

# Florida Libraries



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*Volume 52, No. 2*

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A black and white photograph of a woman sitting on a sandy beach. She is wearing sunglasses and a long-sleeved shirt, and is holding an open book. She is sitting on a patterned blanket. In the background, there are some buildings and a fence.

## Thinking Outside the Book

Electronic Tools and E-Government • Orlando Memory • Twitter

E-Books • Bringing Preservation to the Forefront • The Front Porch Library

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# Libraries....

## Thinking Outside the Book

By Wendy Breeden

**A**mazingly, one of the most difficult things I had to do as FLA Vice-President/President Elect was to come up with a theme for the 2010 FLA Conference. I thought of



Wendy Breeden

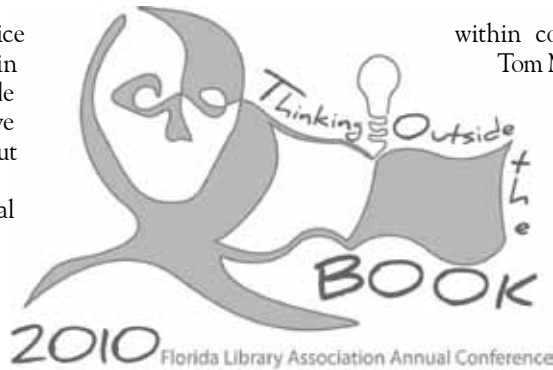
a few like "Better Together" that had already been used. Then the economy had me in the doldrums thinking of such gloomy phrases such as "Florida Libraries Hunker Down," "Florida Libraries Riding out the Storm," or ...cope?. Knowing those doom and gloom phrases wouldn't make any of us feel any better, I finally thought of "FLA 2.0." I shopped this slogan around in Tallahassee during FLA Library Legislative Day; many librarians liked it, but those in the know would say, "2.0 is old news, we're way beyond that." So, it was back to the drawing board.

On the drive back to Lake County from Legislative Day, I was listening to the NPR station in Gainesville and heard a terrific public service announcement for the Alachua County Library System that used the tag line "Thinking outside the Book." That was it! The slogan "Thinking outside the book," can encompass the new and creative, while recognizing that we may have to reinvent our libraries into smaller and more efficient organizations at the same time. The next day I e-mailed Alachua County Library Director Sol Hirsch and asked him if I could borrow his theme and, of course, he graciously said yes. I am honored to credit his staff member, Library Assistant Georgia Young, for coming up with the original slogan.

I find myself truly amazed at the wonderful ideas already coming out of committees this year. Creativity has been unleashed. Look for announcements of a video contest and a bookmark design contest. Wonderful ideas are already flowing in for next year's conference. I'm eager to let you know about some of those ideas, but that will have to wait for

a later date. Suffice it to say that in "thinking outside the book" we have not forgotten about the book.

The personal irony of the 2010 theme is that three months into my presidency, I'm not just "thinking" outside the book, I'm "stepping" outside the book. Because my boss, the Community Services Director, took advantage of an early-out program offered by Lake County during a hiring freeze, I was asked to step up as Acting Community Services Director, effective July 1 and to become the Director of a new Public Resources Department effective August 11, 2009. The new department will include Libraries, Parks, Public Lands, Extension Services, and Tourism. I'm excited about the synergies that can exist among these programs and look forward to my new role



within county government.

Tom Merchant, Assistant Library Services Director, will become the new Director of the Lake County Library System.

While I must distance myself from library services in some ways, I will

continue to stay committed and connected to FLA and the Florida library community. I am truly honored to be your president. FLA remains nimble, ensuring that in these tough economic times your professional organization will remain a great value for you, your libraries and your community. With the help of the many members serving on the executive board, committees, and member groups, along with our very able and talented Executive Director, Faye Roberts, we can all look forward to a stellar year for the Florida Library Association.

### Meet Wendy Breeden

I am a native Floridian as well as a native of Leesburg in Lake County. For the past four years my husband, son, mother-in-law and I have lived in the house where I grew up and my brother and his family live next door in a house that belonged to my grandparents.

I graduated from Florida State University with a B.S. in Fashion Merchandising. But after several years of being a glorified sales clerk, I decided to go back to school for a Masters degree. I chose Library Science because my mother was a librarian, I loved books and it was a one year program with no thesis. Honest!

FSU professor Doris Clack introduced me to cataloging and I fell in love with the art of original cataloging. My first job (and the most fun!) was as a cataloger at the Winter Park Public Library. But within two years I was Director of the Winter Park Public Library and I've been in library administration ever since. I had the opportunity to live in Naples, Italy, where I was librarian of the Naval Base library for two years. Our son Austin who was born in Naples is now at Daytona State College.

On weekends I love puttering around the house and garden. I belong to the Central Florida Camellia Society and have over eighty varieties of camellias in the garden.

My job has changed and I'm now learning about Parks, Tourism, Public Lands and Extension Services, but my passion remains 'libraries.' It's my belief that libraries of all types are more important than ever to our democratic society, but we face many challenges and I hope to stay around to help in every way that I can.



# Electronic Tools and E-Government Services

By Nancy Fredericks

**M**any federal, state, and local government agencies are closing offices and offering services exclusively online. Since public libraries provide free access to computers, inevitably many citizens go to the library in order to access the Internet to complete online government forms. The time required to complete online forms frequently exceeds the library's allotted Internet time. Because the forms are often difficult for citizens to understand, they feel pressured and frustrated. Therefore, librarians are asked to help complete forms and to provide extended time on the computers. Due to high demand for the computers, librarians cannot always extend patrons' computer access time.

## Unfunded Mandate

Additionally, some librarians have anxiety about advising patrons on how to complete online forms. Not only are librarians concerned about the legal liability associated with helping citizens complete forms, but the forms vary from agency to agency and librarians are not always familiar with the wide array of services for which citizens are applying. On a typical day, a librarian might be asked for assistance in applying for food stamps, completing immigration forms, and applying for unemployment compensation. Because each agency has its own online forms and process, librarians can spend a considerable amount of time with each of these queries. Today's reality is such that libraries are now providing services once handled by other government agencies. With tightening budgets resulting in library staff reductions, libraries are in no position to provide these additional services. Yet that is exactly what is expected. Basically, the government has imposed an unfunded mandate upon libraries.

The Spring 2008 issue of *Florida Libraries* featured an article "Community Leadership through Public Library E-Government Services" by Amelia Gibson, Charles McClure, John Carlo Bertot, Jessica McGilvray, and Jordan Andrade. The authors, researchers for the Information Institute at Florida State University, examined the issues surrounding

the provision of e-government services in Florida libraries. The key issues examined include: the shifting of the burden of government services from government agencies to public libraries; the cost to public libraries of providing these additional services; and the concerns regarding patron confidentiality and liability in delivering e-government services. The authors offer suggestions to public libraries on developing strategies to deal with these new demands and encourage librarians to assume a leadership role to influence the way in which e-government services are delivered. The Information Institute at Florida State University<sup>1</sup> works with libraries throughout Florida and is engaged in a number of initiatives supporting libraries, including e-government services.<sup>2</sup>

## Developing Best Practices

Pasco County Library System (PCLS) received an LSTA E-Government Initiative Grant and consulted with the Information Institute while implementing and evaluating the grant. PCLS is incorporating many of the recommendations listed in the above-mentioned article as it executes the activities outlined in the grant. PCLS is also testing and developing best practices that are intended to ease the burden on libraries and improve service to library customers.

## Dedicated E-Government Computers

Ideally, libraries should dedicate computers for e-government use only. Using e-government grant funds, PCLS purchased laptop computers, which are dedicated solely to e-government use. However, libraries with limited funding are struggling to find ways to dedicate computers to e-government use or to extend time on their public access computers for e-government patrons. The dedicated computers are set up so the user has unlimited or very generous time limits. Of course, e-government activities are occurring daily on other public computers, but dedicated computers allow library staff to provide better service to patrons who are novice computer users or those who need assistance navigating complicated forms.

It is advantageous to place a telephone near the dedicated computer for patron use or



at least to relax the library's cell phone policy for patrons using this computer. Patrons completing forms often need to call someone at home to provide them with more information. They may need to call an agency in order to obtain information needed to complete forms.

Ideally, the dedicated computers will be located near the information desk, so the library staff can readily assist the patron as needed. Additionally, the staff member is able to ensure that the patron is using the computers for e-government purposes.

Some libraries may choose to use software that limits the Web sites that can be accessed at this computer. Libraries should consult their information technology department to determine the best software for their system. Limiting access to Web sites may become a problem if the library neglects to include access to free e-mail sites. Some forms require applicants to be notified about benefits by e-mail, and they will therefore need to create and access e-mail accounts.

A dedicated computer helps libraries identify e-government patrons, which is beneficial to the library in several ways. It allows library staff to easily identify a patron who may need additional help. It also allows the library to keep track of the types of e-government activities taking place as well as the amount of time that is dedicated to them. Keeping data on e-government transactions helps libraries show funding sources that they are providing important services to their community. The data can be used to demonstrate to government decision-makers that library staff is indeed performing the duties that were once performed by other agencies.



## Calculating Costs of E-Government Services

In "Community Leadership through Public Library E-Government Services," the Information Institute recommends that libraries calculate the costs of providing e-government services. With the guidance of the Information Institute, PCLS developed two ways to calculate the costs. The Information Institute created a librarian log (reference query log). Staff members record the type and length of each e-government transaction. The data from the librarian logs are compiled monthly and recorded on spreadsheets. Additionally, all library staff members record on their time reports the time spent on e-government activities, including training and assisting patrons. The library's accounting department multiplies the time spent on e-government activities by each staff by their wages to determine the personnel cost of providing these services. The data is provided to the State Library and Archives of Florida as well as to the local government. This data helps to assess the impact and cost of providing e-government services and also serves to confirm the library's value in the community.

## Training for Library Patrons

Often patrons needing e-government assistance have limited or no knowledge of how to use a computer. Libraries have traditionally offered computer skills classes, but as they experience budget cuts and staffing reductions, many libraries are no longer able to offer these classes. Many library staff members provide computer instruction to the patron

"on the fly"

while patrons are completing forms. Other libraries have volunteers available to help patrons and to provide printed instructions for using a computer or applying for benefits.

One solution for self-motivated patrons is to provide self-directed training. PCLS developed an electronic toolbox for novice computer users. The toolbox consists of three electronic tools. The first tool is a video created by PCLS. The library staff member opens the video on a computer screen so the patron can view it without having to touch the computer. The video shows patrons the different parts of the computer (keyboard, mouse, desktop, etc.) and provides simple instructions on how to use the computer. After the patron views the video, a staff member locates the second tool in the toolbox, a mouse tutorial such as the "Mousing Around Mousercise".<sup>3</sup> Once the patron practices and is comfortable using the mouse, the third tool is a link to the Goodwill Community Foundation's free tutorials <http://www.gcflearn.org>.<sup>4</sup> The Goodwill Community Foundation Web site provides tutorials on setting up an e-mail account, searching the Internet, and more. The patron using the basic computer skills toolbox is granted extra computer time, as it is hard to learn to use a computer under rigid time constraints.

