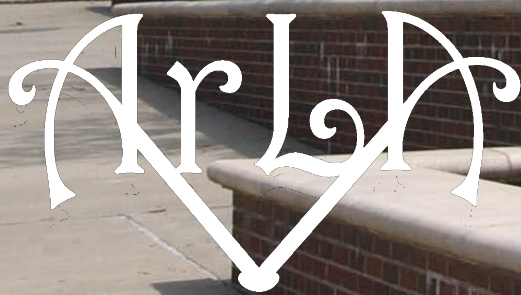


# ARKANSAS LIBRARIES

SUMMER 2013

VOLUME 70, NUMBER 2



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ARKCAT: UNFINISHED BUSINESS

•

LIS STUDENT BECOMES ACT INSTRUCTOR

# Arkansas Library Association, 2013



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Published quarterly by the Arkansas Library Association

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Photos, *Unshelved*.

**Cover photo:** *University of Arkansas at Monticello Library* by Jim Brewer, courtesy of UAM Media Services.

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## FROM THE ARLA PRESIDENT: Making Connections

by *Trish Miller*, Learning Resource System Manager III  
Remington College

It's the second day of spring, yet it still feels like winter. They say some parts of the state actually have snow. By the time you read this, the temperatures will be quite high all over the state. Arkansas weather is always changing and rarely is it predictable. This also holds true to the changing role of libraries.



*Miller*

Technology and the demand for technology are in a constant state of change. For many of us, those changes come faster than we can get funds to supply the demands of our patrons. We have to use creativity, innovation, and creative thinking to utilize current resources. Librarians and their staff work hard to stay current and informed through networking partnerships.

The Executive Board did a lot of networking and creative thinking during the annual retreat in February. We had a great turnout and feel we got a lot accomplished. Members were given an index card with their name and position at the December meeting. Everyone was asked to write a commitment statement and three goals on the cards to work on during the Retreat. At our brainstorming session, we broke into groups. The index cards and worksheets were given to each group. These worksheets stated a goal, along with four elements of reaching the goal. The elements were creativity, collaboration, cooperation, and communication. With each goal, there were four or five members listening, visioning, brainstorming, and using creative thinking skills for the task. Group members were given ten minutes to complete the worksheet, and then they had to move on to the next goal. The sheets were then given back to the person who stated their goals. I was excited to get my goal sheets back and hoped I could implement some of the ideas.

In the end, each member had worksheets filled with ideas on how to reach goals for the year. If we reach just one goal of three for each member, we will have met at least twenty-five goals. We can motivate and empower each other with our talents, expertise, and the desire to work together as we travel through the changing roadways of libraries.

Creative solutions also need certain elements. For

example, they need to be new, useful, and feasible. When I returned from the retreat, I immediately picked out an idea from one of my goals. It was simply to set deadlines. Deadlines help keep us on track, moving forward, and completing tasks. I am very serious when I make a commitment, and I expect the same from others. There are times when we can extend those deadlines, but we need to do our best to meet them.

Another goal idea I chose to work on was writing a thank-you letter to supervisors, directors, or boards on behalf of our Executive Board Members. It is important to remember that serving on the board is voluntary. Serving as a member takes time away from their regular jobs and at times from their family. I feel it is my responsibility to support, mentor, and appreciate these members. I've taken time to write those letters and will keep working on other goals in the months ahead.

As we continue our travels this year, I can already look back at where I've been. In February, we held our annual retreat and I attended my first Legislative Day at the Capitol. It was fun and rewarding. I was honored to hand out "I Love My Library" buttons to legislators as they came by, and some even stopped to visit. I will be traveling to Hot Springs to attend the ALPS Spring Conference in May. In June, I'll attend my first American Library Association Conference. Then it will be back to Arkansas to attend the Arkansas Library Association's annual conference in Hot Springs on October 6-8. I look forward to seeing you there.

**President's Note:** At this year's annual conference we will be electing two officers for the ArLA Board who will begin serving in 2014. They are Vice-President/President-Elect and President. In April, Holly Mercer, who was elected last year for Vice-President/President-Elect, resigned. The Executive Board elected (per our constitution guidelines) Devona Pendergrass to act as interim Vice-President/President-Elect until the election in October at the Fall Conference.

Fill out the nomination form on **Page 28** to submit nominees for the positions.

Due to unforeseen circumstances and timing, nominees will not be listed in the summer edition of Arkansas Libraries. However, information will be posted on the website at [www.arlib.org](http://www.arlib.org) within the appropriate time.

*Trish Miller, the President of the Arkansas Library Association, is Learning Resource Manager III for Remington College.*

# EDITORIAL WHIT: Expecting a Busy Summer

by Whitney Ivy

Managing Editor

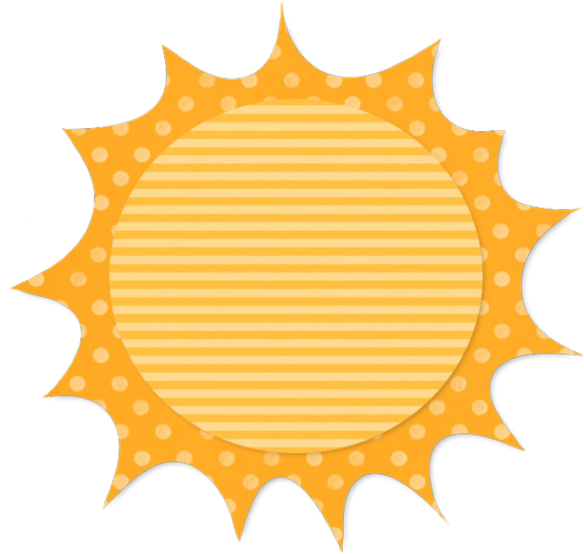
School is winding down; I have three more days to go of “regular” school, and then I will teach English at a two week ACT “Boot Camp” for area students at UACCH as well as our ACT course at our high school. When those first two weeks of June are over, I will have reason to celebrate because for the first time in several years, I will not be working over the entire summer. ☺



Ivy

My husband and I are expecting our third child (our first girl!) at the end of August, and I have several “getting ready for baby” projects that I cannot wait to tackle. I am also looking forward to spending time with my boys before the school year starts again. Our oldest, Grey, will begin kindergarten in the fall, so I know this summer is going to be bittersweet because he is growing up.

I am especially looking forward to taking the boys to several activities at our local libraries over the summer as they participate in the “Dig into Reading” summer program. The boys are especially excited to attend the carnival that their Aunt Ashley has every year at the Hot Spring County Public Library in Malvern. I have been told that some of our favorite celebrities will be attending—



The Berenstain Bears! One of the best and most rewarding aspects of being a mother is sharing my favorite literary characters with my children, and although the boys don’t like all of them, they do love Brother and Sister Bear.

One of my favorite articles in this issue is “Arkansas Records Catalog (ARKCAT): Unfinished Business” because researching the past is one of my favorite pastimes, and this resource will be so valuable to all of us history buffs when the project is “finished business.” As always, I hope you enjoy this issue of *Arkansas Libraries*, and I also hope that you have a wonderful summer.

*Whitney*

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

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# Arkansas State Library 2013 Children's Services Workshop

by Sue Ann Pekel

Children's Librarian

Bentonville Public Library

**F**ERNDALE - The Arkansas State Library (ASL) 2013 Children's Services Workshop was held on March 8, 2013, in the peaceful setting of the 4-H Center in Ferndale, Arkansas.

This day of professional development provided resources to enhance effective children's library services statewide and to successfully implement summer reading programs across the state. Over two hundred children's library specialists attended this year's workshop to gather new ideas and learn how the 2013 Collaborative Summer Library Program theme for, Dig Into Reading, will build children's reading and language skills through fun activities. General Presenter, Rhonda K. Puntney Gould offered a wide range of ideas with her presentations on S.M.A.R.T. Advocacy, Serving Youth with Special Needs, and Let's Dig In! – to Summer Reading.

Attendees were offered a diverse slate of programs in the eight break-out sessions. These sessions presented by Arkansas children's librarians provided opportunities to make meaningful connections with fellow librarians that are offering successful, innovative library services to their communities. State Librarian, Carolyn Ashcraft, opened the workshop greeting the crowd at the first general session and introducing Gould, who served as a Youth Services and Special Needs Consultant for Lakeshores Library System in Wisconsin for 13 years, President of the Collaborative Summer Library Program in 2011-12, and the Association for Library Service to Children's Division Councilor to ALA Council in 2010-11.

Gould excited the crowd at the first general presentation by proclaiming that children's librarians are the early literacy and children's literature experts in their communities. Gould encouraged these experts to be actively involved in promoting the values of children's library service and shared the S.M.A.R.T. Advocacy plan to build public support for children's library services. S.M.A.R.T. Advocacy proposes to set goals that are specific, measurable, attainable, relevant and timely. Once the advocacy goals are set the audience should be determined and then the message of the value of children's library services is ready to be told. The message can be told with facts or anecdotes, and it should be emotionally inspiring and engaging. Gould recommended several

avenues for spreading the message:

- Develop a short 'elevator' speech that promotes children's library services as an effective tool to let people know the value of children's services.
- Write articles to local papers to inform your community of children's library programs and collections.
- Build relationships within your community to create a library advocacy network.
- Inform legislative representatives of the importance of children's library services in promoting reading.

At the conclusion of the presentation, with



**Rhonda Puntney Gould (center), keynote speaker at the Arkansas State Library Children's Services Workshop, encourages Sue Pekel and Kayla Symons of Bentonville Public Library as they prepare for the Dig into Summer Reading Program. Gould spoke to Children's Librarians from across the State sharing research on summer reading and its effects on student achievement. The annual workshop is made possible by a grant from the U.S. Institute of Museum and Library Services to the Arkansas State Library under the provisions of the Library Services and Technology Act. Photo submitted by Sue Ann Pekel.**

the participants excited to share the value of their library's services, Gould recommended The ALA's Office for Library Advocacy, PLA's Turning the Page 2.0 Advocacy Toolkit and I Love Libraries as resources for developing S.M.A.R.T. Advocacy plans.

