

## ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES

OREGON CHAPTER  
NEWSLETTER  
No. 48

A most irregular publication  
March, 1988

### Minutes of Advisory Board Meeting January 22, 1988 University of Oregon Eugene, Oregon

The meeting was called to order by President Terry Soohoo and the minutes of the October 15, 1987, board meeting were approved with the correction of Isobel to Isabel Stirling.

Eva Godwin, Coordinator of Public Access Services at the Oregon State Library, was present representing Wes Doak, State Librarian.

Terry Soohoo gave the Chapters Council report from ALA Midwinter. ACRL National has a surplus of \$84,000 which may be available to chapters as grants to projects that meet the goals in ACRL's Strategic Plan. Terry also asked that the call for papers for the next National Conference be included in the next newsletter.

Isabel Stirling handed out the quarterly Treasurer's Report which showed a balance of \$1890.81 as of January 22. A membership report will be available later.

Leslie Wykoff reported on the December 7 meeting of the Oregon Coalition for Libraries in Salem. Neither OEMA nor SLA ratified the proposed bylaws which the ACRL Chapter membership ratified at Black Lake last October. OEMA objected to the \$12 per member cost of funding OCL activities. A motion at the OCL meeting for OLA, ACRL, and OHLSA to constitute a smaller OCL lost. Motions to remove the lobbyist from OCL activities until June 30 while OLA and OEMA pursue further talks and to hold joint fall conferences in 1989, '90, and '91 passed and were referred to the boards of the constituent organizations. After lengthy discussion the Board unanimously passed this statement:

"The ACRL-Oregon Chapter Advisory Board strongly supports continuing funding of the lobbyist. It is appropriate that the funding share reflect the time the lobbyist spends on various issues."

Action on the proposed joint conferences in 1989, '90 and '91 was tabled pending consultations with the Washington Chapter (who is sponsoring the 1989 ACRL joint fall conference) and developments between OLA and OEMA.

Linda Cochrane presented the priorities passed by a subcommittee of the OLA Legislation and Library Development Committee for the Resource Sharing Package to be presented in the 1989-91 State Library budget. The Subcommittee had considered a similar set of priorities previously passed by the OLA Resource Sharing Committee. After discussion, the following priorities were proposed as the general mind of the ACRL Board: (1) full state funding for ORULS, (2) document delivery, including telecommunications, (3) reimbursement for interlibrary loans, (4) reimbursement for contributors to the Oregon database, (5) reimbursement for direct lending to borrowers from other libraries, (6) cooperative collection analysis, (7) last copy storage.

Karyle Butcher reported that the next newsletter would be sent out before the OLA Conference in April.

Leslie Wykoff announced that the ACRL Continuing Education Course, "Public Service under Pressure," will be presented Wednesday, April 6, as a preconference to the OLA Conference at the Eugene Hilton. The will be \$60 per person. After some discussion, Leslie agreed to see if the original limit of 30 people could be expanded to 40-45 people in the facilities available at the Hilton. The Board would pay \$250 extra to ACRL to be able to accommodate the additional people in the course.

Isabel Stirling announce the annual Academic Breakfast at OLA will be held Thursday, April 7, from 7:15 to 8:45 a.m.. Cost is \$8.50. Tom Stave from the University of Oregon will speak about the public lending right concept for reimbursing book authors. His article on the subject appeared in Wilson Library Bulletin 62 (October 1987): 22-28.

Terry Soohoo announced the ACRL Joint Conference will be held at Menucha, October 27-28, 1988, and handed out a sheet listing the subcommittee tasks for the conference.

The next meeting of the Board will be at lunch, at the OLA Annual Conference in Eugene, April 7. The Board adjourned to a nearby restaurant to discuss possible themes for Menucha.

Board Members attending: Pres. Terry Soohoo, V. Pres. Isabel Stirling, Recorder Michael Engle, Newsletter Editor Karyle Butcher, Sue Burkholder, Linda Cochrane, Maureen Sloan, Leslie Wykoff, Eva Godwin for Wes Doak.

Respectfully submitted by Michael Engle

ALA MIDWINTER - ACRL NATIONAL

Business Meeting: Sunday 8:30 - 12:30

Alan Ritch, Chair opened the meeting, which began with introductions followed by a brief orientation for new members.

Committee reports were given. The Chapters Support Committee reported that most proposals were funded almost in full. Oregon was funded for 1989 and should receive formal notification soon. We asked for \$395 to help support a CE workshop before OLA. It was recommended that on proposals it looks good to have considerable support from the state organization and to have well-defended proposals. For copies of requests that have been funded we can call Alia at the national office. (All of our requests have been funded.)

