law Library (<http://ualr.edu/law/library>), (501)324-9970.

In Northwest Arkansas, *pro se* patrons may use the Young Law Library, University of Arkansas at Fayetteville (<http://law.uark.edu/library>), (479)575-5834.

*Pro se* patrons in Central Arkansas may also use the Arkansas Supreme Court Library (<http://tinyurl.com/7zprc3q>).

*Pro se* patrons may use the *Contact Us* (<http://tinyurl.com/7korayt>) online form on the Arkansas Judiciary website to submit questions, which are then forwarded to the Arkansas Supreme Court Library for a response. *Pro se* patrons may be referred to Rod Miller, (501)682-2147.

*Rod Miller is the Public Services Coordinator for the Arkansas Supreme Court Library. To request a copy of his handout on Arkansas Legal Forms, you may send him an email at [rod.miller@arkansas.gov](mailto:rod.miller@arkansas.gov).*

## For 75 years, the Arkansas State Library has been a resource center for Arkansas government, its citizens and libraries.



*Arkansas Library Commission on Center St. in Little Rock - our home until 1979.*



*Arkansas State Library at One Capitol Mall on the State Capitol grounds - our home from 1979 to 2010.*



*Our new location at the corner of West Capitol Avenue and Chester Street in Little Rock, just blocks from the State Capitol.*

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[www.library.arkansas.gov](http://www.library.arkansas.gov)



## WEBMASTER'S CORNER

### Visit ArLib.org

*By Jon Goodell, UAMS Library, Little Rock*

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If you haven't been to the ArLA website in a while, today should be the day! [ArLib.org](http://ArLib.org) has several very useful sections.

Upcoming events are on the right hand column of the homepage. ArLA Board contact info is under "Organization" on the top left. Don't forget about the Jobline with terrific library jobs and other great website content. Look for new features in the months to come.

The ArLA Website Team has been busy identifying features and web apps to include in the next version of ArLib.org. We will look at design aspects in the next phase. I hope to have the new website ready by the end of July, well in time for

the Annual Conference in October. If you have suggestions regarding specific features, visual design aspects, or content management systems, please send them my way.

ArLA has several email lists, the largest one being ARKLIB-L with 681 members at the time of this writing. See [mail.arlib.org/mailman/listinfo](http://mail.arlib.org/mailman/listinfo) for a complete list of all email lists and subscription options. New mailing lists are easy to create. Just send me an email or give me a call if you would like one or need help subscribing or unsubscribing.

If you have suggestions about any of the above, or would like someone to bounce ideas off of me regarding web projects at your own library, please feel free to contact me at [webmaster@arlib.org](mailto:webmaster@arlib.org) or (501)526-5641.

*Jon Goodell is the Web Services Librarian at UAMS in Little Rock.*



Meet Rexy at Bentonville Public Library, the half-scale Tyrannosaurus Rex replica from the movie *Night at the Museum*. Rexy kindles curiosity about prehistoric life. His toothy grin is the Library's very own attraction for children and adults alike. Located in the main foyer, the model was donated to the Bentonville Library Foundation by 20th Century Fox. *Photo submitted by Hadi Dudley.*

## MAKING THE MOST OF TECHNOLOGY eReader Training: Supporting the Digital Patron

By Ben Bizzle, Crowley Ridge Regional Library/Craighead County  
Jonesboro Public Library

In February of last year, I wrote an article for Arkansas State Library's "the NEWS" about mobile technologies, in which I pointed out that libraries must work to incorporate mobile technologies in order to provide resources and entertainment to our patrons at the pace established by the transition to a mobile world.

While final figures have yet to be released, consensus sales estimates for 2011 are staggering: 470 million smartphones, 60 million tablets, and 25 million eReaders. That mobile world is here. On a daily basis, we have patrons coming through our doors, shiny electronics in their hands and confusion on their faces. In Crowley Ridge's case, the overwhelming majority of them are looking for assistance in downloading eBooks.

For those libraries yet to develop an eBook collection, it is critical to the long term viability and relevance of libraries to do so. eBook vendor Overdrive now offers eBooks on all major platforms, and provides solutions for individual libraries as well as consortia. Whether you're a single library, part of a system, or elect to participate with surrounding libraries to build a collection together, time and resources should be dedicated to establishing a footprint in the digital marketplace.

