



The CONNector

Connecticut State Library Newsletter

July 2004

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The State Librarian's Column

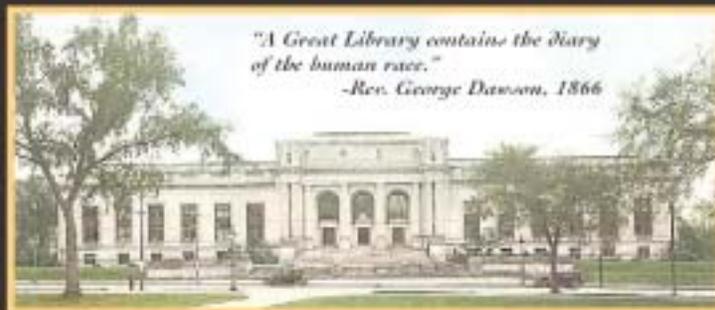
Kendall F. Wiggin
Connecticut State Librarian



In this issue of the CONNector, we continue our look at the history and legacy of the Connecticut State Library by focusing on the library's staff. I am especially pleased that we are able to include interviews with four former employees whose total service spanned 65 years. The staff of the Library have grown and developed to meet the ever evolving services and functions of the State Library. Despite the changing skills needed by library staff over the past 150 years, the basic responsibilities (though not the formats of information) have changed little since George Godard, State Librarian from 1901-1936, wrote in his annual report of 1908 that the "labor of getting from and returning to the shelves, books called for, is but a small part of our work. The real labor comes in the selection, securing, preparing, cataloging, and maintaining of these volumes." The State Library has been fortunate throughout its history to attract the dedicated, skilled, and well-qualified staff so essential for quality library service. Today the library employs librarians, archivists, and museum curators, as well as professionals in business and accounting, human resources, information technology, secretaries, library technicians, maintainers, storekeepers, office assistants, and general workers who provide important services throughout the library. These dedicated employees work in one of seven facilities. As the State Library embarks on the 21st century, it, like libraries throughout the country, must deal with the graying of the profession, funding reductions, and the rapid development of information technologies. These factors make it harder and harder to attract and retain the staff that will be needed to meet the demands that will be placed on the library in the years ahead. Yet the opportunities to work in the State Library, when they do come, will be more exciting and challenging than at any time in its history.

Interviews (pages 3-6) conducted by Bonnie Delaney, editor

SAVE THE DATE



*"A Great Library contains the diary
of the human race."
-Rev. George Dawson, 1866*

*Connecticut Heritage Foundation's Anniversary Gala
Celebrating the 150th anniversary of the Connecticut State Library*

OCTOBER 23, 2004

*As part of a year long commemoration of the
Connecticut State Library's founding in 1854, the
Connecticut Heritage Foundation is planning its
first ever Anniversary Gala to both celebrate the
State Library's 150th Anniversary and to raise
funds for the Foundation.*

**The Anniversary Gala is being
planned for the evening of
October 23, 2004 in the
Hall of Flags in the State Capitol.**

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Beverly Naylor remembers...

In the mid 60's Acquisitions and Cataloging were part of the same work unit. Beverly Naylor became a clerk typist in that unit. In 1969 she was promoted to Library Assistant 2 and began work in Government Documents and General Reference. In 1976 she was promoted to Librarian I with the Interlibrary Loan Center.

Her next port of call within the Connecticut State Library system was the Film Service Center, located where the Middletown Library Service Center is now. The Film Service Center provided films to public and academic libraries, other state agencies, children's hospitals and shelters, correctional institutions, mental hospitals, and other organizations. The CSL staff received film reserve forms from librarians across the state who wished to reserve films for their patrons and for special library programs.

When there was any sort of problem with delivery of the promised film, everyone focused on overcoming the problem, understanding that there were often many members of the public expecting to see that film and that film only on the scheduled program day. Sometimes C-car routes were adjusted to accommodate the immediate situation, or members of the Film Service Center staff made a special delivery, or a staff member from the affected library met a CSL employee somewhere in between their two locations. It appears that customer service principles were well in place before most management gurus took up the cause in the 1990's.

In 1988 Beverly moved to the History and Genealogy (H & G) unit. She knew nothing about H & G when she started. She recalls that patrons who were professional genealogists and historians would overhear her grappling with a difficult question. One of them would stand behind the questioner, holding up a sign with the answer for her. During this period one of her most interesting projects was working on a bibliography for researchers who were interested in the history of African Americans in Connecticut.