Larry Hardesty, director at large for ACRL, announced that there is more money available in the national budget than is necessary and they were proposing to offer \$84,000 for special funding. A considerable amount of discussion was held concerning how this should be handled, and in the end it was decided to recommend that Hardesty report back to the national committee that our group wanted the request for funding from this money to come from Chapters Council rather than from individual chapters. Then the Council could allocate it more slowly to the chapters. Alan Ritch was instructed to write a request for a portion of the money by the proposed March 1 deadline. It should be noted that the budget committee had yet to meet on this matter and the amount of money and deadlines had not been established. News on this issue should be reported to the chapters before the end of this month.

The Membership Committee is working on a recruitment brochure.

The National Conference Committee needs to be re-formed in order to plan a Chapters Council activity for the 1989 conference.

It was suggested that the chapters discuss the following topics and generate action if there is interest: recruitment, scholarship, research.

The next meeting will be at ALA in July. The two meetings will be consolidated and will be held on Sunday morning (at 5:30 a.m. Pacific time).

T. Soohoo  
1/20/88

## UPDATE ON THE OLA LEGISLATIVE COMMITTEE

The meeting took place November 13, 1987, at Salem Public Library, with the following people in attendance: Sarah Long, Lynn Chmelir, Beth de la Fuente, Mary Fiorillo, Mel George, Jack Radow, Mike Smith, B. J. Quinlan, Carolyn Peak, Jim Schepke, Jodie Fisher and Linda Cochrane. Topics of discussion follow:

VOLUNTEERS willing to contact legislators through the Legislative Network Subcommittee are still needed. More information will be forthcoming in the Oregon Library News.

NETWORKING WITH OTHER AGENCIES, including the League of Oregon Cities and the Association of Oregon Counties, is being explored with the goal of merging legislative agendas.

COMMITTEE CHAIRS were appointed for four topics in the Legislative Committee's study calendar. Mike Smith will chair the Resource Sharing Committee; Beth de la Fuente the Statewide Library Card Committee, and Jack Radow the Threshold Criteria Committee. Linda Cochrane will also serve on the Resource Sharing Committee. In addition, B. J. Quinlan and I will serve as the Legislative Committee representatives at the State Library Board meetings.

CONFERENCE PLANS were discussed. Also, the committee moved that Mike Thorne be honored as the next OLA LEGISLATOR OF THE YEAR in recognition of his past work for libraries.

The committee awaits news of the platform of the newly-formed PUBLIC LIBRARY SECTION OF OLA.

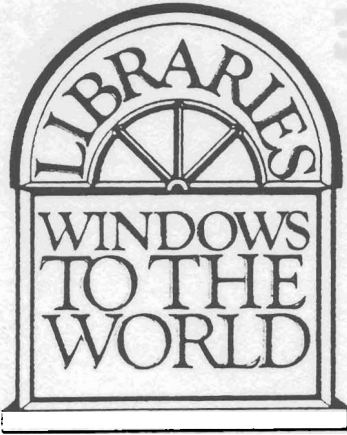
NEXT MEETING: Friday, March 4, 1988, 1:00 p.m., at the Salem Public Library.

---

## CONTINUING EDUCATION RESOURCE DIRECTORY

The Continuing Library Education Project-Oregon is currently collecting information on resource people in Oregon who are available to provide continuing education for librarians. This information will be compiled and published in a directory during the summer of 1988. To receive a copy of the information form for inclusion in the directory, contact:

Paul Gregorio  
School of Education  
Portland State University  
P.O. Box 751  
Portland, OR 97207



100 West Thirteenth Avenue  
Eugene, Oregon 97401  
(503) 687-5450

The Eugene-Springfield area hosts the '88 Oregon Library Association Conference April 6 - 9. "Libraries--Windows to the World" include an array of workshops and activities designed to expand the horizons of librarians from all backgrounds.

Come early and attend a timely all day program on AIDS or one dealing with public service under pressure. Also scheduled is a workshop on Desktop publishing.

Featured speakers are political commentator Russell Sadler, crime writer Ann Rule, illustrator Ruth Heller, and Joe Olander, President of Evergreen State College. Dorthy Velasco presents Dinner Theatre with excerpts from her new musical, Whistle Stops.

It all takes place at the Eugene Hilton in downtown Eugene. For questions or a detailed schedule call Conference Co-Chairs Sheryl Steinke (687-3231) or Fran Wendtland (687-5454).

---

!!!!!! S L A's B I R T H D A Y C E L E B R A T I O N !!!!!

The Oregon Chapter of Special Libraries Association extends an invitation to all ACRL members to join us at a birthday party celebrating the 15th anniversary of the Oregon Chapter of SLA. It will be held at the OLA Conference in the Eugene Hilton, April 7 from 4:00-5:00PM. Hope to see you there!