Libraries can provide training to patrons on how to navigate government Web sites and forms. Formal instruction on completing online forms can be provided in person

or electronically. Some libraries offer classes on how to apply for a free cell phone, food stamps, etc. Others ask government and social service agencies to offer workshops at the library. PCLS partnered with the local Florida Workforce Board (Career Central) to offer workshops for job seekers. Other libraries have had successful partnerships with the Area Agency on Aging, the local public health department, and the Florida Department of Children and Families. Patron instruction can also be provided via a multimedia tutorial. Some government and social service agencies such as the Social Security Administration and the Florida Department of Children and Families offer video tutorials on their Web sites. PCLS, with the help of University of South Florida intern Catherine Cottle, created an online tutorial on how to use the Access Florida Web site to apply for Medicaid.<sup>5</sup>

## Organizing E-Government Services

Libraries are developing a wide variety of tools to help staff and the public access government Web sites. PCLS developed an Online Government Services Web page (<http://pascolibraries.org/egovt.shtml>) that includes frequently accessed e-government Web sites; a categorized list of government and social service agency Web sites; links to the Florida Legislature; methods to contact legislators; an outreach calendar; an e-mail form for scheduling one-on-one appointments with the PCLS E-Government Services Manager; and a link to the PCLS E-Government Blog.<sup>6</sup> The blog, a free resource to libraries and patrons, provides information about services available through local, state, and federal agencies.<sup>7</sup>

*continues on page 6*

**"The demand on libraries to provide e-government services continues to increase as the economy falters and funding to agencies is cut."**

The Orange County Library System (Florida) has also developed a comprehensive e-government Web site.<sup>8</sup> The Orange County Web site also provides links to frequently accessed e-government sites; a categorized list of government Web sites; and a list of frequently asked e-government questions.

### Confidentiality, Privacy, Policy and Level of Service

As recommended by the Information Institute, PCLS developed an E-Government Service Assistance Policy.<sup>9</sup> While developing the policy, PCLS consulted with the Information Institute and the Pasco County Attorney's Office. Other libraries have adopted this policy in its entirety or have used it as a guideline for developing their own policies. The PCLS policy establishes the levels of e-government services libraries choose to offer and addresses liability and privacy concerns.

The State Library and Archives of Florida is consulting with Mary Minow regarding e-government and liability issues. Minow, a library consultant with LibraryLaw.com, is the co-author with Tomas Lipinski of *The Library's Legal Answer Book*.<sup>10</sup> She is in the process of developing a report for the State Library and Archives of Florida that will be available in October. In the meantime, she provided Florida librarians with the following guidelines:

- Libraries should have verbal and written disclaimers (especially as part of an Internet user agreement)
- Librarians should not help users fill out forms that require co-signatures (e.g. Florida family court forms that require signatures by person who helps user fill out form and/or that comes with a requirement to keep the forms for six years)
- Librarians should not select forms for users – it is acceptable to help them use an index of forms, but selection is up to user (per Florida Bar Association unauthorized practice of law department)
- Librarians should not type in personal information, especially Social Security numbers and passwords<sup>11</sup>

Libraries throughout Florida vary in the level of e-government services they provide. Some Florida libraries have decided not to provide e-government services to their patrons, while others see the provision of e-government services as a core service.

### Collaboration and Staff Training

The Information Institute recommends that libraries collaborate in order to share resources, solve problems, and avoid duplication of efforts. The State Library and Archives of Florida established an e-government work group that meets monthly via conference call. PCLS as well as other libraries in Florida participate in the work group calls. Much of the activity of the work group is discussed on the Florida E-Government e-mail list.<sup>12</sup> Additionally, PCLS staff presents workshops online and in person throughout Florida. The e-government work group is actively accessing tools and methods to improve the provision of e-government services in Florida libraries.

PCLS and other libraries in Florida have been collaborating with government and social service agencies. This collaboration has resulted in training for library staff and patrons as well as raising awareness of the vital role libraries play in the delivery of e-government services. Florida libraries are engaged in numerous partnerships with agencies such as the Department of Children and Families; Florida Workforce Boards; the Social Security Administration; the Florida Department of Health; the Florida Department of Elder Affairs; and county and city government agencies. PCLS and other libraries in Florida are forging relationships with local agencies in order to position themselves as leaders in the provision of e-government services. As leaders, libraries can influence the direction of e-government policies and funding.

### Conclusion

The demand on libraries to provide e-government services continues to increase as the economy falters and funding to agencies is cut. An undue burden to provide e-government services is placed on libraries, which are already suffering from budget cuts and reduced staff levels. Librarians need to communicate with government decision-makers

to let them know that libraries are offering valuable services to the community, but lack the funding necessary to do so efficiently. The State Library and Archives of Florida, the Information Institute at Florida State University, and libraries throughout the state are developing and sharing tools and methods in order to ensure Florida residents receive timely and effective access to government benefits and services.

*Nancy Fredericks is E-Government Services Manager for the Pasco County Library System.*

### Notes

- 1 Information Institute at Florida State University <http://www.ii.fsu.edu>.
- 2 Amelia Gibson, Charles McClure, John Carlo Bertot, Jessica McGilvray and Jordan Andrade, "Community Leadership through Public Library E-Government Services," *Florida Libraries* 51 No. 1 (Spring 2008).
- 3 "Mousing Around Mouserice," Palm Beach County Library System, <http://www.pbclibrary.org/mousing/mouserice.htm>.
- 4 "Free Online Learning," Goodwill Community Foundation. <http://www.gcflearnfree.org>.
- 5 "How to apply for Medicaid using Access Florida Website," Pasco County Library System. <http://pascolibraries.org/aaa/medicaid.wmv>.
- 6 "Online Government Services," Pasco County Library System. <http://pascolibraries.org/egovt.shtml>.
- 7 "PCLS E-Government Services Blog," Pasco County Library System. <http://pclsegov.blogspot.com>.
- 8 "eGovernment," Orange County Public Library. <http://www.ocls.info/virtual/tutorials/egovernment/default.asp>.
- 9 "E-Government Service Assistance Policy" Pasco County Library System, <http://pascolibraries.org/policies.shtml>.
- 10 "Mary Minow" LibraryLaw.com, <http://blog.librarylaw.com/about.html>.
- 11 Mary Minow, e-mail message to author, July 6, 2009.
- 12 "Egovlib Florida E-Gov Email List," Tampa Bay Library Consortium. <http://lists.tbtc.org/mailman/listinfo/egovlib>.



# Buildings Rise and Fall

By Nancy Pike

**J**ust as many personal homesteads have been challenged by wild real estate fluctuations, Florida's historic architecture has also been affected by land booms and bursting bubbles in our state. In the late 19th century, Henry Flagler helped initiate the first land rush by pushing his railroad into south Florida, building or acquiring hotels along the way, then promoting the new "Riviera" of North America. Whitehall, his home in Palm Beach, was one of the many mansions that have sprung up during such expansion periods.

Some of these historic buildings have eventually been the victim of new development, but a few have been saved, as was Whitehall, by establishing a supporting foundation that has opened the house to the public. Others escaped destruction through public acquisition; for example, Vizcaya in Miami is now owned by Dade County, and Ca d'Zan, in Sarasota, by the State of Florida. A few have been salvaged through private acquisition like Flagler's St. Augustine hotel, the Ponce de Leon, which was sold to Flagler College in 1967.

## Hotel Ormond

Another of Flagler's hotels was not so fortunate. He purchased the two-year-old Hotel Ormond in Ormond Beach in 1890, bringing his railroad right to the door. After years as a successful hotel, it did not weather the Depression well and it eventually became a retirement hotel. After numerous attempts to save it, Hotel Ormond was demolished in 1992. Only its cupola remains as a sign of what was once a signature landmark.

## Mar-A-Lago

Marjorie Merriweather Post's Palm Beach estate Mar-A-Lago was completed in 1927. Although she bequeathed it to the Federal Government in her will, it was sold and is now a private club owned by Donald Trump. Vizcaya, Whitehall, Mar-A-Lago



## Read On!

*The Architecture of James Gamble Rogers II in Winter Park, Florida* by Patrick McClane and Debra McClane. University Press of Florida, 2004.

*The Architecture of Leisure : The Florida Resort Hotels of Henry Flagler and Henry Plant* / Susan R. Braden. University Press of Florida, 2002.

*Boca Rococo: How Addison Mizner Invented Florida's Gold Coast* / Caroline Seebom. Clarkson Potter, 2001.

*Florida Treasures: Celebrating Florida's Historic Architecture* by Vivian Young. The Florida Foundation for Architecture, 1996. Online at [http://www.aiafla.org/Foundation\\_Projects-and-Grants.cfm](http://www.aiafla.org/Foundation_Projects-and-Grants.cfm)

*Florida's History Through Its Places* by Morton D. Winsberg. University Press of Florida, 1997.

*Florida's Vanishing Architecture* by Beth Dunlop. Pineapple Press, 1987.

"Heritage Trail: A Windshield Survey of Florida's Historic Architecture" by F. Blair Reeves. Florida Association of the American Institute of Architects. Published as part of the Jan/Feb 1970 issue of *The Florida Architect*.

Paul Rudolph Foundation  
<http://www.paulrudolph.org>

*The Preservation of Historic Architecture: The U.S. Government's Official Guidelines for Preserving Historic Homes* by Department of the Interior. The Lyons Press, 2004.

*Sarasota Modern* by Andrew Weaving, Rizzoli, 2006.

and Ponce de Leon are named National Historic Landmarks.

## Boca Raton

During the Florida land boom peak in the 1920s, self-taught architect Addison Mizner set up a syndicate intending to turn Boca Raton into the "perfect resort city." By 1926, the development bubble was already losing air so the project was never fully realized. Many of his Mediterranean Revival style buildings have been demolished; among those that remain, the famous Boca Raton Resort and Club stands as an example of his work.

## Ca d'Zan

Circus magnate John Ringling was also apparently taken unawares by the coming collapse, as he completed his grand house Ca d'Zan in December of 1925. Although his financial affairs were in disarray at his death in 1936, he ensured the preservation of his house and nearby Ringling Museum of Art by bequeathing them to the State of Florida. Ca d'Zan is on the National Historic Register and both are open to the public.

During the 1930s and 40s, James Gamble Rogers II of Winter Park designed many homes in the Mediterranean style. On a charming boat tour through the city's canals, one can still see many of these homes. He also designed Olin Library at Rollins College in Winter Park and the Florida Supreme Court Building in Tallahassee.