In her second presentation, Gould addressed the topic of serving youth with special needs. Identification of the many types of special needs was stressed. Library services should be provided for and accessible to youth with disabilities as well as non-traditional or disadvantaged "high-risk" youth. She also advised that access means more than the physical space of your facility. Staff attitudes and adaptive technology are key factors in providing quality services.

The Association of Specialized and Cooperative Library Agencies' Library Accessibility Tip Sheets were recommended as staff development tools to assist librarians in all types of libraries to understand and manage access issues. Utilizing adaptive formats such as eReaders, playaways, audio books, large print, and high-lo titles were suggestions for providing access to library collections. Collections should also contain books that feature positive and realistic portrayals of individuals with disabilities as well as high-risk youth. Gould recommended the Schneider Family Book Awards, Rainbow Project Book List, the Stonewall Book Awards, and YALSA's Quick Picks for Reluctant Young Adult Readers as resources for developing quality collections for youth with special needs. When planning programming for youth with special needs, both inclusive programming and special programming should be evaluated. Inclusive programming should include a variety of ways to deliver information and promote mutual understanding. Special programming provides for socialization between youth with similar challenges and may provide a welcoming environment. Gould suggested Programming for Youth with Special Needs – ALSC Blog and the Collaborative Summer Reading Program's Diversity Page as resources when developing library programs.

Gould's final presentation, Let's Dig In! –to Summer Reading was of great interest to the assembled crowd. As children's librarians prepare for the busy summer reading season, Gould posed the question, "Why are we doing this?" She then referred to the New York State Library Importance of Summer Reading research brief and to the Dominican University's Summer Reading Program Study to answer the question. One finding of The

Dominican Study is that "Students who participated in the public library summer reading program scored higher on reading achievement tests at the beginning of the next school year than those students who did not participate and they gained in other ways as well." The New York State Library brief categorized the research on summer reading into four broad categories: the impact of summer learning loss on disadvantaged youth, access to books and time devoted to reading, the importance of successful reading experiences and the impact of innovative summer reading programs. The brief also includes a bibliography on summer reading research. Highlighting this research that offers evidence based justification for summer reading programs, Gould then referred to the ALA Council's Resolution on the Importance of Summer Reading which urges library stakeholders to ensure adequate funding for summer reading programs. Assuring the audience of the positive results of summer reading programs and the support of the American Library Association, Gould then moved to the topic of Common Core State Standards and their effect on summer reading programs. Gould referred to a School Library Journal article that urged greater collaboration between public and school librarians and also suggested public library responses to Common Core. The responses included balancing collections with more nonfiction, infusing summer reading book lists with information texts, and using information texts in children's programming. As a resource to use as children's librarians design and implement summer reading programs, Gould brought us to her Pinterest board, Dig into Reading and Common Core. As the board name suggests, there are many activities and programs that relate to this summer's reading club theme and support Common Core Standards. At the end of the session, attendees left assured that their work was making a difference and excited with all the great ideas Gould shared.

The afternoon breakout sessions offered something for every interest. The sessions Easy Adventures: Simple Dice Games; The Hole Truth: Mastodon Matrix Project; Art, What is It Good For? ABSOLUTELY EVERYTHING!; and Look What We Dug Up: Good Books for SRC presented great ideas for activities, research, programs, and collection development related to this year's summer reading club themes. The Every Child Ready to Read 2nd Edition meeting offered information on the updated expanded program that provides simple research-based practices to help children from birth to age five develop early literacy skills. Plays Well

with Others: Partnering with Your Local Schools detailed successful collaborations between Garland County Library and their local schools. Hot Topics in Library Land was an informal discussion of library issues that included summer reading club prizes and integrating eReaders into library circulating collections. Celebrate Reading All Year Long was a chronological journey through the calendar year with crafts to create, program ideas, booklists, and marketing strategies for each month.

The Arkansas State Library 2013 Children's Services Workshop provided timely, educational, and affordable professional development to the attendees. From the three general sessions presented

by children's library service expert, Rhonda Gould, to the eight break-out sessions, we learned to be advocates, to serve all children in our community, and to apply creativity so that every child is having fun building reading and language skills. The annual workshop is made possible by a grant from the U.S. Institute of Museum and Library Services to the Arkansas State Library under the provisions of the Library Services and Technology Act.

*Sue Ann Pekel works as the Children's Librarian at Bentonville Public Library. She received ArLA's Ann Lightsey Children's Librarian Award in 2012.*

### Recommended Links and Cited Resources

- ALA's Office for Library Advocacy - [www.ala.org/offices/ola](http://www.ala.org/offices/ola)
- PLA's Turning the Page 2.0 Advocacy Toolkit - [tinyurl.com/buujubu](http://tinyurl.com/buujubu)
- I Love Libraries - [www.ilovelibraries.org](http://www.ilovelibraries.org)
- Association of Specialized and Cooperative Library Agencies' Library Accessibility Tip Sheets - [tinyurl.com/kupsjx6](http://tinyurl.com/kupsjx6)
- Schneider Family Book Awards - [tinyurl.com/k5bz6em](http://tinyurl.com/k5bz6em)
- Rainbow Project Book List - [tinyurl.com/n8vwjno](http://tinyurl.com/n8vwjno)
- Stonewall Book Awards - [tinyurl.com/b3yofc9](http://tinyurl.com/b3yofc9)
- YALSA's Quick Picks for Reluctant Young Adult Readers - [tinyurl.com/3w4jz](http://tinyurl.com/3w4jz)
- Programming for Youth with Special Needs – ALSC Blog - [tinyurl.com/mpra3re](http://tinyurl.com/mpra3re)
- Collaborative Summer Reading Program's Diversity Page - [tinyurl.com/l3xhwda](http://tinyurl.com/l3xhwda)
- New York State Library Importance of Summer Reading research brief - [tinyurl.com/yqkmdq](http://tinyurl.com/yqkmdq)
- Dominican University's Summer Reading Program Study - [tinyurl.com/kl8afq](http://tinyurl.com/kl8afq)
- ALA Council's Resolution on the Importance of Summer Reading - [tinyurl.com/laph22j](http://tinyurl.com/laph22j)
- School Library Journal article - [tinyurl.com/d37eydg](http://tinyurl.com/d37eydg)
- Gould's Pinterest board, Dig into Reading and Common Core - [tinyurl.com/lrdjncd](http://tinyurl.com/lrdjncd)



## ArLA 2013: Making Connections and Meeting Needs Down Every Road

by *Nicole Stroud*

2013 Conference Chair

*Ozark Foothills Literacy Project, Batesville AR*

Over the course of a lifetime, we use libraries in many different capacities - as children, as students, as parents, as researchers, and as lifelong learners, to name a few.

In our continual quest to learn and grow, we find ourselves taking new routes to the library. From story time and manga clubs to technology, genealogy and career development – the expression might well be, “All roads lead to the library!” At ArLA’s 2013 conference, we look forward to reflecting on the many different roads that lead us to this place of both familiarity and newness.

We invite you to travel down the road with us to scenic Hot Springs, AR for the 2013 Fall Conference. Whether you are exploring Hot Springs for the first or the hundredth time, there is always something new to learn, see, or do. Most Arkansans know about Hot Springs’ connection with historical characters from Al Capone to Bill Clinton. Did you also know

that the city’s 47 thermal springs produce a million gallons of water a day? Bathhouse Row, which sits directly over the springs, is a stone’s throw from the conference hotel, and we hope you will get to visit the many bathhouses that serve different functions, including the National Park Visitors’ Center and museum, current-day spas, an art museum, and a brewery and distillery.

An array of featured speakers at ArLA 2013 will illustrate the diverse avenues people follow to the library as a career. Some of this year’s special guests include ALA President Maureen Sullivan, MAD Magazine Senior Editor Joe Raiola, Rangeview (Colorado) Library District Director Pam Sandlian-Smith, and Southern Oregon University Government Resources/ Instruction Librarian Dotty Ormes.

Save the date for ArLA 2013! Join us as we make new connections and explore new paths together.

**Arkansas Library Association 2013 Conference**  
**Oct. 5-8, 2013; Hot Springs, AR**  
**Hot Springs Convention Center / Embassy Suites**  
<http://arlib.org/con/index.php>



Bathhouse Row in downtown Hot Springs.

# Get to Know Your ArLA Board

## Part 2

by *Jamie Melson*

*Central Arkansas Library System*

**W**e are into the second part of our “Meet the Board” series. This quarter we will meet our Division and Roundtable chairs.

### **Erin O’Shea Shaw**

ArASL (Arkansas Assoc. of School Librarians)  
Division

*Library Media Specialist, Greenbrier Middle School*

I grew up north of the Mason-Dixon Line in a small town called Nashville, Illinois. My family (parents, brother, and two sisters) moved to Conway, Arkansas, during Christmas of my senior year of high school. I stayed in Illinois long enough to graduate but came down to Arkansas to attend college, first at U.C.A. and later at the U. of A. in Fayetteville. Of course, my senior year of college, my family (again my parents, brother, and two sisters) decided to move to Arlington, Texas.

