

2-1-2017

The Southeastern Librarian v 64, no. 4 (Winter 2017) Complete Issue

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Recommended Citation

(2017) "The Southeastern Librarian v 64, no. 4 (Winter 2017) Complete Issue," *The Southeastern Librarian*: Vol. 64 : Iss. 4 , Article 1. Available at: <https://digitalcommons.kennesaw.edu/seln/vol64/iss4/1>

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Customizations of Web-Scale Discovery Tools in Alabama's Public & Independent College and University Libraries: A Longitudinal Study

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Introduction

As digital technology developed to a point that electronic searching for information became practical, librarians began a quest for the Holy Grail of a single-search option that had the potential to harvest search results from the entirety of a library's holdings. Initially it was hoped that federated searching might be this option, but federated searching was found unequal to the task. Response time was slow and could skew relevance rankings (Thompson, 2013). Further, the first generation of federated search engines proved not nearly capable of searching the totality of a library's holdings. Something more was needed. That something more was Web-scale discovery.

Web-scale discovery combines a pre-harvested central index tool coupled with a richly featured discovery layer, offering a single search across a library's local, open access, and subscription collections (Hoeppner, 2012). Developed and marketed by multiple library vendors, it is a federated solution designed to "simultaneously search, retrieve and adequately display content from various remote information hosts -- such as abstracting and indexing and full-text databases" by using a Google-like search box (Vaughan, 2011, p. 6). Currently, five leading web-scale discovery products are used in participating academic libraries: EBSCO Discovery Services, abbreviated as EDS; Innovative Interfaces Encore Synergy (now called "Encore Discovery Solution"); Primo from ExLibris (now called "Primo Discovery"); Summon from Serials Solutions (now called "The Summon Service from ProQuest"); and WorldCat Local from OCLC (now called "WorldCat Discovery Services"). WorldCat Local dates from 2007 and Summon from Serials Solutions from 2009; the other three products mentioned date from 2010.

The potential of Web-scale discovery (WSD) has generated great interest from academic libraries who have adopted discovery tools, including many in the State of Alabama. Following the University of Washington's participation in the first pilot program for OCLC's WorldCat Local in 2007 (Thomas & Buck, 2010) and the first initiative (the Open Discovery Initiative) that was introduced at the American Library Association's annual conference in June 2011, college and university libraries have investigated what Web-scale discovery tools (WSDTs) are and how they work.

The great hopes generated by WSD's potential to revolutionize library information retrieval brings with them

great concerns. The possibility of having at last found the true Grail is tempered by previous disappointments and the frustrations of unrealized expectations. Even though objectively WSD no longer can be viewed as the "new kid on the block," for libraries who are in the process of adopting such tools, it still is. In his "Library Systems Report 2015," which appeared in the May 2015 issue of *American Libraries*, Marshall Breeding reports that WSD vendors such as EX Libris and Innovative still are signing (and in some cases losing to a competitor) contracts for their Discovery platforms, with EBSCO's EDS boasting the largest increases: 2,634 new subscriptions and 8,246 total installations (Breeding, 2015). As these libraries prepare their new Web-scale discovery tools for launch, they will need to achieve the same objectives and resolve the same tensions as WSD subscribers before them if they are to get the best return on their (considerable) WSD investment. Foremost among these are getting beyond the limitations of the out-of-the box templates offered by WSD vendors and tailoring the tools to the needs of their own campuses and stakeholders. While the templates do provide a functioning WSDT, their generic nature does little to satisfy other concerns. This is where customization, defined in this paper as to modify or build according to specifications or preferences, comes in. This study tracks customizations and changes to customizations in WSDTs adopted by Alabama academic libraries.

Literature Review

Research related to WSD largely dates from 2012. Most articles published in 2012 focused on products comparison and evaluation, while usability tests and articles on the implementation of a specific product -- outside the scope of this study -- began appearing during the first quarter of the year 2013. More recent research has continued this pattern, although the journal scholarship has been complemented with the publication of books such as Mary Pagliero Popp's *Planning and Implementing Resource Discovery Tools in Academic Libraries* (2012) and JoLinda Thompson's *Implementing Web-Scale Discovery Services: A Practical Guide for Librarians* (2014).

Since WSD provides central indexing to a large amount of information both locally and remotely, a search easily could yield millions of results. To not customize WSDTs could frustrate users' efforts to know what resources they are searching and how to search them effectively. Little on WSDT customizations can be found in the published literature, although the necessity of customizations was

suggested by Jody Condit Fagan (2012) and her colleagues from James Madison University in their research article “Usability Test Results for a Discovery Tool in an Academic Library,” published in *Information Technology and Libraries*, March 2012. Fagan’s article is foreshadowed somewhat in Abe Korah’s and Erin Dorris Cassidy’s article which appeared in volume 49 number 4 of *Reference and User Services Quarterly* (2010), in which they note, in a comparison study, that search box placement and use of color can draw users’ attention to a federated search engine. The article by Jolinda L. Thompson, Kathe S. Obrig, and Laura E. Abate, “Web-Scale discovery in an academic health sciences library: development and implementation of the EBSCO discovery service,” published in *Medical Reference Services Quarterly* 32 (2010), describes the conflicts which must be resolved when details of branding a WSDT such as naming and graphics must comply with larger institutional mandates. Needed best practices was suggested by Michael Kelley (2012) in his article entitled “Coming into Focus: Web-scale Discovery Services Face Growing Need for Best Practices,” published in the October 15, 2012 issue of *Library Journal*. *Library Technology Reports* devotes an entire issue, volume 47 number 1, to Jason Vaughan’s overview of discovery services from multiple vendors (2011). Vaughan values customization to the extent that he addresses it in each of his discovery service profiles, outlining the degree of customization each product supports. Further, under his “Questions to Consider” (Chapter 7), Vaughan devotes the first part of his Section 7 to WSD customization, identifying ten areas where host libraries might want to consider customization.

Methodology

Various methods can be used to identify and analyze WSD customizations. For this study, content analysis was selected since it allows data collection from a variety of participants, which is ideal for qualitative study of WSD customizations. Library websites of sixteen Alabama senior institutions having WSD services were selected for this study. All data were collected over a period from June 2013 through February 2016.

Refining more narrowly the definition of customization offered earlier, this study views WSD customization as designs and practices intended to enable users to effectively search WSDTs according to their own requirements. These customizations are different from configurations, defined here as the setting of various switches and jumpers (for hardware) or defining the values of parameters (for software) for a new device or program. With the perusal of each surveyed library’s page, among the WSD customizations examined were:

- What Web-scale discovery service was used (WSD Vendor).
- Where the customizations could be found (WSD Customization Location).
- What customizations have been done (Contents of Customizations).

This study seeks to identify trends in customizing Web-scale discovery services. By examining WSD practices in the surveyed libraries, the study hopes to move toward providing best practices guidelines for libraries considering purchase of a discovery service as well as serve as a point of reference for future developments in existing services for libraries already subscribing to a WSDT.

Broadly, the customizations being considered can be said to fall under the two rubrics of “where it’s at” -- the context and placement of the WSD search box and what surrounds it -- and “what it’s for” -- customizations such as naming, alternative search options, clarifying text or user guides. Due to limitations imposed by remote access restrictions, this survey restricts itself mostly to analysis of the WSD landing screens of the surveyed libraries; in-depth analysis of customizations done to search results or following screens for many libraries was not possible. A table -- added as an appendix at the end of the article -- is used to display the data collected from each library. Screen shots from several library webpages also are provided for visual assessment.

Analysis of Data

In the Table of customizations of WSDTs in Alabama senior institution libraries, the first four columns record data collected beginning June 2013; the fifth column lists changes made since that date. Among the things looked at are the following:

- Name (if any) of the Web-scale discovery tool (WSDT);
- Placement of the WSDT;
- Display/Interface of the WSDT;
- Context (surroundings) of the WSDT
 - panes and facets
 - buttons, checkboxes, links, tabs;
- Scope of the WSDT (what is searched and not searched);
- User aids or guides for the WSDT.

WSD Vendor: This column of the Table lists the Web-scale discovery service vendor used by libraries at the senior institutions of Alabama, as of June 2013 when this study was begun. Out of sixteen surveyed libraries, one (Athens State University Library) used Innovative Encore Synergy (6.25%), one (Troy University Library) used Serials Solutions Summon (6.25%), five (Alabama State University Library, Huntingdon College Library, Spring Hill College Library, University of Alabama Birmingham Library, University of Montevallo Library) used OCLC WorldCat Local (31.25%), and nine (Auburn Montgomery Library, Birmingham-Southern College Library, Jacksonville State University Library, Samford University Library, The University of Alabama Library, University of Alabama Huntsville Library, University of North Alabama Library, University of South Alabama Library, University of West Alabama Library) used EBSCO Discovery Service (56.25%).

WSD Customization Location: This column indicates where customizations can be found: either from the Library webpage where the WSD search box is located (fifteen out of sixteen libraries' WSD search boxes are on the Library Homepage) or on the initial WSD search results page. The customizations might take the form of a link or links to further information or be a statement explaining WSD.

Contents of Customizations: This column demonstrates a variety of customization practices employed by the surveyed libraries. These include but are not limited to:

- Providing a customized name for the WSDT: Names such as Multi-Search (Auburn Montgomery Library), Everything (Spring Hill College Library), ALL (Troy University Library), OneSearch (University of Alabama Huntsville, University of South Alabama) and Scout (The University of Alabama) are used to better clarify the function or purpose of the WSDT or to represent the university brand.
- Providing a concise explanation to accompany the WSD search box. This brief explanation usually takes the form of a “scope note” that makes users aware of the contents and coverage accessible through the WSDT. Some examples of these concise explanations are:
 - Multi-Search lets you find books, articles & other research materials from a single search box (Auburn Montgomery Library);
 - Use the Discovery System to search across multiple databases and the catalog (Birmingham Southern College Library);
 - Find articles, books, primary sources, media and more in one search! (University of North Alabama Library);
 - EBSCO Discovery Service (EDS) is an online research tool that pulls together almost all of our Library resources so that they can be explored using a single search box
 - (University of West Alabama Library).
- Providing more than one search option by using drop-down selections: Users can select either “UAB and Libraries Worldwide” or “UAB – Mervyn H. Sterne Library” search options from the drop-down box on the Homepage resources to start the search (University of Alabama at Birmingham Library);
 - Users can select either “Libraries Worldwide” or “Carmichael Library” search options from the drop-down box on the Homepage resources to start the search (University of Montevallo Library).
- Providing further detailed information about WSD, including answers to questions such as:

What is it? When should I use it? When should I NOT use it? (Auburn Montgomery Library, Birmingham Southern College Library, Troy University Library, University of South Alabama Library).

- Providing a step-by-step search demo with screen shots or video tutorial (Birmingham Southern College Library, Troy University Library, University of Montevallo Library, University of South Alabama Library).

Discussion

Libraries who have purchased a Web-scale discovery service, and those who are considering doing so, have three principal reasons to customize their WSDTs:

- To draw attention to the WSDT and make clear its connection to the sponsoring library or educational institution (location and branding);
- To meet stakeholder needs (modifying the generic out-of-the-box templates to address local concerns);
- To get the WSDT used (to justify and protect the investment in the WSDT).

These goals may be met through some combination of the following:

- Name (if any) of the WSDT;
- Placement of the WSDT;
- Display/interface of the WSDT;
- Context (surroundings) of the WSDT;
- Scope of the WSDT (use-centric);
 - options for both using and not using the WSDT (what is searched and not searched);
 - panes and facets (for refining searches);
 - buttons, checkboxes, links, tabs (for navigation purposes).

The importance of branding as a customization feature for WSD is often mentioned in the literature. Branding's objective is, as Jason Vaughan puts it, to allow “libraries to make the discovery service their own” (Vaughan, 2011, p. 51). Although the degree of openness and flexibility will vary depending on the WSDT used, the out-of-the-box template provided by most vendors usually permits at least a few client-specific modifications.

Assuming one is using the default template, the interfaces for the various discovery services may look quite similar—a search box at top, results presented in the middle of the screen, and facets and other search refinements in a pane along the left. This said, there are some differences, and how significant these differences are can be determined only by the prospective library customer for its environment (Vaughan, 2011).

The library can customize various branding elements, such as colors and logos, and specify some layout details, such as the positions of logos. Libraries can choose to have a custom toolbar, which appears at the top of the interface (Vaughan, 2011). These, along with other customization

possibilities, appear in Vaughan's complete Customization Checklist found on page 54 of his series of WSD reviews in the January 2011 issue of *Library Technology Reports*.

No matter how long it has been in place, every library's WSD begins as a new service/tool, and naturally libraries will want to draw users' attention to it. Korah and Cassidy have observed that "If federated search engines are made available to students in a prominent location, they will use them" (p. 331). This is among branding's principal functions, and in this regard it resonates with the business mantra of "location, location, location." It is an important initial consideration of WSD customization: how is the space to be used? The landing or log-in screen is the user's first encounter with the WSDT's discovery layer, and is its public face (Hoeppner, 2012). One way to direct users to the WSDT is to present it in isolation, with nothing else to compete for their attention (see Figure 1).

Another approach, used by the University of Alabama's Gorgas Library, is to give the WSDT pride of place in a more elaborate display. Here, the WSDT is at the top of the wide center pane, embedded in an image. The size, position, and extensive use of color in the image draw the eye immediately to the WSDT box (see Figure 2).

Branding can influence users' "first impressions" through which the other components of the WSDT, including the core of the service, its central index, will be judged. Branding's potential to attract or repel strongly influences first impressions and therefore the degree of success of the WSDT. Branding goes beyond mere location, as it brings into play such things as arrangement of the screen, use of color, and naming. Gorgas Library's WSDT box is embedded in a landing page that, though quite "busy" in terms of overall content, still is quite navigable. And to further attract users to its WSDT, Gorgas has even given it a name: Scout.

Another benefit of branding is that it enables libraries to customize the "look and feel" of their WSDT to both blend it with and set it apart from other components of their institutional context; an attempt at conflict resolution demonstrating that although the WSDT is part of the parent institution, by being new it also is different. Libraries can brand their WSDT with the library's name and logo or go beyond (Vaughan, 2011), as the University of South Alabama has (see Figure 3).

The Houghton Memorial Library of Alabama's Huntington College achieved the trifecta in this regard, first by presenting the box for their WSDT on their LibGuide homepage as well as the page itself in their University's colors, and then not only naming their WSDT but giving it a name, Countess OneSearch, which resonates with the school's history (see Figure 4).

Skillful placement and branding of the WSDT should draw users' attention, which leads to the second, and probably most important, of the three principal reasons to customize a Web-scale discovery tool: to meet stakeholder needs. Jolinda Thompson and her colleagues at the health sciences

library addressed this problem by meeting stakeholders at their comfort zones by making their WSD interface resemble other sites with which their primary clientele of health sciences researchers, faculty, and students already were familiar. Libraries serving a more diverse mixture of faculty, graduate students and undergrads will customize their WSDTs differently. Community colleges may tailor theirs differently still.

The first two considerations, branding and meeting stakeholder needs, are means to the third consideration of getting the WSDT used. A Web-scale discovery tool represents a large investment of both funds and the time and labor of preparing the system for launch, and high usage both protects and justifies these investments. Meeting stakeholder needs is essential if the WSDT is to succeed as an integral part of the library's offerings; end-user comfort is paramount. The tool may search the library's catalog, but it isn't the catalog. Its interface may resemble that of native databases, but it isn't a database. With discovery tools, just looking like a duck or to some degree walking like a duck does not necessarily make it a duck. Most WSDTs incorporate not only the library's catalog and databases belonging to the vendor of the discovery service, but also database content imported from other providers and possibly even some freely-accessible web resources. The compromises required to make this various-sourced content compatible and cross-searchable within the WSDT also inhibit the tool from behaving exactly like the catalog or native database or other online search tool with which users already may be familiar.

To minimize and counteract initial user confusion and bring users to a state where familiarity breeds content, libraries should seek to establish a context and defined scope for their WSDT. These efforts may be achieved through a combination of panes, facets, buttons, checkboxes, links, and tabs. These can be as simple as South Alabama's "What am I searching?" link (see Figure 3) to the more elaborate LibGuides created by Birmingham-Southern College (see Figure 5) or The University of Auburn at Montgomery (see Figure 6).

The University of Montevallo goes still further by providing an instructional video (see Figure 7).

WSDTs are more complex than online public access catalogs or native databases, and whatever search skills library stakeholders have gleaned from using these latter do not always carry over to searching in web-scale discovery. To expect them to and therefore to leave stakeholders with no WSDT guides or searching aids is like giving them the keys to the car with no driving lessons, a situation unlikely to lead to user satisfaction, which in turn is not likely to generate heavy use of the WSDT.