As technology expanded, correspondence backlogs did too. To meet the demand, staff designed a form letter and unanswered correspondence was apportioned among them. Some patrons were sent the "frequently asked questions" form letter, while individual responses were sent when required. In addition, new guidelines were developed to manage the ever-growing amount of correspondence. This time customer service was coupled with teamwork. It is estimated that the amount of written requests to H & G for information tripled within a few years.

Along with these positive steps, the unit head initiated customer service workshops for all H & G staff. Although staff were quite sure this was unnecessary, it proved to be a very valuable library service aid. Between the onset of the "information age" and the addition of a new wing in the 60's, changing demand for State Library services was growing by leaps and bounds. After thirty plus years of service challenges, Beverly has certainly earned her retirement.

Al Palko remembers...

Al and I were sitting in a room facing the gold dome of the Connecticut State Capitol in Hartford. Al Palko remembers when the State Capitol building was refurbished, and the sunlight reflecting from the newly cleaned building and dome was so bright that the librarians had to draw the curtains on the Reading Room windows which faced the Capitol.

Al's pleasant memories include the 1979 Governor's Conference on Libraries, which occasioned the last appearance of a 25-30 foot live Christmas tree--with traditional lights--in Memorial Hall. The staff donated the ornaments for the tree and decorations for a reception honoring Governor's Conference delegates.

The state library has always been an administratively challenging and unusual combination of library and state agency. Unlike the state supported academic libraries, CSL did not have a larger administrative umbrella to help define it. The role of automation has taken many twists and turns in the midst of balancing issues of state agency and library. Al remembers that, early in CSL's automation history, he often sat at a computer in the Reading Room with an instruction manual on his lap, learning how to utilize automated resources in CSL's reference work. In the mid 1980's CSL became one of the first public-service libraries in Connecticut to subscribe to an on-line service, DIALOG.

There has been a checkered history in the integration of information technology and CSL services. Issues include the scope of our role as guides to the World Wide Web. Some fear that librarians will be replaced by technology and some have difficulty resolving differences between librarians and "techie's." Others view computers as a kind of freedom from dependence on "the secretarial pool." Reactions to technology included lack of interest, ignorance, and resistance. As a result, there were a host of administrative problems to contend with. But, with diligence and determination, most of those problems were overcome.

CSL has expended tremendous energy to stay in the forefront of the information technology revolution, using LSTA funds to help librarians across the state keep abreast of developments. In 1992-'93 part of our mission was to be trained as trainers for Connecticut's library community. Additionally the State Library participated in State Government initiatives in technology: the State Librarian and Al both participated in the development of CEIS (Connecticut Economic Information System) and the State Information Coordinating Committee. They also played an important role in the development of the State's official website. In 1995 three pioneers, CSL, University of Connecticut, and Central Connecticut State University developed the Connecticut State Information Server, the state's first official presence on the World Wide Web. The Office of Policy and Management soon joined the initiative. Al Palko worked with the Department of Information Technology on the State's website until his retirement in 2003.

Despite his great enthusiasm for information technology, the light in his eyes still shines brightest when Al speaks of the people he worked with during his years at the library.

David Peck remembers...

Target '76 (1976) was one of many challenges facing David Peck, the first Human Resources manager the Connecticut State Library had ever known. This was to become a far-reaching business plan which included provision for the formation of three important services that required staffing:

- C-Car, a statewide delivery service between libraries. In 2004, it is transporting over one million items for 265 libraries.
- ConnectiCard, a statewide borrower's library card with 192 libraries currently participating in the program
- Library Line, a toll free telephone service to public libraries which is available 24 hours a day to answer reference questions

Later, State Library services were expanded to include the Film Service Center, the Connecticut Digital Library, and the Connecticut Newspaper Project. All these new services required staffing. In addition, the Human Resources department was responsible for meeting internal personnel and upward mobility needs via promotions, transfers/reassignments, reclassifications, updated job descriptions and new job class specifications.

