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Volume 46 Number 4 Fall 2009

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In This Issue

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On the Cover

The Online Computer Library Center's (OCLC) "Geek the Library" awareness campaign launched in Savannah and surrounding communities on June 23. Secondary markets, including the Winder-based Piedmont Regional Library System and _____, joined the push to increase public library funding in September. For more information on the campaign, visit www.geekthelibrary.org.

From the PRESIDENT

What an honor it has been for me to serve as GLA President this year! Georgia Library Association is full of hard-working, energetic, and talented people who are totally dedicated to our profession.

This year, GLA once again took the lead with our annual Library Day in Atlanta. As Legislative Day Chairman Chris Huff stated in the fortune cookies that were distributed at this event, "Libraries Bring Good Fortune to All Georgians." This is a message that we must continue to promote — especially in times of economic hardship!

As always, GLA has sponsored several awards and scholarships this year, including the ALA Emerging Leader, the Hubbard Scholarship, the Beard Scholarship and five GLA Paraprofessional Grants for outstanding paraprofessionals to attend the COMO Conference. Additionally, this year GLA presents the McJenkin-Rheay Award, the Bob Richardson Memorial Award, the Library Support Services Award and the Charles Beard Library Advocacy Award in recognition of individuals who have made outstanding contributions in librarianship.

GLA has made contributions in support of Read Across America, the Georgia Student Media Festival and the Georgia Peach Award. Our organization also passed a resolution for an honorary membership for the late Judith F. Krug, who served as director of the American Library Association's Office for Intellectual Freedom and of the Freedom to Read Foundation for many years.

Many thanks to Susan Cooley, David Baker and the entire editorial board of *GLQ* for once again producing an outstanding journal for the Georgia Library Association. We all can be proud of the professional quality of this publication, and we appreciate their dedication!

At the beginning of this year, I wrote that GLA is all about connections. We have adopted this idea as the theme for COMO XXI: ***"CONNECT – COMMUNICATE – COLLABORATE!"*** This year has given me great opportunities to meet new people in our profession, and I hope you also have been able to expand your connections throughout the state and beyond. I know we can expect great things for Georgia Library Association as Carol Stanley, our president-elect, begins her new leadership role next year!

Thank you all for an exciting and productive 2009! ⏭

— **James P. Cooper**
President
Georgia Library Association

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Front row, from left: Lora Mirza, Susan Cooley and Jeff Heck. Back row, from left: David Baker, Sarah Steiner, Karen Odom, Julie Walker and Laura Burtle. Not pictured: Brijin Boddy and Ann Vidor.

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My Own PRIVATE LIBRARY

A peek inside the personal library of a*n almost* librarian

by David Baker

Within minutes of signing the lease on my first and only apartment back in 1983, I headed for the furniture store to purchase the furnishings I'd need to fill it. The initial list of requirements was short: bed, sofa, stereo hutch, desk and bookshelves. Thanks to the ingenuity of Scandinavian design, numbers four and five came joined: a 36-inch-wide unit of bookshelves with a desk built in. By adding another shelf unit to each side, I was remarkably good to go — fully able to sit, sleep, eat (off the desk) and be entertained by both a wall of sound and a wall of books. What more could a new grad in his first job need?

If your answer was "books to fill the shelves," there could be a job waiting for you in the fortune-teller booth at the Georgia State Fair.

Having been gainfully employed for fewer than 10 months, I resorted to desperate measures, filling one shelf with college textbooks and another with books about movies, rock music (both of which I had reviewed in college and for a few local papers in the years immediately afterward) and baseball. Current and former paperback bestsellers probably filled two or three more shelves. The reasonably complete works of F. Scott Fitzgerald were certainly there, as were Nathaniel West's *The Day of the Locust* and Jerzy Kosinski's *Being There*. The rest of the shelves displayed knickknacks alerting visitors that they had entered the realm of a die-hard St. Louis Cardinal and South Carolina Gamecock fan.

So what has changed, you ask? Location, location, location. And size, size, size.

The three bookshelves with the built-in desk have moved from my Greenville apartment to a succession of houses in Greenville, Columbia and Atlanta, where today they remain the overfilled focus of the Cardinal-and-Gamecock-filled spare bedroom that is my home office. Enabled by 27 years of steady income, of course, I have brought in more shelves and bookcases to join them. Books constantly threaten to — and often do — overflow them. Collections have multiplied as interests have expanded. The number of volumes exceeds 800 and grows, it seems, whenever I'm not looking.

Joining an upgraded Fitzgerald collection are the complete travel writings of Paul Theroux and all of Armistead Maupin's novels. The baseball collection now covers the Cardinals (the prize being an autographed copy of David Halberstam's *October 1964*, thanks to a prized co-worker), statistics and lore (Vince Staten's *Why Is the Foul Pole Fair?*), novels about baseball players (Selden Edwards' *The Little Book*), histories of the textile leagues and multiple biographies of "Shoeless" Joe Jackson, whose shoes I have dutifully visited at the National Baseball Hall of Fame and Museum in Cooperstown, N.Y.

I grew up in the same neighborhood as Shoeless Joe and played with absolutely none of his skill on the same diamond where he caught his first pop up (and where he is now commemorated), behind the old Brandon textile mill in West Greenville, where the grandfather who died before I was born served two terms as mayor. From what I understand, Grandad was never any too pleased to have a liquor store smack in the middle of "his" Pendleton Street — even if it was owned by the locally-idolized-but-nationally-disgraced former Black Sox outfielder. My uncle Bud, from the fun side of the family, was apparently a semi-regular at Joe's establishment, though, and he shared many a first-hand Shoeless Joe story as I was growing up.

From the baseball shelf, we can move over to books about birds and birding (including one devoted to the avian cardinal), lighthouses, elephants, the sinking and recovery of the Titanic, vintage wristwatches, decadent Berlin and architects Frank Lloyd Wright and Antonio Gaudí. Travel-related books, including several about Gaudí's Barcelona and Robert Hughes's excellent 1993 history of that city, take up four shelves.

And lest you fret that I've left behind any part of my past, be assured that music and movies are still well represented on my shelves. Although many such books are scholarly examinations of one or the other, I can't pretend to be faithful to the intellectual. For every serious examination of the cultural impact of Billy Wilder's comedies, the "Star Wars" series or "Blade Runner," there's at least one seriously dishy — and often autographed, which makes all questionable "facts" they contain seem somehow more truthful — autobiography by the likes of Lauren Bacall, Jane Fonda, Joan Collins, Minnie Pearl, Martha Reeves, Carrie Fisher, Ray Davies, Lulu, Tab Hunter, Mary Tyler Moore, Jane Pauley or Barbara Walters.

My lust for celebrity anecdotes is exceeded only by my inexhaustible craving for the sort of historical fodder capable of making me Georgia's version of Slumdog Millionaire. For instance, Chicago might be home to the odious Baby Bears of the National League Central, but I'm thrilled to know so many juicy, behind-the-scenes details about the city's spectacular architecture, its notorious Everleigh sisters and its World Columbian Exposition of 1893, for which my mayoral ancestor, Royal Columbus "R.C." Baker, was partially named. This esoteric knowledge comes from numerous sources, chief among them Karen Abbott's *Sin in the Second City: Madams, Ministers, Playboys, and the Battle for America's Soul* and, more importantly, Erik Larson's *The Devil in the White City*.

At my first American Library Association convention in Chicago in 2005, I had the opportunity to meet Larson. He said that he was inspired to write what I consider the single best non-fiction book I have ever read "by reading a little novel called *The Alienist*" by Caleb Carr. With the exception of *The Great Gatsby*, *The Alienist* is my favorite work of fiction. To discover that one of my three all-time favorite books directly led to the creation of one of the other two was a moment not unlike watching the Cardinals win it all in '64, '67, '82 or '06.

And I would have missed that moment if I wasn't almost a librarian. ⏭

A fan of books, birds and baseball for nearly five decades, David Baker is director of communications for Georgia Public Library Service in Atlanta.

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We Love LIBRARIES!

It takes a village to support a library

by Peter D. Pearson

Nobody in the library world needs to be reminded about the very difficult times facing libraries during this economic downturn. Libraries are experiencing unprecedented use and yet funding for libraries is decreasing rather than increasing to meet the new demands which people are placing on libraries in these difficult times. But, these are not times to bury our head in the sand. This is the time when libraries need all the support they can get from their Friends, trustees and foundations. So, what should be the reaction of Friends, foundations and trustees to this unprecedented use accompanied with a loss in funding?

Clearly, we never want to see private funding take the place of public funding of our libraries. It would be a mistake for any library to turn to its Friends and foundation and request that they plug all the gaps of lost public funding in these challenging times. Private donors don't want to play the role of bailing out an ailing library system, nor is it fair that we put them in that situation. Public funding should always be the cornerstone of the operations of our libraries and private funding should be viewed as funding to enhance basic services and make a good library great. Unfortunately, that's a difficult task to accomplish in these times.

But, an appropriate action for all libraries at this time would be to look closely at the effectiveness of the support organizations that are in place to help the library. Let's look first at our Friends of Library groups. Friends groups have traditionally been volunteer groups which have done book sales and other volunteer activities to help support their libraries. But, one of the activities that should be a central part of every Friends organization is advocacy. By advocacy, I mean political advocacy. Every Friends group should play a significant role in letting its community's elected officials know the importance of the public library. In my organization, The Friends of the Saint Paul Public Library, we have a standing advocacy committee which meets all through the year to develop proposals for our Mayor and City Council to consider for the library's budget in the next year. The committee works hand in hand with the library administration to be certain that the funding initiatives which are being presented to the elected officials are in sync with library plans and needs. But, citizens presenting these needs to the elected officials is far more effective than the library director asking elected officials to increase library funding.

Elected officials expect the library director to give them this message, where the citizens have nothing professionally to gain, which makes them a valued source of information to the elected officials. In St. Paul, the elected officials have listened closely to the annual lobbying platform of our Friends group for 18 years now.

As a result of this, library funding has increased almost every year in St. Paul while neighboring library systems have experienced significant cuts in a number of those years. The role of being an advocate for the library is probably the most important role that any library support organization can take on. After all, more than 90-95% of a library's total funding typically comes from government sources rather than private funds and other special funds.

The other important activity to combine with advocacy is private fundraising. Fundraising can be done either through a library Friends group or a library foundation. Typically, library Friends groups are run on a volunteer basis while a library foundation relies upon professional staff members for this function. Whether fundraising for the library is done through a Friends group or a library foundation, there are a couple of key factors to keep in mind in developing the most effective library fundraising

organization. First and foremost is the board of directors of the organization. The fundraising capabilities of an organization are only as good as its board of directors. Boards of directors of fundraising organizations serve an important role of opening doors to their influential friends and colleagues and serving as ambassadors for the organization, bringing a higher level of visibility and recognition to the library in the community.

An organization that wants to attract the highest level of Board members should take its responsibility of nominating new Board members very seriously. I've seen way too many organizations who send their Board members out on the street in a random fashion asking anyone they may come in contact with about serving on the organization's Board. Instead, a very thoughtful process is needed in which a select group of the Board is sanctioned to be the nominating committee. It only makes sense that the individuals on this committee be the individuals from the board who have the greatest number of contacts and influence in the community. These individuals will recruit like-minded individuals to the board.

All nominating should take place through this committee and new board members should go through an orientation process including receipt of a job description before actually beginning their term on the board. This is probably the most important aspect of fundraising and will guarantee that the organization continues to be vital and well respected in the community.

Another important factor is to move fundraising beyond just membership contributions. Most library Friends groups ask their members for a membership renewal each year. We need to go beyond membership and ask our members to make additional contributions in support of the library each year. Most people don't view membership as a large-scale contribution nor do they view it as a philanthropic venture. Individuals who give $5 to $25 as members earlier in the year might be favorably inclined to give $100 or $500 at year's end to a special project that the library has described as a special need that year. Individualizing these requests through board member involvement is also critical rather than having all requests be direct mail. Just these few simple ideas can make a Friends groups' fundraising efforts far more successful for the future.

