



NSCLS News & Notes

Libraries Offer Virtual Reference

Spring 2004

Have you seen new links on library web pages that say "AskNow 24/7 Reference" or a variation of that? For instance, Butte College and College of the Redwoods have links that say "Ask a Librarian Now." Butte County's link says "Get Help from the Librarian in Real Time with 24/7 Reference." Siskiyou County's says "Need Information 24/7? Ask Now." These links are leading to the same new resource available to all North State residents: AskNow virtual reference (formerly called 24/7). AskNow is a statewide program supported by LSTA funds, by a small staff and a large corps of volunteer librarians.



Liz Stewart at Paradise Branch Library, Butte County

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Virtual Reference is a national trend that has rapidly become almost standard library service; it gives users a chance to get information any time of the day or night by going to a library's web page and clicking on links such as those described above. By doing so, the user gets connected with a librarian in a live chat session. The patron asks a question and the librarian assists with the answer. Since the interactions are on the Internet, messages are exchanged and web pages can be "pushed" from the librarian to the user to demonstrate where an answer can be found. The librarians that staff AskNow have access to special subscription databases, to Tutor.Com homework help, and to subject experts. If questions can't be answered in a short, online session, then they get referred to a second level such as North State's Reference Center, to an expert, or to a pool of questions that can be claimed by the participating librarians.

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Libraries Offer Virtual Reference Service

Continued from page 1



Speaking of participating librarians, North State has them! It is through the generous donation of time by some local staff that all libraries in the region are able to use AskNow. Because staff from 6 area libraries and the system reference center do scheduled time slots each week answering questions, every single CPLN/North State library can put the AskNow link on its web page and provide virtual reference service to its users. Our volunteer librarians are Laura Salisbury, NSCLS Reference Center; Liz Stewart, Butte County Library, Paradise Branch; Lisa Kleven, Siskiyou County; Ray Van Diest, Shasta Union High School District; Lakshmi Ariaratnam and Luozhu Cen, Butte College; Carolyn Singh and Bradley Shackleford, Shasta Community College; Joyce Johnson and Debbie Hill, Humboldt County. Additional staff attended training so they can act as backups.

North Staters have been staffing AskNow since mid-December. Laura Salisbury, Reference Coordinator, manages the service for the entire region and reviews statistics. Laura reports that in the first 2 1/2 months of operation, 94 questions have been asked online regionally. 61 of those were completely answered. Those not completed had technical problems, didn't stay online, were referred to local libraries, or were referred for follow-up. What kind of questions do people ask online? Often the same types of questions as they do in the library: everything from "How do I (or can I) renew books online?", "When is my library open?" to "I need more information on the following subject". Liz Stewart, Paradise Branch Librarian and AskNow volunteer, does her shift on Fridays from 5-6 p.m. She has gotten questions ranging from how to email a movie star to how to download music from the Internet to asking the definition of a science term. Laura does a shift on Mondays from 4-6 p.m. In her experience, she often uses the customer's home library as a resource. Often people need help searching their library catalog or using library databases. She also likes to direct the patrons to authoritative sites such as the Librarian's Index to the Internet. Laura finds that many of the online customers during her shift are middle and high school students.

There's a lot more to learn about AskNow, and libraries are encouraged to join in. The first place to start is locally by contacting Laura Salisbury at the Reference Center, nscref@buttecounty.net, 530-538-7326. AskNow has a website at www.asknow.org which explains all the basics, including links for "How it Works" and "About Us." The North State Cooperative is also participating and can provide information about this service too. Contact Marian Milling at mmilling@nscls.org, 530-934-2173.

It's new and it's growing. Virtual reference may be in your library's future. You can try it yourself by using the links at our participating libraries. As the Ask Now site says: "Ask Now combines the speed and convenience of the Internet with the information savvy of experienced reference librarians." That's a combination that is hard to beat.