# 1988 ACRL/OLA PRECONFERENCE

## PUBLIC SERVICE UNDER PRESSURE: IMPROVING THE RESPONSE

This 1-day workshop deals with the problem endemic to public service: the difficult encounter between library staff and patron that results in an unsatisfactory outcome.

**Objectives:** To learn principles and techniques of providing consistent high-quality, "professional" service, regardless of the patron's personality or the staff member's mood of the moment.

To reduce the level of stress experienced by staff in public service who deal with a wide and unpredictable range of patron needs, personalities, and circumstances.

To understand the importance of co-workers, supervisors, and managers working as a team to improve the library's ability to provide consistent quality service.

**Audience:** Library staff who work directly with patrons--in reference, circulation, information, referral services--and supervisors of public service staff

**Instructors:** Anne G. Lipow, Library Education Officer  
Suzanne Gallup, Head, Cooperative Services  
University of California Berkeley

**Topics include (partial list):**

Sources of pressure

How we sound to the patron vs. how we mean to sound

Replacing knee-jerk defensive responses with neutral ones that prevent wrong assumptions and promote listening

How our public service standards contribute to pressure

Techniques for responding to anger

How to disagree supportively

Raising your Team Quotient

Working in small groups and large, participants discuss and practice dealing with a variety of situations, using examples from our day-to-day experiences (for example, the pushy patron or the VIP who refuses to accept a library policy); or the bizarre-appearing patron; dealing with a tough reference problem under adverse conditions, such as long lines, closing time; communicating with a hard-to-understand patron--and more. The limits of professional conduct will be explored with questions such as "When is it ok to get angry at the patron?" "Do I have to take abuse from the patron?" Participants will begin planning follow-up activity to achieve both momentary and long-term relief from problems they choose to work on, using the techniques and ideas of the workshop.

**Workshop materials:** In addition to a variety of materials in support of the workshop exercises, each participant will receive a handbook of specific effective responses to the types of situations dealt with in the workshop.

**NOTE:** This workshop does NOT deal with the mentally disturbed patron.

## PUBLIC SERVICE UNDER PRESSURE: IMPROVING THE RESPONSE

Prepared by:  
Anne G. Lipow and Suzanne Gallup

For more Info call Leslie Winkoff, OHSU Library 279-3026  
SPACES LIMITED.

1988 ACRL/OLA PRECONFERENCE, APRIL 6, 1988 EUGENE, OR - HILTON HOTEL  
REGISTRATION

DEADLINE IS MARCH 5th, 1988.

PLEASE SEND \$60 to : DON OWNBEY  
LANE COMMUNITY COLLEGE  
LIBRARY  
4000 E. 30TH AVE.  
EUGENE, OR 97405

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

OREGON ACRL MEMBER REPORTS ON EXCHANGE IN FRANCE

[Editor's note: Linda J. ROBER of Oregon State University Library, Science Section, exchanged positions with Mr. Jean-Marie PAUL of the University of Strasbourg Science Library, from March through September 1987.]

L'Amour Toujours La France

Everything they say about the French is true. Everything you've heard about doing an international job exchange is true. My recent six months at the University of Strasbourg Science Library proved it. Recent articles about the deplorable conditions of the Bibliotheque Nationale and French university libraries in general proved it. My meetings with French librarians in various provinces proved it.

My French exchange partner, Mr. Jean-Marie PAUL, was Assistant Director of the Science Branch. He handled the science budget and the staff scheduling; taught the continuing education courses for librarians in the area, and for the librarians-in-training; he attended the Administrative Council meetings; he was line supervisor for the Technical Services unit, and was scheduled for about 20 hours per week of reference duty.

I worked basically Monday - Friday, 9 AM to 6 PM. The library is closed nights and weekends. I did not do all the administrative duties of my partner. According to French law, a foreigner cannot legally administer a French public office (which the university is.) There are no private universities in France.

My job as a reference librarian was to assist patrons whose questions could not be answered by the Circulation Desk. There was a reference chair at the end of the Circulation Desk, but the reference librarians worked in their offices in another part of the building and were only called out when help was needed. In the six months from March - September (granted, the slow months) I was scheduled for 21 hours a week of reference duty and was actually called for about 10 telephone queries, and 6 in-person questions.

As supervisor of the Technical Services unit, I reviewed the cataloging that was done by hand, in pencil, on a 3 x 5 card for each item. I supervised the flow of materials through Acquisitions, Cataloging, Materials Preparation, and onto the shelf. Needless to say, the system and personnel in place didn't need me to make it function, and I certainly wasn't there to change their system. I was definitely there as the librarian to make decisions on everyday questions and problems, and to take responsibility for decisions.