## Sarasota School

Paul Rudolph partnered with fellow architect Ralph Twitchell during the 1950's boom, during which time they developed a style of bold angular lines that became known as the Sarasota School of Architecture or Sarasota Modern. Some of the "Sarasota School" buildings still survive, but despite being on the National Historic Register, Riverview High School in the city of Sarasota fell to the wrecking ball just this year after a tumultuous community rankle over its survival.

Nancy Pike is past president of FLA.

# Orlando Memory:

## Capturing Community Memories

By Donna Bachowski

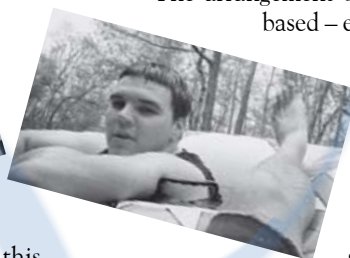
**M**any libraries have some sort of a local history collection – a few books of area history, a few local church history books, or perhaps an “Images of...” book. While these are great resources for learning about the history of an area, the reader is often left unsatisfied. What do you have for the customer who wants to know about the daily life or popular culture of the area?

The Orange County Library System's (OCLS) answer is the Orlando Memory Project. Orlando Memory captures the personal histories of people in Orange County, using their own words and images. This project builds community memories directly from the community members, using innovative technology as a tool to capture memories new and old.

### Basket of Community Knowledge

The Horowhenua Library Trust (New Zealand) wanted to develop a digital library containing the arts, culture, and heritage of the people of Horowhenua. The open-source software de-

veloped for this project, Kete, is named for the Maori word for basket, suggesting that community members will together build a basket of community knowledge.



Beginning in 2007, OCLS began exploring ways to work with the community to develop a user-generated digital archive of local memories and information. Combined with OCLS' interest in open source software, Kete was a natural fit.

### Shoebox Memories

Utilizing a Web 2.0 application was very important. OCLS is actively involved in Central Florida Memory, which shares the historical resources held in local institutions, but the content is generated from official records and other published work. As an independent project, OCLS wanted to gather individuals' memories or what is known as “shoebox memories.” Most people have a shoebox tucked somewhere that contains their special memories – a corsage, a ticket stub, snapshots, and so on. The hope was to work with the community to share those special memories, and by doing so, to create a rich community history, representing not just big events, but also many local or smaller events. These memories are personal, and as such, individuals are more likely to post them directly, as opposed to having them go through “official” approvals. The library did not want to undertake the role of being

### Tagging Content

The arrangement of the content is topic based – everything is in one big basket, and material is found through keyword searching, tag searches, or browsing materials that are linked together. In an unstructured environment like Orlando Memory, tagging is an important component. Again the project relies on community members to tag the content in ways that make sense to them. For librarians who are accustomed to having well defined designations for topics, it was a challenge for some to relinquish control of this. Staff members are encouraged to tag content and community members are actively tagging also.

OCLS contracted with a third party to develop a moderation module for Kete. This module allows staff to review pictures, audio, video, and topic entries before they go live on the site. This provides assurance that inappropriate content will not be posted. Discussions and comments are not moderated, but there are methods in place for users to report inappropriate content. The moderation process is simple and takes just a few seconds for each item.

### Orange County Library Memorabilia Uploaded

To begin with, approximately one hundred items related to the history of the Orange County Library System, including old photos, postcards, newsletters, and correspondence, were digitized and uploaded. These materials served a dual purpose: they allowed staff to experiment with the process, and they serve as an inspiration for community members for how they can participate.





## Customizing Software

When work began on Orlando Memory, the software was still in a very early development stage. The two major challenges were that the group of developers working on the software were based in New Zealand, and as with most open source software, users are dependent upon the community of developers for fixes and upgrades. For instance, early on in the testing, staff discovered there was a significant compatibility issue with Internet Explorer (IE). However, according to the developers, IE is not heavily used in New Zealand and, as such, the fix was not a priority.

In initial testing and usage stages, the testing team discovered a number of unexpected issues with bugs. On one occasion, it was

chased two good quality scanners that handle everything from photos and documents to slides and negatives quickly and with incredible quality. The scanning events are fairly straightforward – the scanner is connected to a laptop with a USB cable, and staff work with customers to scan the materials they bring in. This also gives staff the opportunity to work with customers individually and to demonstrate the uploading and tagging processes. The response from customers at these events is great. The scanning equipment has also been taken to outreach events, and the Orlando Memory Team will be continuing with both in-house and outreach events. By removing as many roadblocks as possible, every community member is able to participate.

## Publicizing Orlando Memory

The library is introducing the community to Orlando Memory in many ways. In addition to traditional publicity pieces (bookmarks, announcements on

ries, the staff representative asks a community member one of several questions, such as “What is one place you wish was still here?” or “What is your first memory of Orlando?” Participants are also given the option to record their memory on a Flip video camera – again, easy to use and easy to upload. The appeal of sharing these memories is huge. OCLS has invited local political figures to share their memories via brief video recordings, answering the same types of questions mentioned above.

The community members are adding quite a variety of content. Users can browse an E-ticket from Disney, a 1932 map of Orlando,

**“Orlando Memory captures the personal histories of people of Orange County, using their own words and images.”**

a 1920’s “City Beautiful” brochure, and a letter from Melvil Dewey to the Orlando Library Director. They can listen to recordings of bands performing at Church Street station, or join in a discussion of favorite (but no longer existent) restaurants. Orlando

Memory has given

OCLS the opportunity to

connect with the community in a new and exciting way. It is rewarding to be able to gather local history, as recorded by the people who lived it. Through this project, OCLS is helping members of the community share common experiences and interact in new ways. Using innovative technology paired with the natural instinct for storytelling, OCLS is making it possible for every community member to share his or her story.

Visit Orlando Memory at [www.orlando-memory.info](http://www.orlando-memory.info).

*Donna Bachowski is Department Manager, Reference Central in the Orange County Public Library System.*

**“As an independent project, OCLS wanted to gather individuals’ memories or what is known as “shoebox memories.”**

sadly discovered that deleting one specific item actually deleted everything in Orlando Memory, wiping out hundreds of items and many weeks of work. While these bugs were frustrating, the testing team recognized that OCLS was among the first organizations using this exciting product, and in a greater sense, helping to fine tune Kete. With a lot of work from the great community of developers, Kete is now a stable software with very few bugs.

## Acquiring Content

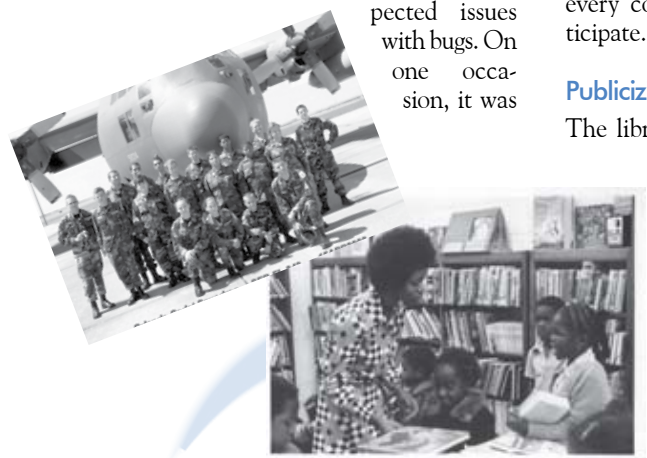
Next came the really exciting part: the ability to focus more on outreach and community awareness. One of the biggest challenges faced by community members is being able to convert their memorabilia into digital format, typically .pdf or .jpg, so that it can be uploaded. To alleviate this, staff hosts “scanning events” at several branches. OCLS pur-

the OCLS Web site and monthly newsletter), staff wear buttons, distribute business cards with talking points on how to use Orlando Memory, and attend outreach events, such as the local Senior Expo. OCLS is also encouraging churches, schools, businesses, and other groups to post their history to the site.

## Adding Oral History

The newest area of Orlando Memory is in its initial stages: recording brief oral histories – conversations focusing on how and why people came to Orlando and how it has changed since they arrived.

Using a basic USB microphone and the free Audacity recording software, staff members are able to record community members’ “mini memories.” These “mini memories” are two to three minutes, and typically focus on one specific event. To capture these memo-



# E-Books: The Past Is Not the Future

by Cecilia Botero, Steven Carrico,  
Claire Dygert, and Paul Lightcap

**A**ny productive discussion of e-books within libraries must be grounded in practical concerns, both about expanding access and contracting budgets. Increasingly many academic libraries are committing a greater



percentage of their materials budgets to pay for electronic resources, while compensating for inflationary price increases, and at the same time, facing cutbacks or dealing with flat materials budgets. Accompanying this trend in reduced buying power is an increase in demand by patrons for access to content, especially electronic content. While part of this body of patrons asking for immediate access to content is the more predictable contingent of distance learners, on-campus faculty and students are also clamoring for more content to be available at any time, from any location.

Libraries, of course, have been working to address this growing demand for electronic resources. Indeed, from the challenges posed at Cornell University's Janus Conference<sup>1</sup>, to the responses of the Janus Challenges Task Forces representing the Florida's Council of State University Libraries (CSUL)<sup>2</sup>, libraries in Florida are recognizing the changing nature of library collections, in terms both of making more available online and in finding ways of reducing unnecessary duplication of expenditures. All too often, though, work towards resource sharing, especially regarding e-monographs, was squarely in the world of theory alone. Libraries contending with existing and restrictive e-book purchasing

*"Florida's college and academic libraries and e-book content providers must work together to build new models that allow users convenient access to e-books at an affordable cost."*

models—especially of large, pre-selected packages of titles—too often leads to little or no consortial action.

An e-book preconference held in Tallahassee in March 2009 was grounded in an understanding of these issues. Its intent was to spark conversations between academic librarians across the state, and between librarians and vendor representatives, with the ultimate goal of producing meaningful, practical models for shared purchasing and shared access.

## Impetus for the E-Books Preconference

The e-books preconference was held as a lead-in to the Collection Development & Resource Sharing Conference (CD/RS) at Florida State University.<sup>3</sup> The preconference, titled "E-Books: The Past is Not the Future," brought together librarians from Florida's three systems of higher education—the State University System (SUS), which is supported by the Florida Center for Library Automation (FCLA); the Florida College System (FCS), which is supported by the College Center for Library Automation (CCLA); and the Library Group of the Independent Colleges and Universities of Florida (ICUF). The three groups had begun discussions on expanding cooperative e-resource licensing throughout

the state, and one of the first possibilities considered was a state-wide e-book package. Although dropped due to budget constraints, the groundwork for cooperation was laid and served as an impetus for the preconference.