Additional Information on Virtual Reference

Bernie Sloan's Digital Reference Pages: <http://www.lis.uiuc.edu/~b-sloan/bernie.htm> - bibliography

E-ref Characteristics: <http://www.gti.net/weissman/character.html> - observations on providing virtual reference

Training Opportunities to Be Offered by Infopeople and the Rural Library Initiative Grant



Last year, 264 library staff were trained at Infopeople workshops held in the new computer labs in three regional libraries. This training boon will continue for North State public library members in 2004. Beginning the end of March, nine Infopeople workshops are scheduled at four different library locations in the region. These new workshops are being offered free through an agreement between the Rural Library Initiative Grant and Infopeople. Not only is there no registration fee, but the grant agreement will also provide travel reimbursement and substitute coverage for those who attend. Four of the nine workshops are being held in computer labs and, therefore, can only accommodate ten attendees. The other five workshops are being held in meeting rooms and can accommodate up to thirty—and a few more if demand is there.

This wealth of training is on topics ranging from Children's Services Fundamentals to Reader's Advisory to Intermediate Microsoft Word. Due to the registration limits and procedures set by the North State Council, staff should check with their library director for more information on how to take part in this training opportunity. The winter issue of the newsletter from the Association of Specialized and Cooperative Library Agencies (ASCLA), focused on continuing education and says...."state libraries and consortia are developing creative methods for incorporating effective professional development strategies that benefit hundreds of library employees." Credit Carla Lehn of the CA State Library Development Services Bureau and Holly Hinman at Infopeople with coming up with this creative method for bringing top-notch continuing education to North State.

Bringing Library Technology to Patrons with Disabilities

In the same ASCLA newsletter referenced above, there is a short article about adapting library computers for patrons with disabilities. In 2002, ALA and ASCLA partnered with Hewlett-Packard to develop workstations that address the needs of people with visual, hearing, mobility and learning disabilities. As a result, six large public libraries in the U.S. received specially adapted computers and training. The disabilities addressed included blindness and low vision, deafness and hearing impairment, arthritis, spinal cord injuries, carpal tunnel and related syndromes, tremors, learning disabilities, and back problems. No one computer can help with all, so different stations were optimized for different disabilities. San Diego Public is one of the six libraries testing the HP equipment. Kathleen Olsen at San Diego says, "HP has a well-thought-out, turn-key approach to implementing assistive technology.....Everything from the electrically adjustable tables, to the joysticks and keyboards, to the training and support—is well done." There are other adaptive workstations in the marketplace too. To learn more about this special project, visit <http://www.hp.com/hpinfo/abouthp/accessibility/partnerships/ala>.



Addition to Reader's Advisory Article in Last Issue

Last newsletter in "Reader's Advisory: You probably do it every day" (page 3) we listed the libraries that offer the database Novelist ; we need to add Tehama County Library to this list. The libraries offering Novelist include:

Butte County
Plumas County

Modoc County
Tehama County



Spotlight on a CPLN Member

Tehama County Department of Education Instructional Media Center IMC Maureen Lasley, Director

Q. What is the official name of this library?

A Tehama CDE Instructional Media Center

Q. How long has the library been in existence and how long at this location?

A Twenty- six years

Q. **How long have you been working here?**

A One month!

Q. Where did you work before ?

A Red Bluff Union Elementary District since 1972. Instructional classroom Aide; Reading Assistant; Second Grade Teacher – 1979; Sixth Grade Teacher – 1992; District Librarian – 2000; Seventh/ Eighth Grade, Language Arts Teacher- 2003-2004 (1/2 Year); Director, Library Media T.C.D.E. – 2004.

Q. How many other people work here?

A 2 full time – 2 half time people

Q **How big is your collection?**

A Books: Titles – 27,000 in-house/ Copies: 29,000. Total including satellite school libraries : Union Titles: 27,000/ Copies 63,000

Q. **How would you describe your typical user?**

A Library in-house: Independent Study Students; Satellite schools - call for seasonal/ holiday/ unit of study set of books; Special Education: - variety of picture books; S.E.R.R.F. - Federal After school program. Some use by other agency people housed within the Department of Ed.

Q. **What is your favorite thing about working here?**

A The work is challenging/ cutting edge & the staff is remarkable! I love technology and this is the place to embrace that passion.

Q. **What are your main services and programs?**

A 1. Books/Media/Magazine check out service for contracting Tehama County School Districts
2. Provide class supervision for Tehama County Summer Institute's Independent Study Program
3. Yearly Literary Festival: About 300 Students - 5th – 12th Grade from Tehama County celebrate literacy, Authors present for whole group, Students choose to attend one or two workshops during the afternoon – choose from 15 - 20 selections (including author led), Prizes awarded for student writing contest, Book sales available.
4. Implement new methods of Internet access & booking.