Providing content to patrons is only the first step in building a thriving online readership. From the thirteen-year-old young man whose parents wanted to encourage reading and bought him a Nook, to the seventy-five-year-old grandmother whose children thought a Kindle Fire would make a great Christmas gift, patrons need assistance in understanding these devices in order to take advantage of a library's digital collection. There are four key elements to supporting library patrons' digital needs: staff development, printed material, online resources, and onsite training.

In order to provide the level of service that library patrons have come to expect, a sufficient number of staff must have a firm understanding of the online collection and the processes necessary for checking out titles and transferring them to the various devices. This requires a small initial investment in order to acquire devices of the



various platforms for in-house use and training. This collection should include an iPad, an Android tablet, a Kindle (preferably a Fire), and a Nook or Sony Reader. Having these devices on hand will allow staff to gain experience with all major platforms at an investment of approximately \$1200. Once these devices have been purchased and one or two staff members have become adept at using them, training time should be allocated for the rest of the front-line staff. Staff training can be done in any number of ways, depending on the library. At Crowley Ridge, we provide multiple training classes as well as periodic refresher classes, particularly when new platforms come to market, such as when Overdrive started making eBooks available for the Kindle. All of the devices are also available for staff to check out in order to do individual, hands-on training on any of the particular platforms. Regardless of your library's specific training strategy, the point is to make sure that there are enough trained staff members to assist patrons, both in person and over the phone.



While this article is about digital reading, many people still like to have physical, paper instructions in their hands, even for learning how to access eBooks. For this, our staff developed two sets of handouts. The first is a full-sized sheet with a general overview of eBook services and the download process. This serves as a good introduction for users, and, for more tech savvy

individuals, is often sufficient information for them to become familiar with the process. The second set of instructions is designed as bookmarks, each specific to a particular device and process, such as “Downloading eBooks to Kindle” and “Downloading Audiobooks to iPhone.” These are step-by-step instructions designed for those who need more thorough assistance in downloading titles to their particular hardware. For many patrons, a well-written guide will be all they need to help them get started accessing titles from the library.



For other patrons, it's more convenient for them to utilize online resources for assistance.

Three effective online resources are instructional guides, FAQs (Frequently Asked Questions), and video tutorials. An online instructional guide can be very similar to the hard copy guides discussed earlier, just in digital format and available on the library's website. An FAQ page on the website can be very helpful if there are particular steps in the process which tend to confuse people. They also provide the convenience of embedded links, so rather than simply instructing a person to download Adobe Digital Editions, for instance, the answer can also include the link that takes users directly to the download page. Generally, an FAQ should consist of the top eight to ten questions users ask, as well as their solutions. Online tutorial videos can be a little more challenging to create, but can also serve as step-by-step visual guides, allowing patrons to



actually see the process as they would perform it. A training video of this nature can be put together in any video editing software, using screenshots of the process as well as an instructional voiceover. They are time-consuming to create, but some patrons are visual learners, and this can be a very effective training tool. Videos can be uploaded to YouTube and then linked or embedded on the library's website.

Finally, onsite training courses can be incorporated into a library's current training programs, allowing users to attend a class at a specific time. In Jonesboro, we already host a number of computer classes, and have recently added eReader training to our roster. The curriculum for these classes should be well-organized, including handouts, demonstrations, and a Q&A period. Trainers should be well versed in the usage of the system and familiar with the various platforms, as well as being engaging enough to hold the audience's attention. Another training program we offer is “Lunch and Learn.” Our first Lunch and Learn of 2012 about eReaders, “Learn to Use Your New eReader,” had seven times more attendees than our average “Lunch and Learn” program, proving that patrons have a lot of interest in learning how to use these devices, and that a presentation is an excellent way to disseminate this information. As someone who believes in libraries and our need to provide content in digital mediums, it's rewarding to see so many people eager to learn how to use their electronic devices to access library materials.

Some patrons will start enjoying the library's online offerings without any help at all. Many, however, will need our assistance in getting them on their way. Like most services offered through the library, eReading will only be as successful as the efforts put into promoting and supporting it. Providing content is not enough for many patrons, particularly when it involves a fundamental shift in the way they interact with the library. Therefore, it's critical that we provide a support structure for them so that all of our patrons have the opportunity to experience the many wonderful resources the library has to offer, including digital content designed for the mobile age.