Many libraries operate a Friends group side by side with a library foundation. This model can work very effectively with good communication and role responsibilities clearly defined for each group. However, an alternative model is a merged model of a library Friends group and foundation serving as one organization. That model is the one which is in place for The Friends of the Saint Paul Public Library where one organization with one Board of Directors has a mission of doing major fundraising for the library, along with advocacy, author programs and a membership campaign. This model has worked well in St. Paul as well as in a number of other communities. The advantages are obvious. There is less confusion in the community about which organization to write a check to. There is no competition for Board members between two organizations. And, the library staff and director will need to spend less time at meetings of one organization than for two.

Yes, these are unprecedented times for libraries. But, with a little bit of planning and careful operations, library Friends and foundations can continue to provide the vital support that's necessary to give libraries the financial resources that they need to provide vital services to all the members of our community. ⏭

Peter D. Pearson is president of the Friends of the St. Paul Public Library in Minnesota. The organization is a 64-year-old nonprofit organization that acts as both a Friends group and as a Library Foundation, raising more than $1 million annually in support of the library. Peason is also a member of the board of directors of the Association of Library Trsutees, Friends and Foundations.

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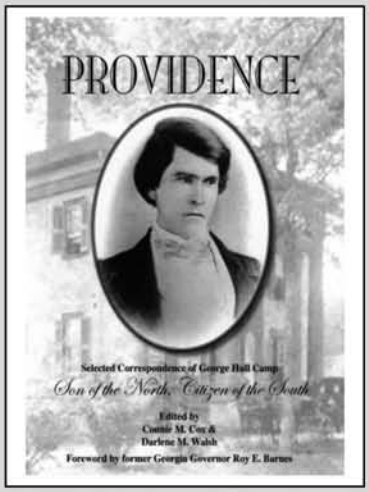
Providence

Selected Correspondence of George Hull Camp

Son of the North, Citizen of the South

Edited by Connie M. Cox and Darlene M. Walsh
Foreword by former Georgia Governor Roy E. Barnes



Personal letters of the Camp, King, Atwood, and Dunwody families tell the story of life in Roswell, Marietta, and Darien, Georgia, from the antebellum era, thru the Civil War, & into the early 1900s.

***I'm inclined to put the Cox/Walsh book 'Providence' on the same pedestal of such monarchs of Southern literature as Robert Manson Myers' 'The Children of Pride,' and Margaret Mitchell's 'Gone with the Wind.'* — Aubrey R. Morris, *Alpharetta-Roswell Revue & News*, 2/5/09**

Late novelist Eugenia Price based some of her characters on the same men and women whom the reader meets in the Camp correspondence

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George Hull Camp (1817-1907), a native New Yorker, adopted the South as his home, served the Confederacy during the turbulent years of America's Civil War, and never wavered in his affection and concern for his family in the North. Hired in 1842 as company storekeeper at the newly established Roswell Manufacturing Company, Camp was taken into the home and under the wing of company president Barrington King. Camp rose quickly in Georgia society and business, becoming King's right-hand man and eventually succeeding him as company president in 1866. Camp married Jane Margaret Atwood, who was the daughter of wealthy coastal planter Henry Skelton Atwood and Ann McIntosh Atwood. McIntosh County is named for her family.

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American Recovery and Reinvestment Act for Georgia Libraries

by Diana J. Very

The Recovery Act appropriated $7.2 billion and directed the Department of Agriculture's Rural Utilities Service (RUS) and The Department of Commerce's National Telecommunications Information Administration (NTIA) to expand broadband access to unserved and underserved communities across the U.S., increase jobs, spur investments in technology and infrastructure, and provide long-term economic benefits. The result is the RUS Broadband Initiatives Program (BIP) and the NTIA Broadband Technology Opportunities Program (BTOP). BIP will make loans and grants for broadband infrastructure projects in rural areas. BTOP will provide grants to fund broadband infrastructure, public computer centers and sustainable broadband adoption projects (USDA.gov, 2009).

More than 360 applications were filed with NTIA, requesting more than $1.9 billion in grants from BTOP for public computer center projects, which will expand access to broadband service and enhance broadband capacity at public libraries, community colleges, and other institutions that provide the benefits of broadband to the general public or specific vulnerable populations (Tolbert, 2009). This grant program is highly competitive. Only $50 million were allotted for this first round. That leaves $1.85 billion that will not be funded.

Institute of Museums and Library Services (IMLS) sent out a press release on August 27, 2009 announcing a need for peer reviewers to help review the numerous grant applications. It is too late for the first round reviewers but if anyone is interested in later rounds please send your resume to BTOPreviewer@ntia.doc.gov . Expertise in several areas is required. A list of required qualifications can be found at http://www.imls.gov/news/2009/082709.shtm.

The program guidelines and definitions were very restrictive and were questioned by the Congressional Subcommittee on Rural Development. USDA Deputy Under Secretary for Rural Development Cheryl Cook, in a July 9 hearing before the House Agriculture Subcommittee on Rural Development, Biotechnology, Specialty Crops, and Foreign Agriculture, testified that USDA had carefully reviewed and will continue to consider modifications for the next round. They wanted to avoid additional delay in the application process by making the change in this first round. In fairness to all applicants and to allow any changes to the Broadband Initiative Program to be based on actual experience with the first NOFA, Rural Development has deferred any clarifications or modifications until the second NOFA, about which discussions are taking place (USDA.gov, 2009). As hoped by everyone involved in the grant application process, the second NOFA for the broadband grants will contain clarifications and modifications that were found needed in the NOFA for the first round.

According to the schedule provided in the August 2009 BTOP Quarterly Status Report to Congress, the NOFA for the second round will be released in winter 2009, which would translate to December 21 – 31, 2009. No dates have been provided for the deadline for applications. The third round is slated for spring 2010, with no dates for the application deadlines. The schedule makes note that all BTOP funds will be awarded by September 30, 2010, which is a statutory deadline.

Georgia will coordinate a statewide application for public computer centers for libraries as anchor institutions in several areas of the state in the second round. At this time, Tim Daniels is the contact person for formulating the grant application. At least six library systems have turned in their own applications for the first round of funding. Those include Athens Regional, Atlanta-Fulton County and DeKalb County Partnership, South Georgia Regional, Sara Hightower, and Hall County Library Systems. Congratulations on accomplishing that difficult task and best of luck with reviewers. ⏭

Diana J. Very is director of LSTA, Statistics and Research for Georgia Public Library Service.

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Second Life complements the Internet for reference librarians

by Florence Tang

Librarians meet in Second Life to discuss collaborative reference services.

> *Six librarians in front of a large map type quickly — using a language that looks like Swedish although the map is in English. It is soon apparent that these visitors are not familiar with the area and are trying to find their way.*
>
> *"You're very petite!" I once commented, and five others in the room turned around to look at a short woman. One spectator admitted that she felt rude.*

These two scenarios could happen only when people are interacting face to face — except that *none* of these people may have even been physically located in the same room. All were interacting via Second Life. This article is an introduction to Second Life culture from the perspective of a real life and avatar reference librarian. It also gives reasons why librarians and their patrons may or may not want to utilize Second Life.

What is Second Life?

Like other interactive virtual environments (IVEs), Second Life complements rather than is a substitute for the World Wide Web. Second Life may look like an online video game, yet it has no points, no competition, and no goals other than those that the individual users decide. Second Life equips users with a range of tools, yet few restrictions. Second Life "in-world" residents have blogs, group and individual profiles, and a "friends" list that is like any other Web 2.0 tool. Second Life residents can instant message, group chat, watch videos, hold video and/or voice conferences, listen to recordings and view RSS feeds and web pages. As in real life, the slideshow presentation is a lecture mainstay. Most features are available through a single Second Life software package.

By creating a Second Life account, the user creates an avatar, or pixilated representation of the user. Most Second Life avatars appear human, but some appear as animals, robots or mythic creatures. Avatars may nod or shake their heads, laugh, shrug their shoulders, raise their hands, hug or perform other gestures. Avatars are located in a shared, virtual space regardless of the real-life, physical location of their "typists." Avatars' unique usernames are displayed in boxes above their heads. It is easy to reconnect with other Second Life residents through Second Life instant messages, which may be saved and forwarded to the user's real life email address if the resident is not currently logged into Second Life.

Second Life residents have intellectual property rights to their creations. Intellectual property rights holders may sell their creations, often in unmanned kiosks or stores. No money is required to create an avatar in Second Life, but many users purchase virtual clothing, accessories, property, and even tinted skin for their avatars.

There are two Second Life universes: the teen grid, restricted to real-life youth under 18 years of age and their well-screened educators, and the adult grid restricted to adults whose real life age is 18 and older. Within the adult grid, locations are labeled as PG or Mature, analogous to PG and R movie ratings.

My experience with Second Life libraries has centered on the Alliance Virtual Library. Based in East Peoria, Illinois, the real life Alliance Library System created its Second Life Library in 2006, offering in-world reference services to Second Life's global public. The Alliance Virtual Library has characteristics similar to those of real life libraries. Both can be considered social spaces. Six-thousand avatars per day visit the Alliance Information Achipelago on Second Life.[1]

Both real world and Second Life libraries have reference service, periodicals, changing displays, exhibits, programs, comfortable seating, and even plants. Both have staffs and budgets supplemented with real-life grants and staffs, and both participate in professional development training. The volunteer staff of the Alliance Virtual Library includes a director, head of collections, head of reference and volunteer coordinator. Reference desk volunteers must have months of in-world experience, attend training sessions and shadow a more experienced volunteer. Department heads and others give reports during staff meetings. Tensions have arisen between staff members with MLS degrees and those without.

Why Use Second Life?

There are 4000 to 50,000 avatars present on Second Life at any given time.[2] It is estimated that by 2011, 80% of Internet users will be using IVEs[3]. Unlike the World Wide Web, Second Life does not have a digital divide based on gender, age or even technical ability. The average Second Life user is 35 years old and 50% of all users are women.[4] Younger users may have a shorter learning curve when entering Second Life due to previous experience navigating avatars in video games and massively multiplayer online role-playing games (MMORPG) like World of Warcraft, which boasts over 11.5 million subscribers worldwide.[5]

I have found synchronous interaction with other people the most valuable part of being on Second Life. In contrast to viewing a web page, entering the virtual world as an avatar makes the user a participant. Avatars can create a more controlled and sometimes more telling first impression than people in real life. I once told a patron wearing camouflage pants and a bandanna that his oversized machine gun violated the library's no weapons policy. Miniature avatars are sometimes cooed at as one would coo to a baby or puppy in real life.

In videoconferencing, if one location has twelve people and the other five, the faces of the five individuals will appear larger on screen than the twelve faces sharing a screen. Identical images projected to a SmartBoard may be a shared object, but otherwise the two groups do not share a common space.[6] Penn State researchers have found that Second Life teams cooperating to solve mathematical problems gave more accurate answers than their real life counterparts.[7]

In Second Life, as in real life, it is easier to understand other avatars standing closer to you. Their chat text appears brighter than the text of those standing farther away. The chat texts of avatars located 20 or more virtual meters away are not visible.

Social norms in Second Life replicate those of real life, although there are some differences. Women are more likely to face each other when talking with less space between them than are men, who are more likely to stand at an angle from each other, especially in confined spaces.[8] Different arrangements for placing speakers in relation to a group or audience have the same effect in Second Life gatherings as it in real life. However, in Second Life there are circles of chairs that always leave one welcoming empty chair. As soon as that chair is filled, a new chair appears. Compared to other forms of online communicators, Second Life users are less likely to "flame" or insult because they see a "person" in front of them. Shy people become more gregarious in Second Life. After using Second Life, many people report becoming friendlier in approaching real-life strangers. The norm in Second Life culture is that everyone greets each other. Perceived anonymity makes people more willing to ask questions. Maps within the Second Life browser show avatars' locations. It is not uncommon to visit a private home in Second Life and have a curious stranger peek in to see what other avatars are doing.