Q. **An interesting or unique fact about our library is:**

A We are preparing to make changes in our method of delivery. We are on the cutting edge of streaming video, a very exciting concept and in cross-referencing the standards addressed by our AV materials. Both will occur through the use of portals and server based technology.

Q If you could change one thing about your job, what would it be?

A I would have more student contact! I miss them dearly after so many years in the classroom. That is the place where it all happens. Now my job is to provide the newest level of support they need, and make sure it is delivered to them in a manner that is accurate, exciting and stimulating.

NEWS FROM OUR MEMBERS

Shasta County Library

Library Computer Classes Are Thriving

by Elizabeth Kelley

From September to November, the library offered 26 free computer classes to the public. 150 students, mostly senior citizens, attended these classes.

There are currently eight volunteers and three "roamer" assistants who offer a variety of computer classes to the public. In addition to basic computer, Word, and Internet classes, offerings include Online Genealogy, Introduction to Spreadsheets (Excel 2000), How To Use the Library's Online Catalog, and Search Engine (Internet III).

Volunteer, **John Crossley**, who is teaching our newest class, Beginning Computers for Seniors, said it has been a delight to watch his students overcome their fear of computers. When asked to list one thing that they learned, one of his students responded, "the computer is not the enemy!"

Graphically Speaking

by Diane Gustafson

It has come upon us rather like a tsunami, turning the teen tide from the strictly written word to stories told with stunning animation. Graphically speaking, we're riding the wave, caught in the "Graphic Novel" riptide.

What is a graphic novel you may be asking? Graphic novels (GNs) are works of nonfiction or very sophisticated stories told in comic book format. They differ from a collection of comic strips presented in book form (i.e.: Peanuts) in that GNs tell a continuous story, a book length comic so to speak. They're full of visual appeal and dialogue—a great way to engage teens.

Recently, graphic novels have exploded upon the library scene, featuring a variety of themes ranging from things like Art Spiegelman's Pulitzer Prize winner, MAUS (a symbolic story of the Holocaust), to the adventurous world of superheroes such as the ULTIMATE SPIDERMAN, or media tie-ins like Daniel Clowe's GHOST WORLD.

Libraries across the state report that GNs are such a hit with kids, they are literally flying off the shelves. So if you see empty shelves at the Shasta County Library, just imagine all those teens riding the graphic novel wave, caught in the riptide...

Library Intern

by Betsy Emry

Cossette Cantrall, a student in the San Jose State University M.L.S. program, is completing an internship at the Shasta County Library. Cossette chose our library because she wanted a "complete public library experience in a rural setting." Her goal is to be a branch supervisor in a small community. A resident of Lincoln, Cossette is pursuing librarianship as a second career after working in law enforcement for many years. Two days each week through May, Cossette will be in Redding to assist with preparation for the summer reading club, the computer lab, the busy after-school reference rush, and a variety of other duties. Cossette will also be attending Friends meetings and visiting our branches to get a feel for librarianship in the north state.

Chico Unified School District Library from Linda Elliott

Again the librarians of Chico Unified School District are on the list of possible cuts distributed by the school district. Information on the impact of library media teachers on test scores and the achievement of standards is being presented to the board to avert this. Currently, there is one library media teacher at each of the two comprehensive high schools in Chico.

Poetry Alive, 2004 will be held at Pleasant Valley High School again this year. The celebration will be on April 16th in the library. This program won one of the 25 awards given for "Excellence in Young Adult Library Services" and the program will be published in the book of the same name this spring. Additionally, Butte County Library, Chico Branch, will host a Teen Poetry Night in April, co-sponsored by the two high school libraries. Dates for this event have not yet been determined.



NEWS FROM OUR MEMBERS

Butte County Library from Brenda Crotts

Our Public Library Services for People with Disabilities grant is progressing smoothly through the stages of acquisition of new materials and starting up new services. We have purchased sled chairs and adjustable ADA desks for Oroville, Chico and Paradise. All branches have baskets for patrons to use while browsing for library materials. Oroville has, and Chico and Gridley will soon have, electric door openers. Paradise Branch received a door opener earlier in 2003 through other funds. Large Print books are being acquired quarterly for the Bookmobile. Reusable bags were purchased for the Books-by-Mail service. Two part time extra-help Library Assistants were hired to develop all publicity, brochures and media spots for Book-by-Mail program, rotating book collections, and assisted library visits in addition to running these programs and services.