Analysis of Data

The Table (see Appendix I), especially the fourth and fifth columns, reveals some identifiable trends. One is that, while many of the surveyed libraries made changes to the

initial customizations of their WSDTs, a few were static and largely stood pat after the initial launch. With the libraries that took a more dynamic approach, some changes were largely cosmetic while others were more substantive. At the beginning of this study nine (56.25%) of the surveyed libraries had named their WSDTs; by the end of the study five (31.25%) had changed, eliminated or, in one instance, added a name. These changes and updates can be for any number of reasons -- not always within the libraries' control -- such as changing vendors, having to restructure to make the interface more compatible with mobile digital devices, or just wanting to give the impression of keeping up-to-date by offering a fresh look to the interface. Things get larger, things get smaller, things get moved. Things disappear. But these changes pertain more to the cosmetic level or to branding: important for drawing users' attention to the WSDT and making a favorable first impression in order to encourage them to use the tool.

Relocating or removing information is a more substantive change revealed by the Table. Four (25%) of the libraries included in the study relocated information. Seven (43.75%) removed it. Three (18.75%) did both. For some of the surveyed libraries this appears to be an ongoing process; changes were made between June 2013 and June 2015, and again between June 2015 and February 2016. Moving information to a page one mouse click in from the Homepage where it initially appeared, which a few libraries have done, is minor; but instances where the information is moved several mouse clicks in or deleted entirely are much more impactful, since the type of material migrated usually falls under the rubric of user aids that can affect the efficiency and effectiveness of WSD and promote user comfort with and continued use of the tool. Snippet notes regarding the tool's scope can spare users the frustration of searching for things not loaded into the WSDT's index, while context features such as faceted panes, checkboxes, radio buttons, tabs, and hyperlinks can aid navigation and encourage pre-search sculpting beyond what the Google-like single search box, one-click approach allows.

"Discovery tools, which support more tasks, must make compromises in usability that simpler systems can avoid" (Fagan, 2012, p. 103). By doing so, they cast a mantle of the familiar over the unfamiliar. Like online catalogs, WSDTs include books among their records indexed, but they cannot be searched exactly like a catalog. They also index records from databases; but even if the search interface looks familiar (EBSCO's Discovery Service, for example, populates its left pane with largely the same facets displayed in its native databases), WSDT's are not best searched exactly the same way as native databases. Often, mostly to reduce the initial Search Results list to a manageable number and achieve greater results relevancy, WSD searches must be refined by employing quotation marks around search terms or changing field labels. Native databases, because they are populated so sparsely when compared to Discovery tools, rarely require these manipulations.

User aids and guides are intended to spare WSDT users missteps. They can identify what the tool searches and does not search (i.e., what sort of records populate its index) and, more importantly, illuminate how the WSDT should be searched: what strategies produce the most satisfying search experience and yield the most suitable results. They counter the effects of "Google-ization": results lists that are too long with pertinent results buried too deep, and the search fatigue repeated experiences of this type bring about (Strykowski, 2015). Scope notes, along with auxiliary panes, facets, and other search refinement options, can forestall search fatigue; and user aids -- video-tutorials, search strategy walk-through guides -- can instruct WSD users how to use the tool both effectively and efficiently in a way that will shorten their results lists while surfacing the most relevant results to the top.

Migrating this user-guide information from its initial location on the landing screen, particularly if it moves more than one mouse click away and there are no clear directions to the new location, can create problems for the WSDT user. Most times these will be students whose experience, if they have any prior digital search experience at all outside the internet, is going to be with native databases accessible through the Alabama Virtual Library or some similar state-funded database package. The nuances and complexities of a Discovery tool demand more preparation than this. Difficulties in surfacing the WSDT user aids will only exacerbate this problem.

For the authors of this article, tracking this user-aid content once it had been migrated from the Homepage presented a challenge. In a few cases it simply disappeared; but the best of it was relocated, usually into a standalone LibGuide or embedded in a LibGuide with a broader scope than solely the Web-scale discovery tool.

LibGuides would be an appropriate and perhaps the closest we can get to a best practices platform for such information. Through their appearance they can conform to the branding of the library or the institution and, more importantly, their expansible format allows the space required to present in detail the strategies and skills needed to master a WSDT. The three goals of unity, coherence, and completeness repeatedly stressed by teachers of English composition are easily achievable in a Discovery-centric LibGuide. Everything the host library thinks students should know about its WSDT can be included in the LibGuide and presented in a logical, coherent order.

But this perfect LibGuide is of no use to students if they cannot find it, and to find it they first must know that it is there -- that it exists for their use. In tracking the migrated user-aid content of the surveyed libraries, the authors of this article traced much of it several mouse clicks away from the WSD landing page on which it initially was encountered in 2013. A multi-stage clickpath in itself is no great obstacle; a dearth of pointers or guideposts along the way can make it so. Librarians who are familiar with a discovery tool they have worked with for years know how to get where they're going, and they will know if content

gets migrated or the WSD interface changes. Others who are not already acquainted with the service, whether students new to the institution or librarians from outside it, may have rougher going, even if they know from previous visits to the site that the content *was* there. How easily the terrain may be navigated is an important consideration for WSDT stakeholders and for the success of the WSDT itself.

The problem has a simple solution that does not mandate any alterations to the clickpath of the migrated content or the content's location, and is one that many of the surveyed libraries employed in their initial WSD launch: the provision of live links directly to the user-guides and other information for the tool. How hard would it be, in the landing screen pane containing the WSDT search box, to create a hyperlink with the slogan "Discovery Tool User Aids" or "Guide for _____"? This live link would take users directly to their destination and would occupy so little space that even the most crowded page should have room for it. It's been done before, and providing a simple way to access these user-aids could pre-empt and solve a lot of problems users might have with discovery tools.

Conclusion

In their infancy, Discovery tools offered themselves as "Google-style search tools which provide one-box searching for all library content with a centralized consolidated index" (Aharony, 2015, p. 429). They were marketed as a direct competitor -- an academic alternative -- to Google. In comparing the advantages and disadvantages of WSDTs, Aharony and Prebor further note that users "mentioned that the discovery tool offers a single comprehensive search, saves time, filters results, and suggests advanced search possibilities. In addition, discovery tools' interface is friendly ('Google style')," [but] these tools also produced "information overload, a lot of noise, lack of precision and relevance, lack of browsing, . . . and redundant results" (Aharony, 2015, p. 432). Truly a tale of two search engines: Discovery is the best of Google; Discovery is the worst of Google. These facts of the discovery experience must be addressed by every library that subscribes to these tools, and a part of this process is customization.

Through surveying Alabama senior institution library websites, this study examined their WSD customization practices. The results reveal that all surveyed libraries offer customization at some level, whether providing in-depth customization with extensive information -- including search strategy demos in video format -- or simply providing only a single sentence to explain what WSD is. Some libraries gave their WSDT a new name so that it could easily be identified by users, while others guided users through questions such as "When should I use WSD" or "When should I NOT use WSD?" in recognition of the fact that not all the library's subscribed databases or other resources are included in its WSDT, and therefore some search results could be incomplete.

Tracking the WSDTs in the surveyed libraries over time also reveals that, with a few exceptions, the customizations did not remain static but underwent changes of varying degree, from small cosmetic changes such as the name to larger, more substantive changes involving content such as scope notes and user aids. This study confines itself to an examination of Web-scale discovery tools in the libraries of sixteen institutions of higher education in Alabama. Limited in scope though it is, the study's findings suggest that WSD customization is an ongoing process rather than a one-and-done proposition; changes are incorporated on a perceived as-needed basis. Additional areas ripe for further research would be surveys of WSD customizations in academic libraries outside of Alabama, as well as feedback or user satisfaction surveys regarding changes in the location or accessibility of WSD user aids. Cumulatively, from these studies might be drawn a blueprint for best practices that could guide not only libraries newly subscribing to a WSDT but those who already have one.

Commercial products from vendors have the potential to change research strategies and habits. As a still-evolving product, WSDTs are an example of this, providing users another option for doing research. Though vendors continue to improve WSD products (such as Serials Solution Summon 2.0, which is claimed as Discovery reinvented), understanding users' search behavior and customizing WSD accordingly is vital. Customization not only promotes a better understanding of the product; it also offers users a more productive way to do research using that product.

Alabama State University

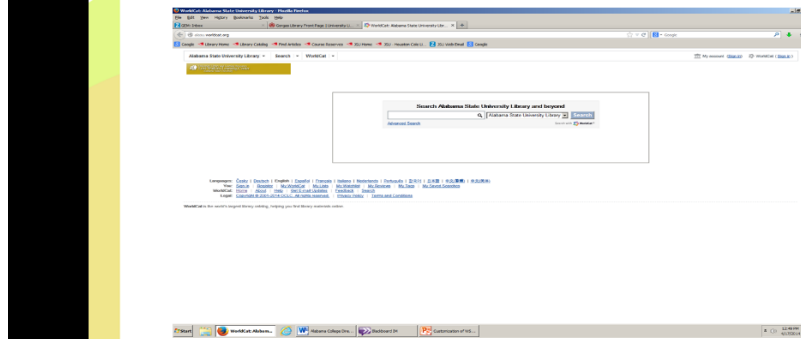


Figure 1: Alabama State University library, WSDT landing screen, 2013

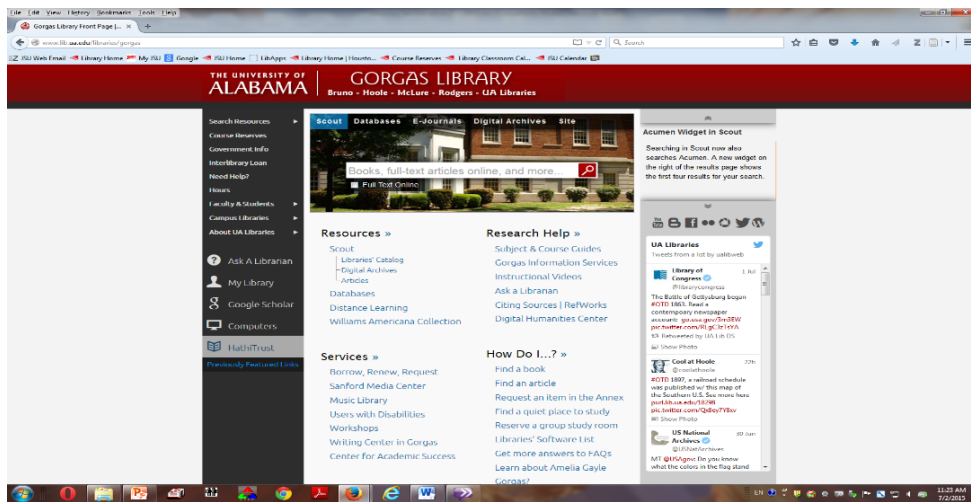


Figure 2: University of Alabama library, landing screen, 2013

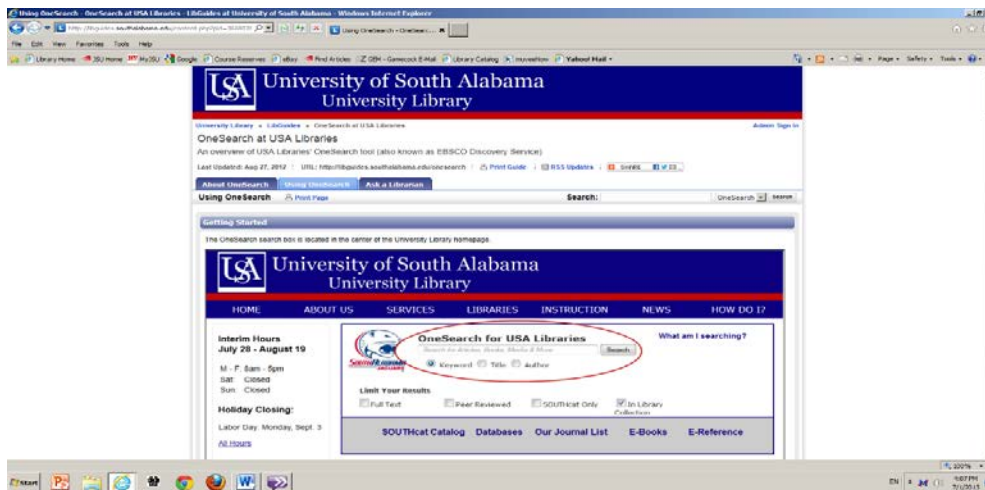


Figure 3: University of South Alabama, WSDT landing screen with instructional link, 2013

Use of Color: Huntingdon College

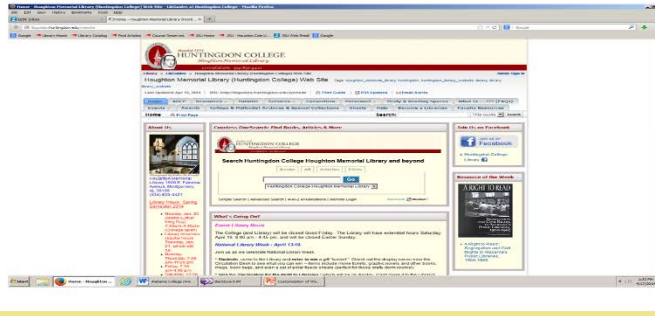


Figure 4: Huntington College, landing screen/LibGuide, 2013

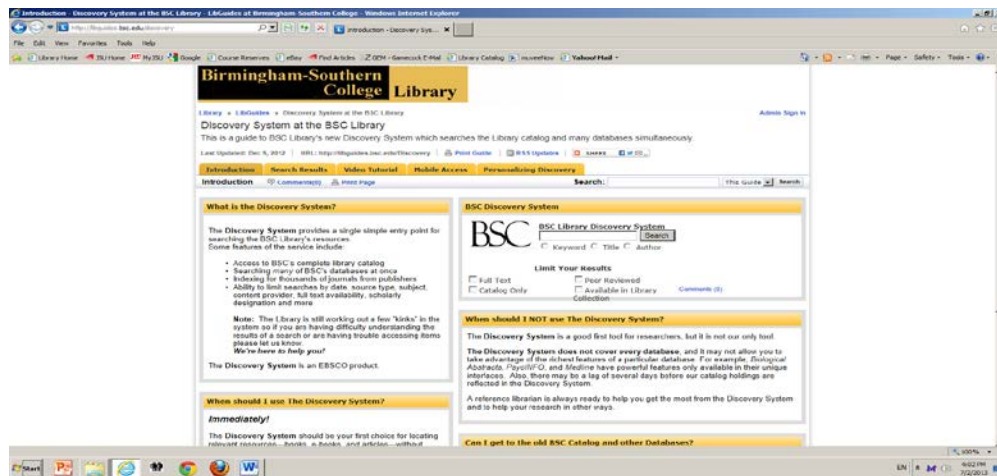


Figure 5: Birmingham-Southern College, "Discovery System at the BSC Library," 2013

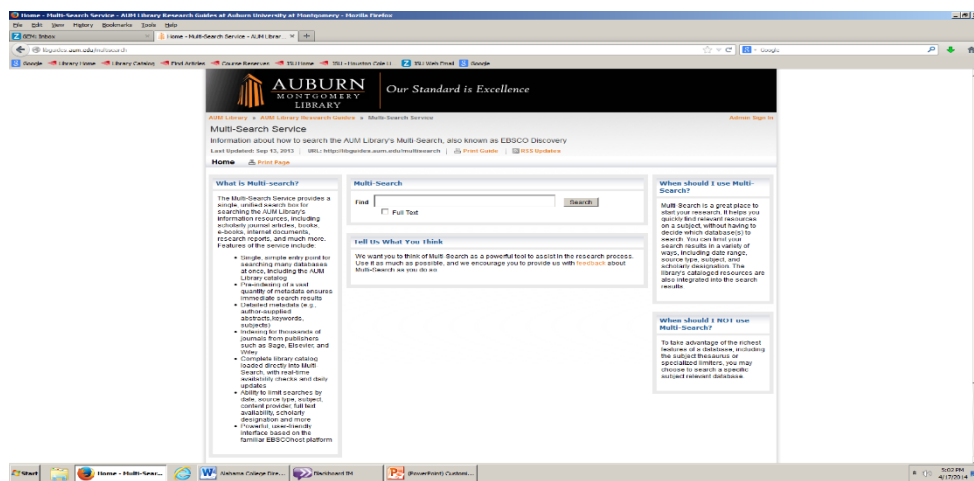


Figure 6: Auburn University-Montgomery, "Multi-Search Service," 2013

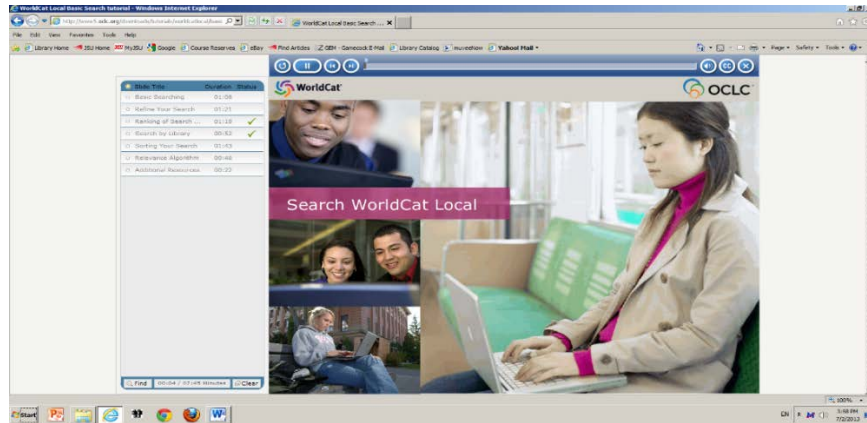


Figure 7: University of Montevallo, WSD instructional video, 2013



Figure 8: Birmingham-Southern College Library, revised Homepage without user aids, February 2016; cf. Figure 5