On July 1, 1977, when the Multiple Unit Master Agreement (MUMA) went into effect, collective bargaining rights became a part of Connecticut State government. During the first year, unclassified CSL librarians were not covered by the original agreement. This allowed a window of opportunity for David to craft a revised compensation package for these employees. Once the package was approved, the salaries for library managers were increased through similar efforts. CSL continued to grow the Law Library department was developed. A Security department and a Public Information office were created. By the mid 1980's CSL had 264 full time staff positions. In 1965 an addition to the main library at 231 Capitol Avenue in Hartford was built.

Satellite facilities such as the Library for the Blind and Physically Handicapped (1968) and the Interlibrary Loan Center (late 1970's) became part of the State Library. From a Human Resources perspective, the size and shape of the state library has resembled a ball of mercury. As one part expands, another part contracts. In the 1990's the Law Library department, plant facilities, and security staff were transferred to the Judicial Branch.

While adapting to the many fluctuations in both the staff and physical plant, the Human Resources department served as an innovator for the organization. The State Library was one the first state agencies to provide a wide range of flextime options before they were formalized in contractual language. Family Leave policies and selective certification were implemented when they were brand new regulations.

On another front, workforce diversification was becoming a major priority. The State Library filed its first Affirmative Action plan in 1974. Ten years later the Commission on Human Rights and Opportunities' regulations were strengthened and many new compliance issues arose. These included the Americans with Disabilities Act (ADA), the Equal Employment Opportunity Commission (EEOC) rules revisions, the Family Medical Leave

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Act (FMLA), the Fair Labor Standards Act (FLSA), workplace violence prevention, sexual harassment awareness and prevention, and diversity training.

There are five collective bargaining units represented at the State Library. With recent decentralization of State Personnel rules and regulations, the Human Resources department has focused on being both reactive and proactive, working within the rules to support and serve both its employees and the library's patrons. This has been an ongoing and consistent challenge with three reductions in force during the last 30 years. By all accounts, the Human Resource department will continue to be responsive no matter how the Agency's size and shape may change.

Division of Library Development Director Awarded Outstanding Librarian Recognition



“Outstanding,” meaning preeminent among the same of one’s type, aptly describes Sharon Brettschneider. She not only exceeds the boundaries of excellence for librarians but for many other categories as well: colleague businesswoman, friend, facilitator, negotiator, public servant, diplomat, confidante, liaison, and more. A thirty-year plus relationship with Connecticut libraries, library workers, and library supporters, has carried Sharon along a legendary river of accomplishment that not only defines outstanding, but one which by virtue of her many roles, has helped to define the river. She has often been down the turbulent white waters.

from Connecticut Libraries, May 2004

Dency Sargent remembers...

Dency Sargent looks at the library world from an interesting vantage point. She worked in the Legislative Reference unit from 1966-1973. At the time the public service desk had a largely specialized clientele, serving primarily lawyers and the legislative branch.

In 1973 she moved on to become an Executive Director at the Capitol Region Library Council, a regional library cooperative whose mission was to improve library service through multi-type library cooperation. It was a not for profit grass roots organization.

In reflecting back on her library experiences, Dency outlined several major changes in the library world that affected the mission, goals, and services of the State Library and other libraries, sometimes dramatically. The governmental library field became more crowded when the Office of Legislative Research was established in 1973. In 1977 the Office of Policy and Management was formed, with its own library. Both of these developments altered the State Library's involvement in providing information and support services to the legislature and OPM.

As the library community recognized the need for legislative action, the State Library built its relationships with the Connecticut Library Association, the Connecticut Educational Media Association, and state agencies such as the Commission on the Arts and the Connecticut Humanities Council. This created a new more public image for CSL.

At one point every library's collection was distinct and available only in print and accessible only through card catalogues. Computers have provided more efficient methods to store and sort information. The development of telecommunications technology enabled the development of shared, automated library systems. The Internet allowed for worldwide public access to catalogs 24/7. With the development of e-mail, time zones no longer affected communication. Another shift in relationships between the State Library, libraries throughout Connecticut, and patrons occurred when the statewide catalog was automated through reQuest. Regional automated systems and shared catalogues including CONNECT, Bibliomation, LION, LEAP, and CTW helped build reQuest.

The provision of interlibrary loans has been transformed since Dency started working at the State Library. The CSL teletype system is long gone. More recently, the State Library got out of the direct interlibrary loan business with the closing of the Interlibrary Loan Center. Today the State Library provides a statewide mechanism for interlibrary loans through reQuest.