Books-by-Mail is a new free service offered to Butte County residents who are homebound or unable to visit the library's facilities in person due to a temporary or permanent disability, an extended illness, frailties of age, or work as a caregiver. All materials are sent by U.S. Postal Service to the person's home in a reusable mailbag with an enclosed pre-addressed and pre-paid return mailing card. We have 35 patrons using the service, and have sent them over 400 library items since the first mailing on November 3, 2003.

The Bookmobile is receiving a quarterly supply of new large print material. Fourteen of the monthly Bookmobile stops are to retirement and assisted living facilities throughout the county. Usage and requests for a Bookmobile stop are increasing. In addition to Bookmobile service, we are offering retirement facilities a quarterly rotating library collection for their residents. Two collections are established in care facilities and three have tentative set up dates. Retirement/Care facilities can request an assisted visit for their residents. These visits may take place during open or closed hours. To date one home has taken advantage of this service, and another facility has a visit scheduled.



Humboldt County Library from Carolyn Stacey

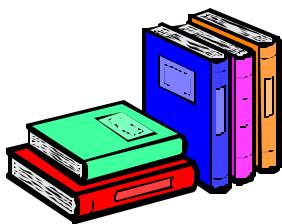
The Humboldt County Library will host Freedom: A History of US during the month of March. Sponsored by the Gilder Lehrman Institute of American History, the traveling panel exhibition features documents and images related to the concept of freedom. Highlights include a secretly printed draft of the US Constitution, Lincoln's handwritten notes, and personal letters of Civil War soldiers. The exhibit will be at the main library through March 30th.



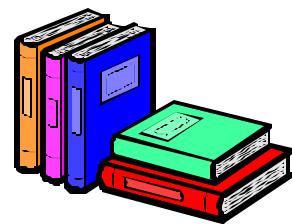
In other news, the library is expanding its partnership with the Humboldt Literacy Project to include the "Reach Out and Read" program and is entering into a multi-year partnership with the Humboldt County Children & Families Commission to implement outreach services to young children and their parents/caregivers.

In conjunction with the Rotary Club of Southwest Eureka, the library held its third annual murder mystery event on Valentine's Day. The historic Eagle House Hotel on the waterfront was the venue for the 1950's theme evening. All proceeds from this popular event benefit the library's collection.

Focus on Youth



Books, Books, Books



For children and young adults there are always award-winning new titles. We've just heard about this year's Caldecott Medal (*Man Who Walked Between the Towers*) and Newbery Award (*The Tale of Despereaux*) books as well as the Printz Award book for young adults—*First Part Last*. Children's librarians in Nebraska came up with five top qualities of good books to use at storytimes. The qualities are (1) bright illustrations (2) limited text (3) pop-ups (4) interaction with the audience using repeating phrases or noises (5) rhyming words or use of alliteration. From these, they compiled this recommended list of picture books:

Bread and Jam for Frances by Russell Hoban

Brown Bear, Brown, Bear, What Do You See? by Bill Martin, Jr. and Eric Carle

Chicka Chicka Boom Boom by Bill Martin Jr.

Farmer Duck by Martin Waddell

Go Away, Big Green Monster! By Ed Emberley

If You Give a Mouse a Cookie by Laura J. Numeroff

The Little Old Lady Who Was Not Afraid of Anything by Linda Williams

Lunch by Denise Fleming

Mouse Paint by Ellen S. Walsh

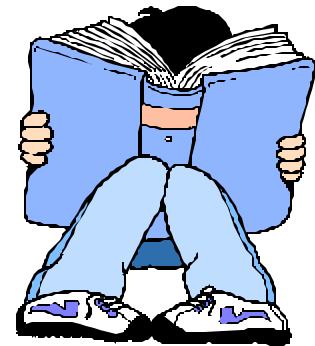
Officer Buckle and Gloria by Peggy Rathmann