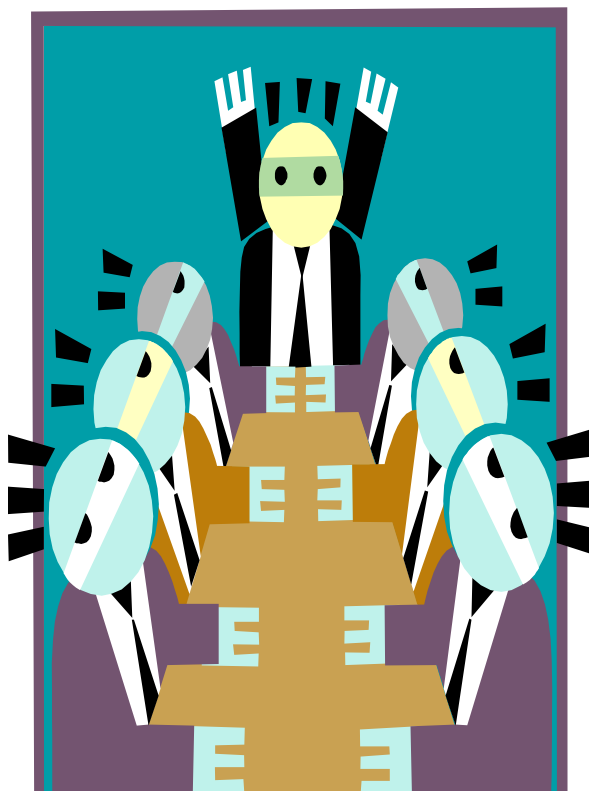
I stayed to teach 8th and 9th grade science at Morrilton Jr. High School and later married my husband Jeff who was from Quitman. We live three miles from his parents and are raising our three boys just outside of Greenbrier, Arkansas. My Master’s degree is in Educational Media/Library Science so after teaching science for seven years, I became a high school librarian and later a middle school librarian. This is my 20th year in education. In my spare time I love to read YA literature and hang out with my family but I am working on a doctorate in Instructional Design and Technology through the University of Memphis, and so don’t have much extra time! My parents moved back to Arkansas in June, and I love having them nearby after almost 20 years. Too bad my brother and sisters haven’t made the move yet!

### **Linda Evans**

College and University Division  
*Technical Services Coordinator, Huie Library,  
Henderson State University*

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.

We enjoy concerts and travel together, when time away from our jobs and family permit. 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.

### **Anne Gresham**

Public Libraries and Trustees Division  
*Technology Coordinator, Springdale Public Library*

In 2007, Anne moved to Nanjing, China, for two years to teach English. While there, she did freelance voice actor work, and her voice can be found in English language instructional materials across Jiangsu Province.

Her eighth-grade summer camp sweetheart happened to be teaching in the same school. In 2009, the pair moved back to the United States for their wedding, along with their rescued cat, Scout. Scout had to be issued her own passport (which is now framed), and after the inspection fees, vet visits, plane tickets, an overnight rest in an Amsterdam pet hotel, and various Chinese and American kennel fees, she is quite likely the most expensive cat in Arkansas.

## Daniel Fitzroy

Resources and Technical Services Division  
Chair

*Systems and Electronic Resources Librarian,  
Henderson State University*

The first thing you should know about me is that I HATE writing about myself! I think I'd rather be pouring salt onto my eyes while listening to Michael Bolton. Oh the pain! With that said, let's keep this short (while still oh so painful).

I am a relatively new librarian here in the state of Arkansas, having recently emigrated from the (refreshingly) cooler climes of New England. For almost two years I have been attempting unsuccessfully to figure out why it is so gosh darn hot here. My research in this phenomenon has been severely hampered by the fact that my dog (Jacob) and I refuse to go outside at any time from May 15 through October 31, and we gawk as my wife ventures out into the hot, burning air. How we long for the days of five-foot snow drifts and frozen thermometers.

One thing many people may not know about me is that I love to travel and visit other cultures, although I have not had the opportunity as much as I would like. While I do love a relaxing trip to Tuscany, I also make sure to take adventure trips to visit ancient archaeological sites in different parts of the world. If there is a pyramid and a jungle somewhere, I want to go! Some of my trips have taken me to places like Tikal, Palenque, Machu Picchu, and Angkor Wat. If you ever get the chance to visit these places, by all means go. There is so much to learn and see out there!



## Kathy Seymour

Government Documents Roundtable

*State Documents Librarian, Arkansas State Library*

Since I've been asked to share something fun and different about myself, I thought I'd first say that I was born and raised in New Orleans. Now that's something fun. Growing up in a place like that, I was surrounded by the sweet sound of music. Anytime I was in the French Quarter, I would hear an impromptu concert with jazz music, and reflecting back throughout my life, I've enjoyed concerts by a variety of musical artists.

There was Elton John, ZZ Top, James Taylor, Brooks & Dunn, Billy Joel, Alabama, The Rippingtons, Willie Nelson, The Commodores, Miranda Lambert, Three Dog Night, Chaka Khan, The Eagles, Ricky Skaggs, Chicago, Fats Domino, Doobie Brothers, Steppenwolf, Earth, Wind & Fire, Charlie Daniels Band, Collin Raye, Ringo Starr and His All Starr Band, Rolling Stones, KC and the Sunshine Band, Bachman Turner Overdrive, Credence Clearwater Revival and others. To keep the fun going, I will be attending the Paul McCartney concert in Memphis May 26th with a fellow ASL co-worker and Beatles fan.

## Carol Coffey

Information Technology Roundtable

*Head of Library Resources and Digital Services,  
Central Arkansas Library System*

It really doesn't surprise anyone I knew as a kid that I became a librarian. My mom tells stories of having to yell, scream, and do a dance just to get my attention away from the book I was reading so I could eat dinner.

Even now I almost always have a book in my hand if I'm sitting down with the TV on, and I'm much more likely to be able to tell you what's going on in the book than what's happening on the TV screen. We all know that reading a lot doesn't necessarily lead to librarianship as a career choice, but in my case it definitely paid off.

## Kara Propes

Youth Services Roundtable

*Youth Services Librarian, Faulkner County Library  
- Conway*

A few things about me you may not know: I LOVE to fish but don't eat fish. I love the Walking Dead comics and TV show, and collect everything to do with the Walking Dead; I even wear zombie house shoes! Besides fishing, shopping and traveling, I also love to go to the target range.

*We met Jim Robb in the last issue, and he is also the New Members' Roundtable chair. The Two Year College Roundtable is on hiatus this year by agreement of that RT's membership.*

# Arkansas Records Catalog (ARKCAT): Unfinished Business

by *S. Ray Granade*

*Ouachita Baptist University*

Since its inception in 1905, Arkansas History Commissioners have talked about how the Commission could promote the cause of history in the state.

Since at least the 1950s, they have bemoaned the way professional historians largely ignored the state's story and conjured possible reasons and solutions. They have pondered the reality of so many primary materials, the stuff of history, residing in private hands as generations of Arkansans continue to live within the state—often in the same community and even in the same structure. They have recognized that the difficulty in discovering and accessing those primary materials has produced a major impediment to getting the state's history researched and written.

They have seized on celebrations and commemorations, like the Civil War Centennial and Sesquicentennial, as opportunities to encourage individuals to deposit materials in local archives. Particularly after the millennium, discussion about promoting the state's history revolved around the philosophical issue of how much effort should be directed to proprietary efforts and how much to cooperative endeavors. Three elements came together in 2010 to produce what promises to become the preeminent source for information about the state's history in state-held collections, a cooperative endeavor of huge portent but one threatened by lack of participation.

Commission members over the preceding decade had generally possessed much interest but no professional training in history or archival matters. By 2010, that had changed in two respects. First, a change in state administration produced Commissioners with more professional interest in and an understanding of the discipline and its underpinnings. Second, Dr. Wendy Richter, as new State Historian and Arkansas History Commission Director after 2005, adapted to the situation by making part of her task educating commissioners and other state administrators about preserving history. So by 2010, the element of understanding had joined interest in the discussion.

Technology, a reasonably new Commission

concern, unintentionally added a second element to the conversation. Librarians long ago settled on common language with which to describe books for cataloging, and that language had its own "grammar." Changes take place at the margins, but the basic structure (or grammar) remains the same. The result was a comparatively easy transition for libraries to electronic applications; MARC records existed for almost every book. Archivists had no similar discipline-wide language or "grammar" until the conception of EAD (Encoded Archival Description) by the Library of Congress and Society of American Archivists in 2002.

After EAD's advent, the question became one of its wide-spread implementation. Enter the University of California San Diego Libraries, the New York University Libraries, and the Five Colleges, Inc. Libraries which together (with generous funding from The Andrew W. Mellon Foundation) created Archivists' Toolkit (AT)—an open-source archival data management system first released in December, 2006. Designed to be an archival management tool, its most significant aspect for the Commission's concern was its automatic translation of information into EAD. When a user inputs information about a collection into appropriate portions of the AT-generated template, the program converts the result. The automated process is simple enough that student workers in academic settings and volunteers in any organization can successfully enter finding aids and convert to EAD. And the program is available as freeware for anyone wishing to download it. So a simple, cost-free, and highly usable solution to a huge obstacle was at hand.

With this background, the Commission first seriously considered creating a state-wide site that would electronically offer to those researching the state's history the same kind of access offered nation-wide by the National Union Catalog of Manuscript Collections. Conceptually, it would provide "one-stop shopping" for anyone researching Arkansas history and wishing to use manuscript collections in the state. The Commission's vision encompassed not only "the usual suspects" of academic and state archives/special collections, but also collections held by libraries, museums, and local historical and genealogical societies in the state's various counties as well as any others which would be



available to researchers. A Commission survey revealed the existence of a significant number of research collections held in the state: 64 by local/county historical societies, 24 by county/local genealogical societies, 14 by county/local combined historical and genealogical societies, 2 in state-wide historical/genealogical societies, 13 by museums of various kinds, 7 by religious entities, 17 by businesses, 7 by state or federal governmental agencies, 9 by public higher educational institutions, 1 by a public museum, 4 by private universities, and 2 by public libraries. So in addition to the 13 in academic and 7 in state and federal agencies (20 total), the state offers researchers 116 local collections and 27 in religious entities, businesses, museums, and public libraries (143 total, or more than 7 times those offered by “the usual suspects”).

Recognizing that researchers into the state’s history might easily ignore truly significant holdings in local historical/genealogical societies because of relative inaccessibility due to state-wide dispersal of materials and lack of access to collection descriptions, some commissioners believed that inclusion of those resources might make the most significant addition to historical research in the state. So the Commission planned to cast the net as widely as possible in creating the site. Each individual archive/special collection/museum would have to input its own holdings, for the Commission lacked the manpower to undertake such a daunting task and no grasp of individual repository holdings even if that manpower existed. In a sense, it was the AHC’s venture into “distributed computing”

or “crowd-sourcing.” Technology had made that cooperation simple, for everything would operate in EAD, and AT would allow each archive to upload EAD finding aids into the site. Dr. Richter’s careful schooling and new professionally trained commissioners joined forces to allow the Commission to recognize that the opportunity to inaugurate what commissioners had long discussed was at hand. So on July 26, 2010, the Commission unanimously instructed Richter and those who worked with her to make the dream reality.