The growing use of computers changed librarians' lives permanently. Issues around managing public access to online information, staff exposure to unwanted online material and freedom of information concerns are often in conflict. The balancing act among these concerns continues today.

Through the application of technology, libraries provide online access to their collections and provide content with the purchase of online databases. State funds are now appropriated for the State Library to provide both reQuest and online databases, currently known as iCONN. This provision of a direct service is another change in the relationship of CSL with libraries and patrons. Meanwhile, the State Library continues to honor, maintain, and improve its unique collections such the State Archives and Legislative Documents. Dency retired from Capitol Region Library Council in 2003 and is currently working on law and legislative research projects.

Connecticut's State Librarians: A Short History

Kendall F. Wiggin, State Librarian

In its 150-year history, the Connecticut State Library has had 10 state librarians. Each state has a state library agency though not all operate libraries and even fewer have archives, public records and museum responsibilities. All fifty state librarians are appointed although appointing authorities vary. In Connecticut, the State Library Board appoints the State Librarian. The times have shaped the qualifications of the state librarian and the state librarian has shaped the Library. In writing about the "Art of State Librarianship" former Florida State Librarian Barratt Wilkins said that successful state librarianship is influenced by many factors, but "successful state librarianship is a mixture of politics, personality, alliances, and position." This has certainly been the case in Connecticut.



*James Hammond Trumbull
1854-1855*

The first of Connecticut's state librarians (Dr. J. Hammond Trumbull [1854-1855], Dr. Charles J. Hoadly [1855-1900], and George S. Godard [1900-31936]) brought their great interest in history to the position. George Godard in commemorating the work of Dr. Hoadly said in his report of 1900, "[a]lthough a man of deep learning in law and jurisprudence and member of the Bar, he became widely known



*Charles Jeremy Hoadly
1855-1900*

and will be remembered, not as an attorney or counselor but as an antiquarian and historian." Godard went on to say of Dr. Hoadly that his "familiarity with the manuscript records and the archives of the several States and the Federal Government, and his historical acquaintance with the leading men of the age, made a visit to the State Library under his direction, an event not soon forgotten." All three men will be remembered for establishing the Connecticut State Library and amassing the collections that became the core of the Library. Without any formal library training they had the vision and understanding of what a state library should be. With their contacts in and out of state government they set about their work. The library staff in the early days was relatively small and mostly hand picked by the state librarian. In 1918 Godard wrote that "it has been my pleasure to have selected every employee in the State Library. Each selection made was based entirely upon the peculiar preparation, fitness, adaptability, and zeal for the work in hand. Neither politics nor religion have been considered". The enactment of the civil service system in Connecticut ended the hand picking of staff, but the state librarian remains the appointing authority.

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George Seymour Godard
1900-1936

Perseverance is a trait that all state librarians share, but it was Godard's perseverance and connections to the political leadership of his day that ultimately resulted in his crowning achievement, the building of the State Library/ Supreme Court building. The new building contained many of Godard's innovations. He was also an early adopter of technology. Future State Librarians would continue this interest in technological developments and their application to library services.

Following the death of Mr. Godard, James Brewster became State Librarian [1936-1956]. Several years before his death Mr. Godard had recruited Mr. Brewster as assistant librarian, a position that Godard asked the legislature to create so that when he retired someone would be ready to take his place. Mr. Brewster brought to the position a strong library background and a reputation as a scholar and an able administrator. He had worked at the New York State Library and before coming to Connecticut had been the head of the library at Union College for eight years.



James Brewster
1936-1956



Robert C. Sale
1957-1963

Having reached retirement age and with his health failing, Mr. Brewster stepped down in 1956. On January 1, 1957, Robert C. Sale [1957-1963] became State Librarian, or as *The Courant Magazine* of February 24, 1957, stated, "the No. 1 custodian of the state's overflowing archival treasure house on Capitol Avenue." Mr. Sales had formal training as a librarian and was the Chief Librarian at United Aircraft Corporation at the time he was appointed State Librarian. In the same issue of *The Courant Magazine* he said that his long range goals were to enlarge the State Library building and expand "the century-old institution's scope educationally and culturally for as many of Connecticut's citizens as possible." It is probably not surprising that the need for library space has been a concern of every State Librarian. Mr. Sale also envisioned Memorial Hall as a "permanent center for exhibits of current and timely interest." The first exhibit would be the Colt firearms collection given to the state in March 1957. As part of his long-term goal of expanding the scope of the State Library, Mr. Sales was the first State Librarian to begin to consider a statewide role for the State Library. While former State librarians had been active in the work of state and national library organizations, they had an internal focus. But in 1957 Congress passed the Library Services Act (LSA). This program (and its successors including the current Library Services and Technology Act) brought funding to bear on statewide library development efforts. At that time the state Department of Education's Bureau of Library Services administered the LSA funds and