Rosie's Walk by Pat Hutchins

There's a Nightmare in My Closet by Mercer Mayer

We're Going on a Bear Hunt, retold by Michael Rosen

Whistle for Willie by Ezra Jack Keats



Young Adults themselves selected some favorites titles of 2003 during YALSA's first annual Teen's Top Ten voting during Teen Read Week last October. (See www.ala.org/teenread) Their choices are:

Abhorsen by Garth Nix

Modern Faerie Tale by Holly Black

The Second Summer of the Sisterhood by Ann Brashares

Thief Lord by Cornelia Funke

Celebrate Dr. Seuss during this year's "Seussentennial" honoring the 100th anniversary of his birth. Ideas for library activities and lots more information can be found at <http://www.seussentennial.com>

NSCLS Video/DVD Center Quarterly Report

Second Quarter, 2003-2004

October to December 2003 from Brenda Stanbery

ACTIVITIES:

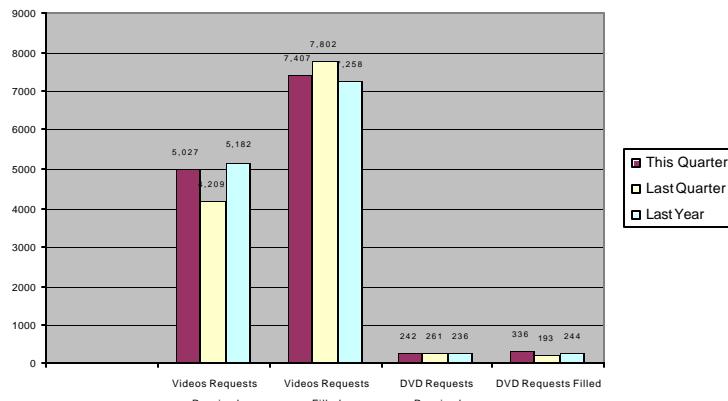
The Library.Solution software seems to be working smoothly this quarter. Email has been restored to the Video Center. Our addresses are Doug@nscls.org or Brenda@nscls.org.

A new video titles flier was distributed in October and a flier titled "Remakes" was distributed in December.

The Council of Librarians approved a list of new video and DVD titles to be purchased. Ordering has begun in the new video and DVD title list.

The Media Development Committee has approved purchasing DVDs as replacements when the video titles are no longer available. We continue to add MARC records where necessary and correct errors in current MARC records.

The number of videocassette requests received is up by 16% over last quarter and is down by 3% over the same quarter of 2002/03. The number of videocassette requests filled is down by 5% over last quarter and is up by 2% over the same quarter of 2002/03. The rotating video groups have rotated once this quarter as opposed to twice during the last quarter. The number of DVD requests received is down 7% over last quarter and is up 2% over the same quarter of 2002/03. The number of DVD requests filled is up 43% over last quarter and is up 27% over the same quarter of 2002/03.



NSCLS Listen-In Quarterly Report

Second Quarter, 2003-2004

October to December 2003 from Tom McElroy

Activities

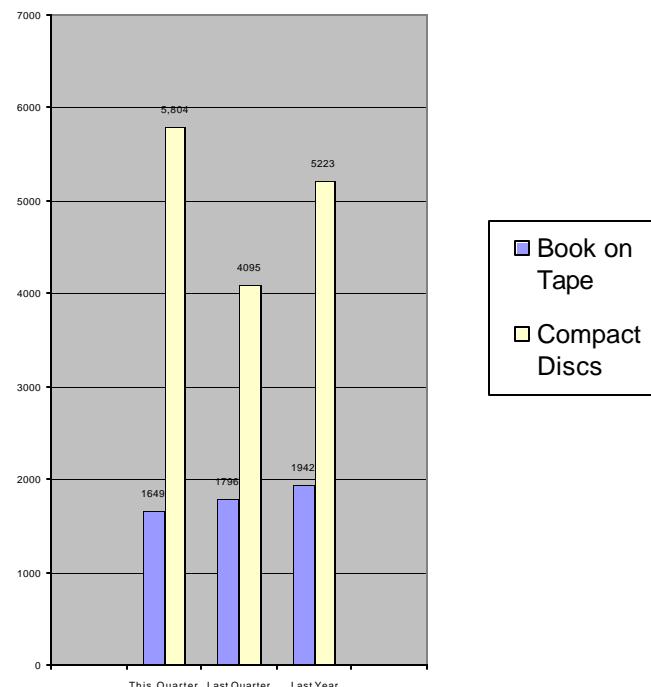
In November, Listen-In began circulating books on disc. A supplemental list of books on disc was sent to all North State members. If your library did not receive the new supplement, let us know.