While Archivists’ Toolkit allowed the Commission to create an EAD database with ease, that database needed a front-end, something to allow users to query the database and extract useful information while protecting the database from outside tampering or change. As an archival management tool, AT offered no such option. Richter asked AHC Archival Manager Mary Dunn to take point in communicating the project’s needs to the company that handles the AHC’s computing needs, Aristotle, and ride herd on progress. Once Aristotle completed its work, the result appeared as the Arkansas Records Catalog, or ArkCat ([www.ark-cat.com](http://www.ark-cat.com)), with a link on the AHC website ([www.ark-ives.com](http://www.ark-ives.com)).

Commissioners agreed that an Arkansas union manuscript catalog offered sufficient benefits to state citizens—indeed, to anyone interested in the state’s history. Although technology made cooperation simple, easy, and cost-free, a key element required to ensure successful implementation remained missing. The project needed publicity, exposure to state archival professionals who could then participate.

The third aspect of successful implementation of the Arkansas Records Catalog to appear in 2010, exposure to state archival professionals, originated in the political process. Congressman Vic Snyder had announced his retirement from public life that year and donated his official records to the University of Arkansas at Little Rock. Retiring Congressman Marion Berry donated his official records to Arkansas State University, as did retiring Senator Blanche Lincoln. The influx of new legislative records into state archives brought needs to the fore. Recognizing the benefit of drawing attention to the significance of conserving that part of the Arkansas story, Congressman Snyder organized a late-August meeting called the Arkansas Archival Symposium.

The Symposium, held at the Arkansas Studies Institute and jointly hosted by Senator David Pryor; the Arkansas History Commission; the academic archives/special collections of Arkansas State University, Hendrix College, Ouachita Baptist University, and the Universities of Arkansas at Fayetteville and Little Rock; and the Clinton Presidential Library and Central Arkansas Library's Butler Center, featured speeches by Congressman Snyder and Director of the National Archives Center for Legislative Archives Richard H. Hunt.

In addition to addresses, event organizers arranged two breakout sessions for the afternoon to involve participants (professionals in providing access to and researching and writing the results) in dialogue about the topic. In one session, facilitator Dr. Ben Johnson from Southern Arkansas University began by asking Dr. Richter about the AHC's view of the issue. Richter unveiled for the whole group the Arkansas Records Catalog and the vision behind it. After her exposition and a bit of discussion, Johnson asked if anyone present saw any impediment to full-scale participation by their respective archives. When no one demurred, he stated that silence offered promise of cooperation and congratulated Richter and the Commission on the undertaking. As Congressman Snyder said, "each site needs to have an understanding of what the other sites have"—or, as Butler Center Director David Stricklin put it, we need to let people "know where everything is." [Jane Fullerton, "Lawmakers' papers destined for archives," *Arkansas Democrat-Gazette*, November 29, 2010.]

That was late summer 2010. The site went live April 12 of the next year, and Mary Dunn announced its availability at the annual Arkansas Historical Association meeting three days later. Two-and-a-half years after its announcement at the Arkansas Archival Symposium, and two years after its announcement at the AHA, the Arkansas Records Catalog contains about 1,300 finding aids from participating repositories, with constant updates as participants add more finding aids. The front-end is available, so that anyone interested in researching Arkansas history can find who holds what by searching currently available finding aids.

But the promise remains largely unrealized. The AHC's main site in Little Rock and its satellites in Powhatan (Northeast Arkansas

Regional Archives, or NEARA) and Washington (Southwest Arkansas Regional Archives, or SARA) have faithfully entered finding aids in ArkCat. Ouachita Baptist University and UALR are the only academic archives to upload finding aids so far. The Clark and Garland County historical societies and Saline County Library are the only participants of their kind so far (The Clark County Historical Association's archives are maintained by and reported through OBU, as is that of the state's Southern Baptists).

The current result lives up to the breadth of the Commission's vision: state {public}, academic (public and private), and religious entities, and local historical society and public library archives represent almost the state's complete archival spectrum—though no business collections have participated. That vision has not been fulfilled in its depth. Outside OBU and UALR, none of the other three academic co-hosts of the 2010 Arkansas Archival Symposium have participated—nor have any of the other eight state academic repositories. Nor has the Butler Center, the other public library repository. Nor have any other public agencies or museums that hold manuscript collections.

In short, 2 of 13 higher education collections (15.4%), 3 of 116 county/local historical/genealogical collections (2.5%), 1 of 7 state or federal agency collections (14.3%), and 1 of 27 religious, business, museum, and public library collections (3.7%) are participating—or 7 of 163 (4.3%) of the total possible collections. So the ArkCat story, at least to this point, is one of incompleteness, of unrealized potential—of unfinished business. In a sense, it will remain unfinished; repositories will always be adding new finding aids as they process new materials. But surely the participation rate will soon change. Surely more repositories will soon recognize the value—to themselves and to patrons everywhere—of participating.

*S. Ray Granade is a History Department member (since 1971) and Director of Library Services (since 1983) at Ouachita Baptist University in Arkadelphia. He is a presenter at various local historical and genealogical societies and the Alabama and Arkansas Historical Associations and at a conference on translation at Peking University, Beijing, China. He is currently chair of the Arkansas History Commission.*

# Awards! Awards! Awards!

by *Cathy Toney*, Awards Committee Chair  
*Carolyn Lewis Elementary School*

**D**o you know someone who is working above and beyond the call of duty? Here is your chance to show what you think about this person by nominating her or him for an Arkansas Library Association Award for 2013.

Each year, the ArLA Awards Committee gives out up to ten different awards to people who are outstanding in our field. Read more about each award and please consider who might be the perfect recipient!

**Arkansiana Award** – the award is given to the author(s) of a book or other work which represents a significant contribution to Arkansas heritage and culture.

**Frances P. Neal Award** - the award is given to recognize a career of notable service in librarianship within the state of Arkansas.

**Distinguished Service Award** - the award is to recognize distinguished service in librarianship, e.g., continuing service to the Arkansas Library Association, outstanding achievement in some area of librarianship, active participation in library affairs, notable published professional writing, etc.

**Bessie B. Moore Trustee Award** - the award is given to an individual trustee or board of trustees who/which has made a significant contribution to the development of a library at the local, regional or state level.

**Retta Patrick Award** - the award recognizes an individual member of the Arkansas library profession who has made an outstanding state or national contribution to school librarianship and school library development.

**President's Award** - the award may be given by the President at the Annual Conference as means of recognizing the contribution of a person (or persons) that does not fit into any of the other award categories or a person who has provided extensive assistance to the President or the Association during the association year.

**Arkansas/SIRS Intellectual Freedom Award** - the award is given to a person(s) or

group(s) for notable contributions that have furthered the cause of intellectual freedom on behalf of a library in the state of Arkansas.

**Lorrie Shuff Paraprofessional Award** - the award is to recognize distinguished paraprofessional library service in Arkansas libraries.

**Suzanne Spurrier Academic Librarian Award** - the award recognizes an outstanding academic librarian within the state of Arkansas.

**Ann Lightsey Children's Librarian Award** – the award is given to a person for contributions to the improvement of children's programs.

To read more about each award and the criteria, go to [www.arlib.org/organization/awards.php](http://www.arlib.org/organization/awards.php). You will also find the nomination form on the website. Start thinking about that special someone and send a nomination form in before August 31.

*Cathy Toney is the Library Media Specialist at Carolyn Lewis Elementary School in Conway, Arkansas.*



# How an LIS Grad Student Became an ACT Instructor

by Sarah Gowdy

Bentonville Public Library

**B**entonville Public Library (BPL) recently joined forces with the University of Arkansas's (U of A) College Access Initiative to present a new program for young adults.

The BPL Program is a prototype where degreed professionals from the community are trained by the U of A to conduct free ACT test prep workshops. The College Access Initiative has been preparing Arkansas high school students for the ACT in order to improve exam scores and teach nervous teens how to cope with test anxieties. Bentonville Public Library became aware of the university's program when Margaret Power, a teen advisory board member, took this course and thought it was a wonderful program. She suggested that BPL should offer a class for ACT prep as well, but it should be a free program for students.

U of A and BPL agreed that perhaps not all teens were being reached with the university program. With a public library program, teens would be able to prepare for the ACT in a classroom setting without having to travel to another town or pay a fee. The program would be led by a BPL staff member brave enough to retake the ACT and with the ability to teach teens how to pass the test...that's when I was contacted by Sue Ann Pekel, Bentonville Public Library's children's librarian.

As a graduate student working on my Masters of Science in Library Science with a focus on Youth Services, I took on the challenge of leading the ACT test prep program. I jumped at the opportunity to lead a new program at BPL! I was excited to accept the experience that it would bring. I met with the U of A's contact Bryan Hembree, and we discussed our vision of the ACT program at BPL- a free program for students wishing to improve their ACT scores.

## Retaking the ACT

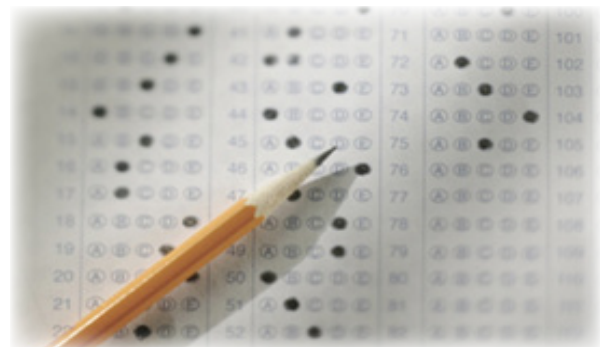
My first prep work was to observe the sessions Bryan was offering at BPL. I took notes and wished desperately that I had taken this class when I was a teenager! By observing these sessions, I gained a solid understanding of what the ACT prep program was teaching the students, but I had been out of school for several years and those math problems looked a bit daunting...