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carried out programs in library development. Mr. Sales began to look beyond the walls of 231 Capitol Avenue toward the larger library community as he considered the State Library's role in library development. The responsibilities of the State Librarian were beginning to expand and change.



Walter Brahm
1964-1975

When Walter Brahm [1964-1975] succeeded Mr. Sales, the responsibility for library development had shifted from the Department of Education to the State Library. With over 40 years of library experience, including associate director of the Toledo Public Library and 21 years as Ohio State Librarian, Mr. Brahm was well suited for the expanding role of the State Library. Under Mr. Brahm's direction, the Division of Library Development and the Library for the Blind and Physically Handicapped were established. In the words of the *Sunday Republican Magazine*, the State Library had become "the core of Connecticut's Library Information Network." During this time the Library staff grew to 192. The much-needed addition to the State Library building was completed, although space remained an issue as funds were not appropriated to install all of the needed book stacks. Mr. Brahm fostered a program of outreach to state agencies and state institutions.

The willingness to collaborate was an important attribute Mr. Brahm and later state librarians shared. In the early 1970's there was growing alarm over the enormous scope of paper deterioration in the collections of the State Library and other institutions around New England (and the world). Working with the other New England state librarians, Mr. Brahm was a leader in the establishment of the New England Document Conservation Center (now known as the Northeast Document Conservation Center). Mr. Brahm was certainly not the first nor the last State Librarian to have the courage to put forth unpopular ideas. In his various annual reports, Mr. Brahm called into question the barriers to library service that town lines created. He believed that the patterns of community development made the central library method of delivering library service obsolete. Again and again he said that the non-resident should no longer exist. While he put forth numerous ideas for changing state funding for public libraries (many very radical), it was his insistence on making town boundary lines invisible that paved the way for the Connecticutcard program.



Chuck E. Funk, Jr.

Walter Brahm retired in 1975. Over the next quarter century three state librarians, Chuck E. Funk, Jr., 1974-1979; Clarence R. Walters, 1980-1986; and Richard G. Akeroyd, 1986-1997, would face challenges wrought by a cycle of fiscal crisis and efforts to make government smaller. As libraries entered the electronic world, they would also have great opportunities to pioneer new library services. Energy, enthusiasm, and administrative skills were essential attributes for this generation of state librarians as they worked to establish a balance between the needs and demands of the library, archives, and museum on the one hand and the public,

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Clarence R. Walters
1980-1986

academic, school, and special libraries on the other. The State Library in the latter half of the 20th century had become an advocate, advisor, data collector, provider, facilitator, educator, and innovator. The past leaders of the State Library have left their mark on the State Library and Connecticut and have set very high standards for the current and future state librarians.



Richard G. Akeroyd
1986-1997

Connecticut



State Library

Honoring the Past, Supporting the Future
Connecticut State Librarians

My Perspective: The Evolution of Public Service In Libraries

Steve Mirsky, Bill Room Supervisor

Serving the public is an interesting concept. Many libraries in fact serve the public, but how that public is served often depends on a particular library's mission and funding sources. Even within each library, different functions such as cataloger or public services librarian denote a closer or more distant relationship with the public. Some job duties such as reference and outreach require direct contact with the public while being a web master or administrator lessens direct contact with the public on a daily basis. Does it matter who has more in person contact with the public and who doesn't?

In the past, before the development of Internet and ubiquitous networks, it may have mattered who served the public directly and who worked "behind the scenes." Physical presence was the primary means through which a library served the public. People either came into the library or they called on the phone to request something from the collection. The virtual realm of being able to search Google for an answer to a question or to check a regional library catalog from the comfort of home didn't exist. People gravitated to the library for answers out of necessity.