The motivation behind an e-books preconference also emerged from work performed by the Collection Planning Committee (CPC), which expanded on the challenges posed at the Janus Conference. As detailed by its leader, Ross Atkinson, the Janus Conference's "challenges" were primarily meant to develop new collection development strategies for the digital age.<sup>4</sup> In Florida, task forces representing college and academic libraries met to deliberate the resource-sharing goals developed at the original Janus Conference to determine how they could be implemented in the state. In exploring collection-development strategies, collaborative e-book purchasing came up in several task-force discussions as a practical method of resource sharing.

Another influence for developing an e-books preconference arose from the results generated by the CPC's WorldCat Collection Analysis project, which examined monographic holdings in the SUS libraries.<sup>5</sup> The findings of this project revealed considerable overlap in content within the SUS libraries, with two or more SUS libraries owning the same monograph in many cases. The project data fueled the notion that acquiring a single e-book title to serve multiple institutions was far more practical than each library purchasing an individual print copy of its own. Finally, given the interest in e-books from numerous quarters, the time seemed right to bring together as many stakeholders as possible within the state to discuss the opportunities for resource sharing that cooperative e-book purchasing might provide.

## Conference Goals

The goals of the E-Books Preconference were established and shared by e-mail with preconference registrants:

1. Develop the ideal purchasing models for collaborative e-book acquisition across the state's higher academic community.
2. Establish best practices for e-book ac-

quisition practices when working with e-book aggregators, publishers, and approval vendors.

3. Identify how various e-book models might function to address reference core collections and non-reference core collections.
4. Explore how participation by different communities within the state might affect those models.
5. Improve communications between the state's colleges and academic libraries, including the State University System, Florida College System, and the Independent Colleges and Universities of Florida.
6. Provide vendors representing a book jobber, an e-book publisher, and an e-book aggregator the opportunity to respond to the models and best practices developed in the program.

The all-day program was split into two distinct parts. The first consisted of a series of facilitated discussions between librarians to establish workable models for e-book purchasing, especially at a consortial level. The second part of the preconference brought together librarians with several vendor representatives who were invited to respond to—and perhaps debate—the outcomes of the earlier discussion sessions.

### Session I: Past Failings and Future Solutions

The main thrust of the session was to inspire dialogue and feedback from the preconference participants. To better solicit discussion on the past and current use of e-books in libraries, a preliminary document was drafted with a series of statements highlighting the improvements seen in the e-books being offered today versus the e-book products of the past. (See Table 1) This document was sent to each preconference participant along with discussion questions and the goals of the program to help with preparation and to give them an idea of the scope of the session. At the session, the facilitators and participants together created a final ten-point discussion guide, "Discussion Questions & Summaries," which was shared later with the vendor representatives. (See Table 2)

By session's end, two issues were repeatedly brought up by participants during the lively discussions. One concern was with the e-book products and services being offered by vendors and publishers. Many participants expressed dissatisfaction with the e-book pricing models as well as with the services and

timeliness of e-books issued by publishers. Another point of focus concerned the need for libraries to improve their own marketing, usability, discovery, and collaborative selection of e-books.

### Session II: Putting Proposal into Practice

Discussions in Session II of the preconference expanded further on outcomes from the Florida Janus Challenges Initiative and the SUS WorldCat Collection Analysis (WCA) projects. As noted earlier, findings from the WCA had shown substantial duplication of monographic content between the holdings of the SUS libraries. This was particularly true in the subject disciplines of business and psychology, and a proposal to explore the creation of an e-book core collection as

an alternative to purchasing multiple print copies was in process. A similar proposal was made by the Janus Task Force on ProCon (Prospective Conversion of print collections to electronic) to systematically identify and convert print reference books duplicated between SUS Libraries into one shared electronic collection.

During the course of the session, participants were updated on the work of the task force and further discussion fleshed out the issues facing the proposals of the WCA project and the ProCon task force. The task force had concentrated its efforts on identifying methods for collaborative selection and determining a common infrastructure for sharing e-books. The SUS, FCS, and ICUF Libraries are not 'officially' recognized as con-

*continues on page 12*

**Table 1: E-Books Past and Present**

The Past	The Present
Platforms were often slow and difficult to use.	Platforms are faster and easier to use.
E-Books were usually more expensive than print.	E-Book prices are coming down.
Many e-books were issued long after the print versions were published.	Publishers are offering e-books much sooner after print publication.
Many patrons and researchers resisted using e-books.	E-Books are becoming more popular.
Many e-books were issued with incomplete content such as illustrations.	Increasingly, publishers are issuing e-book content that mirrors print.
E-Books could be read only through e-book provider's separate platforms.	The majority of e-books are still only accessible through separate platforms.
Licensing agreements for e-books often contained many restrictions on printing and ILL.	There are less printing restrictions and some e-book content is available via ILL.
Libraries did little to market or boost e-book discovery.	Discovery and marketing of e-books is improving.
Most libraries acquired e-books in bundled packages with few selection options.	E-Book providers are offering libraries more flexible purchasing models.
Multi-user access was seldom offered and e-books were not made available to consortia.	Multi-user access is a standard option and e-books are now being offered to library consortia.



## Table 2: Discussion Questions & Summaries

*What model or service can turn the negative aspects of e-books past into a positive for the future? What issues of selection, marketing, usability and discovery need to be addressed?*

1. Improving the usability of e-books is key. What can e-book providers do to improve usability and the platforms offered?

**Summation:** E-Book providers should be willing to provide content in a standardized format that is accessible through a non-proprietary platform, such as e-book readers and mobile devices. This content should have unlimited simultaneous access, and any DRM (Digital Rights Management) should not interfere with usability.

2. What is a reasonable amount libraries should pay for e-books? Should libraries continue to expect discrepancies in prices of e-books between disciplines?

**Summation:** Libraries need flexibility to create and negotiate pricing; for shared resources, reasonable multiplication factors should be applicable (e.g. 1.5 times 'list' price). Models might include pay by use (i.e. patron driven) or being allowed to purchase portions of content and not an entire e-book.

3. Too often there is an unacceptable lag time between when a print book is published and the e-book version is issued. In addition, the issue date for the e-book version is not publicized. How can libraries influence publishers to issue e-books prior to or simultaneously with print?

**Summation:** There should be no lag time between print publication and e-book availability.

4. E-Book sales are increasing dramatically on Amazon and other proprietary Web sites. People are using and reading entire books on new e-book readers that offer portability and improved legibility. Are libraries and faculty being too stubborn or slow to adapt?

**Summation:** Not necessarily, but the model for e-books needs to change substantially. See point 1.

5. Some e-books are issued without the same content provided in print, including photographs, tables, and illustrations. How can barriers or copyright restrictions on e-book content be addressed or removed?

**Summation:** Publishers need to ensure they have copyright to all published material — or the lack of copyright for electronic content — and be transparent in communicating this information to libraries.

6. Should e-book content be provided in formats compatible with any platform or e-book reader?

**Summation:** Yes, see point 1.

7. What are acceptable printing restrictions for library patrons? Should libraries be allowed to offer an entire e-book or content through ILL? How important an issue is it for libraries?

**Summation:** Printing options should be negotiable and flexible; the minimum amount allowed should be a chapter (perhaps offer unlimited printing); vendor should provide access options for ILL.

8. How can libraries improve discovery of e-books? What are some viable ways libraries can market e-books to patrons? Should libraries check-out e-book readers such as Kindle or Sony to patrons?

**Summation:** Records should be available in OPAC; publishers, etc. should provide FREE MARC records with Table of Contents links and other metadata. Should libraries get e-books in exchange for providing more elaborate cataloging records? Vendors should provide content via the Web instead of through proprietary hardware.

9. What selection and purchasing methods would libraries like to see? Will libraries be able to 'bundle' their own titles instead of purchasing content that is not wanted?

**Summation:** Libraries should be able to select and bundle their purchases; libraries should have multiple purchasing models to choose from; and libraries should consider bundling 'core collections' with e-book providers.

10. What consortial purchasing models should libraries adopt for e-books? How can libraries and consortia make the most of their collaborative e-book sharing?

**Summation:** We agree that shared e-book collection development is necessary and we are committed to pursuing a variety of purchasing models across FCS, ICUF, and SUS. Collaboration equates to more leverage in negotiations which will result in better deals and pricing for shared e-book purchases.

sortia by the state, which means libraries will have to volunteer to participate in building and sharing e-book collections. The main obstacle to this collaboration could very well be that there is not a central budget to use for funding a shared collection, although a shared catalog of library collections exist in both the SUS and FCS systems and would provide the framework for logistically sharing e-books across the state.

Participants also noted that it is still unclear whether libraries will have to give up local practices and agree to standardization in the long term. For example, the lack of standardized coding of acquisitions records among the SUS libraries has proven to be a problem in identifying standing orders and reference works that are currently duplicated system wide. Yet another barrier will be to find a mechanism to keep shared e-reference collections up to date, with new editions purchased as necessary and superseded editions dealt with appropriately. Several participants stated the logic of establishing a centralized e-book approval plan, although others were concerned about relinquishing local selection control. In the end, Session II showed the issues regarding collaboration of e-books are unresolved, but the conversations that took place were positive and useful going forward.

### Session III: Putting it All Together

This session was originally conceived as a program where facilitators and participants working together would define models for shared e-book licensing. The idea was that a baseline model would be developed for the SUS, and later extended to incorporate the needs of the FCS and ICUF institutions. Instead, it rather spontaneously turned into a discussion of the philosophical and cultural issues of whether or not the three systems had the will to join together in such an effort. When the Session facilitator queried the group with the question, "Do we have the will to do this?" the overwhelming vote by the participants was "Yes!" Most everyone in the audience agreed that academic libraries in Florida should investigate cooperative collection development and work with vendors to develop consortial pricing models. The hurdles revealed in discussions during the first two sessions were acknowledged and summarized. These include the lack of an existing method for centralized cooperative purchasing and possible reluctance to accept one book jobber/approval plan to manage some of the consortial deals. It was recognized that more and better data will need to be gathered on existing collections and curriculum in order to make informed choices. The

participants also observed that negotiations and pricing for e-book collections must take into account knowledge gleaned from existing statistics on e-resource usage and circulation statistics, and should include variables for the level of anticipated use. In addition, vendors must be willing to think outside the box and be willing to develop new pricing models that are suitable for libraries facing budget restrictions.

### Session IV: Vendor Panel

This portion of the program allowed representatives from Elsevier (an e-book publisher), MyiLibrary (now Ingram Digital, an e-book aggregator), and Blackwell (a book/e-book jobber), to respond to the discussion guide created in Session I. (See Table 2) Each of the vendor representatives responded in turn to the challenges posed in the discussion guide and expressed a commitment to partnering with libraries to construct a workable, flexible model for consortial e-book acquisition.

Preconference participants had identified a lack of a standard data format for e-books as a significant hurdle to access; all vendors acknowledged this issue, affirming their interest in presenting e-content in a standard format. The vendor representatives also acknowledged a need for more reasonable prices for e-books and offered various alternatives, but all confirmed the need to develop pricing models to attract and benefit consortial purchases.