Listen-In circulated a total of 1,649 Audio Cassettes this quarter. This total represents a drop of 1% from the previous quarter, and only about 1% below the second quarter last year.

Listen-In circulated 32 Books on Disc this quarter. This total represents an increase of 100% over the previous quarter, and 100% over the second quarter last year. These figures can only increase over the years, so send us your suggestions for new titles, and let's keep the books on disc selection growing.

Listen-In circulated a total of 5,804 Compact Discs this quarter. This total represents an increase of 4% over the previous quarter, and 1 % over the second quarter last year. We don't see a higher quarterly total until we go back to the second quarter 2001-02.

Total TBR's came to 7,485



NSCLS System Reference Center

Second Quarter, 2003-2004

Oct to Dec 2003

from Laura Salisbury & Cheryl Turnbough

STATISTICS

During the first quarter, the Reference Center answered 116 questions, including 8 questions that were pending from the previous quarter. The Thalia reference log indicates that 108 (93.1%) of the 116 questions answered were completed within ten days or less. This exceeds the California State Library criteria that stipulates that CLSA system reference centers must complete 70% of the questions received within ten working days. The formula used to calculate the turn-around period includes the time the question is pending at the SRC and the time required to transmit the answer to the library where the question originated.

Below is a list of resource materials purchased during the second quarter:

Anthology for Storytellers: Themes and Tales from Around the World

Encyclopedia of World Terrorism 1996-2002

American Presidential Campaigns and Elections

Great World Writers: Twentieth Century

Encyclopedia of American War Heroes

Business of Music

Cartoon Music Book

SongCite: An Index to Popular Songs, Supp.#1

SongCite: An Index to Popular Songs

Music Law: How to Run Your Band's Business

Dictionary of Finance and Investment Terms

Oxford Atlas to the World

Oxford Companion to American Law

Encyclopedia of Social and Cultural Anthropology

Facts on File Dictionary of Foreign Words and Phrases

Dictionary of Buddhism

Garner's Modern American Usage

Van Nostrand's Scientific Encyclopedia

Schirmer Pronouncing Pocket Manual of Musical Terms

Chronology of Western Classical Music, 1751-2000

Eye Care Sourcebook

Encyclopedia of Alzheimer's Disease

Great American Playwrights on the Screen: A Critical Guide to Film, TV, Video & DVD

Thematic Guide to American Poetry

Penguin Dictionary of Epigrams

Meetings & Workshops:

- ◆ April 2, 2004 Planning for Results Workshop, Yuba County Library, Marysville
- ◆ April 9, 2004 Reference Workshop, Tehama County Library, Red Bluff (see page 10)
- ◆ April 21, 2004 Legislative Day, Sacramento
- ◆ April 2 (Colusa County Library) or May 24, 2004 (Plumas County Library, Quincy) Coping and Stress Management in the Library Workplace videoconference
- ◆ April 28–May 1, Western Association of Map Libraries Conference, Chico State University, Chico

North State Cooperative Library System

Presents

Reference Workshop 2004

When: Friday, April 9, 2004

Time: 12:30 PM – 3:30PM

Where: Tehama County Library, Red Bluff

(There will be another workshop in Crescent City for those on the North Coast - date to be announced)

Please join us for:

- Discussion about library services for individuals with disabilities
- Sensitivity training for library staff presented by guest speaker – Dan Grover, Independent Living Services of Northern California
- Butte and Plumas Counties sharing information about Public Library Services for People with Disabilities Grant progress
- North State will provide travel reimbursement (one vehicle per jurisdiction) for public library attendees
- Light refreshments provided

Workshop Registration Form

Please return your workshop registration form via fax, delivery, US mail or e-mail before Tuesday, March 30th to Laura Salisbury at NSCLS Reference Center. nscref@buttecounty.net
Fax Number: 530-538-7326 *1820 Mitchell Avenue, Oroville, CA 95966

Name (s): _____

Library: _____

Email/phone: _____

Please include any questions you'd like Dan to address regarding services for individuals with disabilities (may use specific examples from your library)