With the necessary computer connectivity, hardware and software, Second Life is virtually accessible to anyone regardless of age or gender. Caretakers, the homebound and people with disabilities are among those who benefit most from Second Life. There are hundreds of health-related support groups in Second Life for people who may not be mobile or open enough in real life to seek others who share their illnesses.

Information and the Library in Second Life

Volunteers cover the AVL reference desk 80 hours per week. Most patrons in a real-life library live nearby. At the Alliance Virtual Library, patrons may be miles away and have never ventured outside of their country.

Free, in-world software translates chat text immediately into one of twenty-two languages. I have seen a librarian who spoke no German answer the reference question of a German who spoke no English. The German was not even aware that a translator was being used.

Events that take place at a specific, advertised time in Second Life Time (SLT or real-life Pacific Time) are the library offerings of most interest to me as a Second Life patron. I have attended lectures, book talks, and memorial services in Second Life, and there are no travel costs. As in face-to-face communication, asking questions after a session is a common phenomenon in Second Life. At one lecture, the guest speaker disappeared after giving his presentation and everyone in the virtual auditorium found it odd.

The Graduate School of Library and Information Science at the University of Illinois offers courses in "Virtual World Librarianship". Valuable knowledge can be gleaned by attending a genealogy workshop at the virtual Genealogy Research Center given by a genealogist with decades of real-life experience, and by meeting the friendly Geographic Information Systems Librarian during his real-life and Second Life office hours at the GIS gazebo. A real-life medical librarian gives MEDLINE and consumer health information training sessions from HealthInfo Island in Second Life.

Surprising to many new, professional users of Second Life is the popularity of dancing and music events. These are offered just as refreshments are used in real life to draw attendees. The Cleveland Public Library's grand opening party of its Second Life library included a costume contest on the floor of a giant chessboard for avatars to dress as their favorite chess pieces. The event highlighted the real-life Cleveland Public Library's extensive collection of chess-game related materials.

Second Life provides a collaborative learning experience even when there is no scheduled event. My avatar is a member of ACRL in Second Life, Library Reference Group, and the Library Academic Avatars group. Multiple libraries that are not geographically close in real life can collaborate in Second Life. Two universities presented their students' artwork at a joint exhibit. The librarian on reference duty can send an instant message for advice to all reference staff currently logged in, thus appearing more knowledgeable to patrons than s/he really is! Although no events were scheduled at Northern Illinois University's Second Life campus on the weekend of the infamous shootings in 2008, I could teleport to the campus, leave flowers, and share my feelings with other concerned American educators. I have sought assistance at an island dedicated to the promotion of Open Source software by asking the avatars milling about the Linux operating system Ubuntu.

Fans of historical culture inhabit Renaissance Island or Caledon, where avatars dress in period clothing and behave with the mannerisms of the 17th or 19th centuries respectively. Renaissance Island has its own Globe Theater. In Renaissance Island, I met a person who typed using Shakespearean English spelling. Entering an area representing the 1880s era, I was immediately aware of how inappropriate my clothing looked and entered clothing stores to see what would be more appropriate for the time period. Avatars role play as Henry VIII, Abraham Lincoln, George Washington Carver and other historical figures.

While some of Second Life's museums and galleries are replicas of their real life counterparts, others do not or

The universal library in a virtual universe

could not exist in real life. For instance, it is difficult to gain a sense of how far the Sistine Chapel's ceiling is from the floor without a three-dimensional reproduction like that on Vassar College's Second Life campus. Unlike real life tourists, avatars may fly closer to the ceiling for a better view! The Old Masters Picture Gallery gives art lovers a greater sense of being at the real life gallery in Dresden, Germany, than a glossy folio book can. Virtual patrons hear the sounds of the running fountains when approaching the domed building. Inside, visitors can see the physical relationship pieces have with each other. The virtual visitor can appreciate the curator's work in grouping pieces together. In Virtual Starry Night, a Van Gogh gallery, self-portraits are hung in one hall, flowers in another, etc. Works that are located on different continents or lost or destroyed in real life may be hung in a single gallery in Second Life. The gallery also contains "life-sized" three-dimensional recreations of Van Gogh's works through which avatars can navigate. The International Spaceflight Museum could not exist in real life, even if it only contained life-sized, non-lethal reproductions, due to the enormous size of the pieces. Bradley University markets its real life campus through exhibits in the virtual 19th century home of Lydia Bradley, the university's founder. Assigning students to curate their own virtual galleries could be a useful learning tool.

Interactive displays in the sciences include "The Gene Pool" created by a professor from Texas Wesleyan University[9], "Second Life Heart Murmur Sim" created by an instructor from San Jose State University, and many examples of molecular models that can be found on Drexel University's Second Life space, among many others[10].

The health sciences, mystery, science fiction and Victorian libraries look architecturally appropriate in ways real libraries could not due to the limitations of gravity, weather, space, cultural appropriateness or financial restrictions.

Caveats to Using Second Life

Since most questions at the Alliance Virtual Library's reference desk are about how to navigate Second Life, some users may question whether encouraging frustrated newbies to interact within a for-profit company's product should be the purview of unpaid volunteers. "Linden Labs should pay us!" exclaimed one volunteer while teaching avatar navigation. Linden Labs opened Second Life to the public in 2003 but continues to own the servers that host all of Second Life's content. Before making a significant financial investment in Linden dollars or Second Life, consider that when the servers are down, or if Linden Labs were to close its business, you would be unable to access the virtual objects, land, money and other virtual possessions.

The Second Life currency is the Linden Dollar (L$). As of this writing, one US Dollar is valued as L$260[11]. Linden Labs charges $.30 per transaction for exchanging US dollars to Linden dollars and 3.5% for exchanging Linden dollars to US dollars. Linden Dollars are required for buying or renting property in Second Life. Importing images to Second Life requires a small fee of L$10 per image. A keyword search for places in Second Life's internal search engine will only produce results for establishments that have paid a L$30-per-week charge.[12]

Like the real world, the virtual world is not immune to financial difficulties. Recent spikes in rental costs caused many virtual landowners to eliminate content that librarians had volunteered to develop.

Second Life's content is created by its residents, who may not consider how their creations will affect others who do not share the same technological capacities. Second Life's internal search engine lacks Google's sophisticated search algorithm, so I often toggle between the virtual world and a web browser to use the familiar, web search engine with keywords like "slurl" to search for Second Life content.

A computer must have at least a high speed internet connection and a certain level of hardware to run Second Life effectively. Installing the software on all public computers would make the entire network slower although Second Life's mentor program, help area, and the Alliance Virtual Library's reference desk are available to those who are curious but lack computer skills. Due to copyright and licenses, access to resources is a problem when assisting Second Life patrons located anywhere in the world.

I have asked American patrons of the Alliance Virtual Library if their school or public library had certain popular databases. If they did not know how to access those databases, I referred them to their real world library. Although librarians may not want to assist patrons from outside their tax-base or school, it is educational for local library patrons to meet culturally different peoples who may not even share the experience of having been to the United States.

Younger users, who are accustomed to sophisticated interactions using ASCII text, may find the visual aids of Second Life's virtual people and physical objects unnecessary. Libraries using Second Life to attract younger users may not achieve that result. It is rather the

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older users — who require a visual reference point mimicking real life — who use Second Life the most.

Second Life's "griefers," the Alliance Virtual Library's problem patrons, may seek to intentionally distress other avatars. One Portuguese-speaking patron insisted that he did not know how to speak English or wear clothing until he was threatened with banishment from the library. A more recent griefer aggressively solicited all female patrons and insulted everyone else. The reference librarian on duty told him to stop the behavior, but he responded with insults. Next the librarian contacted the Alliance Virtual Library's director, who observed the behavior and asked the griefer to be respectful of others. As he ignored the director's request as well, she immediately added him to a list of banned avatars and he vanished.

One criticism of Second Life is that the virtual public places are mostly empty. This comment was once made to me about Second Life's houses of worship. I responded that this was true for many real life churches as well when it was not a Sunday. If one were to compare IVEs to the WWW, most Web pages do not have any viewers most of the time.

The Alliance Virtual Library used to have a boxy "Carnegie Library" building in Second Life. It still has a reference desk. As with other Second Life buildings modeled too closely after real life, this building required avatars to maneuver through its narrow doorways. Camera angles were blocked by walls. The AVL's buildings now have wide entrances and are often intentionally missing walls or roofs for increased avatar accessibility. The AVL has relinquished the familiar Carnegie Library appearance in favor of greater avatar navigability.

There is less hierarchy among participants than in face-to-face interaction but more than in other Web 2.0 tools. This is due to visually perceived differences in age, size, gender and species. One can also determine by the speed of an avatar's movement if the typist has a fast computer and strong internet bandwidth.

Although one would like to think that Second Life bridges global barriers of distance and language, its users are still primarily from the Western Hemisphere. Other IVEs are more popular with the language populations they were designed for. Even among Second Life English speakers, Europeans and Americans will always disagree about the best time to hold meetings and events.

Book, film and play discussions in Second Life are popular if the reading or watching of the works is carried out in the real world. Reading long, continuous passages of text in the three-dimensional virtual world is more cumbersome than reading from a webpage. A Web page with links to websites may be more accessible for the user than a Second Life sign with links to websites, because the user only opens one web browser instead of opening both the Second Life browser and an Internet browser. Although the Second Life software includes a web browser, it lacks the functionality of a Mozilla Firefox or Internet Explorer.

A clever builder on HealthInfo Island successfully used Second Life's three-dimensional properties as a finding aid by creating a large, virtual doll. A sign instructs users to click on parts of the doll to link to disability resources information. Clicking on the doll's ears links the user to resources for the hearing impaired. Clicking on a leg produces links to resources for those with mobility disabilities. This pictorial method is perhaps nanoseconds more intuitive than reading the words "Dictionary" or "Resources for the hearing impaired," but is more difficult to create.

Second Life chatting via rapid typing can also be an obstacle for some. The user's chat text is not visible to others until the user presses the enter key. Typing a conversation is slower than speaking face to face. Multiple avatars in the same room may display their chat text on the screen at the same second. The lag in reading and typing time eventually causes multiple conversations to be held simultaneously, and questions to be repeated. The temptation for users is to shorten their responses to reduce this time lag, but brief, abrupt responses may increase miscommunication and reduce critical thinking.

Buildings, landscapes and even avatars can change quickly. A library building was rotated to make it more accessible. A virtual library was cut and pasted into a new location, leaving patrons linking to old "landmarks" (bookmarks to virtual locations) suddenly lost in an empty desert or new store. A blond man wearing a kilt sometimes appears as a quadruped wolf or bear, but most residents keep a consistent shape and change only their hair and clothing frequently. A real-life individual may identify so closely with the avatar that the person forgets that she or he is really older and less svelte than he or she looks in Second Life!

Will Second Life Survive?

According to the Association of Virtual Worlds, there are over 250 interactive virtual environments. Although Second Life may disappear in the future, IVEs as a group will continue to live. Second Life competitors include Active Worlds, There.com and HiPiHi. OpenSim is

particularly promising because it allows Second Life users to enter virtual locations housed not by Linden Lab servers, but by anyone with the real life technological capacity to host them.