Beyond single title purchasing, many libraries expressed a desire to construct their own collections of e-books which they identify as "core collections" to share across consortia. Though vendor support was not universal, a number of the vendor representatives agreed that an institution's—or consortium's—ability to build and share e-book packages was a model likely to be a future option.

Vendor representatives acknowledged the impediments to easy access and barrier-free sharing of electronic content, but they all expressed a fundamental agreement with the need for standard data formats, flexible pricing models, simultaneous release of e-books and their print counterparts, workable methods for consortial purchasing, and the resultant sharing of access.

### The Future of Shared E-Books

At the preconference wrap-up, many issues regarding the future of shared e-books were debated. One participant suggested that the experiences libraries gained in managing the popular upsurge of e-journals would have important implications for e-books, and a number of lessons learned might be applied at

an earlier stage of the e-book transition. The discussion following this premise offered several threads. First, the pricing and bundling model created for e-journals is proving to be unsustainable over a long period of time, particularly when libraries encounter declining resources. Sustainable financial pricing and sharing models for e-books must be developed by publishers and aggregators, and it must be acceptable for libraries in the long term. All parties need to understand that it is mutually beneficial to create these pricing and sharing models. Second, the initial move from print journals to electronic journals amounted to simply duplicating what existed in the print world, and it took many years before the publishers and journal providers began to take full advantage of the online environment. Libraries are realizing that they can now share resources such as e-books in new, creative ways that improve access to more content rather than redundantly paying for similar materials.

There are a myriad of added value capabilities that are possible for e-books in the future, and they require that librarians re-think the traditional roles of collection management. Librarians will no longer merely choose content; they will have to work with publishers and vendors to suggest format and pricing models. Librarians will need to become brokers and agents as well as selectors. In an era of tight budgets when they must constantly justify material expenditures, librarians must be more proactive and employ usage statistics and usability studies to ensure that the e-books acquired are acceptable and purchased in a cost-effective manner. Finally, e-books have the potential for unlimited portability, but it is not intrinsic in the format unless some underlying tenets are adhered to from the beginning. The most important of these would be shared platforms that allow e-books to be used and read anywhere.

### Conclusion

Feedback received after the E-Books Preconference, "The Past Is Not the Future," was mostly positive and very insightful. Participants were extremely pleased that a preconference devoted to the topic of e-books was offered at the Collection Development & Resource Sharing Conference. In the wake of the conference, a few participant libraries in Florida are engaged in preliminary conversations to develop practical, cooperative pilot projects for e-book purchasing and sharing.

Meanwhile, vendors represented at the preconference—Elsevier, Blackwell, and

*continues on page 15*

# Tweeting in the Stacks: Why Public Libraries Should Embrace Twitter

By Britta Krabill

**A**t this point, if you haven't heard of Twitter, you've had your head under a rock. In April, the Ashton Kutcher/CNN "Twitter duel"<sup>1</sup> had the nation in a tizzy about Twitter. It seemed like everyone was joining Twitter, from celebrities and businesses to everyday people. Not surprisingly, libraries were a big part of this Twitter explosion.

I thought Twitter consisted of posts about what people were eating for breakfast and other trivial daily happenings. Plus, I tend to be a verbose person. How in the world does one get a point across in one hundred and forty characters? However, it was starting to catch on among the tech community and the library thought it would give it a try. It's free, it's simple, and we didn't have to continue using it if it wasn't helping the library. It was decided I, a reference librarian, would post messages on Twitter a couple of times a day, whenever I had a spare moment, using the Twitter Web site. (We currently use both the Twitter Web site and the Web-based Twitter application HootSuite.) The goal was to have around one hundred followers and hopefully draw a few more people into library programs.

## Valuable Publicity Tool

Nearly a year later, the library has over 650 followers and has drawn press from the local newspaper and a local television station. Twitter is one of the most useful free publicity tools we have. When the library opened its new building after a month

of being closed, the *Palm Beach Post* picked up on it because one of their reporters saw the announcement on Twitter. When the library started providing free yoga classes on Saturdays, several attendees noted that they had learned about the program through Twitter. In fact, I am even able to use Twitter to do a limited amount of reference!

## Attracting Followers

While Twitter seemed to have endless possibilities for marketing the library, we first had to find an audience. There were about one hundred "twitterers" who listed their location as somewhere in West Palm Beach or Palm Beach County and we chose to follow them. Some chose to follow the library back

and some did not. The Twitter interactions with the initial followers led to the library account spreading through word of mouth. As they began to comment on the library's tweets, their followers would see the comment, and many chose to follow our Twitter. After the first month of having the Twitter account we did not have to actively search out people to follow the library's tweets. In fact, patrons, whether they use Twitter or not, have become so familiar with our Twitter page that I'm regularly asked, "Are you that Twitterbrarian?"

## Library Tweets

I make sure to post about a variety of different things. Here is a brief selection of some of our most popular "tweets":

- One of our most popular programs, Wine Glass Painting with the @BookGoddess, is tonight! <http://bit.ly/ruDP5> 6:30-8. Bring a glass!
- Need to start working on a blog post. Anything you'd like to know about the library?
- The new Alice in Wonderland movie is going to be amazing! Images: <http://bit.ly/FU1Cl>
- Today is the first class in our Life Support series: Finding the Right Job for You. 10am-1pm. Call 868-7760 to register.
- 14 Best-Selling Books Repeatedly Rejected by Publishers <http://bit.ly/JxVOZ> (Two of them are on my list of favorites!)
- Be careful out there. RT @SunSentinel Looks like it might be a scorcher today. A heat advisory has been issued. <http://bit.ly/1F3vh>

The last example uses the letters RT before referencing a tweet by the *South Florida Sun-Sentinel*. Repostings, or "retweets" are a great way to keep patrons in the loop about things going on in the community. I often retweet posts from the *Sun-Sentinel* and the *Palm Beach Post* (@PalmBeachPost), as well as the Palm Beach County Library (@PBClibrary), and the government of the



## Sending Tweets

Using Twitter, people can send and receive one hundred and forty-character posts, called tweets. This can be done at the Twitter Web site (<http://www.twitter.com>), using SMS messaging on cell phones, or using Twitter applications on Internet-enabled phones such as iPhones and Blackberrys. Most tweets are posted publicly, although it is possible to restrict a Twitter account to specific readers, as well as to send messages privately. Twitter users who have chosen to read your posts regularly are known as "followers."

When the West Palm Beach Public Library began to consider opening a Twitter account nine months ago, they weren't sure how useful it would be. Like many non-Twitter users,



city of West Palm Beach (@CityofWPB). The library Twitter doesn't have to be just about the library. That's one of the best parts about working in a public library—we're not just library employees, we're emissaries for the community. I've gotten some of the best responses to tweets that have nothing to do with the library.

Another thing you'll notice about this sampling of tweets is the links. With only 140 characters to play with, links are a part of most tweets. If a tweet is about something the library owns, it will include a link to the item in our catalog. If the post is about a library program, there will be a link to the program's online calendar entry. When discussing a movie or actor, there should be a link to the relevant IMDB (Internet Movie Database) Web page. Unfortunately, many links are long and threaten to take over the entire 140-character post. However, using a link-shortener such as <http://bit.ly> or <http://is.gd>, "twitterers" can link to resources without fear of not being able to fit in a description or their own commentary.

### More Than a Bulletin Board

Many Twitter users, including libraries, use Twitter as kind of an online bulletin board, upon which to stick their program announcements and news. The one thing that sets our Twitter apart and has made it so popular is that we have made a conscious effort to give the library a personality of its own. Using sense of humor and writing style, we try to make our Twitter one with which people will want to interact. It's fine to list programs on your Twitter, but if no one asks questions or makes comments, is anyone paying attention? There is no way to tell. Instead of a bulletin board, people should see a public library's Twitter as a librarian who just happens to be online. Patrons should never forget that there's a real person behind the keyboard, ready and willing to interact.<sup>2</sup>

The West Palm Beach Public Library is far from alone in the use of Twitter to extend its reach to patrons. Query "public library" in Twitter's user search engine, and there are pages upon pages of results. Public libraries from Boise to Kalamazoo are using Twitter to communicate with patrons.

Twitter will not work for every public library, and that's okay. West Palm Beach Public Library's patron base is generally very tech-savvy and uses the Internet—social networking specifically—on a daily basis. A library with a more rural, less technology focused community probably will not find Twitter to be a good tool to communicate with patrons. However, this does not mean

"In fact, patrons, whether they use Twitter or not, have become so familiar with our Twitter page that I'm regularly asked, 'Are you that Twitterbrarian?'"

Twitter has no potential value for these types of libraries.

### Twitter as Information Provider

There is a kind of library community on Twitter. Libraries, librarians, library associations, publishers, authors, bookstores, vendors – they're all on Twitter. Want to know what's up and coming? Ask @recordedbooks or @penguinausa. If you're curious what Paulo Coelho's next book will be about, follow him at @PauloCoelho. Did the Rapid City Public Library in South Dakota tweet about a library program that sounds perfect for your community? Send @RapidCityPubLib a private message asking for more details.

Twitter won't be the hottest thing forever. When social networking first became popular, everyone who was anyone was on Friendster. Friendster gave way to MySpace, and MySpace is giving way to Facebook. Hotmail used to be the Webmail of choice, but Gmail has gained in popularity. It is already being noted that some users are choosing FriendFeed over Twitter.<sup>3</sup> In the meantime, however, having a presence on Twitter is a great way to be where the patrons are.

Britta Krabill is Reference Librarian at the West Palm Beach Public Library.

### Notes

- 1 John D. Sutter, *Ashton Kutcher challenges CNN to Twitter popularity contest*, <http://www.cnn.com/2009/TECH/04/15/ashton.cnn.twitter.battle/>.
- 2 Sarah Milstein, *Twitter for libraries (and librarians)*, <http://infoday.com/cilmag/may09/Milstein.shtml>.
- 3 Brian Mathews, "Twitter & the library: thoughts on the syndicated lifestyle," *The Journal of Web Librarianship* 2, no. 4 (2008): 589-593.

## E-books: The Past is Not the Future *continues from page 13*

MylLibrary/Coutts – continue to work with libraries across the state of Florida to build consortial models for e-book sharing. The models being developed vary greatly, from e-books offered through subscriptions with non-permanent access to a patron-driven purchasing format. Certainly at this time, e-book aggregators and publishers have not settled on any one pricing structure, so it is quite possible e-books will continue to be offered to library consortia in a number of different models for some time to come. In addition to the vendors represented at the preconference, other e-book jobbers, publishers, and aggregators have also expressed an interest in modeling consortia-level e-book sales across Florida's academic libraries. Perhaps the most prominent message taken from the discussions at the e-books preconference is that customers (in this case Florida's college and academic libraries), and e-book content providers (publishers and vendors) must all work together to build new purchasing and sharing models that allow users across the state of Florida convenient access to e-books at an affordable cost.