My total work time to review cataloging, to place monthly book orders for the hard sciences and to answer reference questions was about 2 - 3 hours per day. I also worked on the annual inventory project during the summer. The rest of the time I was free to read up on the French information industry in their journals, and to work on my own research report of the library.

The bottom line about French libraries is that despite the bad press, their hopes lie in the strength, vision, and dynamism of their personnel, and in their ability to lobby the national government for better funding. In that, they are no different than us. I had the opportunity to visit a dozen or so libraries, and to have frank conversations with all types of library personnel -- the library coordinator at the national ministry of education, library directors, librarians, clericals and concierges. They treated me extremely well, and were really eager and willing to discuss libraries and librarianship. They have ideas, they have vision, they have gaul (!)

More details about this exchange will be available in a 35-page exchange report, and in an article I'm preparing for Special Libraries, on the SLA of France (known as ADBS: Association des Documentalistes et Bibliothecaires Specialisees).

For your more immediate information, see the international openings in the February 1988 issue of American Libraries, read the Footloose Librarian, attend the March 10 program on overseas job exchanges in Clackamas.

A note on Linfield folks:

While Lynn Chmelir is on sabbatical during spring 1988, Mary Margaret Benson is Acting College Librarian.

Lucy Harper, formerly of Ohio Wesleyan University Library, has been hired as Adjunct Reference Librarian.

OVERSEAS JOB EXCHANGE

Thursday  
March 10, 1988  
1:15 - 3:30 PM

Monarch Motor Hotel  
12566 SE 93  
Clackamas, Oregon

An exciting and informative panel discussion on overseas job exchanges from people who've DONE IT! Sponsored by the Clackamas County Library Network. Come and join us, listen, learn, ask questions!

For more information call Ms. B.J. Doty, West Linn Public Library, 656-7853, Tuesday through Saturday, days.

Panel Participants:

1. Lauri R. Flynn  
Lewis & Clark Law School Library  
(visited various law libraries in Europe to set up exchanges)
2. Mary Louderback  
Eugene Public Library  
(went to New Zealand)
3. Don Macnaughtan  
Salem Public Library  
(a New Zealander who exchanged with Mary Louderback)
4. Linda J. Rober  
Oregon State University Library  
(exchanged with librarian at University of Strasbourg, France)
5. Kate Saunders  
Driftwood Library  
Lincoln City, Oregon  
(was working in Ireland)



- 10 -

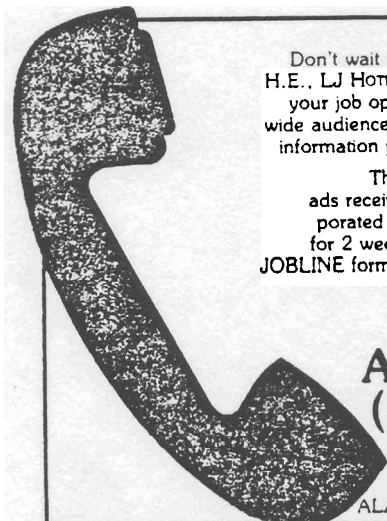
## Oregon State Library

STATE LIBRARY BUILDING, SALEM, OREGON 97310-0640

**CONTACT:** BARBARA O'NEILL,  
Oregon Patent Depository Librarian  
(503) 378-4239  
Oregon State Library  
State Library Building  
Salem, Oregon 97310

### FOR IMMEDIATE RELEASE

The U.S. Patent and Trademark Office's Library Program Office will conduct a free seminar at the Oregon State Capitol, Salem, on March 17, 1988. Presentations will include an overview of the U.S. Patent and Trademark Office, the nature of intellectual property, U.S. Patent classification theory, computer searching on CASSIS, and the Oregon Patent Depository Library. Registration begins at 9:00 A.M. Because of space limitations, registration will be limited to the first 100. The seminar, "Accessing Patents," will be of interest to patent attorneys and agents, civic and business leaders, legislators, inventors, librarians, and interested citizens. Preregistration is required. For more information or preregistration, contact Barbara O'Neill, Patent Depository Librarian, Oregon State Library, 503-378-4239.



**Employers:**  
Don't wait for the next issue of AL, CHRONICLE OF H.E., LJ HOTLINE, or even C&RL News to advertise your job openings. Announce your positions to a wide audience of academic and research library and information professionals on the ACRL JOBLINE.

The prerecorded tape is revised weekly: ads received by 1 p.m. on Thursday are incorporated into the new Friday tape. Listings run for 2 weeks. Call 312/944-6780 or write for a JOBLINE form and free job listing options brochure.

**Job Seekers:**  
For current listings call the

**ACRL JOBLINE**  
**(312)944-6795**

Association of College  
and Research Libraries  
ALA•50 E. Huron St•Chicago, IL 60611