Institutions from the United States Army to China's Palace Museum are either planning or now using IVEs to educate soldiers and potential tourists. In the Palace Museum's IVE, avatars virtually live in the Forbidden City during the Qing Dynasty. As IVEs are the inevitable progression of Internet technology, libraries will likely continue to use the application to effectively educate and communicate with their patrons. ⏭

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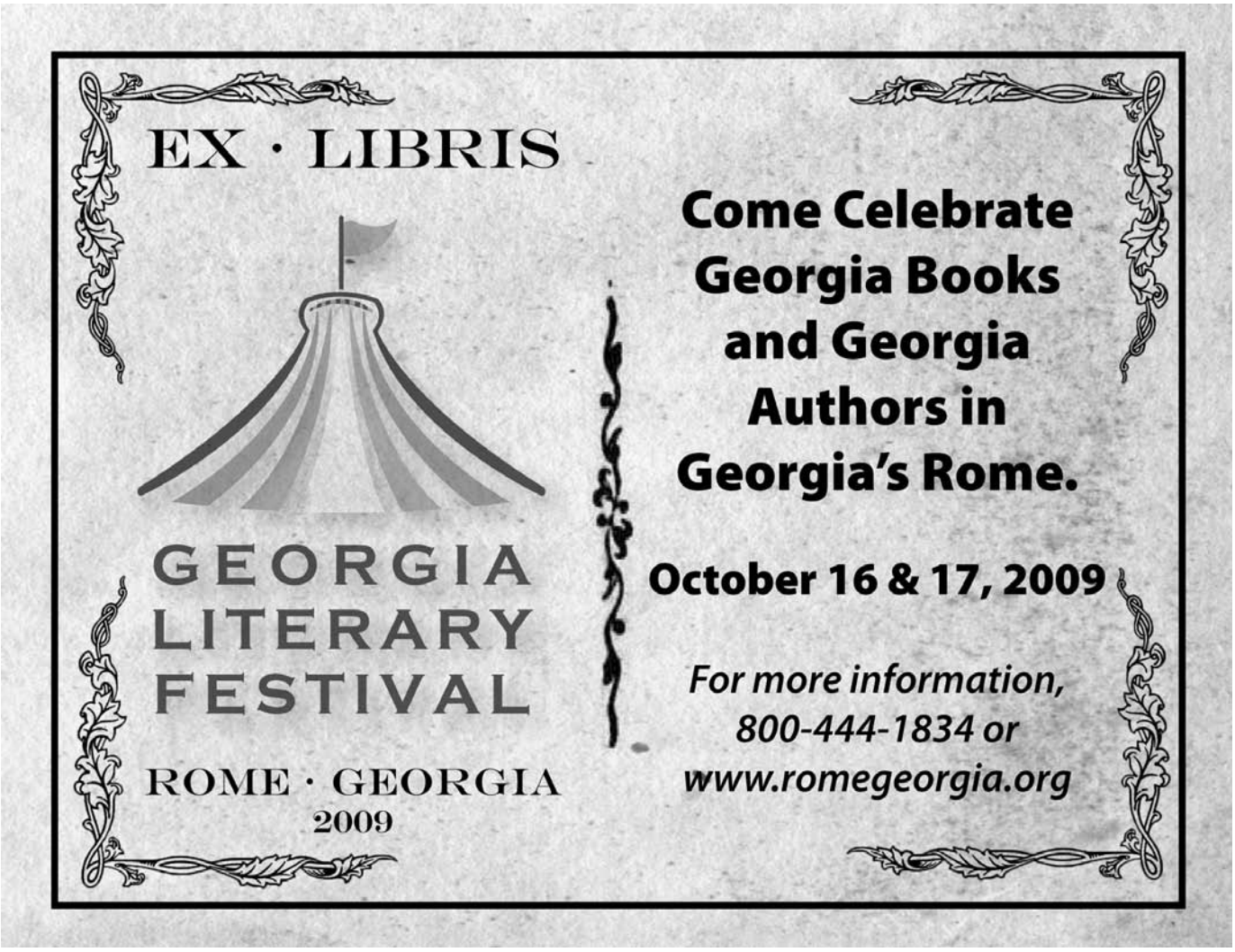

COMO WHITE PAPER

Reinventing libraries for the next generation of library users

by La Loria Konata

During the early 1990s voters pushed towards "reinventing government." That is, run government like you would run a business. This entrepreneurial approach to management shifts resources from one source to a more productive and effective source resulting in greater profit (Osborne and Gaebler 1992, xix). Like governments in the 1990s, libraries are operating in a new environment and community that forces them to advocate their own relevancy with competitors such as Google. This paper examines how libraries are "reinventing" themselves and discusses key business management principles libraries must adopt to compete in a more diverse and abundant information environment.

The Need for Reinvention

Developing relationships with users is imperative if libraries are to meet the needs of the next generation of users, namely the millennial generation. Millennials are those born between 1977 and 1994 and are the second largest population group after the Baby Boomers (Zou 2008). This group will be the primary group of library users in the near future and our services will have to meet their expectations, as they are accustomed to being courted. According to Walker (2006), there are seven key traits that characterize this generation: "special, sheltered, confident, team-oriented, conventional, pressured, and achieving." Walker further states that "special, pressured, achieving, and team-oriented" are traits that have implications for academic libraries. Since this group is more team-oriented, focusing on collaborative learning, libraries will need more group study space to accommodate this need and more tolerance for a slightly higher noise level.

The Library's Response to Customer Demands

Library users have demanded extended services to fit their busy non-traditional schedules and libraries have responded, albeit slowly, to these demands by expanding services with technology. Chat reference and instant messaging, blogs, federated searching, and Google Scholar are examples of this.

Librarians are also engaged in other "social software" such as wikis that allow users to add and delete information as desired, and MySpace.com (for example, see < http://www.myspace.com/undergradlibrary>) and Facebook which allows users to add or "make friends" with the library by adding the library to their circle of friends. All of these efforts are a result of libraries applying the business/ economic principle of "supply and demand." Libraries are reinventing themselves by going where the users are.

This is also evidenced with federated searching, Google Scholar, and digitization projects such as repositories. *When in Rome, do as the Romans*. Libraries have taken this adage to heart and are taking a page out of Google's online book to provide similar services. Google is used 30% of the time to search the internet (Luther 2003). Users like the ease of use and how quickly the results are displayed. Metasearch technology/ federated searching provides this same ease of use, allowing users to conduct one search and receive results from several databases. Google Scholar is also libraries' way of saying, *if you can't beat 'em, join 'em*. Libraries have joined forces with Google to provide higher quality content and in some cases link to their subscription databases.

"*Reinventing*" Customer Service and Reference

"The customer is always right" has long been a mantra and philosophy in the business world for the obvious

reason of needing customer loyalty to survive. Libraries have not always followed this principle to the same degree because it was not necessary to do so. Resources found in libraries were so unique that there was no other place to find them. The age of the internet changed that and libraries must now compete against other online sources available on the internet. One way to compete is with customer satisfaction and loyalty, and how we resolve customer complaints.

In business, customer complaints are more valued and welcomed than they are in libraries. Businesses use these complaints to improve their services and customer relations. They are probably more valued in business because the bottom line is at stake. Businesses recognize that it is easier to retain a customer than it is to establish a new one. Libraries have to constantly prove their worth to, at the very minimum, keep current library users and retain current budget levels or even increase them.

Handling customer complaints is critical when you consider those who do not complain. According to one author (Jackson 2002), "96% of the customers who do have problems with a business do not complain. 'This means that for every complaint the average business receives, there are 24 silent unhappy customers (206).'" While these 24 silent unhappy customers may not complain to us, they are complaining to everyone they know. Unhappy customers share their experiences with others far more than do happy customers. What this could mean for libraries is disastrous.

What libraries can do and what many have done is to become more open to receiving complaints. Library users want to know that they have been heard and that the problem is being addressed. If several are having the same complaint, then maybe a policy change is the answer. This is why it is important to encourage complaints instead of avoiding them, especially if these complaints may help change or create policy. Make sure the issue has been resolved to the user's satisfaction. Establishing firm policies will ensure that issues are handled in a non-discriminatory fashion, giving personnel justification for their decision-making.

Using the adage "the customer is always right" may make one think of reference in a retail sense. The author is not referring to "retail reference transactions" as defined by Davis as "superficial answers to complex questions (Davis 2006)." Nor, the "face value rule" where you assume the user knows what they want (Ross 2003). But, in the sense that we can use those same business practices, such as having a "mystery shopper," to improve reference service and customer satisfaction by reinforcing RUSA's *Guidelines for Behavioral Performance of Reference and Information Service Providers*.

The idea of a "mystery shopper" or a "spy" is not a new concept, but what if that concept was frequently applied to libraries. Many retail businesses pay for customer feedback by using mystery shoppers. These "professional shoppers" appear in stores as any other shopper would but with a checklist of things the employee should do and say. It is estimated that there are as many as 50,000 to one million of these shoppers (Heimer 2005). They provide feedback on things such as how they were greeted, whether the employee recommend add-ons (this would be referral of other resources/ databases in the library world), and whether or not there was follow-up.

The main goal in using "mystery shoppers" or "mystery information seekers" is to make sure RUSA's guidelines are being performed in a reference transaction, in person and/ or remotely, in the areas of approachability, interest, listening/ inquiring, searching, and follow up (*Guidelines for Behavioral Performance of Reference and Information Service Providers* 2006). Other goals of using "mystery information seekers" are to standardize service by measuring the "effectiveness of training" and "testing if customers are treated equally(van der Wiele, Hesselink, and van Iwaarden 2005)." Graduate students can be trained to be the "mystery information seeker" with libraries providing an incentive such as a free lunch. Taking care of our relationship with library users by proper handling of complaints and conducting excellent reference interviews should provide loyal library users who can then be our advocates.

Marketing Success in Libraries

The importance of branding is hitting home in many organizations outside traditional business. The city of Atlanta recently launched a branding campaign that resulted in the tagline, "Everyday is an opening day (*Brand Atlanta Launches Regional Marketing Campaign* 2006)." Libraries have paid some attention to marketing in order to compete. Borders bookstore wants to be the "third place" after home and office for consumers where they can comfortably read and explore while enjoying a latte without any pressure to buy (Dempsey 2004,32). Libraries have responded with major renovation projects that transform the library building into a more inviting place complete with a coffee bar and browsing area of popular books with new age furniture. According to Fox (2004), in 2004 there were 36 such projects in academic libraries.

For a sort of hands-on marketing touch, libraries adhere to the liaison model or subject specialist model

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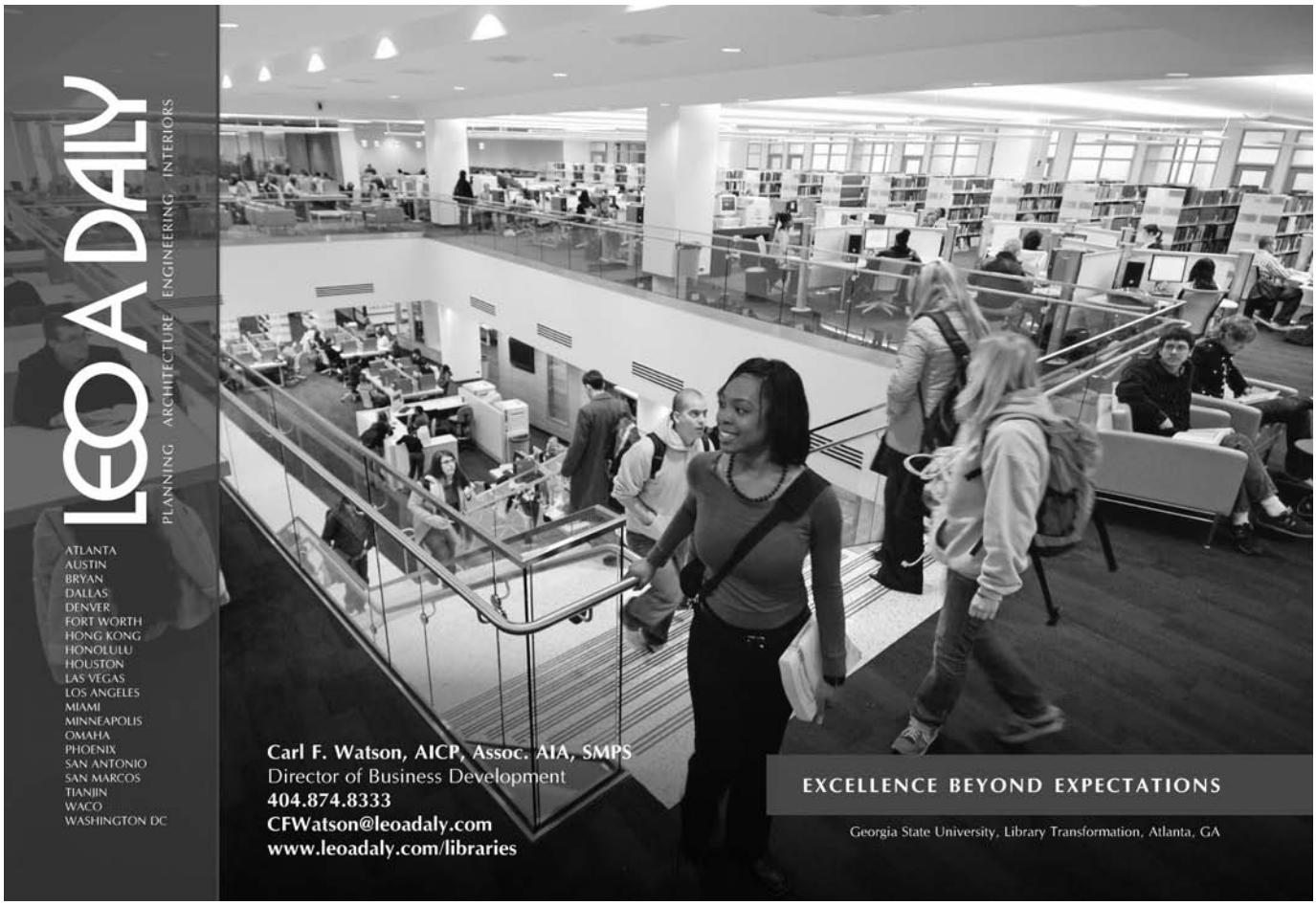
with librarians who are "experts" in a field of study and provide specialized service for those in that subject area(s). "The liaison model is not a new concept but what the model provides is a personal contact for students, staff, and faculty and gives them the idea of having someone working for them or their very own advocate/partner. It gives librarians an opportunity to outreach to a small segment of the population and establish a relationship with them. The liaison should have the flexibility to develop an outreach plan that accounts for the personality of the department as well as the liaison.