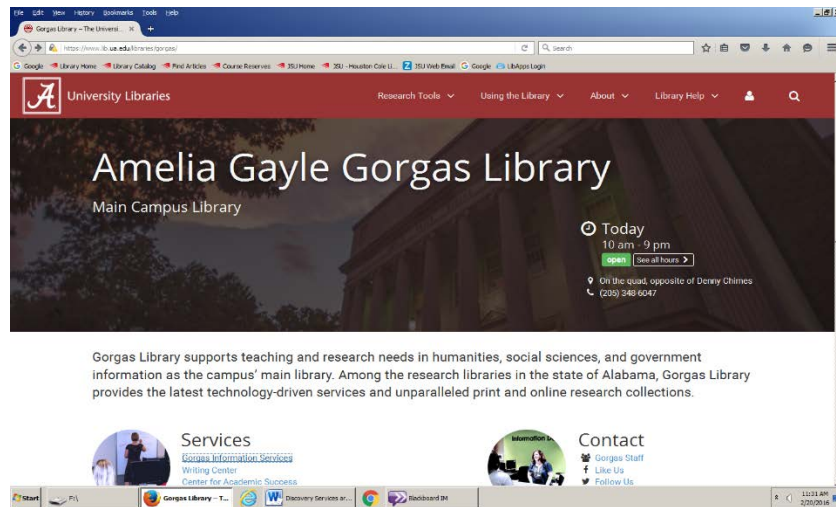


Figure 9: University of Alabama landing screen, revised Homepage with WSD search box and How do I" information migrated elsewhere, February 2016; cf. Figure 2

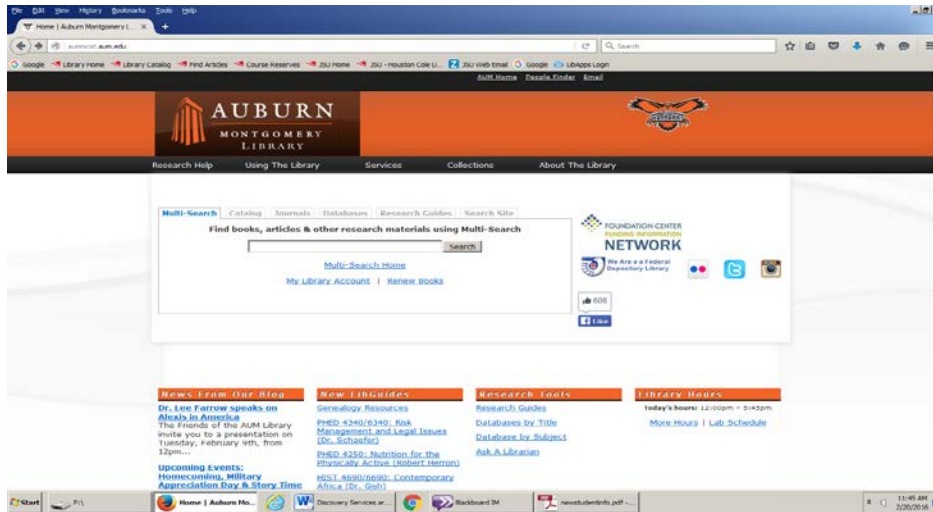





Figure 10: Auburn University-Montgomery, with user information in side panes removed, February 2016; cf. Figure 6

Institution Libraries *

Library / Homepage Web Address	WSD Vendor	WSD Customization Location	Contents of Customizations: Customizations as of June 2013	Contents of Customizations: Customizations since June 2013
Alabama State University http://www.lib.alasu.edu/	OCLC WorldCat Local	<p>Explanations on the Homepage.</p> <p>Explanation on the search result page.</p>	<p>Explanation on the Homepage: Search Alabama State University Library and beyond.</p> <p>Explanation on the Search Result page: About WorldCat and Alabama State University Library.</p>	<p>Explanation placed under About WorldCat drop-down menu on Search Result page.</p>
Athens State University http://www.athens.edu/library/	Innovative Encore Synergy	<p>Name.</p> <p>Link to video instructions from the Homepage under WSD search box.</p>	<p>New name: Encore.</p> <p>Link to Video instructions, the content of the video includes:</p> <ul style="list-style-type: none"> • Search Demo; • Search strategies; • Search results; • Log in for full-text access; • Spell-correction function; • Contact information. 	<p>Name changed to Discovery Service (new vendor: EBSCOhost) and then subsequently removed in favor of single search box under slogan Find Books and Articles.</p> <p>LibGuide including standard EBSCO explanation of EDS with link to video tutorial (not customized).</p> <p>Box placed on What's New page with link to standard EBSCO Discovery service video tutorial.</p> <p>Search box retained on home page;</p> <p>Explanatory matter moved to LibGuide linked to "What's New" hyperlink on Homepage, with no EDS search box on LibGuide.</p> <p>LibGuide subsequently removed.</p>
Auburn Montgomery http://aumnicat.aum.edu/	EBSCO Discovery Service	<p>Name.</p> <p>Explanation on the Homepage.</p>	<p>New name: Multi-Search.</p> <p>Explanation on the Homepage: Multi-Search lets you find books, articles & other research materials from a single search box.</p>	<p>Explanation changed to: Find books, articles & other research materials using Multi-Search.</p> <p>Link removed; content migrated to LibGuide "Multi-Search Service."</p>

Library / Homepage Web Address	WSD Vendor	WSD Customization Location	Contents of Customizations: Customizations as of June 2013	Contents of Customizations: Customizations since June 2013
Auburn Montgomery http://aumnicat.aum.edu/	EBSCO Discovery Service	Link to "Learn more about Multi-search" from the Homepage.	Link to "Learn more about Multi-Search": What is Multi- search When should I use Multi-Search? When should I NOT use Multi-Search?	LibGuide subsequently moved some mouse clicks in from Homepage.
Birmingham-Southern College http://library.bsc.edu/	EBSCO Discovery Service	Explanation on the Homepage.  button from the Homepage above WSD search box.	Explanation: Use the Discovery System to search across multiple databases and the catalog.  button links to the "Discovery System at the BSC Library" page. The page includes following tabs and contents: <u>Introduction tab</u> : What is the discovery system? When should I use the Discovery System? When should I NOT use the discovery system? Contact information <u>Search Results tab</u> : screen-shots for basic and advanced searches with explanation on expected results <u>Video access tab</u> :(the video currently not available) <u>Mobile access tab</u> : provides step-by-step instruction for mobile access <u>Personalizing Discovery tab</u> : provides information on how to set up a personal account, contact information also provided.	Button removed from Homepage; content and tabs migrated to LibGuide "Discovery System at the BSC Library." LibGuide subsequently removed.
Huntingdon College http://libguides.huntingdon.edu/website	OCLC WorldCat Local	Name. List on the Homepage. Explanation on the search Result page.	New name: OneSearch. List: Databases not currently discoverable through countess OneSearch. Explanation on the Search Result page: About WorldCat and Huntingdon College Houghton Memorial Library.	Name changed to Countess OneSearch, with slogan in Countess QuikSearch box "Find items in Search Countess OneSearch by choosing from the following options; slogan "Find items in Countess OneSearch" relocated above search box. Explanation removed from Search Result page.
Jacksonville State University http://www.jsu.edu/library/index.html	EBSCO Discovery Service	Explanation on the library Homepage.  button on the Search Result page.	Explanation beneath the Discovery Search box: Discovery allows you to search across almost all library resources at the same time.  button on the Search Result page: Searching the Discovery Service (not customized).	Button now directs to Basic Search (not customized). Button subsequently removed; explanation restored beneath search box.
Samford University http://library.samford.edu/	EBSCO Discovery Service	Name. Explanation on the library Homepage.  button on the Search Result page.	New name: Multi-Search. Explanation on the library Homepage: Search across several databases and Samford Libraries Catalog to find articles, books, newspapers and more.  button on the Search Result page: Searching the Discovery Service by EDS.	Button now directs to tips for Basic Search or Advanced Search, depending on the type of search performed; button subsequently removed.

Library / Homepage Web Address	WSD Vendor	WSD Customization Location	Contents of Customizations: Customizations as of June 2013	Contents of Customizations: Customizations since June 2013
Spring Hill College http://libguides.shc.edu/burkelibrary	OCLC WorldCat Local	Name. Explanation on the search result page.	New name: Everything. Explanation on the Search Result page: About WorldCat and Spring Hill College.	Explanation removed from Search Result page. Slogan added: Search Spring Hill College and beyond.
Troy University http://trojan.troy.edu/library	Serials Solutions Summon	Name. Link from the homepage under "Help."	New name: ALL. Link to "Search Library Resources" page. The page includes following tabs and contents: <u>About</u> tab: provided answers to the questions: What is "search library resources"? What resources are available in "search Library Resources"? <u>Unified Discovery Service video Basic Search</u> tab: provided initial search demo with screen shots <u>Accessing Text of Articles</u> tab: provided refine search demo and how to access full text article with screen shots <u>Accessing Text of ebooks</u> tab: provided. information on how to access ebooks with screen shots <u>FAQs</u> tab: Provided answers to the following questions with screen shots: When should I use the "Search Library Resources" box? When should I avoid using the "Search Library Resources" box? I couldn't find any relevant resources. What should I do? All I want to find is books. How can I do this? I sometimes see Recommendations at the top of my search results. What do they mean? <u>Feedback</u> tab: provided a survey form for users' feedback about the "Search Library Resources."	Name has been removed. "Search Library Resources" link has been removed and content has been migrated to LibGuide with same title; Discovery Service video and all tabs except FAQs tab and feedback tab not included in migration; "All I wanted to find is books" and "Recommendations" questions not migrated into FAQs.
The University of Alabama http://www.lib.ua.edu/libraries/gorgas/	EBSCO Discovery Service	Name.  button on the Search Result page.	New name: Scout. Explanation in Search box: Books, full-text articles online, and more.  button on the Search Result page: Searching the Discovery Service by EDS.	Library homepage completely redone: Scout search box removed and link placed under Research tools facet above library banner. Button now directs to tips for Basic Search or Advanced Search, depending on the type of search performed. Instructional videos now several mouse clicks in under Research Guides facet.

Library / Homepage Web Address	WSD Vendor	WSD Customization Location	Contents of Customizations: Customizations as of June 2013	Contents of Customizations: Customizations since June 2013
University of Alabama at Birmingham http://www.mhsl.uab.edu	OCLC WorldCat Local	Search options on the library Homepage. Explanation on the search result page.	Two search options from the drop-down box on the Homepage: UAB AND Libraries Worldwide; UAB –Mervyn H. Sterne Library. Explanation on the search result page: About WorldCat and UAB - Mervyn H. Sterne Library.	Caption above Search box: Search for books, DVDs, CDs, and other items in Sterne Library. Dropdown menu changed to search options such as keyword, journal, etc.; UAB and Libraries Worldwide options migrated to Search button at top of pane or tabs placed immediately above WSDT search pane. “About” explanation no longer present. Button w/questions added to hyperlinks beneath search box:  How do I search for books? How do I search for journal articles? Additional Frequently Asked Questions
University of Alabama Huntsville http://www.uah.edu/library	EBSCO Discovery Service	Name. Explanation on the Homepage.	New name: OneSearch N/A for unauthorized users. Explanation on the Homepage: OneSearch: books, ebooks, articles, more.	Unauthorized users statement deleted. Explanation changed to OneSearch: books, articles, more.
University of Montevallo http://libguides.montevallo.edu/index	OCLC WorldCat Local	Search options on the library Homepage. Link to “What is WorldCat Local?” on the Homepage under the search box. Link to the Video Tutorial under the search box on the Homepage.	Two search options from the drop-down box on the Home page: Libraries Worldwide; Carmichael Library. Link to “What is WorldCat Local” page. The page included answers to the following questions: What is WorldCat Local? Do we still have all the Databases? What about the "old" Catalog? Is it still around? Single-search Access: What is Included? What can't I find in World Cat Local? My question isn't here, who should I contact about WorldCat Local? Video Tutorial by OCLC provides a video demo on: Basic Searching; Refine your search; Ranking of search results; Search by Library; Sorting your Search; Relevance Algorithm; Additional Resources.	Drop-down has been removed; “Search Worldcat Local Catalog” added above search box. “What is WorldCat Local” page has become a box among other boxes on a different page, but the questions and answers all migrated over. “What is WorldCat Local” box now is a LibGuide for Carmichael Technical Services, but clarifying questions and video tutorials have been retained.

Library / Homepage Web Address	WSD Vendor	WSD Customization Location	Contents of Customizations: Customizations as of June 2013	Contents of Customizations: Customizations since June 2013
University of North Alabama http://www.una.edu/library	EBSCO Discovery Service	Explanation on the library Homepage. ? button on the "Discovery Home" page. Link to "Learn more..." from the Homepage.	Explanation on the library Homepage: Find articles, books, primary sources, media and more in one search! ? button on the Search Result page: Searching the Discovery Service by EDS. Explanation on "EBSCO Discovery Service."	Explanation changed to: EBSCO Discovery integrates electronic database and library catalog records in an interface designed for power searching. Button removed. Explanation on "EBSCO Discovery Service" anchored to Learn more link . . . positioned above search box.
University of South Alabama http://library.southalabama.edu/	EBSCO Discovery Service	Name. "What am I searching?" Link from the Homepage.	New name: OneSearch. "What am I searching?" Link from the Homepage provided following tabs and contents: <u>About OneSearch</u> tab: provided answers to the following questions: <ul style="list-style-type: none"> • What is OneSearch? • When should I use OneSearch? • When should I not use one search? <u>Using OneSearch</u> tab: provided step-by-step instruction on how to use OneSearch with screen captures; <u>Ask a Librarian</u> : provided contact information and FAQs.	Link has been condensed to "OneSearch is a one-stop solution for the discovery of books, journal articles, audio-visual materials and digital objects." Content formerly under "About OneSearch" tab has been migrated to LibGuide "OneSearch at USA Libraries: About OneSearch."
The University of West Alabama http://library.uwa.edu	EBSCO Discovery Service	Explanation on the homepage above the WSD search box.	Explanation on the homepage above the WSD search box: EBSCO Discovery Service (EDS) is an online research tool that pulls together almost all of our Library resources so that they can be explored using a single search box. In other words, rather than searching the Library Catalog for books and a database such as Academic Search Premier for journal articles, you can do an EDS search and get results which include books, e-books, and journal articles, all in one list.	Name added: EBSCO Discovery for UWA. Explanation removed and replaced by checkboxes for Full Text, Peer Reviewed, Available in Library Collection, and UWA Library Catalog Only .

* Institution names accessed from Directory of Alabama Colleges and Universities page
<http://www.ache.alabama.gov/Colleges&Universities/Directory.htm>

Appendix II: Alabama College Directory

<http://www.ache.alabama.gov/Colleges&Universities/pvtsr.htm>
<http://www.ache.alabama.gov/Colleges&Universities/4YrPubIndex.htm>
<http://www.ache.alabama.gov/Colleges&Universities/srpubdir.htm>
<http://library.bsc.edu/>
<http://libguides.huntingdon.edu/website>
<http://library.samford.edu/>

<http://libguides.shc.edu/burkelibrary>
<http://alasu.worldcat.org/>
<http://www.athens.edu/library/>
<http://aumnicaat.aum.edu/>
<http://www.jsu.edu/library/>
<http://trojan.troy.edu/library/>
<http://www.lib.ua.edu/libraries/gorgas>
<http://www.mhsl.uab.edu/>
<http://www.uah.edu/library>
<http://libguides.montevallo.edu/index>
<http://www.una.edu/library/>
<http://library.southalabama.edu/>
<http://library.uwa.edu/>

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Censorship: Filtering Content on the Web

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Introduction

The World Wide Web has become a vehicle of free expression for millions of people around the world. It also represents a type of international library with no geographical or physical boundaries, bringing a vast array of information into private homes, schools and businesses. Because the Web allows anyone to post anything at any time, many believe some sort of censorship should be imposed.