Cecilia Botero is Assistant Director for Content Management at the University of Florida Health Science Center Library. Steven Carrico is Acquisitions Librarian at the University of Florida's Smathers Libraries. Claire Dygert is E-Resource Licensing Specialist at the Florida Center for Library Automation (FCLA). Paul Lightcap is Monographs Unit Manager at the University of Florida's Smathers Libraries.

### Notes

- 1 The Janus Conference, held October 9-11, 2005, at Cornell University, resulted in the formation of six groups working on the "Key Challenges in Collection Development," <http://www.library.cornell.edu/janusconference/>.
- 2 For specific reports of the Council of State University Libraries' Janus Challenges Task Forces, <http://csul.net/cmc/janus/janus.shtml>.
- 3 Information about the CDRS conference, Cooperative E-Resource Licensing in Florida, may be found on the CDRS conference Web site at: <http://www.lib.fsu.edu/events/resource-sharing>.
- 4 Ross Atkinson, "Six Key Challenges for the Future of Collection Development," *Library Resources & Technical Services* 50 (2007), 244-251.
- 5 The ninety-one page WorldCat Collection Analysis Report was conducted in 2008 to "analyze the book collections of the Florida university libraries," and can be accessed from the Collection Planning Committee's Web site at: <http://csul.net/cmc/cmcp-gnew.shtml>.

# Bringing Preservation to the Forefront:

## Preservation Initiatives at the University of Central Florida Libraries



"Planning for digital preservation requires far more than simply maintaining the integrity of images and takes into consideration a variety of factors, such as shifts in technology and changes in organizational priorities."

By Michael A. Arthur and  
Lee Dotson

**P**reservation, a hallmark of great libraries, plays an important role in maintaining quality collections by requiring libraries to "think outside the book" both literally and physically with regards to environment, storage, and handling. While the proper care of a library's print and digital collections can be costly in dollars and human resources, these costs are necessary to properly implement and maintain a comprehensive preservation program. For some libraries, preservation is a natural part of the institutional culture, and they can rely on long standing programs that provide training to library employees and outreach to patrons. Unfortunately, other libraries lack existing programs or are just beginning to implement programs. This may be due to the fact that the library is not very old or because preservation simply has not been emphasized. Bringing and keeping preservation at the forefront requires patience and a desire to reach out to everyone in the library, particularly when no formal program exists.

In our case, the University of Central Florida Libraries is a young library. The University of Central Florida (UCF) was chartered in 1963, and the library opened in 1968. Now just over forty years since the ground breaking, UCF ranks as the nation's sixth largest public university with just over 50,000 students, and the UCF Libraries' collection has grown to just over 1.8 million volumes. Rapid collection growth combined with retrospective collection development, space restrictions, and flourishing digital collections have raised awareness within the library about the need for comprehensive preservation efforts.

### Creating a Shared Vision

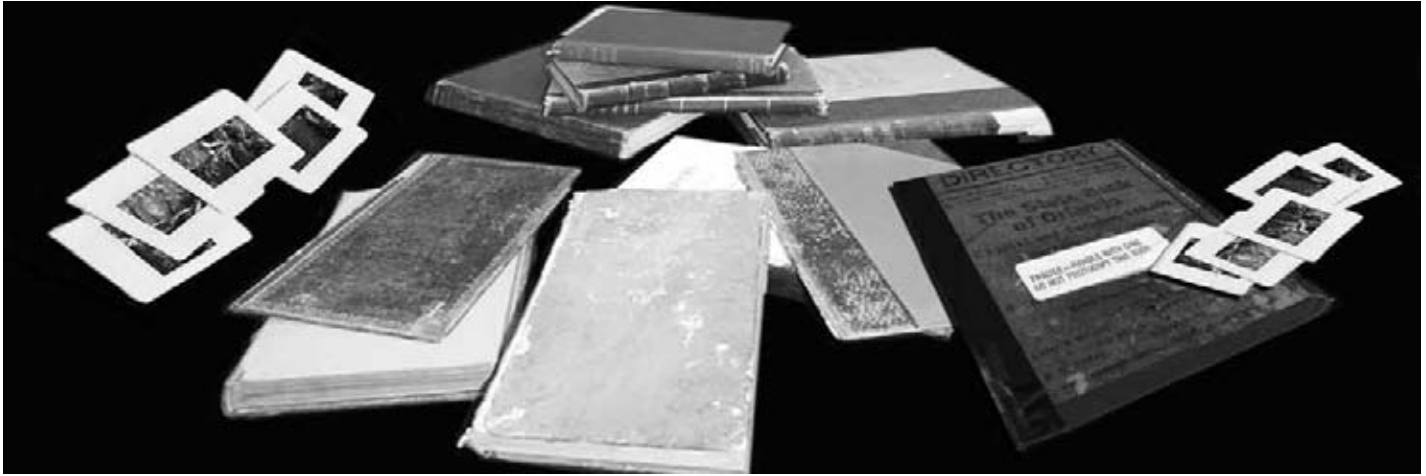
Successful preservation programs require administrative approval as well as buy-in from library employees and patrons alike. Responsibility for library preservation is shared by all, and it is important that new

programs first seek approval from the library administration. Preservation plans are the way in which the library administration can make clear policy statements regarding preservation goals. By prioritizing funding requests and establishing clear goals, administrators can encourage cooperation across units to fulfill the plan.

Given that the development of a good preservation program is dependent on people working collaboratively across reporting structures, the plan will be more successful when there is agreement on the importance the plan has to the overall mission of the library. When developing a preservation plan, it is advantageous to be inclusive by inviting representatives from all library departments to serve on the committee. With the various areas contributing and reporting to the preservation committee, the committee can readily report small victories to the entire library. Regardless of the level of success, it is important to keep the committee focused and motivated because major steps forward take time and money. These resources can become scarce without much warning so the focus must always be on the shared vision. The success of any new preservation program is dependent on understanding the importance of having a plan and developing a shared vision for the organization.

### Getting Started at UCF

A greater awareness of preservation at UCF began with a discussion among library management that resulted in formation of a committee charged with reviewing current preservation efforts. Since everyone plays a role in preserving library materials, the committee's composition included one person from each department. During the initial meetings, the committee reviewed preservation plans from other libraries and discussed key aspects of preservation. The committee developed a list of reasons for justifying preservation, including physical growth, existence of old, rare or special items, space problems, the emerging importance of digitization, and the migration to online resources. Everyone agreed



**“Whether print or digital, in-house or online, preservation ensures that today’s library resources will be available for future generations.”**

that developing policies and procedures and making these available as part of the plan was important to overall success.

The first action item was a survey of employees to gather information about current knowledge, existing efforts, perceived needs, and interest in preservation. The survey was completed by a large number of employees. As expected, the level of knowledge was rather limited, yet interest was high. Some areas, such as Circulation, Binding, Digital Services, and the branch libraries, were able to quickly identify training needs and target specific areas for improvement, such as environmental monitoring.

### Developing the Initial Plan

By focusing on education about preservation issues and the importance of raising awareness, the initial preservation plan at UCF will outline attainable goals and assign responsibility to various areas. Key components of the plan will address training needs, the importance of library-wide responsibility, and equipment requests. For example, the need for specific training in the proper handling of materials has already resulted in new training initiatives. Library employees are now shown the correct way to shelve books and how to place books on book trucks. There is a greater awareness of the importance of shelving odd-shaped or oversized materials, and staff members who work in circulation are more aware of the importance of proper spacing. In addition, the committee identified environmental concerns. New equipment has been requested to monitor conditions such as temperature, humidity, and light levels.

It is important to remember that the development and implementation of a program this size is difficult and will take time. One

challenge in sustaining a preservation program is lack of personnel. Even though all departments are committed to carrying out the plan, less staff time is available due to a nearly two-year-long hiring freeze. Having one or more people tasked with preservation as a primary responsibility is a luxury that UCF simply cannot afford. Therefore, seeking out motivated individuals from around the library and working to keep them focused on library preservation may be the best alternative. This cooperation is important to the success of preservation initiatives, including two projects at UCF.

### A Tale of Two Projects

The first project was the pre-1900 imprints project, which had the goal of identifying and evaluating the condition of monographs held by the UCF Libraries that were published prior to 1900. Cataloging Services identified the materials and performed maintenance on many records. Over 1500 books were identified during the initial search and were evaluated based on imprint date, paper quality, binding damage, special format considerations, and inclusion in Special Collections.

Upon review, books were set aside if a visual inspection indicated they might not be pre-1900 or if there were unique characteristics that made the book a candidate for relocation to Special Collections. During the review, many titles were cataloged to current standards, over eight hundred titles were noted as being in good condition, and over three hundred titles were noted as being brittle and in need of preservation boxes or new bindings. Over one hundred titles were reviewed by Special Collections and, by chance, one run of bound periodicals was

identified for digitization. Overall, it was a very successful project.

While the pre-1900 imprints project was underway, a second preservation-related venture began when the Association of Southeastern Research Libraries (ASERL) provided each member institution with an OCLC-generated list of titles held by the library that were thought to be unique to ASERL. The original list received from ASERL included over 1800 titles held by UCF Libraries. Cataloging Services reviewed the list and determined that many of the titles were either reprints or microfilm that had been incorrectly cataloged or cataloged using previous rules. Several records were updated and now the focus has shifted to those print materials that truly are unique to ASERL. Of the books reviewed so far, some are pre-1900 and current condition has already been noted or repairs have been made. Other materials are newer and may require some preservation or relocation to Special Collections. It is interesting to note that some of the books that were identified as unique to ASERL became even more unique when correctly cataloged. It was decided that a searchable local note would be placed in the bibliographic record of unique titles to identify the item as being unique to ASERL. This was a good decision that will be used in the future when decisions related to offsite storage or retention of these items needs to be made, or if a list of these titles needs to be produced for reporting purposes.

### Beyond the Book: Digital Preservation

While a great deal of consideration was given to the Libraries’ print collections, the preser-

*continues on page 18*



*"Planning for digital preservation requires far more than simply maintaining the integrity of images and takes into consideration a variety of factors, such as shifts in technology and changes in organizational priorities."*

vation plan at UCF was careful to focus on digital collections as well. As Digital Services at the UCF Libraries continues to create and amass digital images for both small projects and open-use collections, a digital preservation component of the overall preservation plan is imperative to provide for continued access to the master image files. Digital preservation is not a passing fad or something to be thought of when a critical mass of images is reached. Instead it should be one of the top priorities at the beginning, middle, and end of every digital project. Even if the library is in between projects or only has a couple hundred images, some aspect of digital preservation should be on the radar. Planning for digital preservation requires far more than simply maintaining the integrity of images and takes into consideration a variety of factors, such as shifts in technology and changes in organizational priorities. From backing up files and metadata to maintaining collection security, the digital collection manager must keep an eye on preservation concerns throughout the entire process. By meeting digital preservation challenges head on, strategies can be put in place to combat obstacles such as loss of institutional memory, lack of policies and procedures, insufficient funding, distributed creation, and copyright concerns.<sup>1</sup> Whether simply reviewing old images or drafting a detailed plan for the future, actions taken now will be safeguarding the digital collections for years to come.