*Sarah Gowdy graduated from Florida State University with a master of library science degree this May. Her focus was young adult services in public libraries. She currently works as a library specialist at Bentonville Public Library. She attended the Arkansas Library Association Conference last fall and presented a session about the ACT Prep program.*

I told Bryan that I was starting to panic a bit about the scary math problems on the ACT. I was confident about being able to answer the English, reading and even the science questions, but math has always been my greatest downfall. Bryan then asked me if I had ever sat down and taken the math section for myself.

When Bryan learned that I had not taken the ACT since high school, he strongly encouraged me to take the entire exam. I took his advice and learned that the ACT, even the math section, was not that difficult. My point is that if you are afraid to offer this program at your library because you worry about knowing how to solve every answer, do not let this concern stop you. The students know you are a librarian and not a teacher. I always tell them to ask their math, English, and science teachers at school if they get to a specific





subject they are having trouble solving. Teachers are their greatest resources that they have right now.

### Testing Simulation

One of the first things in the prep program I discuss with the students is the three different ways to study for the ACT. The three big ACT prep options are: the “big book,” online study programs, and testing simulations in a classroom setting.

The “big book” method is buying or checking out a test prep book and conducting independent study. These books are great for that certain type of student who is not afraid of a 500 plus page study book. Some students, though, do not even crack open the book because it looks too daunting.

The online option can be anything from a paid online program or a free library learning database. BPL promotes Learning Express Library for students who need further independent review.

These two options are for independent study, but the option BPL and the U of A prefer is a classroom setting where students may ask questions and receive immediate feedback from the instructor and other classmates. When students prepare for the test, it helps them understand what will happen on test day.

- Where do students take the test?
- Are they alone or with other students?
- Will it be timed?

These are considerations students need to think about when they prep for the ACT. It is my job as the library instructor to ensure the students get the best possible feel of what the testing experience will be like on testing day.

### Models for Workshops and Attendance

Bentonville Library offers a *general session* program to begin the week of ACT prep. The general session class is an overview of the overall testing prep needed to take the ACT. For example, this class focuses on overcoming testing stress and the mindset needed to take the entire test. After the general session, the classes that follow are specifically targeted on the different subjects of the test. These are the curriculum classes that the students actually practice taking the ACT in a timed setting.

The curriculum classes follow the ACT test format with each day focusing on a specific subject: English, math, reading, and science. Each day focuses on skills needed to pass each subject, and then the students take a portion of the test in a timed setting followed by a class review. The

curriculum classes are more interactive, and the students seem to appreciate and benefit from these classes the most.

### Library Cost

*Staff time* is absorbed by the library’s personal budget. On average, I spend an hour to review my class notes and then the actual time period of the class (about an hour to an hour and half depending on discussion). *Materials*: The University of Arkansas provided our first ACT Test booklets as a public library does not have the authority to purchase ACT test booklets for circulation or distribution. A special exemption was made for BPL to accommodate this pilot project.

### Online Databases



One of the biggest resources BPL offers is our online databases for patrons. Our library offers the database Learning Express Library, a database that offers testing preparation for many different tests including the SAT, GED, and GMAT. This is a great tool to offer students during the ACT Prep sessions. To support any educational program, I suggest using and promoting your library’s online databases.

Bentonville Public Library’s ACT Prep program has been well-received by our community’s teens. On average, each session is attended by a classroom-size group of students. Students who complete our workshops learn valuable testing skills. Parents are happy with the free library offering. I have learned and grown myself, both professionally and personally. I hope this article will inspire you to offer an ACT Prep course at your library!



## WHAT'S UP? DOCS. Stay Informed. Stay Safe. Check for Product Recalls.

by *Karen Russ, UALR*

**H**ave you heard any of the following types of inquiries from a patron and wondered how to help them?

“I bought a storage unit last week. Now I am hearing news stories about it falling apart without warning. How do I know if mine is safe?”

“My neighbor told me my child’s new toy is dangerous because I bought it online. Is that true?”

“How can I be sure the spinach I bought in Arkansas is safe if they are having problems with E. coli and spinach in Massachusetts?”

In theory, anything purchased, in person or online, could be dangerous if it was poorly made or not properly treated. Sometimes these problems result from honest errors. Others are due to sloppy work by manufacturers. There are numerous ways to determine if your specific item is impacted by the news you hear.

Start by filing any registration card received when you purchase the item. Often these can be done online, but occasionally it will require mailing in a postcard with your contact information and the basics about where and when you purchased the product. The company can then contact you directly if they discover a problem with their item.

For decades multiple federal agencies have tracked problems and provided means of supporting the consumer when an item needed to be repaired or replaced. That required the consumer to know which agency was likely to be responsible for overseeing different products. The appropriate agency was not always obvious.

Now there is a new site called **Recalls.gov** ([www.recalls.gov](http://www.recalls.gov)), a one-stop shop for U.S. Government recalls. Vastly different federal agencies have joined together to create an all-in-one website for recalls generated by the federal government. At this time, six agencies are participating: the Consumer Product Safety Commission, the National Highway Transportation Safety Administration, the U.S. Coast Guard, the Food and Drug Administration, the U.S. Department of Agriculture, and the Environmental



*Russ*

Protection Agency.

Rather than making the consumer try to determine which agency is involved, the homepage offers seven categories to begin the research and then provides links to the appropriate department of government:

- **Consumer Products** - Overseen by the U.S. Consumer Product Safety Commission, this page tracks over 15,000 consumer products used in and around the home, sports and recreation, and schools. Known recalls are listed in reverse chronological order. They can also be searched by the type of product or manufacturer.
- **Motor Vehicles** – The National Transportation Highway Safety Administration maintains searchable lists of recalls for motor vehicles as a unit; parts of cars, trucks, and motorcycles; child safety seats; tires; and school buses. A link on this page also provides information from the Environmental Protection Agency addressing emissions standards and related recalls.
- **Boats** – Consumer issues for recreational boats, including personal watercraft and related parts, are overseen by the U.S. Coast Guard. In addition to recalls and defects, boating safety laws and regulations can be accessed from this page.
- **Food** – Recalls.gov links to [www.foodsafety.gov](http://www.foodsafety.gov) to provide information on food recalls and alerts, as well as outbreaks of foodborne illnesses. Due to the wide variety of producers of food, there are four agencies contributing to FoodSafety.gov: the Food and Safety Inspection Services (U.S. Dept. of Agriculture), the Food and Drug Administration, The Center for Disease Control, and the Dept. of Health and Human Services.
- **Medicine** – The Food and Drug Administration oversees recalls for drugs and vaccines, medical devices, blood and plasma products, and veterinary products.
- **Cosmetics** – The Food and Drug Administration is also responsible for recalls of cosmetics and uses similar links to those on the page for medical products.
- **Environmental Products** – The Environmental Protection Agency oversees recalls involving pesticides, rodenticides, fungicides, and vehicle emissions standards.

All these sections include links that will connect interested consumers with a service to receive regular notices on recalls and defects. Each also provides a link to report a problem with a product.

The homepage of Recalls.gov also offers a page with the most recent recalls known to the six

participating federal agencies, broken down into nine categories, and another page with the means to search each of the six agencies by product or company name.

A mobile app offers all this information on your cell phone for quick and easy access. Spanish guidelines and instructions for locating recalls and

contacting the six agencies are also provided. Stay safe. Stay informed. Be aware of defects and recalls.

*Karen Russ is the Government Documents Librarian at Ottenheimer Library at the University of Arkansas in Little Rock.*

## ADVOCACY ARKANSAS:

### Taming the Beast

by Daniel Page, Texarkana Public Library

A few years ago, I watched the movie “The Village,” directed by M. Night Shyamalan.

I thought it was an interesting movie, enjoyed it, and recommend it, with or without popcorn. Having worked in libraries in almost every part of



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Arkansas, I recently began thinking about similarities between “The Village” and advancing Arkansas libraries. (Spoiler alert! If you have not seen the movie, I will be revealing important parts of the plot in this article.)

For most of the movie, “The Village” takes place in an isolated village in an American wilderness set back in early American history. Villagers are afraid to venture outside of the village because of a legendary beast that lives in the forest. There is a series of frightening scenes involving the villagers and the beast. The movie has a twist ending in which viewers learn that the village is actually set in modern times and that the beast is simply a legend (encouraged by a villager in a costume) that the villagers pass down to the next generation. It appears that the motivation behind the lie is to keep the village secluded from the rest of society.

In recent years, I have begun to formulate general theories about library life in Arkansas. I was born in Arkansas, have lived all but nine months of my life in Arkansas, and have been a member of various organizations and social groups across the state. For some reason, as my mind adds pictures to my theory of Arkansas libraries, I keep seeing images from “The Village.” Admittedly, my analysis is largely subjective. Having stated that, please allow me to share some thoughts and suggestions for both veteran Arkansas librarians and our newbies.

Sometimes the culture in which an Arkansas

library is found can be excessively insular. This may be especially true in the more secluded, rural parts of the state (most of the state); however, I am not convinced this is not at least partially true in more urban areas. As I am neither a psychiatrist nor a sociologist, I do not have the necessary credentials to fully evaluate whether excessive insularity is a negative or positive force for library advocacy. At the same time, having lived and worked in Arkansas for thirty-five years, there are some things that seem to work better or worse when promoting our cause in such an environment. Here are some ideas:

- **First**, Arkansans are generally friendly, warm-spirited people. As a whole, there seems to be a long-standing respect for the value of libraries.
- **Secondly**, because of the insular, isolated nature of many Arkansas towns, promoting your library can be especially challenging if your effort(s) does not involve buy-in from local constituencies.
- **Third**, if you are open to changing “the way things have always been,” be prepared for potential wild rumors and unimaginably pungent resistance from some staff, administrators, and patrons. This may be the case regardless of how needed the change is, regardless of how much planning goes into the project, and regardless of how large of a majority are invested in making the change. (*There is a beast in the forest!*)

Because of “The Village” effect, advancing Arkansas libraries can be rewardingly fruitful, but it can also be frustrating. For this reason, be prepared to have a roller coaster type career (at least emotionally). Your career in Arkansas libraries will be exciting, sometimes enigmatic, and, overall, very rewarding. Be prepared for “shake the dust off of your feet” moment(s) or experience(s). Remember the immeasurable difference libraries make in our culture. And, above all else, never, never ever, never never ever, give up!