Censorship of the Web comes in the form of software which filters Web sites, blocking those which publish content deemed unsuitable by those administering the filtering software. Most content filtering software is used on computers in public schools, businesses, and libraries. The goal is to block sites that have no legitimate use in the workplace or in the classroom. These include sites promoting pornography, drugs, gambling, hacking, violence, and spyware among others (Sarrel, 2007).

How Web Content Filters Work

Filtering software may be placed on servers or on individual computers. These technologies fall into three general types -- list based URL filtering, text filtering, and content recognition technology (Chapin, 1999).

URL filtering is the most commonly used technology to filter content. In URL filtering, a database of unacceptable Websites and domain names are identified based on the type of content on the sites. Categories include illegal activity, hate speech, obscenity, sex, drugs, violence, and so forth. "List-based filtering has two weaknesses. First, it is costly. The lists must be updated frequently, and users must pay ongoing subscription fees. Second, and more importantly, vendors' ability to maintain their lists are being outstripped by current Web growth. Some analysts estimate that a new Web site is added an average of every 18 seconds. List-based technology cannot possibly keep up" (Chapin, 1999, p.46).

Filtering technologies also use text filtering to block pages with seemingly inappropriate content. For example, sites containing words such as "sex" or "breasts" would be blocked. "Unfortunately, simple text filters have trouble distinguishing appropriate uses of the same word from inappropriate uses. Thus, filtering solutions relying on text filters often block pages that students and teachers need or want to access" (Chapin, 1999, p.46).

Content recognition technology uses "trained neural networks to identify patterns on incoming Web pages and to permit or block the page. For example, when content recognition tools encounter the word 'breast' these tools will check the context and structure for words such as 'mammogram.' Students will be allowed to see the medical information, while a pornographic site will be blocked. By dynamically evaluating Web content in real time, content recognition technology is always current and avoids the costs and limitations of list based filtering" (Chapin, 1999, p.46).

According to the 2012 national longitudinal survey by the American Association of School Librarians (AASL), of the 4,039 responses received from school librarians, 70 percent of the librarians indicated that their schools used URL-based filtering, making it the most common type of Website filtering used in schools. Keyword-based filtering was second with 60 percent. Blocking the entire domain, not just a specific URL within the domain, was used 47 percent of the time, according to the survey (AASL, 2012).

Most librarians resist these attempts at filtering, arguing that the criteria used by filtering software are subjective. Software developers use their own judgments to decide what is acceptable, rather than allowing parents, teachers, and librarians to judge. Also, filtering software often cannot discern site content. Blocking a site with child pornography is expected, but using the same filtering logic, also blocks those sites teaching sex education, for instance. "Sites such as Middlesex.gov and SuperBowlxx.com were blocked simply due to their domain names. Commercial site-censoring filters have blocked NOW, EFF, Mother Jones, HotWired, Planned Parenthood, and many others" (Neumann & Weinstein, 1999, p. 152).

Other examples of some of the most commonly used Web content filtering software and information that has been incorrectly blocked by that software are below.

- Cyber Patrol blocked MIT's League for Programming Freedom, part of the City of Hiroshima Web site, Georgia O'Keeffe and Vincent Van Gogh sites, and the monogamy-advocating Society for the Promotion of Unconditional Relationships.

- CYBERSitter blocked virtually all gay and lesbian sites and, after detecting the phrase “least 21,” blocked a news item on the Amnesty International Web site (the offending sentence read, “Reports of shootings in Irian Jaya bring to at least 21 the number of people in Indonesia and East Timor killed or wounded”).
- Net Nanny, SurfWatch, Cybersitter, and BESS, among other products, blocked House Majority Leader Richard “Dick” Armey’s official Web site upon detecting the word “dick.”
- SmartFilter blocked the Declaration of Independence, Shakespeare’s complete plays, Moby Dick, and Marijuana: Facts for Teens, a brochure published by the National Institute on Drug Abuse (a division of the National Institutes of Health) (Heins & Cho, 2001, p. 2).

Arguments Against Web Content Filtering

Opponents argue that filtering software is simply not effective at protecting users from unwanted content. Filtering software often creates a false sense for users that they are completely protected when, in reality, “the use of filtering and blocking software was associated with a modest reduction (40 percent) in unwanted exposure, suggesting that it may help but is far from foolproof” (Mitchell, Finkelhor & Wolak, 2003, p. 330).

Another concern voiced among opponents is that filtering software simply can’t keep up with the creation of new Web sites. Karen Schneider of The Internet Filter Assessment Project (TIFAP) estimates that there are approximately 22,000 pornographic sites among the millions of Web pages on the Internet. Each day an additional 85 sites are added. “Even the most aggressive of filters cannot keep up identifying them all in a timely manner. One well-known filter, in an unguarded moment, admitted to allowing 51 percent of pornography sites through” (Willems, 1998, p.56).

Opponents of Web content filtering point to the fact that filtering software can be disabled by users. There are also numerous ways to bypass or work around content filters. Some sites, such as Peacefire.org, are dedicated to helping users bypass filters. Another means of bypassing filters is through the use of proxy servers, such as Psiphon and StupidCensorship. Because of this, some site filtering software chooses to block all proxy-avoidance sites, URL translators, and other workaround sites. Many groups, such as political activists, dissidents, and others seeking to hide their identities or locations, use proxy-avoidance sites to

mask their information from government factions and others seeking to harm them. This raises a completely new intellectual freedom concern beyond protecting minors from sexually explicit materials (Houghton, 2010).

Cell phone and mobile devices are another way to bypass content filtering software. Increasingly, students are using more mobile devices to access the Web. Personal devices such as cell phones and tablets often have the ability to connect to the Web via data plans and are thus able to bypass filtering software (Johnson 2012).

Mankato State University professor, Fran McDonald argues that schools and other agencies who adopt Web filtering software may be placing their organizations at greater legal risk by doing so. “By assuring parents and the community that students won’t be exposed to ‘harmful’ materials, the responsibility for Internet use shifts from the student user to the school administration and staff. It also sets up a not-too-difficult challenge for the determined hacker” (Johnson, 1998, p.13).

Content filters also pose challenges to a library’s core beliefs of personal privacy and privacy of information. Filtering software records vast collections of data about users’ computer usage habits and Web searches. These collections are maintained by software developers and technicians within the content filtering organizations, not by librarians (Houghton, 2010).

Another detriment to content filtering is the cost. Filtering can be extremely expensive, especially for financially challenged schools and libraries. Setup fees can run about \$50 per computer. Then there is often a monthly or annual update charge. There is also the cost for manpower to update each computer on an ongoing basis. If the filters are placed on the servers, instead of on individual computers, all computers on the network would automatically be blocked. This means that content blocked for minors would also be blocked from teachers, administrators, and older students. In general, the greater the cost of the filter, the more customization is allowed within the service. Freeware versions of these programs will have preset filtering levels which cannot be changed. “The temptation for financially challenged schools and libraries to use the least expensive filter, especially if mandated to do so, will be great” (Johnson, 1998, p. 12).

There have been several laws and court cases that affect the use of Internet filters in libraries with regard to federal funding. The most notable one, The Children’s Internet Protection Act (CIPA), was passed by Congress in 1999. CIPA requires that schools and libraries receiving government funds for discounted Internet access, also known as the E-rate program, must “certify that they have an Internet safety policy that includes technology protection measures. The protection measures must block or filter Internet access to pictures that are obscene, child pornography, or harmful to minors” (Starr, 2003, p.1). Library funding tied to federal grants requires that libraries pay for expensive Web content filtering. Sometimes the cost of the content filtering service will outweigh the actual

monetary benefit received by the library. By implementing filters, “the San José Public Library had \$35,000 to gain in E-rate funding. Estimated start-up costs for the filtering software technology, staff training, hardware, and software totaled \$400,000 per year with ongoing annual costs of \$275,000-\$300,000.” In this case, filtering for the purposes of E-rate funding would mean a financial loss for the library (Houghton, 2010, p.31).

Arguments Made in Favor of Web Content Filtering

Network administrators -- and others responsible for content filtering on computers used in public schools, business, and libraries -- point to liability issues for the organizations if they do not provide some level of protection for minors and for employees. “Some companies are drawn to Web-filtering solutions by a lack of perceived control” especially in the wake of regulations such as Title IX and Sex Discrimination, Health Insurance Portability and Accountability Act of 1996 (HIPAA), and Sarbanes-Oxley, which are meant respectively to protect against discrimination based on sex in education programs, customer privacy, and oversee financial dealings. In lieu of filtering “other companies with tons of bandwidth and productive employees have decided to block the truly offensive content and monitor the rest, keeping an audit trail and reacting only when egregious misuse occurs” (Lipschutz, 2004, p. 102).

The rapid growth of the Internet has made pornography sites easily accessible. Even though a US Department of Justice study found pornography Websites account for just 1.1 percent of the total content on the Web, these sites attract a high portion of Web traffic. This in turn has made companies very concerned about the level of freedom employees have to surf the Internet. With a rising number of Human Relations violation law suits being filed over sexual or lewd conduct in the workplace some Chief Information Officers feel a real need to monitor employees’ Web traffic (Ilett, 2006).

One advantage of using filtering software is that it also looks for viruses embedded in pictures and other data, as well as malware (Ilett, 2006). The Internet is “a repository of malware, where companies can fall prey to infections, fraud, and data theft. Many people just don’t realize how dangerous a place the Internet can be. And if they’re using your network, you may even have a legal responsibility to protect them” (Sarrel, 2007, p. 80).

Another key point that is often brought up by proponents of Internet filtering in libraries is the idea of selection versus censorship. “Some courts contend that installing filters is equal to library selection of materials, or collection development decisions, and that each individual library has the right to make those selection decisions and they do not violate First Amendment rights as a result” (Houghton, 2010, p. 28) Along the same lines, proponents argue that teachers already take responsibility for selecting and “filtering” the information content of a student’s education. “By teaching them arithmetic before we teach them

calculus we filter their exposure to mathematical information” (Chapin, 1999, 44).

Filtering proponents also argue that while 61 percent of Americans are not in favor of government regulation of Web content, “a survey also indicated that 80 percent of the public answered ‘yes’ to the question: ‘Do you think the government should take steps to control access to pornographic or sexually explicit material on the Internet to protect children and teens under 18 years of age?’” (Johnson, 1998, p. 11).

As a final point, proponents to Web content filtering point to the great deal of customization current Web filtering operations now offer. “Schools can enable or disable broad categories of blocked sites. They can also override filters by adding sites to white lists of allowed sites or black lists of blocked sites. Schools can legally turn off filtering on specific computers or provide a filter bypass login for specific users” (Johnson, 2012, p. 86).

Views of the ALA and Alternatives to Filtering

The American Library Association (ALA) has stated that limiting anyone’s access, including children, is not acceptable. The ALA Library Bill of Rights states very clearly that a person’s right to use information within the library should not be denied based on that person’s views, origin, background, or age. The ALA and many librarians believe that Web content filters are in direct conflict with the mission of libraries to provide open access to all information for all age groups (ALA, 1996). The American Library Association states that “when libraries restrict access based on content ratings developed and applied by a filtering vendor, sometimes with no knowledge of how these ratings are applied or what sites have been restricted, they are delegating their public responsibility to a private agency” (Houghton, 2010, p. 29). Most librarians believe that children and citizens are better protected if “librarians, parents and thoughtful individuals everywhere in our communities work together to find ways to educate, prepare, and support community members as digital citizens” (Houghton, 2010, p. 31).

Children and adults need to learn the critical viewing and information skills needed to help them make good decisions about the material they encounter on the Web. As concluded by the National Research Council:

Swimming pools pose some threat to the safety and well-being of children. But swimming pools provide benefits to their owners—and children—in many different ways. Technology—in the form of fences around pools, pool alarms, and locks—can help protect children from drowning in swimming pools. However, teaching a child to swim—and when to avoid pools—is a far safer approach than relying on locks, fences, and alarms to prevent him or her from drowning (Kranich, 2004, p.18).

Privacy screens on public computers would provide a level of Internet privacy to library patrons. Also, placing computers in more isolated areas would also allow patrons to view Web pages with a level of privacy. Some libraries create profiles that are age-based, allowing users who are under 18, or under 12, to login only on certain computers. Placing children's computers in an isolated area can help to protect the data that children are entering on the computer as fewer adults are likely to be wandering that area (Houghton, 2010).

The "toggle switch" is another approach to filtering. In this method, a customizable filter is installed on a portion of the Internet public access computers. For those computers serving the adult section of the library, the filtering software would be turned off with clear notice that the "Internet can be filtered for those who may be sensitive to pornography; the filter has a 5-10 percent chance of allowing material that it purports to filter, and it filters legitimate information." For the children's section, filters would always be turned on with a notice posted that the filters could be turned off for children whose parents had given them permission to have unfiltered access to the Internet (Willems, 1998, p. 56).

A final suggestion is that libraries "have clear Internet usage policies that provide unfiltered access to online information. A clear policy provides some protection from outside interference and indicates that the library has given due consideration to the Internet access issue" (Willems, 1998, p. 58).

Conclusion

Proponents of Web content filtering believe that Web filters protect children and safe guard employees and businesses. Opponents believe Web filtering blocks valuable information, while doing a poor job of blocking illegal activity, hate speech, obscenity, sex, drugs, violence, and so forth. Web blocking technologies have not matched the public's expectations on how they should work. The data reveal that both sides have valid concerns, and until a foolproof method can be found to block the most egregious, illegal content on the Web such as child pornography, only a combination of strategies overseen by conscientious individuals may be the best course of action.

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SELA/GENERAL NEWS:

Upcoming SELA Summer Conference and Joint Conferences

2017 SELA Summer Conference

- Date: Friday, August 11th – Saturday, August 12th
- Location: Birmingham-Southern College Library in Birmingham, AL.
- All SELA members are invited to attend.

2017 WVLA/SELA Joint Conference

- Date: Wednesday, November 8th – Friday, November 10th
- Location: White Sulphur Springs, WV at The Greenbrier

2018 SCLA/SELA Joint Conference

- Date: Fall 2018
- Location: Greenville, SC

More details about these three conferences will be forthcoming.

SELA Handbook Changes

The following SELA Handbook change was unanimously approved by the voting members SELA Board.

Immediate Past President Duties (pp. 29-30)

Add the following duty: 6. To be responsible for the installation ceremony of the incoming SELA Officers.

Immediate Past President Duties: (pp. 29-30) now reads

Duties:

1. To serve as a member of the Board. To chair the Nominating Committee.
2. To chair the Budget Committee.
3. To chair the Planning Committee.
4. To co-chair the Conference Site and Exhibits Committee with the Vice-President/President-Elect.
5. To be responsible for the installation ceremony of the incoming SELA Officers.

New State Representatives

Although Arkansas, Florida, and Virginia are inactive chapters of the Association, SELA members in these states have recently elected representatives to serve on the SELA Board.

Arkansas – Crystal Gates crystal.gates@lamanlibrary.org

Florida – Vicki L. Gregory vlgtampa@aol.com

Virginia – Kathy Bradshaw akbradshaw@vcu.edu

Congratulations to Crystal, Vicki, and Kathy!

Kentucky is the only inactive chapter which does not have an elected representative to the SELA Board. If you are interested in serving or could suggest someone else who may be interested in serving as KY state rep, please contact Linda Harris lharris748@gmail.com.

Alabama, Georgia, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, and West Virginia are all active chapters of SELA.

Section News

Stephanie Adams will be assuming the role of **Resources and Technical Services Section** Chair for the 2017-2018 term (Jan. 1, 2017 – Dec. 31, 2018). The section is seeking nominations for the Vice Chair and Secretary positions. Please send names of anyone in the section you would like to nominate. Also consider self-nomination. These may be sent to:

Melissa Johnson, MLIS
Electronic Resources & Serials Librarian
University Libraries, Reese Library
Augusta University
1120 15th Street, LIBR
Augusta, GA 30912
(706)-667-4907

Kevin Sheehan became the new chair of the **University & College Libraries Section** on Jan. 1.

Highlights of the SELA Board's Accomplishments

As the 2015-2016 biennium draws to a close, here are some highlights of the SELA Board's accomplishments during the past two years.