*Ben Bizzle is the Director of Technology for Crowley Ridge Regional Library/Craighead County Jonesboro Public Library.*

## PUBLIC AND REFERENCE SERVICES

### Brushing up on those “Other” Reference Questions

By Laura Austin, Pulaski Technical College

**R**ecently, a patron came to me with a research question that quite frankly threw me for a loop.

Now, honestly, it should not have, and I was completely ashamed to feel so caught off-guard. It was a basic academic research question any librarian should be able to tackle without pause. It was just not the kind of question I deal with on a daily basis. After having about five seconds of sheer panic and complete mental blankness (and probably looking much like a fish out of water), I was thankfully able to pull myself together, and my training finally kicked into gear. I was able to help the patron, though it was a little slow going. Hopefully, my reputation was not irreparably tarnished in the process. After it was all over, I thought it through, trying to figure out where I went wrong. I realized that my problem was I had gotten too comfortable in my job.

Librarians have specialties and rightly so. We each work in very different environments that require a heavier emphasis on different skill sets. I have been in my position at a community college library long

enough now that I know what types of questions to expect. I can tell just by looking at the calendar what sorts of questions I am likely to encounter in the coming week. When students ask me basic questions, I can now make an educated guess as to what specific assignment they are working on, who their teacher is, and what that teacher wants them to discover through completing the assignment. This knowledge helps me answer questions more quickly and more concisely, which makes students happy because the discovery process does not seem quite so frustrating and time-consuming, and it makes me happy because they are happy, and I can help more patrons in less time.

Unfortunately, I think there are more than a couple of dangers in this kind of comfort in one’s job. First, you get thrown off balance as I did when an unusual question comes up. As a librarian, I despise the phrase “I don’t know,” and I don’t want to make myself look inept by being unable to answer any question. I might not know the answer right off the top of my head, but it is my job to find it out. Now, granted, there are questions that a librarian should not answer, and the “I don’t know” answer might be the best ethical answer, but for questions that are well within ethical boundaries, those words should never come out of a librarian’s mouth without being closely followed by the words “but I will



Maylon T. Rice, a member of the Board Trustees for the Fayetteville Library, traveled throughout Arkansas last year and took photographs of libraries. Here is the Warren Branch Library in Bradley County.

find out.” This should be the case no matter where a librarian works. A librarian who works in a public library should feel comfortable helping a patron with an academic research question, and an academic librarian should be able to answer a reader’s advisory question without panicking. Whether or not the librarian in question has the materials to fully answer the question on hand is another matter altogether. Though it is best for us to focus our professional growth efforts on the skill sets demanded of specific jobs, we also owe it to ourselves and our patrons to keep up-to-date and practiced on answering those questions that do not relate directly to our particular jobs.

Also, by doing my job quickly and concisely out of practice and familiarity, am I actually doing the patron a disservice? I believe all librarians should make it their mission to teach patrons how to be self-sufficient in their researching, whether a librarian works in an academic environment or not. By walking my students through their database searches without hitting any roadblocks, am I setting them up for failure and frustration later on when they have to do similar research without my help? I am afraid the answer might be “yes.” All too often I see students give up and change their research topics simply because they did a single database search and got few to no results.

As librarians, we know that is a typical initial search. As students, they think their failure was in picking their topics, not in choosing their keywords. There must be a way we can show patrons that failing in their searches is actually helpful sometimes without making ourselves look like inept librarians or wasting the patron’s time.

I believe we owe it to ourselves as librarians to reevaluate our skill sets occasionally and to brush up on those skills we might find a little lacking. If you are a librarian who hasn’t done pure academic research in a while, try coming up with an interesting topic you know nothing about and pretend to write a paper on it. If you are a librarian who rarely helps patrons with computer issues, open up a program you are less familiar with and acquaint yourself with how it works. No matter what the question-type, imagine how you would answer such a question if a patron were to ask. We should all be able to cross boundaries between types of libraries and, subsequently, types of questions, without feeling the panic of being in a completely foreign environment.

*Laura Austin is the Outreach and Reference Librarian for Pulaski Technical College.*



Maylon T. Rice, a member of the Board Trustees for the Fayetteville Library, traveled throughout Arkansas last year and took photographs of libraries. Here is the Calhoun County Library.

