



ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES

OREGON CHAPTER NEWSLETTER  
No. 47

A most irregular publication  
January, 1988

REPORT OF THE

ACRL - JOINT FALL CONFERENCE  
Oregon State Chapter - Washington State Chapter  
Black Lake - October 15-16, 1987

The Joint Washington/Oregon ACRL Conference featured three speakers - Margaret Chisholm, Joanne Euster, and Olive James speaking on the conference theme of Leadership, Creativity and Motivation in Academic Libraries. Truly, it was an inspirational theme with each speaker approaching the subject from a different but compatible point of view. Chisholm's theme centered on her belief that leaders are everywhere - that everyone is a leader in some circumstance. She talked about the characteristics of a leader and how we develop into leaders. She urged the audience to build slowly - to take leadership of committees, to be active in local library associations. Leaders must have integrity, vision, and a positive outlook. They must dare not to be pessimistic. Leaders must motivate, inspire, and lead.

Joanne Euster's talk focussed on creative leadership. She asked the question: Why do we perceive that there is a leadership gap in libraries? She responded that librarians are under more and more pressure because of new technologies, the need to produce more services with fewer financial resources, and advancements in higher education. In order to cope with these pressures, libraries need visionary leaders not managers. Euster defines a leader as someone who has a vision, who can articulate it and who can make people want it to happen. She reminds us that you can have management without leadership, but you cannot have leadership without management. In addressing the question of creativity in librarianship, Euster said that the question is not do librarians have it but rather how can we learn to use that creativity which we all have. We must learn to accept ambiguity, to live with loose ends, and to engage in risk taking. She remarked that one library director she worked with said that his strategy was to get away with whatever he could get away with.

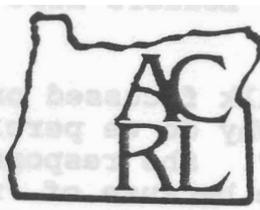
The final speaker, Olive James, talked primarily about the importance of motivation. She said that motivation is not an external something "out there" and that it is not something you do to people. Employees must motivate themselves. Calling upon Maslov's discussions of the hierarchy of needs, she noted that all of us must have our basic needs met before we can progress to the next level. If we do not have basic needs such as safety and security met, we will not be able to concern ourselves with responding to societal issues. In her discussion of performance ratings, James said that employees must have performance information not performance evaluation. Each employee needs to know and understand the goals of the organization. Once the employee understands these goals and accomplishes them, her/his accomplishments need to be celebrated. James ended with an admonition to each of us - catch an employee doing something right.

The conference ended with a reactor panel comprised of Karyle Butcher (Oregon State University), Michael Engle (Linfield College), Maurine Pastine (Washington State University), Henry Yaple (Whitman College), and Diane Parker (Western Washington University) as moderator. Each panelist responded to the ideas that the speakers presented. A lively discussion ensued which was a fitting ending to a most challenging and successful conference.

**GET  
IN  
TOUCH**

- with 9,000 of your colleagues
- with developments in the field
- with special projects and research
- with your profession

Get involved in ACRL.  
Join us!



**OREGON CHAPTER**

**MEMBERSHIP RENEWALS**

Dues are past due for some.....

October is the time to renew your membership. TO DETERMINE WHEN YOUR MEMBERSHIP IS UP FOR RENEWAL, check the upper right-hand corner of your mailing label affixed to this Newsletter. If you find 10/87 there, fill out the Membership Form in this Newsletter and print RENEWAL at the top of the form. Send your check and this form to Isabel Stirling, at U of O (see the form).

ACRL/ORGON CHAPTER ADVISORY BOARD HIGHLIGHTS

The ACRL/OR Advisory Board met October 15, 1987 at Black Lake, Washington. Michael Engle was chosen the new recorder, replacing Isabel Stirling who will now serve as Treasurer and Membership Chair in her capacity as Vice-President.

Terry Ann Soohoo reported on several successful programs executed by the Chapter during 1986/87. Last year's conference "Computers and the Human Spirit" had 88 attendees. During the 1987 OLA conference 36 librarians attended our pre-conference "Improving Job Performance - Strategies for Supervisors". The academic librarians breakfast during the OLA conference had 50 people for Maureen Pastines's slide presentation entitled "Academic Librarians and the International Experience."

Alex Toth of Pacific University will be the new representative to Library and Media Groups of Oregon (LAMGO).

Linda Cochrane of Chemeketa Community College will represent ACRL on the Legislative and Development Committee of OLA.

Isabel Stirling reported on plans for the academic librarians breakfast at the spring, 1988 OLA conference. The breakfast will be changed to Thursday morning this year.

The Oregon Coalition for Libraries was discussed, and the resolution given below was passed unanimously.