Conferences

The SELA Summer Conference and two joint conferences were held:

- 2015 SELA Summer Conference, August 14-15, in Birmingham, AL
- 2015 ALLA/SELA Joint Conference, April 7-10, in Point Clear, AL
- 2016 GA COMO/SELA Joint Conference, October 5-7, in Athens, GA

The 2017 SELA Summer Conference and the 2017 and 2018 Joint Conferences are in the planning stages

SELA Board Meetings

- We had seven SELA Board meetings:

SELA State Chapters/Representatives

- During summer 2015, the Louisiana Library Association (LLA) became an active SELA chapter once again.
- During fall 2016, SELA members in the inactive state chapters of Arkansas, Florida, and Virginia elected representatives to serve on the SELA Board.
- A web page was created for the state representatives.
<http://www.selaonline.org/sela/states/10reps.html>
- The State Representative Job Description was approved by the SELA Board.

Other Accomplishments include the following:

- SELA membership is now required to view (via login) the current year of *The Southeastern Librarian*. The *SELn* archive is open access.
- The SELA website was redesigned and launched.
- The constitution and handbook were updated.
- The SELA and State Association Joint Conference Guidelines were approved by the SELA Board.
- The SELA Online Search Librarians Round Table was changed to the SELA Electronic Resources Round Table.
- An email address for SELA Administrative Services was created.
selaadmins@selonline.org
- A twitter account for SELA was created. @SELA_Libraries

On behalf of the Association, thank you for a very successful biennium. We would not have been able to accomplish so much without every SELA member's hard work, dedication, and support.

LIBRARY NEWS

Alabama

The Alabama Library Association 2017 Annual Convention will be held April 18-21, 2017, in the capital city of Montgomery. This year's theme is "Alabama Libraries: A Capital Idea!" and will focus on the unique ideas libraries generate and the worth they offer their communities. The Alabama Library Association (ALLA) president, Jeff Graveline, is looking forward to greeting libraries from across the state and hopes they are excited about the convention's sessions, events, and confirmed speakers. Opening speaker Steve Berry is a New York Times and #1 internationally-bestselling author who serves on the Smithsonian Institution Libraries Advisory Board and was the spokesperson for the 2012 and 2013 Preservation Week for the American Library Association. He will speak at the Opening Session for the 2017 Convention on April 19th from 10 am – 11:30 am; and will be available for a book signing afterwards. On April 21st, from 9:00 am – 9:50 am, in partnership with the National Endowment for the Arts (NEA) Big Read and Troy University, the Alabama Library

Association is pleased to have author Tayari Jones serve as the closing speaker for the 2017 Convention at the Rosa Parks Museum Auditorium on the Troy University Montgomery campus. In addition to being the dynamic author of *Silver Sparrow*, *The Untelling*, and *Leaving Atlanta*, Jones is an Associate Professor in the MFA program at Rutgers-Newark University and holds a Lifetime Achievement Award in Fine Arts from the Congressional Black Caucus Foundation.

If you are interested in attending the convention or want more information, please contact Jessica Hayes at jhayes11@aum.edu, visit the ALLA web site at <http://allanet.org>, or "like" our Facebook page at <https://www.facebook.com/allaconvention/>.

Come join us and see what all the excitement is about!

Arkansas

Take part in the inaugural Delta Serials Conference, Thursday, July 27 through Friday, July 28, 2017, on Arkansas State University's Jonesboro campus by submitting a proposal for a regular session or poster session. Share your experience and expertise on any aspect of serials. Possible topics of interest include access, instruction, use, acquisition, cataloging, and licensing of any serial library product. Regular sessions will be 50 minutes long and may either be presentation format or a panel discussion with up to four presenters.

Jeffrey Beall, our confirmed Keynote Speaker, will discuss open access journals and predatory publishing. This conference will focus on advances, developments, and continuing issues in the management and use of all serial library products.

Proposals will be accepted until April 1, 2017. Conference registration begins April 15, 2017.

For more information about submitting a proposal or registering for the conference, email DeltaSerialsConference@astate.edu or visit

<http://libguides.astate.edu/DeltaSerialsConference>

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Mississippi

Mississippi State University Libraries has launched "A Banner Day" program at Mitchell Memorial Library. Each month during the academic year, the library will unveil a banner commemorating one of the Mississippi writers on the Southern Literary Trail. The Southern Literary Trail is the nation's only tri-state literary trail. Covering Georgia, Alabama, and Mississippi, it commemorates the Southern classical writers of the 20th century. The Southern Literary Trail is headquartered at Mississippi State University Libraries.

These banners will remind students and other library patrons of Mississippi's role in world literature. They will also serve to encourage reading the writers' works and learning more about their lives and the Mississippi heritage that inspired them. Designed by library staff member Jennifer Jones, banners feature an image of the writer as well as a personal quote from the writer or one of the writer's works.

The initial "Banner Day" today commemorated world-renowned playwright Tennessee Williams. Born Thomas Lanier Williams in Columbus in 1911, Williams won two Pulitzer Prizes. On a return visit to his hometown, he said "Home is where you hang your childhood, and Mississippi to me is the beauty spot of creation, a dark, wide, spacious land that you can breathe in."

Future banners will commemorate the seven additional Mississippi writers who are on the Southern Literary Trail. Follow these unveilings and related events of Mitchell Memorial Library on Facebook and Twitter and at library.msstate.edu. Follow the Southern Literary Trail at www.southernliterarytrail.org.



(L to R) Stephen CUNETTO, Associate Dean of Libraries, Frances Coleman, Dean of Libraries, and Sarah McCullough, Coordinator of Cultural Heritage Projects

(Photo: Isa Stratton, MSU Libraries)

Georgia

Kennesaw State University

Kennesaw State University Literature Conference

The 26th annual Kennesaw State University Literature Conference is quickly approaching, March 20-21. Registration closes March 1. The theme this year is "Cultural and Critical Themes in Young Adult and Children's Literature". Proposals for breakout sessions must relate to the conference theme and address aspects of literacy as they relate to using young adult and children's literature in the classroom. All proposals will undergo a blind, peer review process. All proposals will be reviewed, but accepted proposals will not be considered for inclusion

in the conference program without an accompanying registration.

We are already experiencing record numbers of registrations and don't want you to miss out. This year's authors are amazing. Laurie Halse Anderson, Deborah Wiles, Ashley Hope Perez, and Carole Weatherford will be our featured speakers. We will also have experts from all over the country presenting on all aspects of literacy.

Register at our conference web page <http://lcva.kennesaw.edu/>

Undergraduate Research Award

Established in 2015, the KSU Library System's Undergraduate Research Award is awarded annually to a student demonstrating successful navigation of library resources for undergraduate research. The \$500 prize is awarded to an undergraduate student whose essay regarding the use of library resources is selected through peer review. The winner is guaranteed publication within the *Kennesaw Journal of Undergraduate Research*, and all applicants' research is put through the peer review process for possible publication. It is awarded during the Symposium of Student Scholars in April.

University of West Georgia Ingram Library

Congressman Lynn Westmoreland Papers

Georgia Congressman Lynn Westmoreland deposited papers covering his political career in the United States Congress with Ingram Library's Annie Bell Weaver Special Collections at the University of West Georgia. The papers reflect the Congressman's six terms of service in the U.S. House of Representatives, 2004-2016, and document his roles on a number of committees. During the 114th Congress, Westmoreland served on the House Republican Steering Committee, the House Financial Services Committee, the House Permanent Select Committee on Intelligence, the House Select Committee on Benghazi, and as Vice Chairman of the Subcommittee on Insurance and Housing. The collection also holds materials which document his position as Deputy Chairman at the National Republican Congressional Committee (NRCC) for the 113th Congress. Ingram Library is a member of the Association of the Centers for the Study of Congress, a network of libraries holding U.S. congressional collections. The library holds the papers of U. S. House Speaker Newt Gingrich, and U.S. Representatives Bob Barr, Mac Collins, and Pat Swindall, as well as the papers and office contents of Georgia House Speaker Thomas B. Murphy, as part of Georgia's Political Heritage Program collections. These collections also include videotaped and recorded interviews with numerous Georgia political figures. The recorded materials are available online through the Digital Library of Georgia.



University of West Georgia President Kyle Marrero and U.S. Representative Lynn Westmoreland signed an agreement transferring Congressman Westmoreland's political papers to the university's Annie Bell Weaver Special Collections during a ceremony held at UWG Newnan November 29, 2016.

Blyne Olivieri Selected as UCLA Senior Fellow

Blyne Olivieri, Head of Special Collections in Ingram Library, University of West Georgia, was one of 17 top library leaders selected from around the world to participate in the UCLA Senior Fellows program held in the summer of 2016. Established in 1982 by UCLA's Graduate School of Education and Information Studies and led by Dr. Beverly P. Lynch, the program is an intensive three-week residential experience focused on management, strategic thinking, and practical and theoretical approaches to the issues confronting academic institutions and their libraries.

Jean Cook Receives McJenkin-Rheay Award

Jean Cook, Assistant Professor in the Instructional Services department of Ingram Library, University of West Georgia, was awarded the 2016 McJenkin-Rheay Award by the Georgia Library Association in October. The award recognizes a librarian early in his or her career who has made outstanding contributions to the Georgia Library Association, and to leadership as exemplified by the careers of Georgia library leaders Virginia McJenkin and Mary Louise Rheay.

Ingram Library Circulation Department Receives Campus Best of the West Award

The Circulation Department of the Irvine Sullivan Ingram Library received the University of West Georgia's Best of the West Award in January 2017. The nomination noted the department's commitment to providing an atmosphere of welcome and support to students, faculty, staff, and members of the community across the library's 24/5 schedule, and their dedication to maintaining 24/7 hours to support students during the weeks prior to and including exams. In addition, they were lauded for monthly diversity-themed materials displays, developing a Lactation Room and Parent Boxes to support patrons with children, finding space for a Graduate Study Room, assisting with exhibits and programs, and for being the face of the university

overnight and during weekends. Led by Circulation Manager Sarah Gourley, the team was supported at the time of the nomination by shift leaders Lindsey Harper, William Willey, and Stormy Sims, and includes staff members Kimberly Britt, Margaret Weiss, Jennifer Sutton, and Taylor O'Kelley, with additional support from a number of student assistants. The nomination noted, "Customer service is Job One for the Circulation team, reflecting the team's commitment to and caring for students and faculty for whom the library is a vital part of their academic life."

Mississippi

The University of Southern Mississippi

This year is a BIG year for the Fay B. Kaigler Children's Book Festival—it will mark the 50th Festival—and we have lots of great events lined up to celebrate!

First, we are thrilled to welcome 2008 Medallion winner Pat Mora back to the Festival as the 2017 Coleen Salley Storytelling recipient. The storytelling session will take place over lunch on Wednesday, April 5th, and we are happy to provide complimentary boxed lunches to all registered attendees. In honor of the paperback reprint of *Epossumondas*, all attendees of the Coleen Salley Storytelling Luncheon with Pat Mora will also receive a complimentary copy of this reissue including the audio download of Coleen reading the story. Second, we couldn't let the 50th Festival pass without a party, so all registered attendees of the Festival are invited to the 50th Annual Children's Book Festival Celebration starting at 6 p.m., Wednesday, April 5th. Attendees will be treated to a complimentary buffet-style dinner, video retrospective, and live presentation on the history of the Festival followed by a cake, a champagne toast, and dancing. We will have some fantastic giveaways for those present including complimentary registrations for the 2018 Festival, signed copies of keynote books, a framed and signed 2011 Festival poster, and much more!

Be sure to put on your dancing shoes and get ready to celebrate with the Festival! For more information, please visit: <https://www.usm.edu/childrens-book-festival>.

North Carolina

NCSU Libraries

"Wolf Tales" Awarded Diversity Mini-Grant

NCSU Libraries' multimedia archive will emphasize the inclusion of underrepresented NC State voices

The NCSU Libraries [Wolf Tales](#) oral history project has been awarded a Diversity Mini-Grant from NC State's Office for Institutional Equity and Diversity for its "Wolf Tales: Capturing Voices of Diversity at NC State" project.

The \$1,875 grant helps expand the Special Collections Research Center's existing archive of 10-20-minute, audio and video narratives from students and alumni by focusing on historically underrepresented groups such as the LGBT, military veteran, Muslim, Latinx, and Native American communities. This Wolf Tales project helps to enhance the quality of teaching and learning about diversity, enrich the diversity experiences of NC State students, and create a welcoming and inclusive campus environment. The Libraries will provide 25% matching funds through the devotion of staff time to the project.

Previously, Wolf Tales collaborated with the African American Cultural Center to record participants in Harambee 2016. This new initiative will use that partnership as a model to work with the GLBT Center for Lavender Graduation in April 2017, gathering stories of the experiences of GLBT students and their allies. SCRC staff will partner with Program Coordinator Andy DeRoin and some of the student interns at the GLBT Center for Lavender Graduation on the project.

Wolf Tales plans to extend this framework to other underrepresented voices through partnerships with other OIED units and student groups to prevent future silences in the archives.

“Oral history brings a more personal, first-hand account of history that we don't get in a lot of the written records,” says Virginia Ferris, Outreach and Engagement Program Librarian. “Looking back into NC State's history, certain people's stories were not seen as valuable as much. For African-American students following desegregation, we don't have a lot of written records that reflect their experience. With Wolf Tales, we were able to go to alumni and current students to talk to them about their experiences at NC State. What they have to say and what they think needs to be added to the historical record that the official documents of the university might not reflect.”

In its first year, Wolf Tales has captured 41 recordings with a diverse range of voices, from current students to alumni of the class of 1943. The Wolf Tales recordings and transcripts are archived and shared online through the Libraries' Rare & Unique Digital Collections site, as part of the NCSU Wolf Tales Oral Histories Collection. The Libraries has brought Wolf Tales stations to events ranging from annual reunions of the NCSU Alumni Association to “open days” in the Libraries where participants are invited to sit down individually or in groups of 2-3 people to make a recording.

“The act of listening is itself very valuable. Listening creates a relationship and shows a person that their voice is important and that we want to preserve it and make it a tool to teach other people,” Ferris says. “To the students whom we're recording now, it shows them ‘Yes, we are here now,’ and for students in the future who will be using these resources, it shows ‘We will be here for years to come, and I belong here.’”

When Hacks Become Tools

O'Reilly Media's Andrew Odewahn visits for a talk and a workshop about the shift from traditional media to software development

Open source software is great, but can you really run a company with it? Andrew Odewahn, Chief Technology Officer of O'Reilly Media, thinks so. He sees opportunity for organizations in a new generation of open source analytical and data visualization tools.

Because such tools are often built by hackers for hackers, they often rely on a complex system of dependencies and concepts that can make them more difficult to adopt than purpose-built tools from proprietary vendors. While the benefits in terms of cost savings and rapid innovation are huge, reaping the rewards often requires organizations to rethink processes and workflows as a software process.

For almost 5 years, O'Reilly Media has centered its publishing processes around tools like Jupyter, git, GitHub, Docker, and a host of open source packages. Odewahn visited the James B. Hunt Jr. Library on Nov. 8 and delivered the talk “‘git push’ as the Future of Publishing” about how organizations can leverage these diverse tools. The talk is free and open to the public.

Afterwards, Odewahn led a workshop entitled “Narrated Learning Experience: Blending Code, Data, Text, and Video.” He demonstrated a suite of tools including GitHub, Docker and Jupyter, and present new projects geared towards blending code, data, text, and video into a narrated learning experience with executable content.

Decades of Research Notebooks from Carolina's First Nobel Laureate Available Online

Archivists digitize nearly 50 years of prize-winning work documented by hand

Decades of scientific research from the University of North Carolina at Chapel Hill's first Nobel prize winner are now available for anyone to view online.

Since his time as a graduate student, Dr. Oliver Smithies has kept hand-written notebooks to log and track his pioneering work. Now, with the help of the University Archives in UNC-Chapel Hill's Wilson Library, those notebooks have been digitized and are available to visit at smithies.lib.unc.edu. Viewers can flip through thousands of pages and see Smithies' scientific process unfold.

“These diaries are a real treasure for anyone interested in science or the extraordinary level of dedication and commitment it takes to build a career as brilliant as Dr. Smithies,” said Chancellor Carol L. Folt. “Thanks to Carolina's archivists, we can view his personal notes spanning a lifetime of work that inspires us all.”

Smithies, the Weatherspoon Eminent Distinguished Professor of pathology and laboratory medicine at UNC-

Chapel Hill's School of Medicine, was named a co-recipient of the 2007 Nobel Prize in physiology or medicine. In the mid-1980s Smithies co-discovered a technique for gene targeting. This allowed researchers to study diseases with specificity like never before.

"They have a record of what an everyday scientist is doing for a lifetime," said Dr. Smithies. "It's a continuous record which I thought was probably rather rare, and that's the reason I thought they may be of value to somebody sometime."

At the age of 91, Smithies faithfully continues his research in his laboratory in the School of Medicine.