# Two Arkansas Students Win National Writing Award and \$10,000 Grant for Two Arkansas School Libraries

By *Zoe Butler*

*Arkansas Center for the Book, Arkansas State Library*

**T**wo Arkansas school libraries have gained \$10,000 each for funding of materials and programming as a result of student participation in the 2012 Letters About Literature competition.

Letters About Literature is a national reading and writing program of the Center for the Book in the Library of Congress, presented in partnership with Target. The program asks young people in grades 4 through 12 to write to an author, living or dead, whose works have changed their lives in some way, encouraging students to make connections between their own lives and what they read.

Arkansas has two of the six national winners chosen from over 59,000 entries from across the United States in the 2012 competition.

Margaret Lim, a sixth grade student at Southwest Middle School in Searcy and Abbie Beaver, an eighth grade student at Jessieville Middle School in Jessieville, were each chosen as first place national winners in their respective grade levels.

In early April, Margaret won the state competition for grades 4-6 with her letter to Sharon Draper, author of *Out of My Mind*, and Abbie won the state competition for grades 7-8 with her letter to George Orwell, author of *Animal Farm*. These students, along with second and third place winners and all state finalists, were honored at a ceremony in the Old State House Museum in Little Rock. At the state level, the program is sponsored by the Center for the Book at the Arkansas State Library, a state affiliate of the Center for the Book in the Library of Congress.

As national winners, Margaret and Abbie each received a \$500 gift card from Target and the opportunity to nominate a library of their choice to receive a \$10,000 grant from Target. The Southwest Middle School Library in Searcy and the Jessieville Vell Meredith Middle/High School Library in Jessieville were nominated by the winning students and each will receive a \$10,000 Target grant.

Since its creation by Congress in 1977, the Center for the Book in the Library of Congress has become a major national force for reading and literacy promotion by its sponsorship of educational programs that reach readers of all ages, nationally and internationally.

Minneapolis-based Target Corporation is committed to educational opportunities for young people and since 1946 has given 5 per cent of its income toward community grants and educational programming.

The Arkansas Center for the Book at the Arkansas State Library provides resources, services and leadership to meet the educational, informational and cultural needs of Arkansas citizens and provides guidance and support for the development of local public libraries and library services.

The Arkansas Center for the Book sponsors the state competition and has done so since 2001. During the intervening years, Arkansas quite proudly has seen several of its state winners place at the national competition level. Many students are encouraged and assisted in the entry process by their classroom teachers or school librarians, but students may also enter the competition on an individual basis, independent of any school affiliation.

For information about the Letters about Literature program, visit [www.lettersaboutliterature.org](http://www.lettersaboutliterature.org) or [www.library.arkansas.gov](http://www.library.arkansas.gov).

Congratulations to our state's winning students and libraries!



Margaret Lim (*left*), a sixth grader from Searcy, accepts a Target gift card from Zoe Butler.



# Arkansas Library Association 2013 Board Nominations

Vice President/President Elect (3 Year Term)

-----  
(Nominee)

Secretary/Treasurer (2 Year Term)

-----  
(Nominee)

ALA Councilor (3 Year Term)

-----  
(Nominee)

## 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 (COB September 16, 2012 this year). For write-in nominations, consent of all nominees shall be secured prior to nomination. Nominees must be a current Member of the Arkansas Library Association.

**ONLY current ArLA Members may make nominations or vote in the election.**

-----  
Printed Name/Signature

If you are unable to attend the annual meeting,  
Please submit your request for an absentee ballot by August 17, 2012 to:  
ArLA - Executive Administrator  
PO Box 958  
Benton, AR 72018

By Email to: [arlib2@sbcglobal.net](mailto:arlib2@sbcglobal.net) or by fax to: 501-778-4014





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## **Calendar of Events**

**\* American Library Association Annual Conference**

June 21–26, 2012, Anaheim, CA

**\*Arkansas Association of School Librarians (AASL)**

July 30 & 31, Eureka Springs

**\* Arkansas Library Association (ArLA)**

October 14-16, Springdale

**Check out the Arkansas State Library's Events page**

**For additional events: <http://www.library.arkansas.gov>**