New Strategies for Marketing Services

Someone had on a shirt with the slogan, "I Google." How do we in libraries match that type of branding/advertising? ALA still has posters with the slogan "READ." This branding and imaging binds us to the book without allowing for the new dimension of technology that libraries provide. If libraries plan to compete with Google, Yahoo!, Borders, etc. for a sizeable market share in information services, changing the culture in libraries to a marketing culture must be a top priority. Marketing is a concept that usually involves the marketer selling a product to a customer. The library is the "retailer" of information services. "Relationship marketing, recognises that the core of marketing is the relationship between the organisation and the customer, which may extend over many transactions, and several years (Rowley 2003)." Branding is a concept within marketing that can be used to build this relationship.

Singh (2004) defines branding as "a name, term, sign, symbol, design or a combination of these, which is used to identify the goods and services of one seller or group of sellers and to differentiate them from those of competitors (Singh 2004)." The "library" is a recognizable brand that conjures up feelings for better or worse of shelves of books and possibly of a little old white lady with glasses and hair bun. The library brand is one that needs better brand management to improve the image and perceptions in a library user's mind. For this to be done, we must first ask the question, "What business are we in?" Many would say that we are in the business of providing information services. This is erroneous and does not help us to compete. Libraries are in the business of "finding solutions" by making relevant information easily and readily available. This shift in thinking is necessary to relate to the library user and to provide what they need,



i.e., answers to questions. Helping users find solutions and answers to problems means they actually have to use the information product. So, it is not enough for us to just subscribe to databases and have them available. Kapoor states that the marketing cycle is complete only when consumption takes place. "Without consumption, your sale is only a transfer of goods. No matter how hard you push the supply chain, unless the customer consumes your product, there will come a time when the supply conduit will get clogged and your product will not move anymore (Kapoor 2001)." For an example of a marketing plan (template), see: http://www.library.gsu.edu/files/research/108L&RS%20Marketing%20Template.docx .

Branding information services is more difficult and complex than branding a product such as a computer or soft drink, but it can be done with proper care and attention. The first step in transforming the image and perception in a consumer's head is to find out what's the current perception held by the user and attributes they think the library has. Next, learn of your own perception and attributes of the library and what attributes are needed by the user (Singh 2004). This step should influence all other activities and goes beyond a catchy slogan and nice graphic logo. This step also assumes that you know who your users are, so if that has not been clearly defined, it will need to be done to gather initial data. Part of the difficulty for libraries to establish a brand, is that users of libraries are bombarded with so many brands and logos such as institutional logo, database brands such as EBSCO, Proquest, etc. So, the library brand has to be a service umbrella that embeds all of the other brands and yet remains distinctive.

Branding does have an impact, but it may be difficult to measure. One way to measure the effectiveness of branding is to internally measure the change in behavior by those providing the service in libraries. The success of branding requires that all employees — staff, faculty, leadership — buy into the same marketing culture and philosophy.

To develop a marketing plan for library services, libraries should hire marketing professionals with an MBA or a consultant firm. Alternatively, libraries can work with graduate MBA students to assist with a marketing strategy as part of a class project if funds do not allow for a professional firm to be hired. ⏭

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People, Libraries and Agencies **IN THE NEWS**

Technical College System of Georgia announces mergers

On July 1, the Technical College System of Georgia merged nine colleges into four. These are changes in the college name only; all campuses and their programs remain open with regular classroom schedules just as they were prior to the merger. No library staff was lost due to the merger. The librarians at the effected colleges worked tirelessly to make the transitions smooth ones and to ensure that all procedures and policies were consistent across merged campuses. As a result of the mergers, libraries are reporting an increase in intra-library loans.

Chattahoochee Technical College was created through the merger of Appalachian, Chattahoochee and North Metro Technical Colleges. Chattahoochee Tech's new library can be accessed online by visiting www.chattahoocheetech.edu/library. The Library's social media links can be found at http://delicious.com/NMTC_Librarian/ctc_social. Barbe Moore is the director of libraries for the merged colleges.

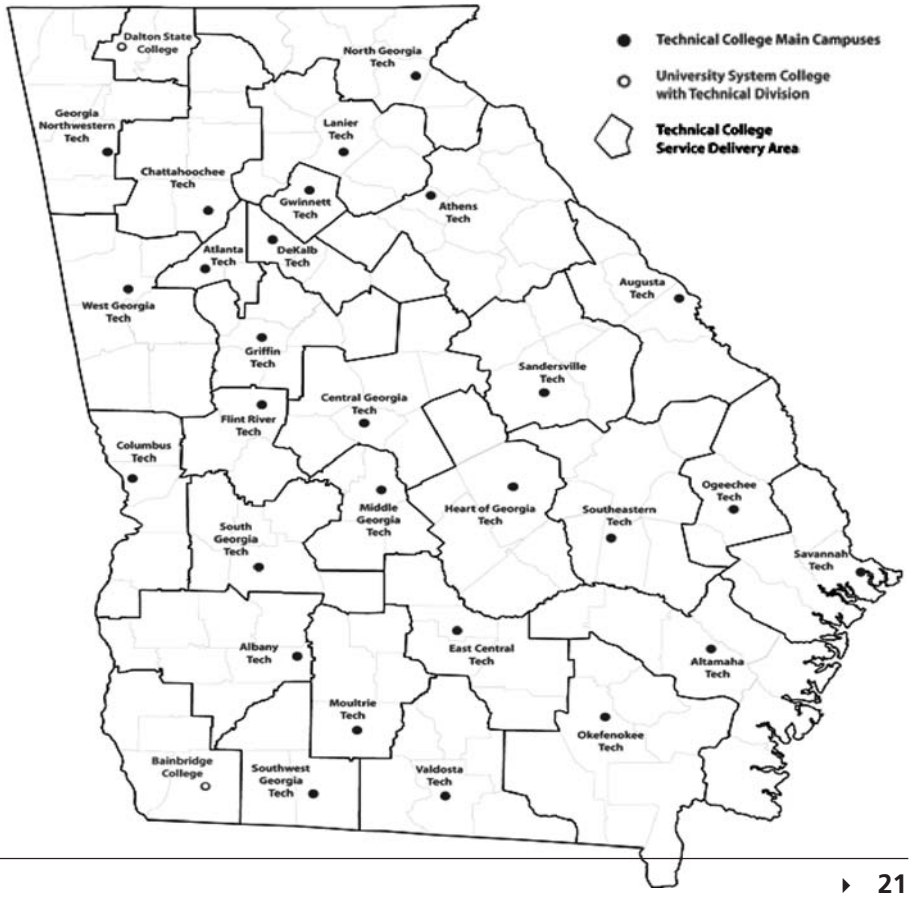
Georgia Northwestern Technical College is the result of the merger of Coosa Valley and Northwestern Technical Colleges. Their new Web address is www.gntc.edu/library; the librarians blog about all things library at http://gntclibrary.blogspot.com. Linda Floyd is the library director and Karen Kwiatkowski is the assistant library director; together the two will supervise a staff of 12.

Southeastern and Swainsboro Technical Colleges have merged to become the new and improved Southeastern Technical College. Jane Summey is the director of library services. They can be found on the Web at http://library.southeasterntech.edu.

The new West Georgia Technical College resulted from the merger of West Central and West Georgia Technical Colleges. Mary McClung is the director of library services and she supervises a staff of seven. The library can be found online at www.westgatech.edu/library.

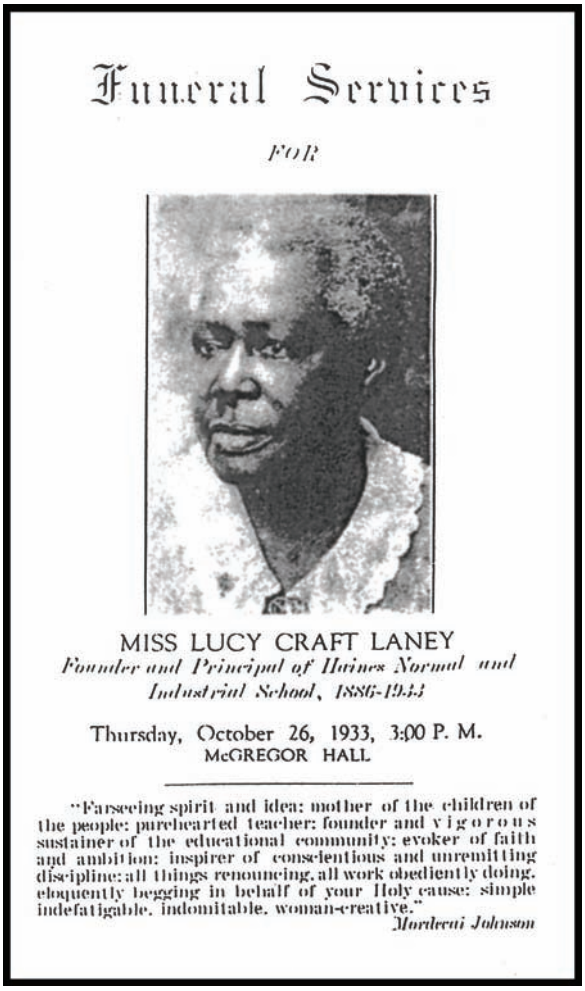
Four additional schools will merge into two in 2010. Griffin and Flint River Technical Colleges are expected to become Southern Crescent Technical College in early 2010. Valdosta and East Central Technical Colleges are planned for merger in July 2010.

In October, several of the library directors and librarians will present a COMO panel discussion about the library mergers entitled "Let's Get Together and Feel Alright". ⏭



ECGRL unveils valuable local resource for African Americans

An unexpected donation to the East Central Georgia Regional Library inspired librarian Dottie Demarest, Genealogy and Local History Specialist, to create a new and valuable resource for the African American community. Four years ago Gloria Lucas brought her aunt Eula Mae Ramsey Johnson's funeral programs to the library. There were nearly 300 programs in the donation from the funerals of Mrs. Johnson's extended family and friends that she had collected over more than 30 years. Gloria did not want them discarded, which is the fate of many such collections once the people who own them pass away.