RESOLUTION

WHEREAS

There exists substantial support for cohesive library community in Oregon, and

WHEREAS

The preliminary activities of the Oregon Coalition for Libraries during the last two years have successfully demonstrated the potential for future cooperation, and

WHEREAS

Future development of a strong organization is needed, and

WHEREAS

The Association of College and Research Libraries, Oregon Chapter supports the concept of a strong presence for Oregon libraries,

THEREFORE BE IT RESOLVED

That the Board of the Association of College and Research Libraries, Oregon Chapter, agrees to join the Oregon Coalition for Libraries, ratifies the attached interim bylaws, supports the proposed budget and activities for 1988, empowers its representatives to fulfill the purpose of the Oregon Coalition for Libraries, and

THEREFORE BE IT RESOLVED

That the following members of the Association of College and Research Libraries, Oregon Chapter, are duly appointed according to the interim bylaws to serve on the Coalition Board:

Leslie Wykoff

Mel George

Representative to the Legislative and Library Development Committee -- Linda Cochrane



OREGON CHAPTER MEMBERSHIP MEETING

ACRL/OR held its general membership meeting on October 15, 1987 at the Black Lake Conference Center during the annual joint Oregon and Washington conference.

Results of the election were reported. Isabel Stirling was elected Vice-President/President Elect. Isabel is Head of the Science Library at the University of Oregon. She will serve one year as Vice-President, one year as President, and one year as Past President. Sue Burkholder and Michael Engle were elected to the two open at-large positions on the Board. Sue is Library Director at Southern Oregon State College and Michael is Readers Services Librarian at Linfield College. They will serve two year terms on the Board.

The membership report showed a total of 103 members in the Oregon chapter. The treasurer's report showed a balance of \$2141.43.

Kris Rankka resigned as newsletter editor. Karyle Butcher and Deborah Fetch, both from the Kerr Library at Oregon State University, will be co-editors of the newsletter for 1987/88.

A discussion was held concerning the Oregon Coalition for Libraries and a resolution was approved for forwarding to the Advisory Board.

Legislative priorities were discussed, and Michael Engle presented a proposal for the resolution given below, which was amended and then passed unanimously.

RESOLUTION

Be it resolved, the ACRL Oregon Chapter membership supports the Statewide Resource Sharing Program as the number one priority for library legislation in the 1989-91 biennium, and asks other library organizations to join us in a concerted effort to lobby the Legislature, the Governor, and the State Librarian to bring this proposal into law. As outlined in the Oregon State Library's 1987-89 budget request, the Resource Sharing Program includes support for the Oregon Database (adding support for ORULS, an important part of the database, with state funds), the Oregon Statewide Borrower's Card (including reimbursement for ILL net lenders), communications and delivery assistance (statewide courier system), the Pacific Northwest Conspectus Database, and a Last Copy Deposit Facility.

ACRL Oregon Chapter also supports the increase in per capita funding for public libraries, and funding for the continuing library education program for Oregon librarians and library staff.

NEWS IN THE LIBRARIES:

Oregon State University announced that it has now opened its new compact disc reference area. Housed adjacent to the second floor reference desk, the new reference center is available to all library users during regular library hours. The center has twelve IBM computers along with twelve databases which are in constant use. In addition, the library has a two stations set up for Infotrac searching.

PEOPLE IN THE NEWS

NANCY POWELL reports that she is enjoying her travels and her visit to Louisiana. She is tentatively planning on returning to Oregon in April or May and may possibly return to OSU in September.

THOMAS STAVE published "Pay as you read: the debate over public lending right." Wilson Library Bulletin. Oct. 87: 22-28.

# Call for Papers and Program Proposals

## ACRL Fifth National Conference:

### Building on the First Century

April 5 - 8, 1989, Cincinnati, Ohio

The Association of College and Research Libraries invites proposals for papers and programs to be held at the Fifth National Conference in Cincinnati. The conference theme, **Building on the First Century**, celebrates the 100th anniversary of the founding of the College Library Section of the American Library Association in 1889. Papers and program proposals are sought on issues in higher education and academic librarianship that link the past with the future. The goals of the National Conferences are 1) to contribute to the total professional development of academic and research librarians and 2) to promote study, research and publication relevant to academic and research librarianship.

Contributed papers are a major feature of ACRL conferences and are invited in the following two categories:

1. **Research reports** are to be descriptions of studies that utilize rigorous research methodology and include identified hypotheses and clearly stated conclusions. The maximum length for manuscripts is 2,500 words.
2. **Position papers** are to be presentations in which problems are clearly identified and solutions proposed. Descriptions may be of locally implemented experiences (successes and failures), theoretical models, or state-of-the art reviews. Although not requiring formal research methodology, these papers should be well organized and should develop clear positions or concepts. The maximum length for manuscripts is 1,800 words.