*Daniel Page is the Director of the Texarkana Public Library.*

# Do we have a few minutes? We have a lot.

by *Kathy Seymour*

*Arkansas State Library*

**I**n order to have a written record of what transpired at meetings, a person, often titled the Secretary, is designated to take minutes at the meeting.

Reviewing these minutes can lead us to understand how decisions were made within that group, what was approved/not approved, and who attended the meetings. A history of the organization, department, or library is created within the years of these minutes.

In the state of Arkansas, our state government has numerous agency departments, boards, commissions, committees and councils. You can find the current list of them at [tinyurl.com/8x3u3u8](http://tinyurl.com/8x3u3u8) (there are a limited few that are not on this list because they do not have a website yet). These groups have conducted and continue to conduct meetings for which there are hundreds of minutes. There are also state government agencies that existed for a certain number of years and then dissolved such as a particular Governor's designated Task Force or Commission. Meeting minutes give us the history as they existed and what they accomplished. Although there may be online minutes nowadays for a few of our current agencies such as those of the Arkansas State Board of Private Career Education , [tinyurl.com/np4qr9e](http://tinyurl.com/np4qr9e) the majority of the current minutes and those from the years past are paper copies only.

Most minutes contain the date, location, and time of the meeting along with the names of those in attendance (including guests) and often show those members of the board or commission absent. Some are conference-call meetings. Although most meetings are held in Board Rooms of State government buildings, some have conducted their meetings in various other locations such as the Peabody Hotel ( Little Rock) or the Arlington Hotel (Hot Springs). The minutes also state where and when the next meeting will occur. The frequency of meetings varies from monthly, quarterly, and irregularly.

Working as State Documents Librarian at the State Library, I have seen a multitude of minutes get processed and placed in our State Documents collection. Some of the names of the different agency boards and commissions are interesting in themselves. A few examples are the Arkansas Catfish Promotion Board, War Memorial Stadium

Commission, and the Arkansas State Board of Embalmers and Funeral Directors.

Interesting news, statements, and decisions are found in Minutes. Browsing these can make you aware of what's about to happen/what did happen in agencies. The Old State House Commission minutes of November 15, 2012, commented that they were setting up an alliance with Turner Classic Movies and the Hollywood exhibit and had hopes to have one of the hosts from TCM come and participate in some way with the exhibit. The Arkansas Soybean Promotion Board minutes from January 22, 2013, reported that an investment group in Arkansas was looking to produce biofuels and/or plastics from soy oil.

On August 1, 2012, the meeting held by the Arkansas Agriculture Board contained a status report on the update of the State Water Plan and mentioned that agriculture accounts for 76% of water use in the state. Also at the meeting was an update of the wildfires in the state provided by the State Forester. Information about licenses issued to physicians, respiratory therapists, occupational therapists, occupational therapy assistants, and physician assistants are located in the Arkansas State Medical Board minutes.

For dental licenses, you can find the dentists and hygienists list in the Arkansas State Board of Dental Examiners minutes. In these minutes, complaints filed about medical professionals are also mentioned. Decertification of police officers from police departments around the state was voted on at the January 10, 2013 meeting of the Commission on Law Enforcement Standards and Training. New standards for CLEST Minimum Standards for handgun qualification were approved.

On January 7, 2013, the Arkansas Livestock and Poultry Commission received livestock statistical reports at their meeting which included two chicken truck wrecks in Pike and Logan Counties and 5,266 calves vaccinated on farms. And due to the winter weather, several dairy businesses lost power and had to dispose of their inventory of dairy products as reported in the Arkansas Milk Stabilization Board meeting minutes of January 10, 2013.

The Arkansas State Publications Depository and Clearinghouse program was established at the State Library by Section 8 of ACT 489 of 1979. By designation, we receive state publications from the many departments, boards, commissions, committees, and councils. Hundreds of them are

housed here. Although the State Depository Libraries located throughout the state of Arkansas receive many state publications, only the State Library receives copies of the minutes.

The information contained in minutes that are filed in the Arkansas State Library State Documents collection can be valuable to your patrons and researchers. Sometimes this may be the only source for the existence of a task force or commission. Searching our online catalog from our webpage [tinyurl.com/77pnrp8](http://tinyurl.com/77pnrp8) will provide the information on the minutes you would like to checkout. Patrons can request these via inter-library loan or in person.

This link will provide the needed information about our checkout services [tinyurl.com/o239h36](http://tinyurl.com/o239h36). Although most of the minutes are still in paper form, more minutes are being received electronically as boards, commissions, and councils convert. These are entered into our Digital State Publications Collection, and this collection will definitely be increasing in the coming years.

*Kathy Seymour is the State Documents Librarian for the Arkansas State Library.*

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## WEBMASTER'S CORNER

### Wordpress, YouTube & Raspberry Pi

*by Jon Goodell, UAMS Library, Little Rock*

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**T**here are several things I would like to give an update on. I have begun migrating the Association website to a new Wordpress content management system platform.

We chose Wordpress because of its modular feature sets, large development community, and widespread use and familiarity in libraries. I hope to complete the bulk of the redesign and migration work this summer. If you would like to join the Website Committee, please let me know. Websites are an important part of library services, and this is a low barrier opportunity to learn something new. Please send your suggestions my way.

We have many ways to connect with library colleagues. As you have probably noticed, we have a new YouTube channel ([youtube.com/ArkansasLibraries](http://youtube.com/ArkansasLibraries)). So far we only have one video, so let me know about your ideas for how we might use this technology for ArLA. At the time of this writing, our Facebook page is getting more and more popular with 264 Likes ([facebook.com/pages/Arkansas-Library-Association](https://facebook.com/pages/Arkansas-Library-Association)). ARKLIB-L, a general email discussion list with 600 members, is another great way to connect with library colleagues in Arkansas. Google Hangouts is a free video teleconferencing and chat application similar to Skype that allows for up to ten participants. I have used it on a weekly basis in the last year to meet with librarians in and outside Arkansas.

The Arkansas Library Association Collaboration UnConference will be held Friday, June 14 from 10:00 a.m. to 3:00 p.m. at the Central Arkansas Library System Main Library on 100 Rock Street



## WORDPRESS

in the River Market District in Little Rock. Did I mention it is free? Visit [arlib.org](http://arlib.org) for more information. I also would like to invite everyone to attend the Teaching with Technology Symposium, July 18-19. There will be several sessions applicable to libraries. Past years have had about 250 attendees, and this year we will have two sites – one at UAMS in Little Rock and a second site at UAMS Northwest in Fayetteville. This one is not free, but it is a good investment of your time and money! Visit [twtsymposium.com](http://twtsymposium.com) for more information.

And finally, after being inspired by Donovan Mays' article on the Raspberry Pi, I ordered one for myself. You cannot beat a \$35 computer! For my first project, I plan to make my own virtual private network. I would love to hear what other people are doing with their Raspberry Pi and wonder if anyone would be interested in having a Raspberry Pi bake-off, maker fair, or hackspace workshop at a future library conference.

*Jon Goodell is the Reference and Outreach Librarian at UAMS in Little Rock and is the ArLA Website Chairman. Contact him at (501)526-5641 or [jgoodell@uams.edu](mailto:jgoodell@uams.edu).*

## LIBRARY PROFILES

### The Libraries of Pike County

by Lacy Wolfe, Ouachita Baptist University

Located in southern Arkansas, Pike County is a predominantly rural area with long distances between its several small towns.

In spite of the county's isolation, its citizens can enjoy the resources offered by three libraries and an archives.

These institutions are located in Murfreesboro, the county seat, Glenwood, and Delight. Along with Howard, Nevada, Sevier, and Little River, Pike County is part of the Southwest Arkansas



Wolfe

Regional Library System.

The Murfreesboro Library is located just off the town square in a shared building with the mayor, city police, and water department. During a recent visit to the facility, two members of the Library Board, Ms. Betty Evans and Ms. Thelma Simon, provided a history of the institution. During the 1940s, the library was housed in the courthouse over the judge's office; from there it moved into a grocery store, and later a hardware store. In 1972, the library moved into its current shared location. Ms. Kim Fletcher, a native of Murfreesboro, serves as the librarian and only employee of the small town library.

The Friends of the Library, a ten-member group, assists Fletcher with fundraising through book sales. Recently, the Friends purchased anti-virus software, while a previous purchase was for a sign for the library building. The small space is effectively organized into children's and adults' areas, with the rest of the space occupied



The Delight Library. Photo submitted by Lacy Wolfe.

by computer stations and a work area for Fletcher. The computers are a much-used feature of the library and were received in 2007 from the Bill and Melinda Gates Foundation. Fletcher focuses on ordering books by authors popular among her patrons with her small \$5300 budget. The programming offered by the library is limited to Summer Reading Club during which one program is offered on Wednesdays throughout June.

Previously located in a storage closet in the library, Murfreesboro is also home to the Pike County Archives, which began in 1986 and grew out of an earlier Heritage Club that was primarily interested in genealogy. The archives are managed by an enthusiastic group of volunteer women and are home to papers, school records, family histories, and artifacts from all around Pike County. Newsletters, along with numerous other publications, are produced and distributed by the archives. Located on the courthouse square, visitors from all over the United States and Canada have made use of the resources available, with many dropping in after a trip to the nearby Crater of Diamonds State Park.