### Current Practice

Over the past ten years, the UCF Libraries' digital collections have grown to include Florida Heritage, *Florida Historical Quarterly*, Harrison "Buzz" Price Papers, Central Florida Memory, Institute for Simulation and Training documents, electronic and retrospective theses & dissertations, and more. The Libraries' digital preservation goals are two-fold. To begin with, much of the digitization is driven by a concern for access to the physical copy. A key component in preserving materials is to collaborate with other departments, such as Special Collections and Collection Management, in the selection of materials and prioritization of projects. By digitizing material and providing electronic

access, the intent is to create digital surrogates for rare, damaged, or brittle materials to reduce handling of the physical items. Once an item is digitized, a secondary preservation concern is created as Digital Services has now become the steward of the digital copy.

With these issues in mind, responsibility for preservation of images begins by adhering to proven standards and policies for image creation and maintenance. The digital preservation treatment of an item starts when the initial scans are saved as tiff images, which provide flexible digital archival masters. Since redundancy of images is an integral part of any preservation plan, master tiff images are archived in a minimum of two locations, which may include the Libraries' server, CDs, DVDs, portable hard drives, or the Florida Digital Archive. Storage media devices are kept in secure cabinets that offer a consistent environment and minimize exposure to external factors. Information about each media device is recorded on a spreadsheet to assist with accountability and retrieval.

### Long-Term Solution

To assist with long-term storage and migration, the UCF Libraries has contracted with the Florida Digital Archive (FDA) at the Florida Center for Library Automation (FCLA). The Florida Digital Archive is a long term digital preservation repository for the member institutions of the Florida State University System. Based on DAITSS software, it uses forward format migration and normalization as preservation strategies for long term access.<sup>2</sup> Digital images in collections hosted through FCLA, such as Electronic Theses and Dissertations and Publication of Archival Library and Museum Materials (PALMM), are archived in the Florida Digital Archive when uploaded to a collection. For locally hosted collections, such as Central Florida Memory, Institute for Simulation and Training, and Buzz Price, Digital Services has been working with staff at the FDA to transfer master tiff images.

### Looking to the Future

As collections continue to grow, an even greater emphasis will need to be placed on digital preservation. Not only will the Libraries need to continue to store images, but digital preservation theories will begin to be put to the test as images scanned in previous decades are retrieved from storage. The Preservation Committee survey provided a starting point for reviewing current practices as well as a challenge to look towards this somewhat uncertain future.

### Conclusion

Beginning a preservation program does not have to require a substantial monetary down payment. Personnel, time, and effort are rich resources in assisting the protection of the Libraries' investments by properly caring for print and digital collections. When budgets are tight and material purchases are limited, it is even more crucial to care for those materials that have been so carefully selected to be part of the Libraries' collections. Whether print or digital, in-house or online, preservation ensures that today's library resources will be available for future generations.

*Michael A. Arthur is Head of Collection Development and Acquisitions, University of Central Florida Libraries. Lee Dotson is Digital Services Librarian, University of Central Florida Libraries.*

### Notes

- 1 Digital Preservation Management: Implementing Short-term Strategies for Long-term Problems. Available from <http://www.icpsr.umich.edu/dpm/dpm-eng/introduction.html>
- 2 Florida Digital Archive. Available from <http://www.fcla.edu/digitalArchive/>

# Publishing Crime

by Joyce Sparrow

**T**om Corcoran, author, is known for his six crime novels featuring the Key West freelance crime scene photographer and amateur sleuth, Alex Rutledge.

Tom Corcoran, publisher at Ketch and Yawl Press in Marathon, Florida, is the victim of a crime: He can't get his new small press novel, *Hawk Channel Chase*, into libraries.

Ketch and Yale is primarily a nonfiction publisher of Key West books. When Corcoran decided to leave St. Martin's Press in a "leap of faith or folly" to publish *Hawk Channel Chase*, a book with a "New York publisher" look but put out by a vanity press, he found that big book jobbers such as Baker & Taylor, would not distribute his work without strong discounts and up-front money for advertising budgets. Corcoran's Plan B is to distribute the book to independent Florida book stores where he has a following and also through Amazon. Seventy-five percent of the sales have been through book stores. At book signings all over the state, Corcoran learned that his dedicated fans are purchasing multiple copies of *Hawk Channel Chase* and donating them to their local public libraries.

The good news is that collection development librarians can contact Ketch and Yale at [www.ketchandyawl.com](http://www.ketchandyawl.com) with a purchase order and receive a discount when ordering multiple copies.

## Keys Encounters

Corcoran, a native of Ohio, first visited the Keys when as a U.S. Navy lieutenant he was ordered there to attend an eight-week training course. In 1970, he relocated to the Keys and began his new life selling tacos from his three-wheeled tricycle. Tennessee Williams was a regular customer. Corcoran became a professional photographer. He also worked at the Chart Room Bar where he first met an unemployed singer and songwriter named Jimmy

Buffett and writers Tom McGuane and Jim Harrison. Corcoran helped Buffett write two well-know hits "Fins" and "Cuban Crime of Passion" and provided the photographs for several Buffett albums and the dust jackets of books by McGuane, Les Standiford, and James W. Hall. Corcoran, who now lives in Lakeland, Florida, returns to the Keys often to soak up the Island City's atmosphere and seek inspiration for his writing.

## Alex Rutledge Crime Series

In the Rutledge series, readers come to know Alex who always steps in "crap" that can't be scraped off his shoes, but uses his keen senses to get out of jams and help solve crimes. Rutledge is not licensed to be an investigator, and he says he can't pretend to be a cop. In the eyes of the officers from the Key West Police Department and the Monroe County Sheriff's Office who hire him to photograph crime scenes, that makes him a pest. Corcoran gives a mile marker by mile marker look at the characters and capers of the Lower Keys.

In a recent interview, Corcoran commented that he does "bump off" four to five people in each of his books, even though the real Keys murder rate is much lower. Corcoran added, "The fundamental fact is that as a crime novelist I have to invent death and lesser felonies so that my characters have puzzles to solve. It goes with the territory."

## Keys Observations

An especially entertaining aspect of the novels is the insight Rutledge offers about living in the Keys.

In *Mango Opera* (1998) readers learn: "Living in Key West you become lulled into the idea that you are removed from the real world, in both a philosophical and geographical sense. You live in the Gulf of Mexico and are part of a nation only in your money decorated with Presidents' faces and you dial long distance direct."

Rutledge comments in *Gumbo Limbo*

(1999) after a friend on a quick stopover in the Keys asks him to forget his Sunday morning yard work and visit him at Our Lady of Sloppy Joe's: "The Problem. You live in Key West, all the visitors think you're on perpetual vacation."

*Bone Island Mamba* (2001) finds Rutledge observing the winter attire worn by people who have relocated to Florida. "Funny how outerwear suggests biographies during cold weather in Key West. The last time residents had worn a protective coat had been the first days they'd hit the Florida line. They refused to buy new ones, given rare cold snaps, and no wish to travel northward during the winter. Old fashioned varsity jackets, fat thermal parkas, foul-weather gear, preppy zip-ups, fraternity logos—was that Rastafarian once a Sigma Nu?"

*Octopus Alibi* (2003) Rutledge reports "Key West is packed to the seawalls with people dodging their previous lives. It's an okay place to hide from old lovers and the laws of other states, but the island gets dime-small when the local cops are after you."

*Hawks Channel Chase* (2009) gives Rutledge the opportunity to describe Key West Syndrome. "Many first-timers, surrounded by strangers and what appears on the surface to be a free-for-all atmosphere, shed their common sense and inhibitions. They thumb their noses at morals, bouncers, clocks, laws, cleanliness,

sunburn, and the fact that other people can detect booze and drugs. It's when they thumb their noses at hoteliers, cops, bouncers, and spouses that the fireworks really start to fly."

All Corcoran's novels, including *Iguana Air Dance* (2005), book five in the Alex Rutledge series, make excellent additions to Florida fiction collections.

Joyce Sparrow works for the Juvenile Welfare Board of Pinellas County. Contact her at [jsparrow@jwbpinellas.org](mailto:jsparrow@jwbpinellas.org).



# The Front Porch Library:

## Bringing the Library to the Neighborhood

By Adrian Fogelin, Katherine Bowers,  
and Kary S. Kublin

**I** was sitting on the tailgate of my truck in the driveway, reading the *New York Times*, when the first grader from across the street came over, sat beside me, and began to read the front page out loud. She struggled with a few words, but her reading skill was remarkable. When I asked her if she liked to read, she said, "Oh no, Miss Adrian, I don't like to read. I love to read." As a children's book author I own lots of books, and I began to lend them to her. It wasn't long before I overheard her giving a succinct and compelling book talk for one of Jack Gantos's books. "Joey swallowed the key... and then he pooped it out!" Sold! The book quickly went home with another reader. This was the modest beginning of The Front Porch Library, a grass roots project that continues to grow and change.

"I believe in the power of the written word to offer children a window on a wider world. I set out to open that window."



It is my day job to write stories about children, so I understand how "local" children's lives are. But life is especially local for children who live in low-income neighborhoods like mine, where the available world can be confined to a few square blocks. I believe in the power of the written word to offer children a window on a wider world. I set out to open that window.

After lending books from my personal collection, I began checking out titles from the public library—I became my neighborhood's bookmobile. Finally, I decided to establish a children's library on the front porch. I knew I would need help to make it happen, and help quickly arrived.

A neighbor, Dr. Kary Kublin, who is a

reading specialist at a local private school, helped me organize our collection of books and imagine the things we could do with a very small library. She also contacted professors at Florida State University's College of Information. An announcement on its Web site attracted the attention of Katherine Bowers, an aspiring librarian recently returned from volunteer library work in Uganda. After a few weeks of cataloging, readying our space, creating forms, and putting the word out to the neighborhood, we opened the library door.

This project now belongs to a community of people who have rolled up their sleeves to make the library happen, and who engage with the library's young patrons day after day.

What began with one child now serves a whole neighborhood. It is an effort that can be reproduced anywhere there are young readers, secondhand books, and caring volunteers.

Here's how we did it and what we learned along the way.