Now much of the public has come to expect what the Internet offers. We want instant access and often instant answers to our questions. We don't have to wait for the nightly news to find out about the robbery that occurred across town this morning. We can get information within minutes or as it's breaking online. We don't have to dial the phone or knock on somebody's door to remind them about tomorrow's meeting or to wish them happy birthday. We have chat rooms and e-mail for that. The same goes for checking a doctor's prescription on WebMD before visiting the pharmacy. The list goes on for methods of quick, continual communicating and information gathering. Public service in libraries has evolved to adapt to this information environment. Libraries have moved from focusing on maintaining a collection, to becoming gatekeepers, to now being information providers.

Bringing information to the people is a higher level of public service. It requires that all staff within a library work closely together to serve this need rather remaining in defined roles of either "public" or "behind the scenes." Suddenly, it doesn't matter much if you are systems administrator or reference librarian. If a database connection is down or the library's website has reference links that are out of date, the public will notice it just as much as if a librarian on the reference desk isn't able to consult the latest copy of *Statistical Abstracts*. In this way, both physical and virtual contact with the public are more interdependent than ever. Both modes depend on e-mail, reliable databases, secure networks, and accurate cataloging as well as personally addressing reference queries quickly and effectively. Serving the public in libraries has moved from being a beneficent service to being the *raison d'être* for all libraries and their staff.

The Three Faces of One Profession

Eunice DiBella, Public Records Administrator

When I was asked to write an article about the relationship of librarianship, archives administration, and records management, I began to think back about my experience in these different but related fields. Of course, the beginning of my career was a long time ago, long before we all had a computer on our desk or anyone had heard of voice mail.

When I first came to work at the Connecticut State Library in the early 1970's, I was hired as a reference librarian in the Archives, History and Genealogy Unit (AH & G.) At that time these functions were organizationally together. Moving to Connecticut from New York City was a bit of a culture shock, and my new job also took some getting used to. Although I was trained as a librarian and had a graduate degree in History, I found this job to be very different from anything that I had previously studied. My background was in European History, and the closest I ever got to primary source material, were reprints of original documents, or microfilm of old newspapers (which every historian knows are not really primary source materials.) The focus of my studies was on world leaders and the activities of nation states. Now I was thrust into the world of local and family history, using real primary sources.

I was interested in working with original documents and was amazed at how much people could learn about their families. My own family had lived in Connecticut briefly before moving to NYC, and I was able to calculate when they moved to New York using material in AH&G. I also became interested in how archival material was organized and arranged. I recognized that the way that archivists approached the organization of materials was different than the methodology I had learned in library school.

The head of the Archives, History and Genealogy Unit was Robert Claus. He had come to the State Library after a distinguished career as the first Archivist of the United Nations. He had also worked at the National Archives in its early years. When Mr. Claus arrived at CSL, archival collections were treated as library collections, that is, they were cataloged, described, and classified using standard library practices. Most of the archives and manuscripts were largely unprocessed and needed immediate attention. Mr. Claus applied modern archival theory and practice to the organization of these records and brought the State Archives into the modern age.

When the National Archives was established in 1934, it had an initial collection of about 800,000 cubic feet of records. There was much discussion concerning how to organize this material. The establishment of state archival repositories predated the National Archives. In 1909 the Connecticut General Assembly authorized the State Library to accept public records for permanent retention. This act recognized the State Library as the official State Archives. The early Connecticut General Assembly Papers is one of the most important archival collections held by CSL. These papers are known as the "Connecticut Archives." When they were organized they were put in subject order and indexed. Other official records were cataloged as individual items or put into chronological order. This was not the approach that the National Archives chose to follow.

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The National Archives adopted a methodology based upon European archival principles. Most important is the principle of *provenance*, or origin. Records are arranged in the manner that they are maintained and used in their office of origin. In the case of the general assembly records I referenced, an archivist would keep the records in the session order so that a researcher would be able to determine more clearly what happened during that session. In the case, for example of gubernatorial records, correspondence would not be rearranged by subjects created by an archivist.

After working in the archives for two years, I needed some formal training to reinforce my job experience. I headed for Washington D.C. to attend the Modern Archives Institute, an intensive two-week course held at the National Archives. This training course covered all aspects of archival theory and practice, including the arrangement and description of archival records. I had studied cataloging in library school. This was very different from learning cataloging since there is no precise rulebook that an archivist uses in arranging records.