Funeral Services

FOR

MISS LUCY CRAFT LANEY

Founder and Principal of Haines Normal and Industrial School, 1886-1933

Thursday, October 26, 1933, 3:00 P. M.
McGREGOR HALL

"Farseeing spirit and idea: mother of the children of the people: purehearted teacher: founder and vigorous sustainer of the educational community: evoker of faith and ambition: inspirer of conscientious and unremitting discipline: all things renouncing, all work obediently doing, eloquently begging in behalf of your Holy cause: simple indefatigable, indomitable, woman-creative."

Mordecai Johnson

Fortunately, the value of having an African American Funeral Program collection was recognized right away. The funeral programs provide a wealth of information about the lives of the deceased, their parents, where they lived and went to school, the jobs and churches they attended and the names of their children and grandchildren. In the more modern programs, pictures of the deceased and sometimes their family are included. Holding the programs in a central location means that they are available to many more people and will be available for future generations.

The funeral programs are kept in a special filing cabinet and a printed index was created for the collection that could be updated as needed. Deborah Barron, Assistant Librarian, has been instrumental in keeping the index of the collection up to date. At first, the focus of the collection was on the Central Savannah River Area but it quickly became apparent that the African Americans of this community had a network of friends and family that spanned the nation. As more people heard about the collection, funeral programs trickled in from people in many places. If the owners wish to keep their programs, they are copied and returned. That turned out to be a good decision. These are often valued keepsakes of beloved family members and sometimes people have a hard time parting with them, something that is completely understandable.

By last summer, the collection had grown to about 1200 programs when Demarest approached Edward A. Johnson, the Project Director at Georgia HomePLACE, with the idea of digitalizing the collection and placing them online. To Demarest's great delight, Georgia HomePlace liked the idea. ECGR Library Director Gary Swint agreed that the library would pay for the digitalization of the programs, which was done by OCLC, and Georgia Digital Library agreed that they would create and maintain a searchable database for them. There were some small glitches. The digitalization took just a little longer than expected and some of the copies of the funeral programs were unusable. Still, more than a thousand funeral programs went online in July 2009. It is believed to be the first of its kind.

The earliest program is of Lucy Laney who died in 1933. Another program is of a woman who was born a slave and died at 113 years of age. What a wealth of information it holds about her for her family! Now it does not matter where in the world her relatives are, they can access the information and view her program or those of other friends and family at any time.

Today the collection contains over 1500 programs and continues to grow. ⏭

— **Dorothy Demarest**
Local History Librarian
Augusta-Richmond County Public Library

Published by DigitalCommons@Kennesaw State University, 2009

Knight, Kunnupas win GLA scholarships

The GLA Scholarship Committee has announced the 2009 winners of the Beard and Hubbard scholarships — two awards given annually by GLA to provide financial assistance for students pursuing a Master's degree in library science.

This year's C.S. Hubbard Scholarship winner is Amber Knight, who completed a B.A. in theatre from LaGrange College and will be starting the LIS program at Valdosta State University in the fall. Throughout high school, Knight volunteered her summers off to work as a page for the Hall County Public Library System and later worked for that library system in Youth Services Programming.

Knight

She is presently employed full time at the Bartow County Library System as a Youth Services Assistant. She is praised by previous and current supervisors for her abilities in planning and conducting programming for children and teens. Her professional goal she says is to "shape in my own small way, the public library systems' future" and she aspires to someday be head of a children's department in a public library.

Tiia Kunnupas, currently a student in the LIS program at Valdosta, is this year's Charles Beard Scholarship winner. Kunnupas has a B. S. in Marketing from New York University, an M.Ed. from University of West Georgia, and is presently employed full time in the library at Atlanta Technical College. She previously worked as a media specialist for Cobb County Schools and was a national semifinalist in the International Reading Association's Presidential Award for Reading and Technology in 2008.

Kunnupas

On completing her library degree, Tiia would like to work in public libraries creating and implementing programs that encourage moms and their children to read together.

Complete information about the scholarships offered by GLA, including application information, is available through the GLA website at http://gla.georgialibraries.org/scholarship.htm. The 2010 deadline for applications is May 21st. Congratulations to our 2009 scholarship winners! ⏭

Above left: Award winners Kozel, Michelle Demeter, Fran Perros and Donna Scheeder with FAFLRT Awards Committee Co-Chairs Shirly Loo and Maria PIsa. Above right: Kozel accepts his award from Pisa.

VSU students honored at ALA Conference

Three students from the Master of Library and Information Science (MLIS) Program at Valdosta State University (VSU) were honored at the American Library Association (ALA) 2009 Conference in Chicago.

Kenneth M. Kozel received the Adelaide Del Frate Conference Sponsorship Award from the Federal & Armed Forces Libraries Round Table (FAFLRT). This award helps to defray the expense of attending the ALA Annual Conference for a student in an ALA-accredited Masters Program who has expressed an interest in some aspect of Federal librarianship. Kozel, who currently works at Pitts Library, Andrew College, in Cuthbert, Georgia, received his MLIS degree in August 2009. He has been accepted for an internship in the Office of eDiplomacy in the Bureau of Information Resource Management of the U.S. Department of State and plans to pursue a career as a Federal librarian.

Mary L. Miller is VSU's first participant in the ALA Student-to-Staff Program. Each year 40 library students are chosen to assist ALA staff during ALA Annual Conference. In exchange for working about four hours a day, these students receive free conference registration, housing, and a per diem for meals. During free time, they may attend programs and other conference activities. Miller worked in the ALA Store and attended sessions related to current cataloging and metadata standards. Currently employed as Cataloger for the Peabody Awards Collection at the University of Georgia, Miller plans to utilize her expertise in instructional design as a teacher of cataloging and metadata.

Miller

Jennifer Yontz-Orlando is VSU's first Spectrum Scholar. Spectrum is ALA's national diversity and recruitment effort to address under-representation of critically needed ethnic

librarians within the profession. The scholarship combines financial support with leadership development.

Yontz-Orlando

Yontz-Orlando's activities in Chicago included attending the Spectrum Leadership Institute, an intensive three-day preconference designed specifically for the scholars. Throughout their scholarship year and beyond, the Spectrum Scholars are provided with opportunities to network with other scholarship recipients and library leaders via electronic discussion lists and other professional development tools.

Yontz-Orlando, who is bilingual and has a background in business, is interested in library management and in outreach to Spanish-speaking patrons. ⏭

Bush grant will fund 45 scholarships

The Institute of Museum and Library Services (IMLS) has awarded Georgia Public Library Service a 2009 Laura Bush 21st Century Librarian Program grant for $680,327. According to Lyn Hopper, assistant state librarian for library development, the money will be used to fund the GPLS "Librarians Build Communities" program, which will provide the scholarships needed to prepare 45 students to be public librarians and provide them with expertise in community building.

"This grant will help GPLS strengthen community support for public libraries in Georgia, address Georgia's shortage of librarians and provide a model for other states," Hopper said.

She explained that GPLS will collaborate with the Valdosta State University (VSU) Master of Library and Information Science (MLIS) program. Each qualifying student will receive a full in-state tuition scholarship to the program, which requires 39 semester hours for graduation.

The first students are expected to enter the program in the fall 2010 semester and complete their course work within the three-year grant period. Subsequent groups will begin studies in spring and fall semesters of 2011. Students will be required to maintain a minimum 3.0 grade point average in order to receive continued funding.

VSU is prepared to offer curriculum content to meet the program's instructional needs by recruiting part-time faculty with expertise in public libraries and community building. GPLS will assist the effort by offering an advanced public library seminar with a focus on community building during years two and three of the grant period. "GPLS will also compile pre- and post-assessment information geared toward measuring changes in community-building attitudes, knowledge and skills as a result of the program," Hopper said.

Applications will be reviewed and participants selected by a committee that will include representatives from GPLS, VSU and the Georgia public library community. Students will be selected based on potential for successful graduate study, interest in public library community building, and commitment to work in a Georgia public library for at least three years following graduation.

The total project budget is $844,647, with $164,320 in matching funds coming from GPLS and VSU. Approximately 77 percent of the grant funds will be for direct student support.

Since its inception in 2002, the IMLS Laura Bush 21st Century Librarian Program has funded the education and training of 3,220 master's students; 186 doctoral students; 1,256 preprofessionals; and 26,206 continuing education students across the country.

The program also supports grants for research related to library education and library staffing needs, curriculum development and continuing education and training. ⏭

Georgia library news now on Twitter

GPLS now has a Twitter account, Georgialibs, that will give Internet users a new way to keep up with library events and news. The short, 140-character "tweets" from Georgialibs are readable by all devices — such as personal computers, mobile phones and personal digital assistants — that have Internet connections.

"The GPLS Twitter feed will be a useful communications tool for getting brief reminders about upcoming library events, conferences and workshops and also for linking to online public library news items from across the state," said Darin Givens, webmaster for GPLS. "Anyone with a Twitter account can follow Georgialibs and receive updates."

To get the latest news about public libraries in the state, visit www.twitter.com and enter "Georgialibs" in the search field. Georgialibs can also be followed on the GPLS news page at www.georgialibraries.org/news. ⏭

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Agnes Scott College news and notes

Agnes Scott's McCain Library is the recipient of a Georgia Humanities Council grant supporting a lecture by Martha Ackmann on "The Mercury 13: The Untold Story of Thirteen American Women and the Dream of Space Flight." The free event will take place at 7:30 p.m. on Thursday, Nov. 5 in Presser Hall, Gaines Chapel on the ASC campus in Decatur. The public is welcome, and a book signing and reception will follow the talk.

Also, the library and college are pleased to welcome Casey Long as User Education Librarian starting Oct. 1. Since 2002, she has served as Business Liaison Librarian at Georgia State University Library. Casey was recognized as a *Library Journal* Mover & Shaker 2009, and she has won two awards for effective and innovative instruction from Georgia State. ⏭

Digital Library of Georgia news and notes

The Digital Library of Georgia and its partners have recently released several new digital collections as part of the Georgia HomePLACE initiative:

- Milledgeville Historic Newspapers Archive, 1808-1920 http://dlg.galileo.usg.edu/milledgeville/
- Columbus Enquirer, 1828-1890 http://dlg.galileo.usg.edu/enquirer/
- Macon Telegraph, 1826-1908 http://dlg.galileo.usg.edu/telegraph/

(The newspaper databases above require a one-time free plug-in download to view images.)

Also:

- Georgia State Fair, Macon, 1886-1960 (in partnership with the Middle Georgia Archives, Middle Georgia Regional Library) http://dlg.galileo.usg.edu/gastatefair/
- African American Funeral Programs from the East Central Georgia Regional Library (in partnership with ECGRL) http://dlg.galileo.usg.edu/funeral/

The Digital Library of Georgia is also reintroducing:

- Hall County Georgia Historical Photograph Collection (in partnership with Hall County Public Library) http://dlg.galileo.usg.edu/CollectionsA-Z/hchp_search.html
- Black History Society Photograph Collection (in partnership with Hall County Public Library) http://dlg.galileo.usg.edu/CollectionsA-Z/bhsp_search.html

Georgia HomePLACE is supported with federal LSTA funds administered by the Institute of Museum and Library Services through the Georgia Public Library Service, a unit of the Board of Regents of the University System of Georgia. The Digital Library of Georgia is a GALILEO initiative based at the University of Georgia Libraries (http://dlg.galileo.usg.edu). ⏭

Macon State showcases 'Lost' Literature

A few months ago, Macon State College's Assistant Librarian Felicia Haywood had a fairly simple idea for a library display that would highlight a number of books in the collection. That simple idea grew into the library's largest display to date—an exhibit that snakes around the entire second floor and includes a full-sized boat, a tent constructed of bamboo poles, and a smoke monster.

The "Lost" Literature exhibit

And books, of course. Books as diverse as *The Epic of Gilgamesh*, *The Wizard of Oz*, and *Bad Twin*. "All these titles are from the library's collection," says Haywood, "but they have something else in common. They also play a part in the popular ABC-TV Show *Lost*—along with many other titles covering a spectrum of time periods and genres."

Lost follows the plight of the survivors of Oceanic Flight 815, which crashes onto a mysterious island and leaves them stranded—but not alone. If you've watched *Lost* (or heard your friends talk about it), you'll know the show is a mind-bending puzzle. Through events on the island and flashbacks to the characters' earlier lives, viewers discover that the Flight 815 survivors have intriguing connections to one another. Were they brought to the island for a reason?