Each contributed paper will be reviewed by at least two referees in a blind reviewing process. Criteria for selection include clarity, originality, relevance to the theme and suitability for oral presentation.

Accepted papers will be returned to the authors for final editing and preparation of camera ready copy for the published conference proceedings. Authors will have fifteen minutes to present their papers, followed by fifteen minutes for comments and reactions from the audience. Papers may be scheduled for presentation more than once during the conference. Authors must attend the conference at their own expense. Additional instructions to authors will be mailed upon receipt of a notice of intention to submit a paper.

Potential contributors should send a 200 word description of their paper, the tentative title, the category (either research or position), their name, mailing address, and work phone number. The deadline for sending a notice of intent to submit a paper is June 1, 1988. The deadline for submitting the full paper is July 31, 1988. Send the notice to Jan Fennell, ACRL Contributed Papers, Georgia College Library, 231 W. Hancock Street, Milledgeville, GA 31061

Proposals for programs at the National Conference are also invited. Possible formats include panel presentations, discussion group sessions, idea briefs or poster sessions. Programs may be either 30 or 60 minutes in length. Presenters must attend the conference at their own expense. Additional information will be sent upon receipt of a program proposal. Program proposals should include a 200 word description of the program, the tentative title, and name, mailing address and work phone number of the contact person. The deadline for submitting a program proposal is July 31, 1988. Send proposals to Jordan Scepaniski, ACRL Program, University Library and Learning Resources, California State University, Long Beach, 1250 Bellflower Boulevard, Long Beach, CA 90840.

OREGON LIBRARY ASSOCIATION CONFERENCE

PUBLIC SERVICE UNDER PRESSURE: IMPROVING THE RESPONSE

OLA Preconference  
Eugene Hilton  
Call for more information:

April 6, 1988  
Fee: \$60.00 (includes lunch)  
Leslie Wykoff  
279-8026

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

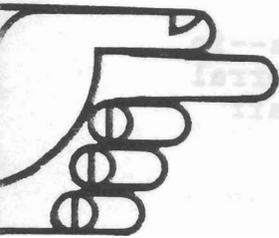
Instructors: Anne G. Lipow, Library Education Officer  
Suzanne Gallup, Head, Cooperative Services  
University of California Berkeley

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.



**WITH ACRL**

#### ACADEMIC LIBRARIANS BREAKFAST

The annual Academic Librarians Breakfast, to be held in April during the Oregon Library Association conference, will feature Tom Stave speaking on the Public Lending Right. Tom is Head, Documents and Public Affairs Service at the University of Oregon. He has recently returned from England where he studied the Public Lending Right system, now used in twelve countries.

For a preview of the material Tom may address in his speech, see his article entitled "Pay as You Read, the Debate over Public Lending Right" which appeared in the October 1987 issue of Wilson Library Bulletin.

Following is the schedule for submission of materials:

<u>DEADLINE FOR COPY</u>	<u>DATE DISTRIBUTED</u>
last day of August	September
last day of November	December (usually)
last day of February	March
last day of May	June

We are looking for all types of copy for this Newsletter---- opinion pieces, short reports on meetings, new project your library is involved in, personnel information, position openings, library profiles, feature articles on issues of interest to you and other college, university, and research librarians, in other words ANYTHING OF INTEREST TO YOU AND YOUR COLLEAGUES.

The ACRL Newsletter is one of your major forums for reaching a widespread audience of ACRL members in Oregon. Please take a few minutes to keep your colleagues informed and/or to share a concern. If you don't let us know we can't let others know.

Please submit all news items to the Newsletter Editors by the deadlines indicated above: Karyle Butcher/Deborah Fetch, Oregon State University, Kerr Library, Corvallis, OR 97331. Phone: 754-3411 or 754-3181. Thanks for your cooperation.



**MEMBERSHIP FORM**

**ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES**  
**OREGON CHAPTER**

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

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

INSTITUTION (IF DIFFERENT) \_\_\_\_\_

- CHECK ONE:  I am a member of ACRL. Chapter dues are \$5.00.  
 Two -year rate: \$9.00  
 I am not a member of ACRL. Chapter dues are \$6.50.  
 Two-year rate: \$12.00

Make check payable to ACRL - Oregon Chapter. Mail check and this form to Isabel Stirling, Science Library, University of Oregon, Eugene, OR 97403. Your cancelled check is your receipt. Dues are tax deductible.

ACRL/OREGON AND ADVISORS FOR 1987/88

ACRL/Oregon is administered by a committee consisting of three elected officers (President, President-Elect, and Past President), and an advisory board comprised of four appointed and four elected members. Two Board members serve as Recorder and Newsletter Editor. Whenever you have any questions about ACRL/Oregon or would like to become more actively involved, please contact one of the officers or advisors.

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Portland State University

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