Thirteen miles down the road from Murfreesboro is the Delight Branch Library, an even smaller library managed by Ms. Ginny Evans. The library was housed in the former butane office for fifteen years and moved into its current location across the street in 2009. With very limited resources and in a short time, Evans has turned the library into a gathering place for all, young and old alike. The library offers a variety of resources including adult and children's books and audio books. Like Murfreesboro, Delight

also features five well-used computers. Evans hosts a number of programs throughout the year, including Summer Reading Club programs for different age groups, from children to adults. Special art shows and book signings by local authors are other ways that Evans keeps the library active in the local community. She visits the school and nursing home with books in hand to share the joy of reading and love of books with the young and old. In a town of approximately 279 people, the library sees more than 200 visitors a week. During special events, such as the annual Christmas Parade, those numbers go even higher. Though her monetary budget may be small (~\$1,800), Evans is a true gem to her community, with patrons visiting her library from all the surrounding communities, including those in nearby counties.

Though these branch libraries and archives are small, they are vital to serving their communities' needs. The work that these librarians and volunteers are performing is having a positive impact on Pike County and the surrounding areas. Even in a small, rural county in southern Arkansas, libraries are still playing an important role.

*Editor's Note: Lacy Wolfe is this month's guest columnist for Library Profiles. David Sesser is the regular columnist for the series.*

*Lacy Wolfe is Assistant Professor and Circulation/Reference Librarian at the Riley-Hicklingbotham Library, Ouachita Baptist University.*

## Arkansas Association of School Librarians' Summer Conference!

The theme for this year's conference is "Empowering 21st Century Learners" and will be held in Little Rock, Arkansas July 29 and 30, 2013 at the Holiday Inn Presidential.

Our conference will host school librarians from across the state to gear up for the 2013-2014 school year.

This conference offers at least 12 hours of professional development and will host a variety of sessions to incorporate 21st century skills into the school library media center.

Highlights will include refreshments with

our vendors, Monday evening dinner at the Governor's Mansion and a luncheon with Arkansas author, Jane Hankins.

More information including vendor and registration forms can be found at [arasl.weebly.com/2013-summer-conference.html](http://arasl.weebly.com/2013-summer-conference.html).



# The Arkansas Perspective on National Library Legislative Day

by Heather Hays

Arkansas State Library

Carolyn Ashcraft, State Librarian, Donna McDonald, Director of the Arkansas River Valley Regional Library System, Leisha Callan, former Library Board member and advocate, and Heather Hays, Librarian, joined over 350 librarians and other supporters to meet with legislators on May 7-8, 2013 during ALA's National Library Legislative Day (NLLD).

NLLD is a two day event coordinated by the American Library Association office located in Washington, D.C., and is a great opportunity to discuss important library issues with the people who make the decisions that impact us all.

Tuesday morning we attended briefing meetings, stressing the importance of funding the Library Services and Technology Act, libraries and the eBook marketplace, public access to tax payer funded research, and, of course, support for the E-rate discount program that benefits libraries in every state.

A presentation by Lee Rainie from Pew Research Center's Internet & American Life Project offered some hopeful insights on the role of libraries in American family lives. This research indicates that parents feel libraries are very important because they foster a love of reading in their children. This

research is a powerful tool for advocacy, both at NLLD and at the state and local level.

After the briefing meetings, many of us proceeded to appointments with our representatives.

Carolyn Ashcraft, State Librarian, served as our meeting leader and coordinator. She states:

"The 2013 visits with our U. S. Congressional delegation and their staffs were exciting, and we were pleased to share our thoughts on the importance of libraries and the need for continued support. Our small delegation worked well together, and each member contributed to the conversation."

Once our visits were underway, there was no stopping our team. We were small, but mighty! Our visits were very productive and the Senators, Representatives and their staffers were very engaged and asked good questions. We met with Senators Mark Pryor and John Boozman, Representatives Steve Womack, Tim Griffin, Tom Cotton, and Eric Crawford. We presented each office with a folder of important Arkansas library information and pointed out facts relevant to each district.

The American Library Association D.C. office held a reception on Tuesday evening in the Hart Senate Office Building, which afforded attendees a lovely view of the Capitol Dome and a good atmosphere to socialize with other advocates. The reception was very well attended by



(L-R) Carolyn Ashcraft, Leisha Callan, U.S. Sen. John Boozman, Heather Hays, and Donna McDonald. *Photo submitted by Heather Hays.*



librarians, supporters, and many Congressional and Representative staff members. We were so pleased that Senator Boozman took the time out of his busy schedule to attend this reception.

While we were in D.C. Carolyn Ashcraft was invited to a very special meeting. She was kind enough to write this report to share her experience:

“At the invitation of Susan Hildreth, Director of Institute of Museum and Library Services (IMLS), I joined a group of representatives from the Chief Officers of State Library Agencies (COSLA), IMLS, and the American Library Association (ALA) on Tuesday, May 7, from 3:00-4:30 p.m. in the Indian Treaty Room of the Eisenhower Executive Office Building on the White House grounds, where we participated in a dialogue with White House staff from the Office of Public Engagement and the Domestic Policy Council about the roles of U.S. public libraries in several key policy areas – early learning, immigration, STEM (science, technology, engineering and math), and health care (Affordable Health Care Act enrollment).

“This was a very informative and educational experience, and I definitely enjoyed the opportunity to hear the presentations on the creative programs that libraries are providing in delivering access to government information. It was apparent that the White House advisors recognized that libraries are

a trusted, effective information delivery system that is in place in more than 17,000 communities in the U.S. and have an important role as ‘community centers.’”

All in all it was a very successful trip for all of us, and we are most grateful to our Legislators who were able to meet and discuss these issues that are so important to our profession. This event is an amazing opportunity to reach the people who can make things happen for libraries and their supporters.

A note for 2014: for those who are interested in participating in National Library Legislative Day but do not have the means to travel to Washington D.C., you can always take part in the Virtual Library Legislative Day. Call or email your rep – or both! Every voice helps us further our cause, so make some noise!

*Special thanks to ALA Washington office, the Arkansas State Library, Arkansas State Librarian Carolyn Ashcraft, the Arkansas Library Association, and everyone involved in making this day a success.*

*Heather R. Hays is the Reference Librarian at Bentonville Public Library and serves as the Legislative Committee Chair for the Arkansas Library Association.*

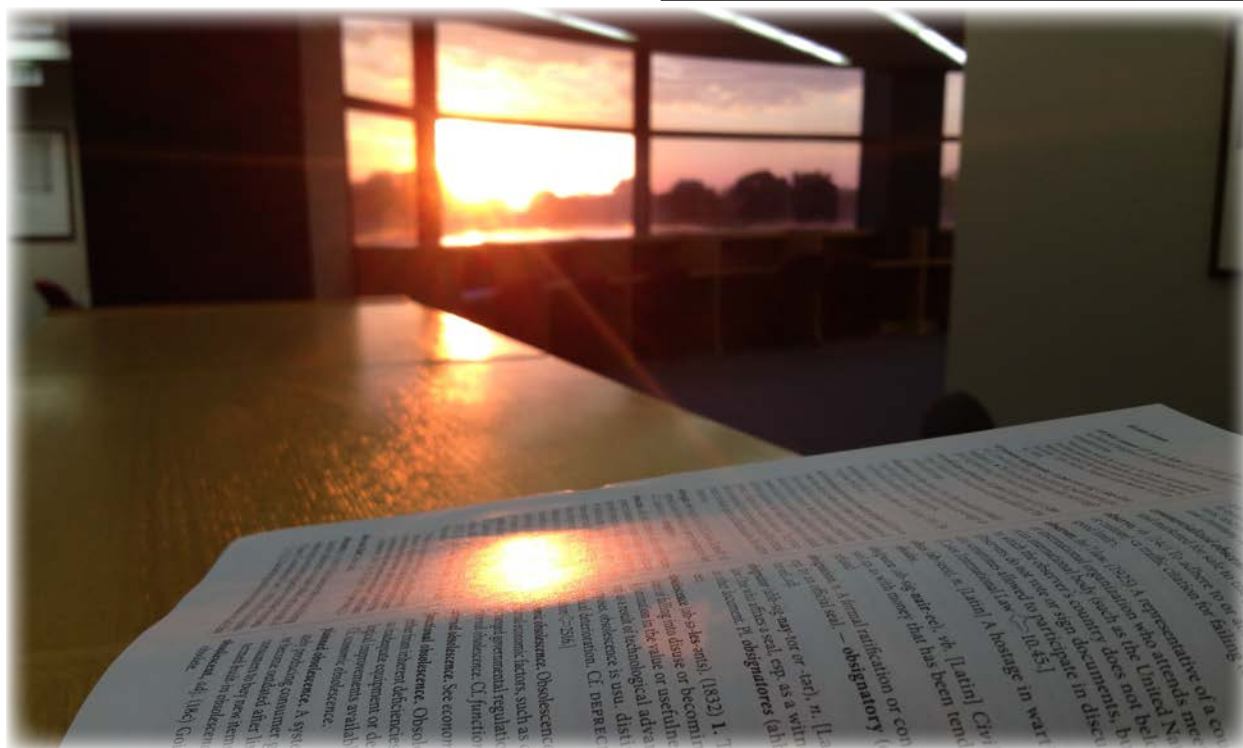


Photo by Matt F. Simpson, Circulation Coordinator, University of Arkansas at Little Rock, William H. Bowen School of Law Library.

# Blind Date with a Book

by Lacy Wolfe

*Ouachita Baptist University*

During the month of February, Library Lover's Month, the Ouachita Baptist University Riley-Hickingbotham Library held a "Blind Date with a Book" promotion.

This event has been held at several public libraries with success, so the promotion was attempted at our small academic library. The premise of the program is that patrons will check out a book without knowing the title or author, but will be given a hint as to the genre. The books are wrapped in red tissue paper to ensure secrecy. The barcode is handwritten on a slip of paper and taped to the back of the book, so that it can be checked out. Once the patron checks the book out it can be unwrapped to reveal the identity of the book. The patron is provided with a "Rate Your Date" review card. The review card asks two simple questions with space provided for name and email address.