Pentair Foundation Supports STEM Programming, Instruction at the NCSU Libraries

A \$35,000 grant funds a new fellows program and sponsors the "Making Space" events series.

The NCSU Libraries has been awarded a \$35,000 grant from The Pentair Foundation to support STEM-related programming and instruction for underrepresented groups at NC State. The grant helps establish a new "Pentair Fellows" program through which graduate students will develop and teach free workshops on STEM tools and technologies, lowering NC State students' barriers of entry into STEM fields. The grant also sponsors the Libraries' successful Making Space series of public talks and workshops advocating for women in STEM fields.



"I am privileged to work for a company that recognizes the importance of investing in institutions like NC State and the NCSU Libraries, in particular," says Brian Boothe, engineering manager for Pentair Aquatic Systems and Friends of the Library Board President. "Pentair has had a physical presence on Centennial Campus since 2011 and has been engaged with the University through numerous research affiliations and student projects since 2008. Knowing that a strong library system is the cornerstone of any world class research institution, it's no surprise that Pentair's interest in the long-term growth of NC State is a leading priority."

The Pentair Foundation grant devotes \$20,000 to create the "Pentair Fellows" program. Graduate student fellows at the Libraries will develop a curriculum for workshops they will

teach on STEM tools and technologies. Free to NC State students, these Libraries workshops seek to address knowledge and skills gaps that often deter student from pursuing STEM fields. The workshops will cover both basic tech and tools, such as Excel and project management, and emergent ones like Python, Tableau, 3D printing and virtual/augmented reality. The Fellows will also create parallel online tutorials for students to access remotely when studying abroad, working on internships in the field, or otherwise unable to attend in person.

The grant will support NC State's land grant mission by serving students from all backgrounds. "Particular focus will be given to creating free workshops where students will be exposed to design, programming, analytics and immersive technologies," Boothe notes. "Our intention is to make these technologies accessible to a broad audience, encouraging students from all gender and socio-economic backgrounds to pursue STEM fields of study.

The grant also includes \$15,000 to sponsor the Libraries' Making Space series, which most recently hosted GitHub's February Keeney in mid-November. The series is currently in its second year. Pentair's funding will support series costs, as well as transportation and materials costs for high school students to attend workshops during the summer months. The mission of Making Space is to raise awareness among women about access to tools and technology, lower barriers of entry for first-time users of makerspaces and serve as networking opportunities for women in the NC State community.

"The Libraries is excited about the unique support that The Pentair Foundation is giving to NC State students through this generous grant," says David Woodbury, Associate Head of Learning Spaces & Services at the Libraries. "Pentair's commitment to innovative instruction and programming lowers the bar to access the technologies and spaces that our students need going forward. They're a perfect partner for the NCSU Libraries."

UNC-TV's North Carolina Bookwatch Joins the NC LIVE Online Collection

Season 18 of UNC-TV's **North Carolina Bookwatch** is now available for free as part of the **NC LIVE** online collection at nclive.org. The 30-episode season features authors such as Scott Ellsworth, Bridgette Lacy, Lee Smith, Kathy Reichs, Pam Saulsby and more.

North Carolina Bookwatch is the state's premier literary series, bringing the Tar Heel State's best and brightest Southern writers to the small screen. In every interview, host D.G. Martin sheds light on authors' lives, books and the state's indelible imprint on their works.

NC LIVE is a statewide cooperative of 201 libraries that provides access to online articles, ebooks, streaming videos and digital newspapers. This content is purchased by libraries and available to all North Carolina residents who have a library card.

“As an extension of the University of North Carolina system, UNC-TV serves North Carolinians as the state's largest classroom—and NCLIVE serves citizens as our state's largest online library. North Carolina Bookwatch and NC LIVE—it's an obvious and natural fit,” says Katy Loebrich, Producer/Director of the show. “Through a conversation with leaders at the State Library Network, North Carolina Bookwatch creator, host and tireless promoter D.G. Martin and I realized what a powerful resource NC LIVE offers to lifelong learners, whatever their age, in our state.”

“NC LIVE is delighted to add North Carolina Bookwatch content to our collection of online resources,” says Rob Ross, NC LIVE's Executive Director. “All told, the NC LIVE collection now consists of 483+ million online articles, streaming videos, ebooks and more.”

UNC-TV is committed to making educational and entertaining media available to all of North Carolina citizens and this new relationship with NC LIVE allows the network to do that in an exciting, new way.

PERSONNEL NEWS:

Alabama

The University of Alabama Libraries has two recent appointments:

Donald Williams – Institutional Repository Librarian
Vanjury (V) Dozier – Education Librarian

Mississippi

The Jackson-George Regional Library System has hired **Amanda Brooks** as the manager of the Genealogy and Local History Department at the Pascagoula Public Library.

The newly created position will enable the department to better organize, manage and direct the digitization project currently underway. As manager, Amanda will guide the department into the era of digitization through professionally approved methods and best practices in an effort to offer increased access to unique resources pertaining to the community which the library system serves.

Amanda Brooks recently moved to Pascagoula, from Williamsport, Pennsylvania.



Having earned her Bachelors of Art in English Literature from Lock Haven University in 2014, Amanda moved to Scotland to attend the University of Strathclyde in Glasgow to attain her MSc. Upon completing her dissertation on the impact of digitization in cultural heritage institutions, Amanda earned her Master of Science in Information and Library Studies with a UK level of distinction in 2016.

“Through hearing family stories as a child, my own personal research and placements taken on during her education, I have developed a passion for genealogy that I hope will benefit my new position” she said. She is most looking forward to working on the digital preservation project at JGRLS in order to ensure that their collections are safeguarded for future generations.

Georgia

Amy Chew has joined the faculty of Valdosta State University Odum Library as an Assistant Professor and Reference Librarian. Amy began her new position on January 9, 2017. She was previously employed as an Interlibrary Loan Borrowing and Acquisitions Specialist at the University of Colorado, Boulder. Amy received her Master's of Library Science from Clarion University of Pennsylvania.

Kentucky

University of Louisville

New Appointments

Matt Ertz became Assistant Director of the Music Library effective December 1, 2015. Matt received his MLS from Indiana University with a specialization in music librarianship in 2010. He also has a Master of Music degree in composition from the University of Oregon and his undergraduate degree from the University of Iowa is in composition and trombone performance.

Jessica Petrey joined the Kornhauser Health Sciences Library as Clinical Librarian effective January 11, 2016. Jessica received her MSLS from UK in 2014 and previously worked as a library technician in Acquisitions at the University of Pikeville College of Osteopathic Medicine.

Cecelia Railey was appointed Hospital Librarian at St. Joseph Hospital (Lexington) on March 14, 2016. Cecelia's prior experience includes serving as Medical Librarian at the Children's Medical Center of Dallas and as Health Sciences Librarian at Hardin Memorial Hospital. Cecelia received her MSLS from UK in 2011.

Amber Ballinger became the Online Learning and Digital Media Librarian in the Ekstrom Library Research Assistance and Instruction (RAI) Department on July 1, 2016. She received her MSLS from the University of Illinois at Urbana-Champaign in 2016 where she served as a Graduate Assistant in the Undergraduate and the Main Libraries.

Lauren Robinson was appointed Emerging Technologies Librarian at the Kornhauser Health Sciences Library effective July 25, 2016. Lauren received her MSLS from UK in 2015. She previously served as Instructional Technologist and Adjunct Instructor at Midway University, and held internships at the National Library of Medicine and at UK's Agricultural Information Center.

Elizabeth Sterner is now the STEM Teaching and Faculty Outreach position in the Research Assistance & Instruction Department effective August 1, 2016. She received her MLS degree from University of Illinois in Urbana-Champaign in 2016. Additionally, she holds a MS in Biology and taught high school science and German for 16 years including overseas positions.

Rebecca Morgan became Hospital Librarian (University) effective September 12, 2016. She received her MLIS from Drexel University in 2008. While she was a student at Drexel, she served in a staff position at the Drexel Health Sciences Library. Prior to her appointment at UofL, she worked at the Joint Personnel Recovery Agency Library at Fort Belvoir, VA.

Kyna Herzinger was appointed Archivist for Records Management effective October 17, 2016. Ms. Herzinger received her Master of Library and Information Science and an MA in Public History from the University of South Carolina in 2010. Her previous experience includes 3 years as Records Analyst/Appraisal Archivist at the North Carolina State Archives and 3 years as Archivist/Librarian for the North Carolina Department of Cultural Resources, Tryon Palace Historic Site.

Resignations/Retirements

Sarah-Jane Poindexter resigned as Archivist for Manuscript Collections/Co-Director of the Oral History Center effective Dec. 31, 2015.

Chad Owen resigned from his position as Archivist for Records Management on April 29, 2016 after 14 years of service at UofL. Chad accepted a position at the Library of Virginia in Richmond.

Belinda Yff resigned from her position as Hospital Librarian at University Hospital on April 30, 2016. She had worked at the Hospital Library since 2013.

Margo Smith retired on June 30, 2016 after 30 years of outstanding service to the University Libraries. Margo began her career in the libraries as Head of the Bibliographic Control Unit when catalog maintenance was a large scale operation. Since then, she has held several different leadership positions in the libraries, most recently as Head of the newly-created User & Access Services Dept. in Ekstrom Library.

Mississippi

Nettie Moore, youth specialist at the M. R. Davis Public Library in Southaven, MS, has been selected to receive the Kaigler-Lamont Award given by the Fay B. Kaigler Children's Book Festival. The award recognizes distinguished accomplishments in promoting children's reading by librarians and teachers in Mississippi schools and by children's librarians in the public libraries of Mississippi.

The winner of the Kaigler-Lamont Award receives free registration to the Children's Book Festival, a plaque, a \$500 honorarium and a \$500 honorarium to purchase books for their library.

North Carolina

UNC Chapel Hill

The University Library is pleased to announce two recent appointments.

Dayna Durbin is the new Undergraduate Teaching and Learning Librarian.

Dayna will lead instructional initiatives, spearhead undergraduate-centered user engagement activities, and explore technologies that impact undergraduate education. She will also lead the Library's information literacy instruction program, schedule information literacy sessions, and train and mentor student instructors for the First Year Writing Program.

Prior to joining the Library, Dayna was a media coordinator and technology facilitator for Durham Public Schools. She will use her experience in conducting library instruction and coordinating student outreach to explore and pilot new ways of engaging students.



Dayna holds an M.S.L.S. from the University of North Carolina at Chapel Hill and a B.A. in English from the University of Kentucky in Lexington.

Rebecca Smyrl has joined the Library staff as the new Assistant Conservator for Special Collections. In this role, Rebecca will work closely with the Wilson Special Collections Library staff to evaluate books, manuscripts, and other collection materials. She will carry out conservation treatments and provide support for digitization projects. Rebecca's other responsibilities include organizing and implementing conservation projects, managing workflows, and providing support for exhibition planning and installation.



Rebecca was previously a book conservator at the Conservation Center for Art and Historic Artifacts in

Philadelphia, Pennsylvania, where she planned and performed conservation treatments for bound materials.

She holds an M.S.I.S. with a certificate in conservation from The University of Texas at Austin, a diploma in bookbinding from the North Bennet Street School, and a B.A. in English from Haverford College.

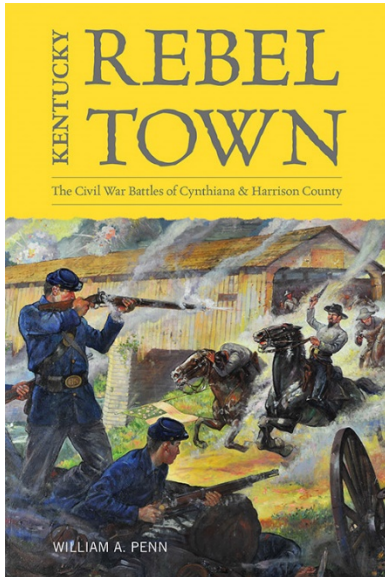
Maria R. Estorino has been appointed as director of the Louis Round Wilson Library and associate University librarian for special collections.



In this role, Estorino will provide leadership for and administration of one of the nation's leading university special collections. The Wilson Special Collections Library consists of five distinguished research collections, which together hold more than 800,000 books, including 300,000 rare and unique items, along with 26 million manuscripts, and 3 million photographs, films, artifacts, and non-textual items. Dedicated research and instructional services, cataloging and archival processing, and conservation departments will also report to Estorino.

BOOK REVIEWS

Kentucky Rebel Town: The Civil War Battles of Cynthiana and Harrison County by William A. Penn. Lexington: University Press of Kentucky, 2016. ISBN 978-0-8131-6771-8 (cloth); 978-0-8131-6772-5 (epub). \$45.00. 400 p.



William Penn in this detailed account of the Civil War period of 1861-1864 in Kentucky tells us that President Abraham Lincoln wrote “I hope to have God on my side, but I must have Kentucky”. Penn goes on to explain “the success of Lincoln’s objective (in the Civil War) heavily relied on securing the Kentucky Central Railroad to allow the timely movement of Federal troops and supplies” (UK Press release 10/7/2016).

The town of Cynthiana and Harrison County, known as rebel strongholds became the focus of bloody battles. Cynthiana was described as an area of only 1000 residents. Two battles ensued, according to Penn, one in 1862 and one in 1864, leading eventually to the “rebel” town of Cynthiana destroyed in flames and all buildings of the center of town destroyed. Penn says, “over time, the town managed to rebuild what was lost in the fire, but the memory of neighbor fighting neighbor still echoes in the community to this day” (UK Press release 10/7/2016).

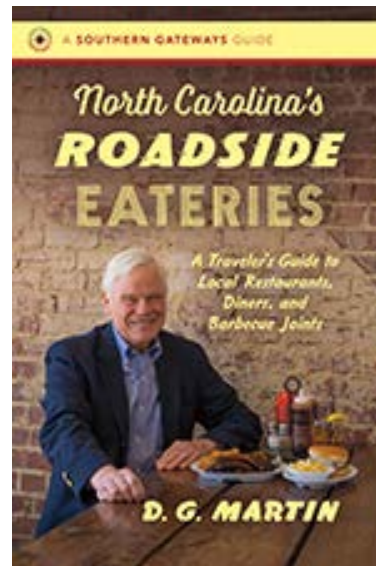
The highlights of Penn’s scholarly research and his presentation center on a wide variety of sources that are contained in the Appendix (p.279-282),

Acknowledgements (p.283-284), Notes (p. 285-356), and the Index (p. 357-374). Maps of the region are included. A Civil War Scholar or student will find a rich documentation of this period of Kentucky history. Illustrations include some leading citizens’ and soldiers’ portraits, strategic buildings, bridges, a church, a hotel, the Harrison County Courthouse, and the cemetery where deceased Confederate

soldiers were buried (p. 174). Recommend purchase for historic sites, universities, and archives and history collectors (particularly Civil War research).

*Carol Walker Jordan, Ph.D.
University of North Carolina Greensboro*

North Carolina’s Roadside Eateries: A Traveler’s Guide to Local Restaurants, Diners, and Barbecue Joints by D.G. Martin. Chapel Hill, N.C.: University of North Carolina Press, 2016. ISBN: 9781469630144 (pbk.alk. paper) \$11.85. 176 p.



North Carolina’s Roadside Eateries is a joyful book using positive cheerful writing to reveal marvelous terrific eating establishments in beautiful North Carolina around interstate twenty-six, interstate forty, interstates seventy-three and seventy-four, interstate seventy-seven, interstate eighty-five, and interstate ninety-five. One hundred seventeen half a page to two page descriptions of restaurants abound. *North Carolina Bookwatch* television program broadcasted by University of North Carolina is presented by the author D.G. Martin. D.G. Martin was an attorney in Charlotte, North Carolina and creates a column that is in forty North Carolina newspapers every week. He also served as a University of North Carolina vice president.

The writing style encourages customers to drop in to get a bite to eat at the delightful eateries mostly offering country cuisine and barbecue. The narrative of each eatery includes the name of the restaurant in bold, the physical street address, city, and zip code. Telephone number, prices, an internet website when available, and times serving are also shared. A history of the restaurant is covered. The directions from the interstate are also provided. Five detailed maps show restaurants along the interstates using dots, numbers, restaurant names, and interstate numerals. “After eating” cordially gives other enchanting places near the restaurant to visit.