### The Idea and the Goals

We wanted to make reading material available informally and locally to children who might not have regular access to a traditional library. While most public libraries have policies that function to protect a collection of books and materials, while at the same time making them available to the community, The Front Porch Library's aim is to get books into the hands of children. We expect that some books will not be returned, just as some children will only visit the library a small number of times due to the transience of their lives. But unlike book giveaway programs, when we enroll a child and check out a book to him we are teach-





ing him about how to use a library. We are creating a positive association and in a small way instilling in him the value of a collective resource.

We designed The Front Porch Library for accessibility, starting with the basics: Can a child get there easily? A neighborhood library essentially puts books as close as home for a child. We invited children to join the library by distributing leaflets throughout the neighborhood. In order to join, a child needs a signed permission slip from a parent or guardian. The children must also read the library rules and sign a paper acknowledging that they have read and accepted them.

Once basic permission was given by a parent, library use could be completely child initiated. In addition to creating a place for children to get books, the library is a gathering spot and safe haven.

To ensure that children have a stake in the library's existence, volunteer positions were created with their skill levels in mind. The Front Porch Library is a place that is not as hierarchical as most encounters children have with learning. Help does not always come from an adult. Children help other children.

### Building Our Resources

All of our books have been donated. Sources of books include public schools that have weeded their collections, church groups, publishers, authors, and neighbors whose children have outgrown their books. Because books are donated rather than selected, our collection has developed randomly. We quickly learned that secondhand books are easy to come by, but establishing a balanced collection is more difficult. In the beginning, we received a huge number of chapter books. However, we needed board and picture books for

younger readers or older readers who were reading below grade level.

Over time, the volume of donations has allowed us to shape the collection to serve our particular group of readers. Our collection now numbers around one thousand titles, a number that seems right for us given our space and current patron base of twenty regular users. New donations can fill gaps in a series or supplement the more meager categories. We have begun stockpiling surplus donations with which to seed a Front Porch Library in another community.

### Beyond Books

Many of the children who come to our library have never attended a program at the local public library or at the nearest museum just one mile away. So we decided to offer simple summer programs geared toward enrichment.

Programs have included gooey science experiments with a neighbor who is a biologist and a music program with a local street performer. Another neighbor, a teacher-in-training, managed all of the summer arts and craft activities. We draw on the talent pool we have on hand. Our logo was designed by a neighbor who is a graphic artist.

Flexibility seems to be the key. We tailor activities to the needs of the child who walks through the door. How a volunteer spends her time varies widely. She may read with a child, catalog new acquisitions, or work with a child on puzzles or a craft project. We also tutor struggling readers. We attempt things that would be very hard with a more traditional library program that has a higher child-to-adult ratio. If we talk about fossils, we hand the child a fossil-and stock plenty of books on the subject.

### Costs and Complications

Although all the books were donated, there have been some costs. Office supplies-- items such as color-coding tape, photocopies, construction paper, and crayons--are our biggest drain. They can also be donated, but there is inevitably some cash outlay.

Identifying a space to process the book donations and to store supplies made us recognize that our Front Porch Library has the potential to take over the whole house. One might end up with more books than one can handle. Also, since library users are right next door, we have also found ourselves checking out book at all hours. It's important to establish boundaries and communicate them to the children.

Our biggest pitfalls have been concerns about liability. Considerations have included which parts of the house and yard children could access, how to provide adequate supervi-



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sion, and how to signal to children when the library is “open.” A parent waiver of liability is part of the sign-up process. Still, we have come to appreciate the importance of checking with one’s insurer when part of a privately owned home is used. We told our story and found that insurance agents are compassionate human beings, too. Alternatively, if liability became too big a worry, it would be feasible to house the collection in plastic crates and set it out on the lawn for specified library hours.

Some parents use the library for respite care or free babysitting services. Since we attract children who range in age from one and a half to fifteen, when a child’s safety can’t be assured due to their behavior or age, we require a parent or adult to be present to supervise. Although it’s possible to identify and limit potential problems, one can’t help but become involved in the personal lives of the children.

### Policies and Procedures

We have found that keeping the organizational principles as simple as possible works best. We are all volunteers and hate to spend our time hunting for a lost book or recording unnecessary data when we could be introducing a child to his next favorite author.

Here are the simple systems we devised:

#### Cataloging

Each book is assigned a unique number when added to the col-

lection and entered into the catalog database. The number is written on the title page of each book.

By applying a piece of tape to each spine, the books are color-coded by type, which helps with shelving and quick identification.

Our categories are:

- board books (stored in crates, randomly)
- picture books (stored in crates, randomly)
- chapter books (shelved by author name and title)
- series chapter books (shelved by series title)
- poetry/anthologies/jokes
- nonfiction (shelved loosely by subject)
- biography (shelved by name of subject)
- tutoring (these are strictly for volunteers to use with the children)

#### Circulation

Children may check out books when a parent or guardian has read the library rules and signed the permission form. The catalog number found on the title page is recorded

on child’s library card, which is kept at the library. There is a four book limit per child and no set circulation period.

### Our Place in the Community

Our Front Porch Library operates within a neighborhood that already had some significant social capital. There is a core group of individuals committed to working for a greater good. Many of us know each other by sight or first name – at least well enough to borrow the proverbial cup of sugar!

Establishing The Front Porch Library, however, has precipitated a different kind of conversation about community within the neighborhood. People are talking to one another about how to capitalize on our individual strengths. We are brainstorming activities that will spark a child’s interest and -over time -build the skills for self-directed learning.

Library programs are bringing in a wide array of people. In this way, neighbors who might not normally have the opportunity to talk are side-by-side making pizza, sewing quilt squares, or browsing the library shelves.

Within this framework, wonderful things happen. A child finds a story she is so eager to read that she walks home with her nose in the book. A little boy donates the tattered whale book he loves to the library. A parent comes over to thank volunteers for the help they are giving her struggling reader.

We have begun to form friendships and share experiences with neighborhood children in the hope that the library will enrich their lives and become a part of the stories they will tell. Our mission is still evolving. This is a library in its most basic form, from the heart in all its agonizing and rewarding complexity.

*Adrian Fogelin is the author of Crossing Jordan, The Sorta Sisters, and other books for children. Dr. Kary S. Kublin is a reading specialist at a private school in Tallahassee. Katherine Bowers has worked at public and university libraries in Florida. She has been accepted to study at Simmons Graduate School of Library and Information Science.*

**“We have begun to form friendships and share experiences with neighborhood children in the hope that the library will enrich their lives and become a part of the stories they will tell.”**



By Faye Roberts

**A**s a library school student in the early 1990s, I had more courses with the late Alphonse Trezza than with any other faculty member at Florida State University. This exposure and Mr. Trezza's passion for libraries made a lasting impression on me, as it did on many others. His encouragement – more of a push, really – helped me risk the changes needed to grow professionally. Mr. Trezza often noted that library leaders may fail to act due to fear. In these difficult times, we must not be afraid to speak up for libraries and the important services they provide to our communities.



Faye Roberts

Library services are expanding in ways barely imaginable a few decades ago. E-government services and partnerships with local governments, unmediated borrowing of materials, technological innovations, and funding challenges have all changed the library landscape. Only four years ago OCLC's report, *Perceptions of Libraries and Information Resources*, revealed that over a third of those surveyed associated libraries primarily with books. In contrast, a few weeks ago we in the FLA office were startled by a man walking in, mistaking the office for a library. His explanation was, "I need to use the Internet and the library down the street is closed for renovations."

More than ever, libraries are more than books. Libraries and the Florida Library Association are truly "Thinking Outside the Book," the theme of our 2010 conference. Join your colleagues April 7-9 at the Rosen Plaza Hotel in Orlando to learn about

innovations in advocacy, staff development, youth programs, and other ways in which libraries are being transformed.

FLA is on firm footing and also reaching in new directions. As evidence, the auditor's report is available for members to read at [www.flalib.org](http://www.flalib.org). Committees and member groups have new projects under way. The Membership Information page now includes links to the benefits of belonging to FLA. Share the site with your colleagues and encourage them to be a part of FLA in 2010. Membership renewals begin October 1, 2009.

With his passing in July, 2009, Al Trezza left a legacy for the Florida library community. Together we can act on his advice to not fear the future. We can take the risks needed to grow professionally, to advocate for libraries, and to lead our libraries to greater areas of service.

Thank you for being a part of the Florida Library Association.



**Don't let censorship  
close the books.**



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# 2008 Florida Book Awards

**T**he Florida Library Association is a partner in the Florida Book Awards. Award presentations were made at a banquet held during the FLA conference in Orlando.

## Book Design

Gold Medal Winner:  
Emmett H.L. Snellings, Jr. - *Seminole Views*

## Children's Literature

Gold Medal Winner:  
Susan Womble - *Newt's World: Beginnings*

Silver Medal Winner:  
Donna Gephart - *As If Being 12 3/4 Isn't Bad Enough, My Mother Is Running For President*

Bronze Medal Winner:  
Loreen Leedy - *Missing Math: A Number Mystery*

## Florida Nonfiction

Gold Medal Winner:  
Shawn Bean - *The First Hollywood*

Silver Medal Winner:  
John Stuart And John Stack, Eds. - *The New Deal in South Florida*

Bronze Medal Winners:  
Rodney Hurst - *It was Never about a Hot Dog and a Coke*  
Jeff Klinkenberg - *Pilgrim in a Land of Alligators*  
Greg Turner - *A Journey into Florida Railroad History*

## General Fiction

Gold Medal Winner:  
John Dufresne - *Requiem, Mass.*

Silver Medal Winner:  
Tony D'Souza - *The Konkans*

Bronze Medal Winner:  
Kristy Kiernan - *Matters of Faith*  
Debra Dean - *Confessions of a Falling Woman*

## Genre Fiction

Gold Medal Winner:  
Deborah And Joel Shlian - *Rabbit in the Moon*

Silver Medal Winner:  
Lisa Unger - *Black Out*

Bronze Medal Winner:  
James Swain - *The Night Stalker*  
Patrick Kendrick - *Papa's Problem*  
Martha Powers - *Conspiracy of Silence*

## Poetry

Gold Medal Winner:  
David Kirby - *The Temple Gate Called Beautiful*

Silver Medal Winner:  
Campbell McGrath - *Seven Notebooks*

Bronze Medal Winner:  
Terri Witek - *The Shipwreck Dress*  
Frank Giampietro - *Begin Anywhere*  
Helen Pruitt Wallace - *Shimming The Glass House* (Ashland Poetry Press)

## Spanish Language Book

Gold Medal Winner:  
Antonio Orlando Rodriguez - *Chiquita*

Silver Medal Winner:  
Jose Alvarez - *Principio y fin del mito fidelista*

## Young Adult Literature

Gold Medal Winner:  
John Tkac - *Whispers from the Bay*

Silver Medal Winner:  
Anne E. Ake - *Everglades: An Ecosystem Facing Choices and Challenges*

Bronze Medal Winner:  
Julie Gonzalez - *Imaginary Enemy*



Children's Literature Jury and Award Winner  
Loreen Leedy.

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