As Haywood says, "Tiny bits of information turn out to provide important clues later on, so when a character is shown reading a particular book at a particular time, it's probably important."

And the literary clues abound! The survivors of Flight 815 read books to pass the time. The Others have a book club. Characters quote from books. Writers reference them in episode titles and character names. Sometimes story lines seem to follow famous plots.

In a strange twist of life imitating art, there's even one Flight 815 passenger who wrote a novel called *Bad Twin*. The popular character Sawyer was seen reading the manuscript in his reading chair (a salvaged airplane seat), and viewers were curious. So a real-world publishing company later published the book, and Macon State College added this unique title to its collection—and to Sawyer's reading chair in the display.

Sawyer's area also contains a reproduction of his tent, Oceanic Airlines water bottles and blankets, and a replica of his bizarre reading glasses, patched together from two pairs salvaged from the wreckage.

"My original idea," says Haywood, "was to draw attention to some classic library books. And also to the second floor of the Library. We used to occupy just one floor, and even a couple of years after our renovation, some folks don't seem to be aware that the library now has two floors. Since a few of us at the Library are *Lost* fans, the idea sort of snowballed. But what better way to get patrons to check out the upstairs than to provide them a recreation of the Survivors' beach camp, Dharma stations, and even a model of the infamous Smoke Monster!"

In conjunction with the exhibit, the Library has plans for events, contests, and give-aways throughout the fall semester. "All of the books in the Exhibit are available for check-out," says Haywood, "even if it's the Stephen King book under the polar bear's paw!"

Additional photos of the display can be viewed at http://www.flickr.com/photos/maconstatecollegelibrary/sets/72157622092833534/. ⏭

Valdosta State news and notes

Linda Most has been appointed Assistant Professor of Information Studies in the Master of Library Science Program at Valdosta State University. Linda received her Bachelors degree in English from Goucher College in Baltimore. She holds the Master of Science in Library and Information Studies from Florida State University and the Master of Arts in History from Florida Atlantic University. Prior to beginning her doctoral studies she worked as a reference librarian at the Enoch Pratt Free Library in Baltimore and as the Business Reference Librarian for the Palm Beach County Library System in Florida. ⏭

Most

Woodruff Library news and notes

The Robert W. Woodruff Library of the Atlanta University Center is undergoing a major interior renovation that will transform the Library space into a 21st century learning environment. Library operations are continuing throughout the construction project, with a temporary entrance and Lower Level service area in use until January.

Until December 2009, archival research and reference services will be relocated and may limited due to construction in the Woodruff Library Archives & Special Collections Reading Room. Researchers planning a trip to the Woodruff Library Archives this fall are strongly urged to make research appointments by contacting Archives staff at archives@auctr.edu or 404-978-2052.

As construction unfolds, the Woodruff Library of the Atlanta University will continue to share additional service changes at http://www.auctr.edu/renovation-site/index.asp. For more renovation information, call 404-978-2067 or email libraryrenovation@auctr.edu. ⏭

Athens Regional news and notes

With environmental concerns on everyone's minds, the Athens Regional Library System has taken steps to "go green" as a library system. ARLS branches began offering reusable book tote bags for sale in August. The tote bags, which are just the right size to hold books and other library materials, are bright blue with the slogan, "Buy the bag. Borrow the books," printed on the front and back. They sell at branches for $2 each. Plastic bags, formerly available at check out desks all the time, are now only available at the libraries on rainy days. °"We feel that we are taking a step in the right direction," said Athens Regional Library System Director Kathryn Ames. "Americans throw away an average of one billion plastic bags every year, and each one can take 1,000 years or more to break down. We want to do our part to help reduce the number of bags thrown away each year and protect our environment."

The move toward reusable bags coincided with the System's participation in the Georgia Public Library Service's "Kill-A-Watt" loan program. Each of the System's branches has the Kill-A-Watt toolkits available for checkout. "We are pleased to have these toolkits available to our patrons," Ames said. "Now people can find out how much energy they use at home and have the information they need to make decisions that could save energy and reduce their utility bills."

In an era where technology is constantly evolving, it is

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In July, patrons at the Athens-Clarke County Library got to tour and experience the ultimate recycling project — the Society for Georgia Archaeology's ArchaeoBus. The ArchaeoBus, or "Abby" for short, is a mobile classroom designed to teach students throughout the state about archaeology through hands on activities. In its past life, Abby was the Athens-Clarke County Library's Bookmobile.

more important than ever for libraries to help their patrons keep up. The Athens-Clarke County Library has found a unique way to help patrons – and staff – navigate the twists and turns of the information superhighway with a new series of presentations on technology called "Tech Tips." The "Tech Tips" series covers current software, technology and social media trends. The Library encourages patrons to attend during their lunch hour to learn new skills to enhance their careers and personal lives. The series was created by Karen Douglas, technical assistant and trainer with the Athens-Clarke County Library. Since April, the Library has offered "Tech Tips" presentations on Twitter, Facebook, Photoshop, Delicious: Social Bookmarking and Skype. Other scheduled programs include YouTube and eBay.

Luisa A. Vázquez-López has been named the Pinewoods Library Branch Manager. Luisa worked with 4-H propr to joining the library staff. Pinewoods was named a finalist in the Best Small Library in America earlier this year for its service to the Latino community. Jackie Elsner has been named the Oconee County Librarian. She was the children's librarian for Athens for 20 years. Oconee County has branches in Watkinsville and Bogart. Clare Auwarter, formerly Oconee County Librarian, is now Assistant Director for Development and is concentrating her effort on grant writing and the Athens-Clarke County Library Endowment Fund.

The Friends of the Athens-Clarke County Library will present its 14th annual Café Au Libris event on Friday, Oct. 9 at the library. This year's event will feature Rita Dove, former U.S. poet laureate and Pulitzer Prize winner. Dove will be available to sign books and chat in an informal atmosphere. Books will be available for purchase, and all proceeds will benefit the Athens-Clarke County Library. Light refreshments will be served. This program is free and open to the public. For more information, call 706-613-3650, ext. 344. ⏭

DeKalb County news and notes

The DeKalb County Public Library broke ground for two library expansions in one month. Ceremonies were held Aug. 14 for the Hairston Crossing branch in Stone Mountain and on Aug. 27 for the Salem-Panola branch in Lithonia. The facilities are two of 12 county libraries being expanded or built with $54.5 million using bond funds that were approved by voters in November 2005. ⏭

Ohoopee Regional news and notes

The Ohoopee Regional Library System, along with the Ohoopee Regional Council of the Arts and Southeastern Technical College, hosted Key Ingredients: America by Food, a traveling exhibition of the Smithsonian Institution. The exhibit explores the connections between Americans and the foods they produce, prepare, preserve, and present at table – while exploring the historical, regional, and social traditions that merge in everyday meals and celebrations. The exhibit began Aug. 8 and concluded Sept. 20. ⏭

Friends member Roger Durling, regional board chairman Larry Threlkeld and Assistant Director Dana Peeler of the Ohoopee Regional Library System work to help set up a portion of Key Ingredients: America by Food.

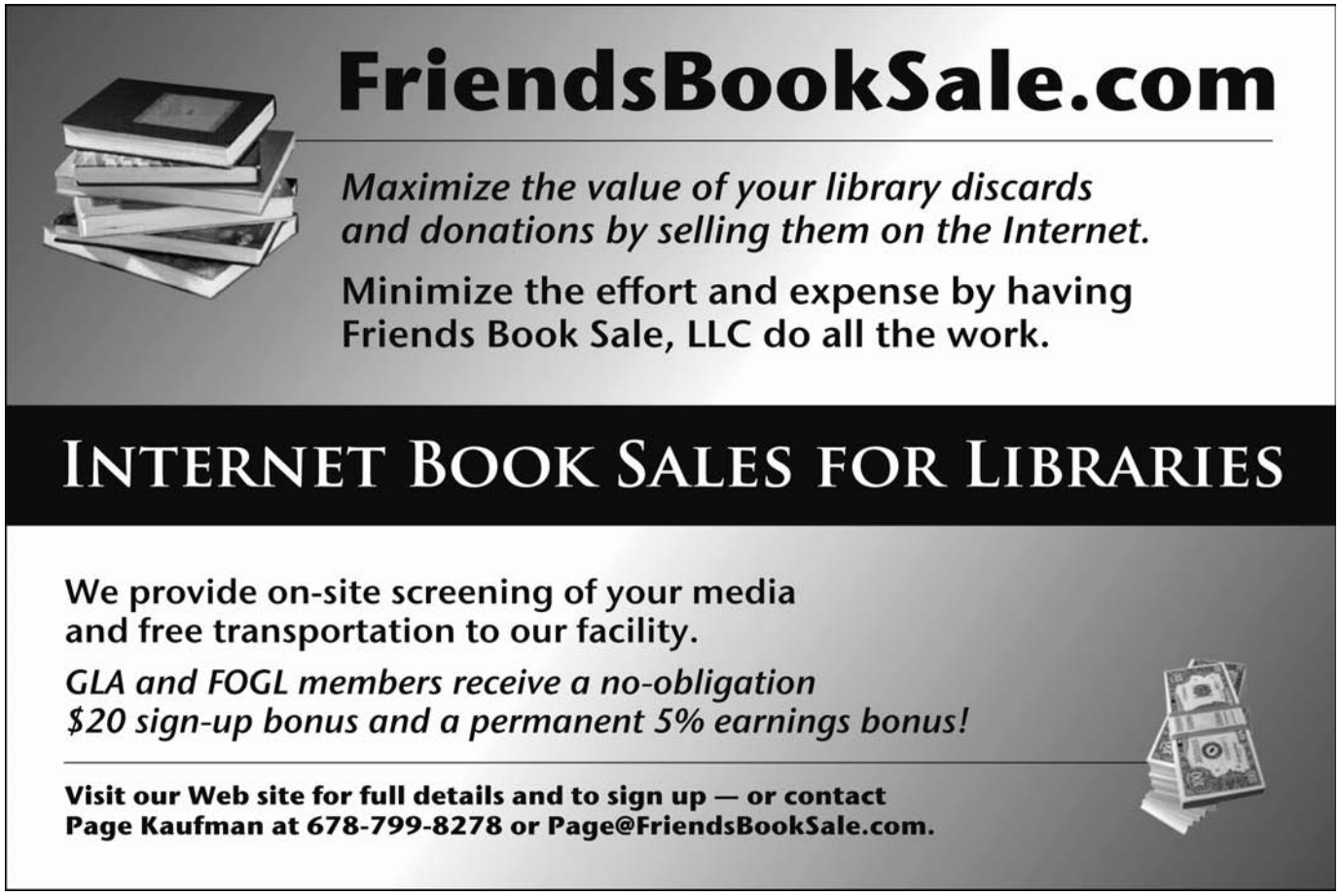
Atlanta Emerging Librarians encouraging distance education

Distance education programs in library science have grown by leaps and bounds in the past five years, allowing people from different locations and backgrounds who cannot move to attend a residential program to earn a degree online. Atlanta has not had a library school since Clark Atlanta discontinued its program in 2005, leading many people in the area to participate in online programs based all over the United States.

In late 2007 a group of distance students in the Florida State University Master of Library and Information Studies program contacted Sarah Steiner, then the chair of the New Members Round Table of the Georgia Library Association. They were seeking help in formally organizing a networking and educational group for library school students in the Atlanta area. The students from Florida State were in virtual classes together, but rarely if ever saw each other in person. Julie Jones, one of the initial organizers, said that they "felt disconnected" and that a meet-up group would help them gain a sense of community while in school. The planning committee called the new group the Atlanta Emerging Librarians to encompass not only students, but also librarians new to the field, paraprofessionals already working in libraries or anyone interested in librarianship as a career.