The program was promoted with flyers posted around campus and via Facebook. The program was introduced and then follow-up Facebook reminders were posted as the month went on. We got off to a late start and announced the program on February 12. Four pictures were posted on Facebook with the captions used to explain the program. The post was liked by 4 users, one who is not affiliated with the library or even Arkansas. There were three comments on the post, one by another out of state user who wrote, "I had to steal this idea and post it on our Twitter feed." A professor at OBU commented, "This is brilliant! I am so going to do this! ☺" and she stopped by the library to pick a date.

A total of 15 book "dates" were checked out. The participants were emailed the week of the drawing, reminding them to stop by the library and drop off their review cards. Seven review cards were returned. The drawing was held on the last day of February, and the winner was notified via email. Due to a limited prize budget, the winner received a Lauren Willig book, brownies, and cinnamon candies in a heart box. All the prizes, aside from the brownies, were purchased at the Dollar Tree. They were presented in red cellophane wrapping. The brownies were purchased from the deli at Wal-Mart. All told the prize cost \$7. The tissue paper used to cover the books was also purchased at the Dollar Tree, totaling \$3. The office supplies (labels, paper, tape, markers, and poster board) were readily available in the office and did not have to be

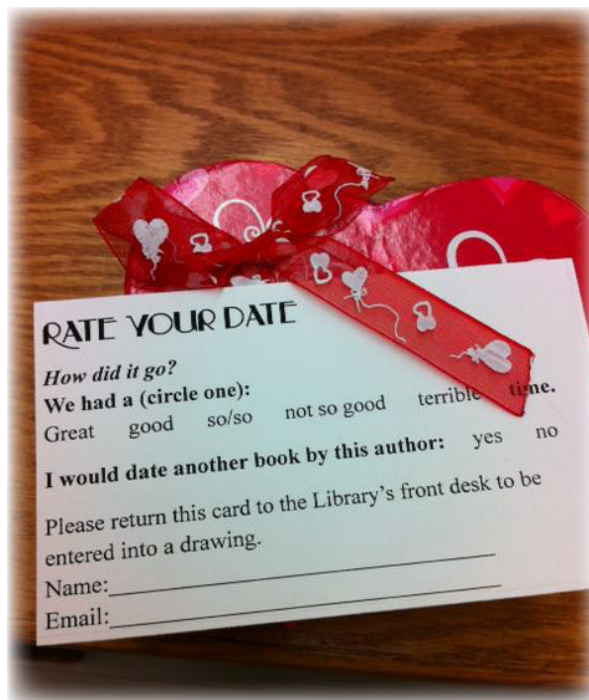
purchased.

Many of the ideas were borrowed from other libraries who have successfully implemented this program. See the following websites for pictures and more fun ideas:

- [tinyurl.com/pq6ck8v](http://tinyurl.com/pq6ck8v)
- [tinyurl.com/p6ggldmm](http://tinyurl.com/p6ggldmm) (creative wrapping idea)
- [tinyurl.com/onct98n](http://tinyurl.com/onct98n) (at a high school)

Lessons learned-- in the future, we might award more prizes, in order to increase enthusiasm for the program. The only participants were female, which wasn't totally unexpected, but perhaps an effort to attract more male participants could be made; however, I did notice a young man spend several minutes looking at the display and even pick up a couple of books to look at the genre sticker. This is a really simple program to carry out. In total we spent around three hours: the time it takes to pull books from the shelves, wrap them in tissue paper, and print the labels and flyers. It is a "nothing to lose" program for any library interested in increasing interest in the library and becoming a more noticeable presence on campus.

*Lacy Wolfe is Assistant Professor and Circulation/Reference Librarian at the Riley-Hickingbotham Library, Ouachita Baptist University.*



# Customer Service

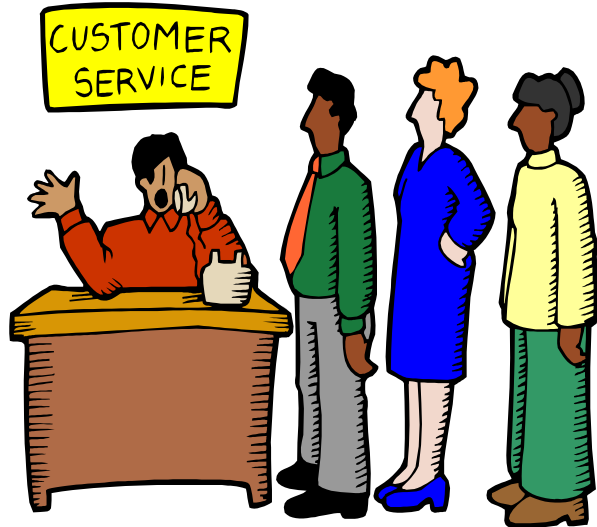
by Angie Meachum

Woodruff County Library

Regardless of the industry, if you have customers, you're in the customer-service business. Libraries purchase the best materials the budget can afford, but what benefit are those materials if patrons are not entering an inviting library environment that will ensure a repeat visit?

Good customer service is an essential element of a successful business. Good customer service attracts new customers and keeps current customers coming back for more. If you're looking for some "magic" to improve customer service in your library, the Disney Institute on Quality Service high standards can be applied to your library. Everyone at the library is responsible for customer service in order that on a daily basis the library anticipates and meets patron's needs ([www.disneyinstitute.com](http://www.disneyinstitute.com)).

The initial interaction patrons have when visiting the library will be their first impression of the library. This account by library staff was posted on the American Libraries Magazine website; "A few weeks ago, I happened to visit another library and was startled by the rude service from the front desk staff. I'd like to be sure that no one would say that about my library!" The old saying, "good service will keep one customer, but bad service will lose you ten," is true for libraries as well as business. With this in mind, many libraries are instituting programs leading to high expectations



in providing customer service. Basic customer service such as active listening, service with a smile, interaction, and exceeding expectations is a significant part of library public relations and contributes to the awareness of the value of the library. ([www.americanlibrariesmagazine.org](http://www.americanlibrariesmagazine.org)).

Giving patrons the extra attention that lets them know you care is part of the job, but there are days when you've given just about all you have to give and by the end of the day you feel drained, or irritated, or both. Chronic stress results in feelings of anxiety, self-doubt, a lack of focus, and fatigue, which is described as "compassion fatigue" in the medical community. Dealing with stress is crucial in regards to the quality of customer service that results in repeat customers. Explore ways to take care of yourself, so you can continue to show compassion and give your patrons the care they require ([www.compassionfatigue.org](http://www.compassionfatigue.org)).

During times of economic strain, statistics verify that library use increases ([www.library.arkansas.gov](http://www.library.arkansas.gov)). In challenging economic times, the library is needed more than ever; as library staff, we can develop a positive impact on patrons by practicing pleasant and reliable customer service.

Create a framework for consistently exceeding the expectations of your customers, and they will become consistent library users. As Walt Disney once said; "Do what you do so well that they will want to see it again and bring their friends."

Angie Meachum is the Branch Manager of the Woodruff County Library.







# Arkansas Library Association 2014 Board Nominations

President (2014 only)

-----  
(Nomination)

Vice President/President Elect (3 Year Term)

-----  
(Nomination)

## NOMINATION OF OFFICERS:

Mail-in nominations and/or a request for Absentee Ballots must be received by the Executive Administrator no later than 30 days before the annual meeting, (September 6, 2013). 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

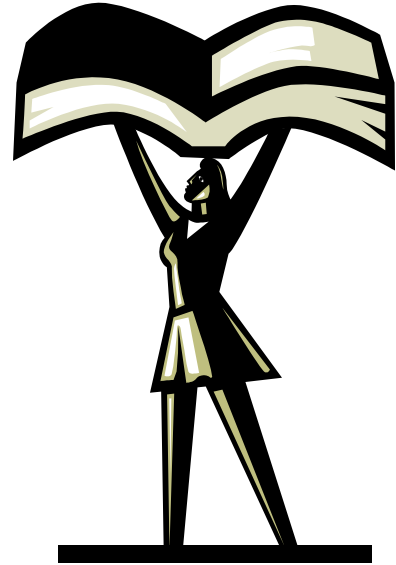
If absentee ballot is needed, please contact our office.  
Absentee ballots must be postmarked by **October 1, 2013** to:  
ArLA - Executive Administrator  
PO Box 958  
Benton, AR 72018

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

## **Duties of the ArLA President and Vice-President**

### **Duties of the President**

- Preside at all meetings of the Association and the Executive Board and the Executive Committee.
- Appoint chair and other members of the standing committees as listed in the Constitution and Bylaws; develop charge to committees; secure approval of the Executive Board for all chair appointments. The President should attend as many committee meetings as possible.
- Appoint such special committees as are necessary to conduct the business of the Association.
- Sign any contracts authorized by the Board or the Association.
- Sign statements authorizing payment of those bills which are required to be signed by the President.
- Serve as chair of the Executive Committee.
- Represent the Association where official representation is needed or requested.
- Send out a call to meeting to all the membership at least one month prior to the Annual Conference.
- Call meetings of the Executive Board and the Executive Committee.
- Call special meetings when petitioned by fifty personal members of the Association.
- Prepare the President's Message in Arkansas Libraries.
- The President will join, if not already a member, the American Library Association for the duration of the term he/she serves as President of the Arkansas Library Association.
- Maintain and publish calendar of Association meetings and activities.



### **Duties of the Vice-President/President-Elect**

- Act for the President during his/her absence.
- Maintain contact with the Association's committees, serving as the liaison between the committees and the Executive Board.
- Act as President if the elected President is unable to serve or resigns.
- Become President for the term of office immediately following expiration of the term as Vice-President/President-Elect.
- Serve as chair of the Nominating Committee.
- Submit the report of the Nominating Committee to the editor of Arkansas Libraries.
- Direct and oversee elections:
  - provide ballots in member packets at the annual conference
  - appoint tellers to assist in conducting elections and counting votes
  - provide absentee balloting procedures
  - announce results of the election
- Serve on the Executive Committee.

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