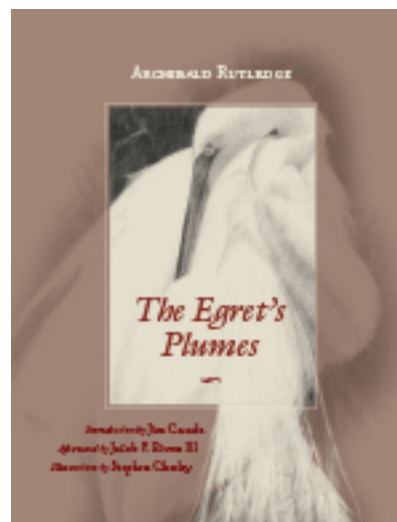
Some of the illustrious restaurants are as follows. Charlotte North Carolina's Open Kitchen imparts heavenly Italian fare. *Southern Living* commends the barbecue at Allen & Son's in Chapel Hill and at Fuller's Old Fashioned Bar-B-Q in Lumberton. Additionally, *Southern Living* praised the pimento cheese at Broad Street Deli and Market in Dunn. The monograph *Literary Trails of Eastern North Carolina* by Georgann Eubanks brings to light the chicken salad is super at Lumbertons' Candy Sue's Restaurant. Likewise, *Garden & Gun* noted Red Bridges Barbecue Lodge of Shelby has top barbecue. What's more, the buffet filled with eighty entries at Pioneer Family Restaurant and Steakhouse in Archdale is superior. Brunswick soup at Allen & Son's in Chapel Hill is excellent. Also, Durham's Saltbox Seafood Joint offers an impressive variety of unique seafood. Jack's Barbecue in Gibsonville is famous for Jack's big boy large burger. A yummy slaw burger is a must at R.O.'s Bar-B-Cue in Gastonia. Former President Clinton, Former President Reagan, and Former President Bush Senior dined at Hursey's Pig-Pickin' Bar-B-Q of Burlington known for choice barbecue. Elizabeth Karmel, a chef in New York, commented Parker's Barbecue in Wilson North Carolina is unsurpassed in fried chicken in *Savour* May 2015. Wilmington's Casey's Buffet is superb supplying a soul fare buffet and fried okra. Paul's Place Famous Hot Dogs in Rocky Point is paramount for great hot dogs. Cabbage is fantastic at Toot-n-Tell Restaurant in Garner. Linda's in Pembroke is well-liked for their country cookery buffet. Ward's Grill of Saluda is popular for sausage seasoned with sage. Smith's Red and White Restaurant in Rocky Mount D.G. Martin likes for scrumptious squash, excellent rutabagas, and select cheese biscuits. Kepley's Bar-B-Q comes up with outstanding barbecue. Moose Café in Asheville produces very good apple butter. Pam's Farmhouse Restaurant in Raleigh engages in fine country fare bringing forth first-rate red eye gravy. North Carolina State Farmer's Market in Raleigh is the cream of the crop in southern cuisine because of vegetables at their best. Raleigh features the elite North Carolina Seafood Restaurant and Market. Angelo's Family Restaurant in Graham has crème de la crème Italian cooking.

A few blissful locations off the interstates remarked on are Biltmore Hotel, Gardens of Sarah Duke from Duke University, Duke University Chapel, Arlie Gardens, an 1810 Dortches House of Federal Decorations on the National Register of Historical Places, Ava Gardner Museum, and Andy Griffith's residence Mount Airy. Twenty black and white interesting photographs enhance the descriptions of the heavenly dining halls. This magnificent handbook illustrating tasty eateries and chosen locations in gloriously picturesque North Carolina is a must for academic and public libraries.

Melinda F. Matthews
University of Louisiana at Monroe Library

The Egret's Plumes by Archibald Rutledge ; introduction by Jim Casada ; afterword by Jacob F. Rivers III and illustrations by Stephen Chesley. Columbia: University of

South Carolina Press, 2016. ISBN 978-1-61117-672-8 (hard); 978-1-61117-673-5 (ebook). \$24.99. 56 p.



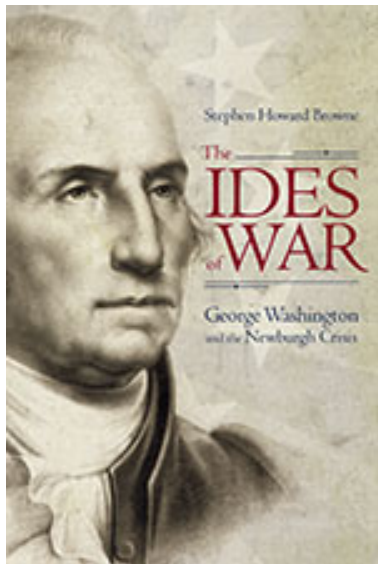
In this beautifully illustrated children's book, *The Egret's Plume*, author Archibald Rutledge, penned many years ago, this "cautionary tale exalting the virtues of good sportsmanship, conservation of the natural world, and the universality of parental instincts". (Dust jacket USC Press)

Today that story is brought to life again through the University of South Carolina Press and the South Carolina Humanities Council's literacy programs. A tale that first appeared in a boy's magazine, it highlighted the tragic practice of killing egrets to harvest their feathery plumes. The reader is taken from the swamps of Florida where egrets escape hunters to land in the South Carolina low country swamps. Soon tragedy appears. For children who read this story or listen to it read to them, it is easy to see the author wanted to explain moral decision making and demonstrate parental love that has no boundaries whether humans or egrets.

Recommended for any children's collection of short stories, for additional reading in teaching and sharing moral tales, and for studies of writers and their craft.

Carol Walker Jordan, Ph.D.
University of North Carolina, Greensboro

The Ides of War : George Washington and the Newburgh Crisis by Stephen Howard Brown Columbia: The University of South Carolina Press, 2016. ISBN 978-1-61117-659-9 (hard); 978-1-61117-660-5 (ebook). \$44.99. 168 p.



In this dramatically small and powerfully written book by Stephen Howard Browne, we are treated to behind the scenes actions and activities of a few historic days in March 1783 in Newburgh, New York.

Browne reminds us that George Washington was the Commander in Chief of the Army of the United States in the Spring of 1783. Browne says that encamped along the banks of the Hudson River in Newburgh, the soldiers under Washington's command were suffering from disease and hunger and ill-equipped with clothing, weapons and supplies, had no opportunity to go on home visits and were not receiving their pay as was promised. Browne says the men were at the point of a coup d'etat under Washington's command. To Browne the possibility of a coup d'etat of American troops under Washington in those days in Newburgh, New York, would have been a singular situation in all of America's military history.

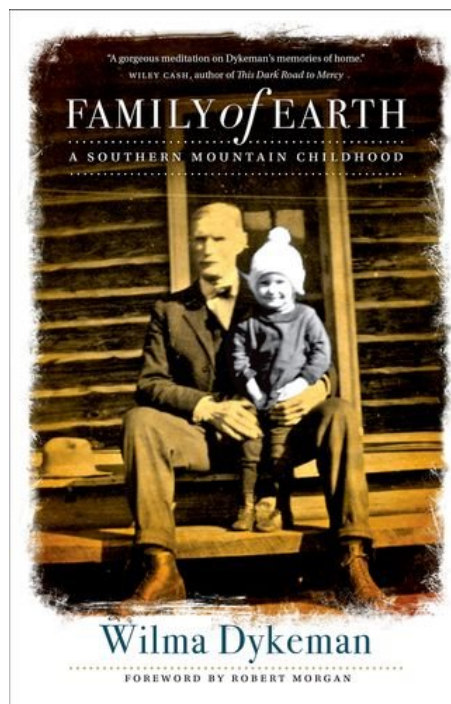
As the men and their frustrations gained obvious momentum, we learn Commander in Chief George Washington utilized the one act that we consider a diplomacy initiative: rhetoric and the spoken word. Washington appealed to the soldiers' belief in the principles of the government for which they fought to preserve and to the vision they dream to achieve by their dedication and sacrifice in past days and forward.

As you know, Washington's appeal was successful and a coup d'etat was avoided. In Appendix C, page 115, we find the speech that was written and delivered by Commander in Chief George Washington to his troops. This is the highlight of Browne's book.

See Appendix A: Memorial from the Officers of the Army, Appendix B: The Newburgh Circulars, Appendix C: George Washington's Speech at Newburgh, Notes 119, Bibliography, 127 and Index, 137. A recommended resource for Archives and History Centers, College and University Libraries.

Carol Walker Jordan, Ph.D
University of North Carolina, Greensboro.

Family of Earth: A Southern Mountain Childhood by Wilma Dykeman. Chapel Hill, NC: University of North Carolina Press, 2016. ISBN: 978-1-46962-914-8. \$75.00 (hard), \$18.00 (pbk.). 177p.



In her memoir, *Family of Earth: A Southern Mountain Childhood*, the late Wilma Dykeman (1920-2006) wrote with tender affection of her early years, describing her immersion in the natural world around her, encouraged and supported by her parents. The manuscript, written after her graduation from Northwestern University and discovered by her son after her death, is an account of a bucolic childhood spent in the North Carolina mountains, the sole offspring of a local Appalachian woman and her husband from New York. Later celebrated as an author, lecturer, historian and social activist, Dykeman's explorations of the natural world and her interactions and relationships with the unique individuals around her, provide a glimpse of recurring themes in her later works: protection of natural resources, loss of cultural heritage, race and class disparities, and women's roles in society.

Each of the fourteen chapters corresponds to a single year in her life and illuminates the natural beauty of her surroundings and her desire to investigate and understand

its wonders. If access to nature and encouragement to explore are precursors to genius, Wilma Dykeman was blessed by her parents, who actively supported her examination of the world around her. Dykeman's lyrical prose depicting the changes wrought on the landscape by the seasons as well as everyday scenic views show her early promise as a writer.

Dykeman creates a captivating picture of the family's cosy log cabin situated in the pines by Beaverdam creek. Here was where her mother built the fires and cooked with the wood range that cast a soft glow in the evenings, filling the air with savory aromas from the dishes on the warmer. Here was where her parents sat in the evenings, reading and discussing what they'd read. The cabin was Dykeman's sanctuary, where she could find stillness and comfort to reflect on the day.

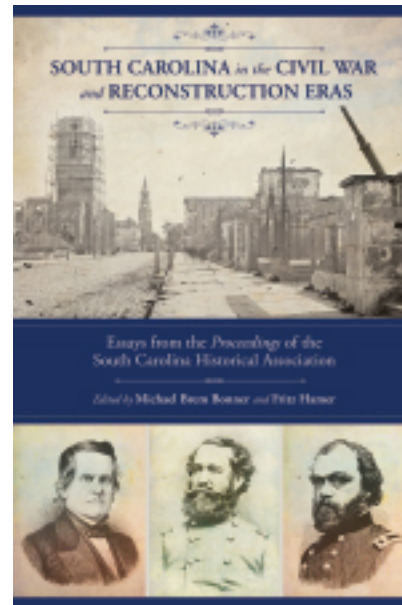
Her father endowed her with a love of the outdoors through nature walks and gardening and taught her the importance of treating everyone equally with kindness and respect. Though aloof in his relations with the community, he modeled a code of gentlemanly civility, courteous to all. The author's mother, born in the mountains, encouraged her to learn from others and respect their uniqueness and idiosyncrasies. Both parents were avid readers and fostered the love for reading in Wilma. While individuals from Wilma's family and community are rendered with empathy – her aunt Maude, both romantic and superstitious and her grandmother, lacking security, but strong in inner faith – Wilma noted that people played but a small part in her childhood memories; it was the concrete world around her that sparked her imagination.

Tapping into Dykeman's regional roots, this memoir explores Appalachian issues through the eyes of a young girl. Financial poverty, as portrayed through a tentative friendship with a young mountain girl, thin and wiry, grabbing meat from their table with her hands. Educational poverty, through recognition that her family was different with their emphasis on reading and appreciation of nature. Wilma's childhood both exposed and insulated her from the Appalachian culture of her community, but ultimately inspired her to write novels and nonfiction highlighting Appalachia's struggles - changing attitudes and fostering empathy for its people.

Highly recommended for all collections.

Melanie Dunn
University of Tennessee at Chattanooga

South Carolina in the Civil War and Reconstruction Eras: Essays from the Proceedings of the South Carolina Historical Association by Michael Brem Bonner and Fritz Hamer, editors. Columbia: University of South Carolina Press, 2016. ISBN: 978-61117-664-3 (cloth); 978-61117-665-0 (paperback); and 978-61117-666-7 (ebook). \$49.99 (hard); \$29.99 (pbk); \$29.99 (ebook). 177p.



This volume of collected essays provides an excellent sampler of historical scholarship concerning South Carolina in the Civil War and Reconstruction eras published between 1942 and 2010. The two dozen essays are fairly brief (most are around 10 pages or so) and represent evolving historical scholarship as presented at annual meetings of the South Carolina Historical Association. Eminent scholars including Dan T. Carter, Orville V. Burton, and Frank Vandiver are represented; there is only one essay by a female scholar, Patricia D. Bonnin. The book is divided into five thematic sections in chronological order ranging from “The Politics of Secession and Civil War” to “The Politics of Reconstruction.” Those readers most interested in military history will be disappointed to find there are only two essays found under the section “On the Battlefield.” Those readers seeking an analysis of the politics of the era and scholarly interpretations of race relations and African American history will not be disappointed.

Although this is a collection of essays rather than a comprehensive history of South Carolina during the Civil War and Reconstruction era, certain basic themes and personalities emerge and appear in more than one essay. African American political empowerment is one of the major themes and it appears in several essays. Perhaps the most engaging is “Edgefield Reconstruction: Political Black Leaders” by Orville V. Burton (1988). South Carolina had a significant black population mostly located in the Low Country and coastal areas whereas Edgefield was located in the northwestern rural “Upcountry” area. Burton's analysis of the successful (if temporary) rise of African American political leaders there is inspiring. Layton W. Jordan investigates “an extraordinary, if incomplete, expansion of this new freedom” (174) in “The New Regime: Race, Politics, and Police in Reconstruction Charleston, 1865 – 1875” (1994).

Not surprisingly, white resistance to and anger over the rise of African American political leaders is featured in several essays and is largely what powered the political career of Wade Hampton, who would soon prove to be a major force in the successful dismantling of Reconstruction. However, as Lewie Reece points out in his 2003 essay, "Righteous Lives: A Comparative Study of the South Carolina Scalawag Leadership during Reconstruction," native white Southerners could work cooperatively and positively with African Americans. Unfortunately, a combination of racism, Democratic opposition to Republicans, and anger at federal control as manifested by Reconstruction policies, helped overthrow South Carolina's brief, promising experiment in racial equality.

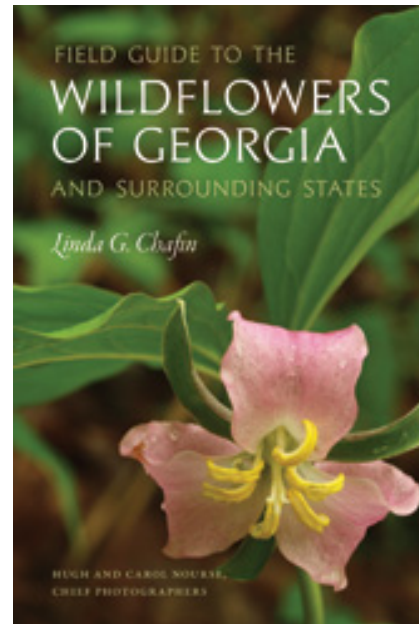
One of the main personalities involved in the overthrow of Reconstruction was Wade Hampton, the subject of two essays ("Wade Hampton and the Rise of One-Party Racial Orthodoxy in South Carolina" published by Richard M. Gergel in 1971 and "Wade Hampton: Conflicted Leader of the Conservative Democracy?" published by Fritz Hamer in 2007). Mention of Hampton also appears in other essays. While Hampton alone cannot be said to be the sole cause of the end of Reconstruction, his cynical use of populist political techniques, cooptation of African Americans by claiming to represent their interests, and his use of the Red Shirt militia gangs to intimidate opponents and, especially, African Americans, and political dirty tricks to ensure Republican office holders were fatally weakened, makes for discouraging reading. Political dirty tricks included such actions as locking Republican state office holders out of their offices, decreasing the number of polling places, and intimidating African Americans into joining the Democratic Party (201,202, and 204).

The growing weakness of Republican political office holders is manifest in the sad story of "Governor Chamberlain and the End of Reconstruction" by Robert J. Moore (1977). Chamberlain was a northern "carpetbagger" from Massachusetts, a white abolitionist who had served as an officer in an African American Union regiment. Unfortunately, his political power and will to resist the machinations of Wade Hampton and his supporters were not strong and the ambivalent results of the gubernatorial election of 1876 meant that South Carolina had two governors in office at once (256). Also, Chamberlain was no longer able to count on federal support. On April 11, 1877 Chamberlain finally gave up the struggle to remain in power: "The drama of Reconstruction closed with undramatic compliance by southern Republicans to the nation's loss of will to enforce majority rule in South Carolina" (254).

South Carolina in the Civil War and Reconstruction Eras: Essays from the Proceedings of the South Carolina Historical Association would fit in well with academic and large public library collections featuring Civil War and Reconstruction, and Southern history.