Steiner met with Jones and others to plan an initial meeting to determine interest and possible program topics. They used Google Groups to organize the members and promoted the event to library school electronic mailing lists and the Georgia Library Association membership. The meeting took place at a local public library and was a huge success. The program started with about 30 minutes of informal networking then attendees were split into groups and asked to brainstorm ideas for the first year's meetings. Some suggested topics included emerging technologies like podcasts and wikis, reference interview strategies, and job searching and interviewing skills.

This year the group has had some very notable speakers participate in its programs. In March the program on library user instruction featured Anne Wallace, from Luella Elementary School in Henry County, and Casey Long, Business Liaison Librarian from Georgia State University Library. Wallace's library was the recipient of the 2008



National School Library Media Program of the Year Award given by the American Association of School Librarians. She wowed the crowd with pictures of her safari themed media center and explained ways to get the community involved with a school media center program. Casey Long was named one of Library Journal's Movers and Shakers of 2008, an award given to "emerging leaders in the library world." Long described many of her innovative teaching strategies, such as using a simulated quiz show format (like Jeopardy) to engage students in her library instruction sessions.

Turnout for the meetings has become large enough at times to force organizers to form waiting lists, as the meeting rooms could not fit everyone who wanted to attend. One of the most popular programs was called "Meet with the Admins," which gave students and new graduates a chance to speak to library directors, administrators and deans from a variety of library types. Organizers were surprised at the overwhelming response to their invitation from the administrators. "Almost everyone we invited agreed to participate, and a couple of administrators even wrote to express interest in attending," said Steiner. One of the participants was John F. Szabo, Director of the Atlanta-Fulton Public Library System, the largest library system in the State of Georgia. He thought the meeting was an excellent idea and was eager to participate. He noted that this was not only a way for him to spread his passion for libraries to the newer members of the profession, but also provided "an opportunity to get a valuable perspective from new librarians on how they view the profession and what changes they see coming to the field." Because the program was so popular the group plans to repeat it again in January 2010.

The Atlanta Emerging Librarians encourage participation not only from students and new librarians, but anyone who wants to meet new people, network, or learn from the presenters and topics covered in their programs. They also want to support other students or emerging librarians around the state who would like to form a group in their local area.

If you are interested in starting a group, some things to keep in mind:

- Most public libraries offer free or low cost meeting rooms for groups to use.
- Librarians in general are very generous with their time and expertise. Don't be afraid to ask anyone — experienced librarians, administrators, deans — to participate in your programs. The group has rarely been turned down when they have asked a presenter to attend a meeting.
- Groups like this one are a great way for people new to the field to get experience participating in a library organization by planning programs and organizing events.

The current planning committee would be happy to share planning documents and best practices with anyone who wants to get started. AEL hosts a Google Group where participants can sign up to receive emails or contact the planning committee at http://groups.google.com/group/atlanta-emerging-librarians. ⏭

— **Ashley Dupuy**
Chair, Atlanta Emerging Librarians Planning Committee

Pearson to address FOGL fall workshop

Friends of Georgia Libraries (FOGL) will sponsor its annual fall workshop on Saturday, Nov. 7 from 10 a.m. to 3 p.m. at the Smyrna Public Library.

The program, "It Takes a Village," will be led by Peter Pearson, president of the Friends of St. Paul (Minn.) Library and member of the board of directors of the Association of Library Trustees, Friends and Foundations.

These difficult economic times are not the time to bury our heads in the sand! Libraries need all the support they can get from their Friends, trustees and Foundations. Pearson will share some ways that his Friends have kept library funding on the increase when neighboring library systems' budgets have been cut. The group has built more than $11 million in endowments that support its library's operations. Learn about this unique organization for advocacy and fundraising, and hear about the keys to its success.

The workshop also features luncheon speaker Joshilyn Jackson, whose short fiction has been published in numerous literary magazines and anthologies. Her bestselling debut novel, *Gods in Alabama* won SIBA's 2005 Novel of the year Award and was a #1 BookSense pick. *Between, Georgia* was also a #1 BookSense pick, making Jackson the first author in BookSense history to receive #1 status in back to back years. Jackson's third novel, *The Girl Who Stopped Swimming*, was shortlisted for an Audie Award.

Cost of the workshop is $35 for FOGL members and $45 for non-members, which includes FOGL membership for 2010. For additional details and to register, visit www.georgia-friends.org. ⏭

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Off the SHELF

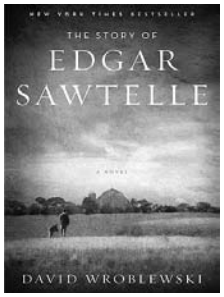
The Georgia Library Quarterly *reviews books on aspects of life in Georgia and the South, including history, literature, politics, education and genealogy. Materials written by Southern authors or published by regional publishers may also be considered, as well as those on libraries and librarianship.*

Brijin Boddy, Off the Shelf Co-editor, Chattahoochee Valley Regional Library System, bboddy@cvrls.net

Karen Odom, Off the Shelf Co-editor, Houston County Public Libraries, kodom@houpl.org

See more Off the Shelf reviews at http://gla.georgialibraries.org/glq_bookreviews.htm

FICTION

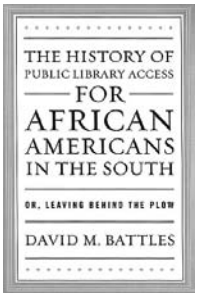


The Story of Edgar Sawtelle *by David Wroblewski* (Harper Collins, 2008; 9780061374227)

Wroblewski's debut into the literary world is a success. Rich in description and detail, the 566-page-turner will keep you enthralled. A beautifully written novel full of mystery, suspicion, and heart. The story, which is set on a farm in northern Wisconsin, could easily translate to any Georgia farm in any sleepy rural town. The characters are few, but well developed from beginning to end. Gar, Trudy, Edgar and Claude Sawtelle, along with Doctor and Glen Papineau and a host of other interesting actors complete the cast. The tale revolves around the protagonist – Edward Sawtelle. Born mute and the sole offspring of Gar and Trudy Sawtelle. The family has bred and raised dogs their whole life — the mysterious and infamous breed of Sawtelle Dogs. The tale is full of human emotion, heartache, turmoil and treachery. Simply the story is about the coming of age of a young man, facing our fears and life's intricate well-woven mysteries. As a librarian, I was impressed by the amount of cognizant research and study that went into the writing of this book. The chapters on dog training, the Sawtelle breed history, and the deep relationship between man and beast are rich in detail and depiction. The touching portrayal of Edgar, his best friend Almondine and faithful compatriots (Finch, Pout, Essay, Tinder and Baboo) impressed me. Dog lovers and anyone who has ever loved and lost a pet will be able to relate to the moving narrative of Edgar Sawtelle. ⏭

— Reviewed by **Kenneth M. Kozel**
Summer 2009 graduate
Valdosta State University MLIS Program

NONFICTION



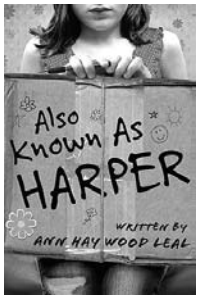
The History of Public Library Access for African Americans in the South or, Leaving Behind the Plow *by David M. Battles* (Scarecrow Press, 2009; ISBN 978-0-8108-6247-0, $40.00)

Battles provides a detailed chronological account of integration in American public libraries from the early 19th century through the mid-1960's, placed in its cultural and historical context as part of the larger struggle for Civil Rights. Battles explains why southern states maintained segregation longer than northern states, key legal cases that impacted equality for African Americans, and how the South gradually gave way to political and social forces calling for equality — including desegregation of public buildings. Personalities such as W. E. B. DuBois and Booker T. Washington are given their due, but Battles also highlights quotes or stories from

people who are not as well-known yet played key roles in establishing libraries for, and opening professional librarianship to, African Americans. The chronology suffers occasionally as Battles places people or events out of order, or mentions someone who will not be fully identified until several pages (i.e. years) have passed. Sticklers for political correctness will note a few uses of the term "colored" and the author's sympathetic ear for Blacks who chose to make the best of segregation. The short chapters — some covering only a few years' time — and clear prose will make this account very accessible to students from high school through college. Highly recommended to academic libraries and collections supporting African American studies, or library science programs. Includes end notes, works cited and index. ⏭

— Reviewed by **Maureen Puffer-Rothenberg**
Odum Library
Valdosta State University

CHILDRENS/TEENS



Also Known as Harper *by Ann Haywood Leal* (Henry Holt and Company, 2009; ISBN: 978-0-8050-8881-6, $16.99)

Have you ever been down on your luck and can't seem to get back on top? Well that is exactly what has happened to fifth grader Harper Lee Morgan. Since her father left, her mother has been struggling to pay the rent and put food on the table. Then after a few missed rent payments, Harper and her family are now faced with the new realities of being homeless. The worst news for Harper comes when she must stay out of school to watch after her younger brother, Hemingway, missing the annual school poetry contest. Poetry has always been the one place where Harper can find solace and peace within her complicated life, and to miss the contest for the second year in a row is essentially devastating. To top it all off, Harper's schoolmate, neighbor, and cruel arch nemesis, Winnie Rae Early, makes it a daily ritual to squash Harper's hopes and dreams of a better situation for herself and her family. Leal's characters are detailed and emotionally intricate, forcing the reader feel as if they are sharing in the same life struggles. Their trials and struggles of homelessness and rejection become your own. The antagonist of the novel is one reader's will love to hate, with a Nurse Ratched-esqe personality that will invoke unfounded depths of anger within the reader's soul. However in the end, it is delightful to see the family find strength in the written word: Harper's poetry or more specifically the great novel *To Kill a Mockingbird* to which Harper is named after. Intended for readers ages 9-12, Also Known as Harper is a heartwarming and triumphant tale for every literature buff. ⏭

— Reviewed by **Jennifer Green**
Snellville Branch
Gwinnett County Public Library

Swallow Me Whole *by Nate Powell* (Top Shelf Productions, 2008; ISBN 978-1-60309-033-9, $19.95)

A 2009 Eisner Award winner for Best Original Graphic Novel, *Swallow Me Whole* follows teenage stepsiblings Ruth and Perry through days of coping with high school, peers, and a home life with caring but unknowing parents and a feeble grandmother dying on the sofa. The kids confide in each other matter-of-factly about hearing things no one else can. Ruth is obsessed with insects, collects specimens in jars and can be overwhelmed with visions of insect swarms. She cannot walk across the grass because of all the tiny life forms she sees— and hears— there. Perry struggles with a wizard pencil topper that talks to him about a mysterious "mission" and pesters him to draw things the reader doesn't see. Ruth is diagnosed as a possible schizophrenic and starts taking antipsychotics, while Perry's doctor feels his talking pencil topper is a relatively minor problem. In spite of her parents' concern, professional help, medication, a boyfriend (who she realizes draws her away from her insects) and a work-study job she likes, Ruth disappears into her own fantastic visions. In the end her fate is not clear, and the now-deceased grandmother appears to Perry, warning him not to be "swallowed whole" in the same way. The black-and-white illustrations are very dark, shadowy or muddled. Conversations occurring around Perry and Ruth are deliberately cut out of the frame or made illegible, nicely conveying the clamor of conversations in high school hallways. Powell has created an affecting, disturbing and sad picture of disordered teens, and how mental fragility can persist in spite of a family's best efforts. Highly recommended for graphic novel collections. ⏭

— Reviewed by **Maureen Puffer-Rothenberg**
Odum Library
Valdosta State University

Published by DigitalCommons@Kennesaw State University, 2009

Our Mission: *The mission of the Georgia Conference on Information Literacy is to provide the opportunity to share research and best methods related to teaching, learning, and assessing essential lifelong learning skills*

- Determine the extent of information needed in a given situation.
- Access the needed information effectively and efficiently.
- Evaluate information and its sources critically.
- Incorporate selected information into one's knowledge base.
- Use information effectively to accomplish a specific purpose.
- Understand the economic, legal, ethical, and social issues surrounding the use of information.

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WHAT IS INFORMATION LITERACY?

Information literacy is defined as the ability to know when there is a need for information, to be able to identify, locate, evaluate, and effectively use that information for the issue or problem at hand.

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