Tim Dodge
Auburn University

Field Guide to the Wildflowers of Georgia and Surrounding States by Chafin, Linda G. Hugh and Carol Nourse, Photographers. Athens, GA: University of Georgia Press, 2016. ISBN 978-0-8203-4868-1. \$32.95 paperback. 488 p.



The work is about beautiful wildflowers Georgia and the southern states South Carolina, Virginia, Tennessee, Florida, Louisiana, Alabama, Mississippi, Kentucky, and North Carolina. The author, Linda G. Chafin is a Georgia State Botanical Garden expert employee in botany. Further masterpieces by the photographers Hugh and Carol Nourse include *Favorite Wildflower Walks in Georgia* and *The State Botanical Garden of Georgia*.

The content comprises Contents, Acknowledgments, Introduction, Who Can Use This Guide?, What Is a Wildflower?, Wildflower Conservation, How This Guide Is Organized, Natural Communities in Georgia, Best Places and Months to See Wildflowers in Georgia, A Few Words about Pronouncing Plant Names, How to Read the Species Descriptions, Species Descriptions, Color Thumbnails: White, Yellow, Orange, Red and Maroon, Pink, Magenta, and Lavender, Blue to Bluish-Purple, Purple and Violet, Green and Brown, Glossary, References, Image Credits, and Index. The work reveals seven hundred seventy stunning wildflowers and five hundred thirty flowers along roads and woods and in parks in Georgia and close states readers can learn to recognize and enjoy. The writing style is dynamic.

The tour de force is divided into sections dicots wildflowers having two seeds and monocots having one seed. Each description of the flowers discloses a bright alluring photograph, where the wildflower is located, the length of the stalks, and the length of the leaves. Additionally covered are size, color, and look of flowers. More data is on when blossoming and fruit occurs. The descriptions end with a mention of a related delightful

flower divulging its appearance and location. Within the two sections, eight hundred twenty six richly colorful pictures illustrate to readers the vivid liveliness of the wildflowers. Thirty eight gray in color pages within the two sections give further details on the wildflowers. A helpful glossary defines eighty eight words. There are sixty six references.

A handy map shows the percentage of wildflowers in Georgia that are located in the states of Texas, Kentucky, Florida, Louisiana, Tennessee, Virginia, Mississippi, North Carolina, South Carolina, and Alabama, too. Another map makes known Georgia's physiographic provinces. Eleven methods are listed to stop damage to wildflowers. Associations promoting Georgia wildflowers are Riverkeepers, Nature Conservancy, Georgia Native Plant Society, Coastal Wildscapes, and Georgia Botanical Society. Kindly, an invitation is extended to become members of the Georgia Botanical Society at <http://www.gabotsoc.org>

Gorgeous Color Thumbnails are thirty nine beautiful vibrantly colored small photographs of the wildflowers for readers to know the names of the flowers. There are two hundred and one pictures of white wildflowers, one hundred twenty five pictures of yellow flowers, fourteen pictures of orange wildflowers, and one hundred fifteen pictures of red and maroon wildflowers. Others are one hundred thirty two photographs of pink, magenta, and lavender wildflowers, fifty three blue to bluish-purple wildflowers, seventy one purple and violet wildflowers, and sixty five green and brown wildflowers. The definition of wildflower is supplied as a plant bearing flowers not aided by humans.

The monograph makes known a list of top thirty eight locations and times to visit wildflowers in Georgia like Cloudland Canyon State park, Sittons Gulch Trail, Dade County, late Mar-late Apr. The great work shares fascinating information about the dazzling wildflowers. Wildflowers include herbs, shrubs, and vines with flowers. Wildflowers from Europe that came to America are Queen Anne's Lace and the cornflower. Along roads are common camphor weed, beefsteak plant, and cat's ear. More intriguing, hot and cold weather and bodies of water cause wildflowers. Wildflowers that thrive in the sunlight are sunflowers, goldenrods, and milkweeds. What's more, unsurpassed in beauty are milkweeds, butterfly weed, and milkvines. Spring ephemerals wild geraniums, trout lilies, and mandarins are only vibrantly blossoming in the spring. Around one hundred types of rose wildflowers in Georgia consist of cherries, plums, blackberries, wild strawberries, and hawthorns. Academic and public libraries should own the book because of its perfect coverage of wildflowers in Georgia and adjoining states. The treasured book enchanting with magnificently exquisite scenic wildflowers is a most excellent tourist attraction for Georgia and neighboring states.

Melinda F. Matthews
University of Louisiana at Monroe Library

Mark Twain at Home How Family Shaped Twain's Fiction by Michael J. Kiskis. Tuscaloosa: University of Alabama Press, 2016. ISBN 978-0-8173-1915-1 (cloth); 978-0-8173-8990-1 (ebook). \$44.95. 128 p.



My personal memories of the man, Mark Twain, Samuel Langhorne Clemens (1835 – 1910), led me to describe him as a humorist. Through his humor, wit and wordsmithing, he brought Huckleberry Finn and Tom Sawyer to me and my classmates in elementary school days. He led us to want to live the adventurous and rebellious lives of his fictional characters. We wanted to build a raft and brave the wild rivers. We wanted to play all day and ignore school work and chores. To me, Twain portrayed children in his stories as wanting to abandon the comforts/discomforts of a family life and home, seek adventure, befriend those who were friendless, run away from home and explore the world.

Reading Michael Kiskis' book, *Mark Twain at Home How Family Shaped Twain's Fiction*, I came to see why Kiskis' research led him to see significant family dynamics that impacted Twain's characters. Kiskis tells us that Twain's life might be seen as a tragic one given as he says "Twain was a child of a loveless marriage and experienced a home life as a child over which hovered the constant specter of violence." (dustcover) Additionally, Twain's home life as an adult "was shattered by the deaths of three of his four children and of his wife, Livy (Olivia Langdon Clements)". (dustcover) Kiskis suggests that reflecting upon personal experiences possibly affected Twain's creation of the characters in his writings. Covering Twain's most significant writings, Kiskis helps us to examine them from a perspective of familial memories and remembrances.

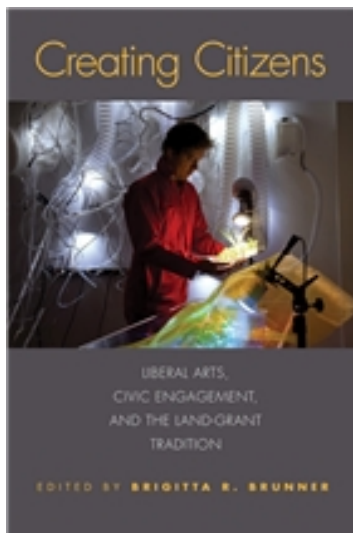
Dr. Michael Kiskis, a professor at Elmira College in Binghamton, New York was known as a scholar of Mark Twain, having dedicated most of his academic life to study and research of Twain. A true tragedy that Kiskis passed away on May 8, 2011, at age 56. His students and others have written memorial praise to him. <http://www.legacy.com/obituaries/star-gazette/obituary.aspx?pid=151129739>

See some of Twain's quotes from Brainy Quote
https://www.brainyquote.com/quotes/authors/m/mark_twain.html

Recommended for public and academic libraries, English Department faculty and scholars of American literature.

Carol Walker Jordan, Ph.D.
University of North Carolina, Greensboro

Creating Citizens: Liberal Arts, Civic Engagement, and the Land-Grant Tradition, edited by Brigitta R. Brunner. Tuscaloosa: University of Alabama Press, 2016. ISBN: 978-0-8173-1907-6 (cloth); 978-0-8173-8960-4 (ebook). \$49.95. 192 p.



This collection of essays in *Creating Citizens: Liberal Arts, Civic Engagement, and the Land-Grant Tradition*, written by professors and administrators of Auburn University is an excellent resource guide for any faculty or staff member of a higher education institution interested in building a program in civic engagement activities. By sharing these essays, Brigitta R. Brunner provides a series of examples of how an institution can plan, develop and assess the success of civic engagement activities.

Brunner advocates that faculty provide active learning beyond the classroom giving students an opportunity to acquire experience, utilize critical thinking and apply ethical reasoning principles to their accumulation of civic knowledge (p. Introduction).

Why is Auburn University's history a good example of an institution whose students might benefit from civic engagement activities? Brunner points to the histories of Auburn University's founding, beginning as the Agricultural and Mechanical College of Alabama in 1872, changing to Alabama Polytechnic Institute (API) in 1899 and emerging as Auburn University in 1960. Land grant colleges and universities were founded to provide

opportunities to its local citizens for a quality technical, engineering and science education. Little emphasis was placed on courses or majors in the liberal arts—little integration of the focus on the importance of community and civic engagement activities.

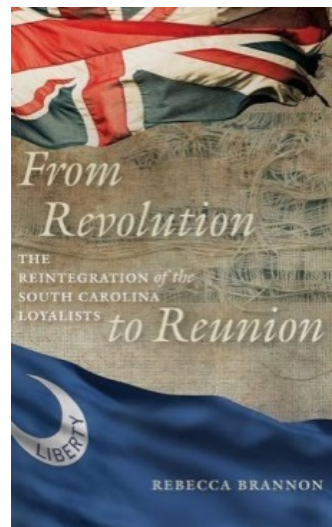
Brunner's nine selected essays begin with examples of how an institution can explain to faculty and administrators the value of a civic engagement experience. The idea that building civic participation between a college or university and a surrounding community is not new; however these programs are seen most often in liberal arts institutions—those with strong majors in political science, English, history, biology, psychology, and sociology. Brunner notes that in the 1920s faculty and staff at then API and now Auburn University were experimenting with civic outreach with the establishment of the first public radio station. WAPI was an early example of its civic engagement activities (p. 3).

One essayist raises the point that many will ask, "will the civic engagement learning experience result in a job at the end?" In the essay by William E. Kelly, "A Profile of a University Community and Civic Engagement Political Science Internship", Kelly says if the intern has a rigorous experience and can tie the classroom learning to the internship experience, his or her future in civic activities will be enhanced. (p.41)

Recommended for public libraries and academic libraries.

Carol Walker Jordan, Ph.D.
University of North Carolina Greensboro

From Revolution to Reunion: The Reintegration of the South Carolina Loyalists by Rebecca Brannon. Columbia: University of South Carolina Press, 2016. ISBN 978-1-61117-668-1 (hard); 978-1-61117-669-8 (epub). \$49.99. 232 p.



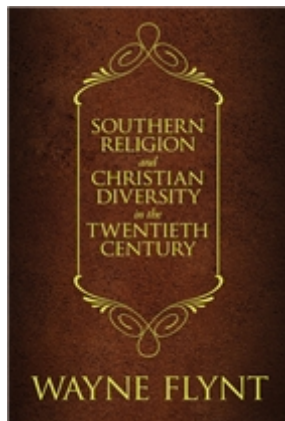
Brothers against brothers, fathers against sons, and Patriots against Loyalists, this was the Revolutionary War. We, as Americans, forget it was our first civil war.

James Madison University Assistant Professor Rebecca Bannon discusses the reconciliation of South Carolina's Patriots with the Loyalists in her book, *From Revolution to Reunion: the Reintegration of the South Carolina Loyalists*. All the states pursued government sanctions and punishments for the Loyalists after the war. South Carolina punished very few of the Loyalists. The Patriots in South Carolina ended up with the "strategy of talking out their rage." They spoke of fierce revenge. Even the female patriots talked of "shedding blood and destroying the Tories". This "talk of revenge" served as "an escapist fantasy that allowed the South Carolina Patriots to release their anger rather than wreak the vengeance they spoke of so frequently." Additionally, the Loyalist petitioned the South Carolina legislature with written testaments from local Patriot community members. These statements spoke of the loyalist "strong character" and their many good deeds. The legislature granted clemency to these Loyalists. Reconciliation was done quickly and without bloodshed. South Carolina and the other states realized it was important to reintegrate the loyalist to strengthen a new national identity. The states supported Christopher Gadsden's direction, "he that forgets and forgives most...is the best citizen." Bannon feels that no reconciliation is without cost. The immersion of the Loyalists into society was so successful that the Revolutionary War as a civil war is a lost memory.

This book would be a good addition for both academic and public libraries. The book is well-researched and is written in a concise and clear style.

Rita Spisak
Kennesaw State University

Southern Religion and Christian Diversity in the Twentieth Century by Wayne Flynt. Tuscaloosa: University of Alabama Press, 2016. ISBN 978-0-8173-1908-3 (cloth); 978-0-1873-8971-0 (ebook). \$39.95. 400 p.



Southern Religion and Christian Diversity in the Twentieth Century is a series of fifteen essays written by distinguished Professor Wayne Flynt. The essays held my interest and spurred my reflection with his storytelling style. Through his words, I saw my hometown in North Carolina, my Baptist Church membership as a child, and remembered my early questions about church politics, segregation, and the role of the women in the church-- who cooked Wednesday night dinners, supervised the nursery, arranged the summer tent revivals, collected Lottie Moon offerings each Sunday, sang in the choirs, but did not stand in the pulpit and deliver a sermon.

Flynt describes the social and religious movements within Southern Christianity as churches of all faiths sought to consider that feeding the physical and personal needs of citizens was as important as feeding the souls of citizens. Through individual congregations, through social agencies, and through ruling boards of congregations, the movement from evangelism to a social gospel became the new Southern Christianity.

Forces that converged between 1900 and 2000 brought great change to congregations and faith disciplines in the South as evidenced by Flynt's extensive research. Particular essays shed light on changes: "Organized Labor, Reform, and Alabama Politics, 1920" (p.69), "Feeding the Hungry and Ministering to the Broken Hearted" (p.96), "Women, Society, and the Southern Church 1900-1920" (p.179), "God's Politics: Is Southern Religion, Blue, Red or Purple?". (p. 393). All speak to the many changes in Christians' congregational diversity.

Highly recommended for seminary and academic libraries. Excellent notes section p.317-363 and Index 370-386.

Carol Walker Jordan, Ph.D
University of North Carolina, Greensboro

PROUD TO BE A LIBRARIAN

By Ying Chen, Johnson Library, Kennesaw State University

In a quiet afternoon in mid-fall 2010, I was in my office doing daily routines. Suddenly, a loud and angry voice broke the calm and peace. Seconds later, a staff member rushed to my office and asked me to help this upset student. I hurried to the reference desk only to confront a middle-aged man who was yelling. He was so furious and heated that his face was red and his voice was shaky. I took a deep breath and approached him quietly. Before I could say a word, he raised his voice even higher and screamed at me:

My paper is due tonight and no one can help me. If I don't turn in this paper on time, I will fail the class. If I fail the class, I have to withdraw from the college. If I drop out of the college, I will be stuck in my sorry job forever...

I listened without interrupting him until he outpoured all his fury and frustration. Then I asked him, "Could you please give me a chance to help you?" He ignored my offer and repeated what he said earlier. I kept nodding acknowledging his feelings of helplessness and fear. He finally came to a stop and I gently offered my help again. Knowing he didn't have other choices, he accepted my offer reluctantly.

I took him to my office and asked him what paper he was working on. After a brief reference interview, he confirmed my suspicion that he didn't understand the assignment and couldn't articulate his needs. The staff member who helped him earlier was confused and failed to find the information needed. Once we clarified the requirements for the paper, it didn't take long to find resources. He thanked me and left satisfied.

The rest of the semester past in a flash, just as it usually does for me. On the day before Christmas break, we closed the library five minutes earlier. While getting ready to leave, a staff member came to my office and told me that a gentleman wanted to come in to see me. I looked at the clock, it was still a couple of minutes before closing time which meant we had to let him in. While grumbling about this, I saw my visitor run to my office with excitement. Without introducing himself, he said he had just gotten off work and driven over ten miles in heavy traffic to see me. I puzzled for a second about who he was and then remembered that "difficult" student I helped several weeks ago on that mid-fall afternoon. He apologized for his quick temper that day and expressed his gratitude for the help I had provided then. With the information we found, he was able to complete the assignment on time. He was thrilled when he got an A for the paper. What was more exciting was that he also got an A for that class. As a result, he would not have to withdraw from the college. He told me that he was elated not only because of an A for the class, but the confidence and pride gained from the success. He was now more optimistic than ever that he could complete

college and earn a degree. He said I changed his life that day because nobody, not even his professor, was willing to help. I was so humbled to hear what he had to say and generously offered him all the encouragement I could. Before leaving, he hugged me and wished me a Merry Christmas. I confessed to him that I frowned when I heard him coming, but assured him that his visit was the best Christmas present I have ever received.

Years have passed since that day. I left the college and assumed a new position in a different city. Yet the memory of his visit and our conversation replays in my mind often. This experience granted me a better understanding of my job: I am not just an information keeper, I am a life transformer. And so are you. Be proud to be a librarian!

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