When I returned to Connecticut I was ready to put my formal training into action. Although we were instructed in the importance of *provenance* and keeping records in original order, most often I found that the conditions of the records that I was working with did little to reveal what the order was. When I discussed this with Mr. Claus, he said, “Don’t worry, anything you do will surely be an improvement on the condition that you found these records in.” And so I learned the reality of theory vs. practice.

If an archivist must follow the order that records are maintained, it is logical that we need to impose order at the very beginning of the process, or so the theory goes. Records management emerged as a professional activity of government in the early 1940’s. The federal government passed legislation designed to establish records management programs. The Federal Reports Act passed in 1942 and the Records Disposal Act passed in 1943 are two examples of such legislation.

Records management encompasses all aspects of managing records from the cradle to the grave, or permanent retention. This is known as the “lifecycle” of the record. The three major elements of this cycle include records creation, records maintenance, and records disposition. Records disposition includes identification of records for permanent retention in an archival repository. Proper record keeping and filing systems are critical in government agencies. Without these systems in place, it is impossible to identify records that have archival value.

One of the most critical activities of a government records manager is the preparation of records retention and disposition schedules. The records retention schedule identifies records that are held in government offices and assigns retention periods. It also identifies archival records that have a permanent retention period. This process is called records analysis. The skill and knowledge required to perform these functions are the same as those of an archivist and, in fact, in many cases records managers are trained as archivists. I eventually found that my career at the State Library led me in that direction. After spending almost 10

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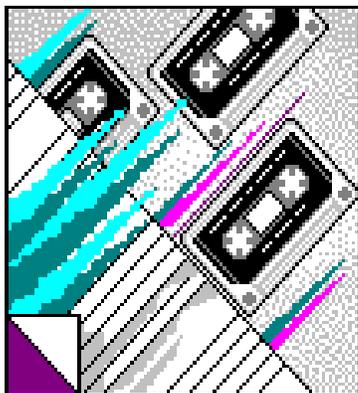
years working as an archivist, in 1982 I found myself in a new role as a records manager. I worked on the development of a records management program for state agencies which included the preparation of records retention schedules. This proved to be an interesting experience giving me a unique perspective on how state government operates.

In the last 20 years the role of the librarian, archivist, and records manager have been converging. We are all information managers encountering the same set of problems and concerns. It is especially easy to see at the Connecticut State Library, because the archives and records management functions exist within a library environment. The paperless (digital) office and the paperless (digital) library share common problems. How can we manage electronic records and publications? How do we make sure that these records and publications will endure over time? How do we manage records and publications that were born digital?

Today, archivists and records managers are finding they need more technical training to handle these issues. In many cases we are turning to library schools for this instruction. We want to ensure the long-term preservation and access to electronic records. We also want to make our finding aids and guides available and searchable in the world of the Internet. It is equally important that librarians become more familiar with archival theory and practice so that we can work in a collaborative manner and learn from each other.

The Changing Sounds Of Talking Book Technology

Carol Taylor, Director, Library for the Blind and Physically Handicapped



I love technology! So do many of our patrons, but there are also some who will not give up the old talking book record player and the comfort level that goes with it. Then there are those who swear they will never give up their talking book cassette players. Others are already using the newest, most sophisticated technology on their own and wonder why the Library of Congress, National Library Service for the Blind and Physically Handicapped (NLS) is so far behind the curve? Many of these patrons are muttering about “the bureaucracy.”

When you think about it, do any of us know what tomorrow’s newest technology will be? Just think how slowly it progressed years ago and how happy we were with what emerged. Now technology is moving at such a fast pace that it is hard to make a decision about when to come on board with the new. The planning and implementation of any new form of service take so much time that it may be outdated before we are ready to introduce it to patrons. However, longevity is critical when you are developing materials and equipment using taxpayers’ money.

The talking book was developed in the 1930’s. Books were recorded at 33-1/3 rpm. In the 1960s, recordings were on ten-inch records at 16-2/3 rpm. This small, slow-speed

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disc provided 45 minutes of recording on each side at a great savings in program costs. In the late 1960s – early 1970s, recordings were at 8-1/3 rpm allowing for twice as much information on each disc and again providing a cost savings. Flexible discs were also introduced in the late 1960s with a quicker, low-cost production schedule. Production of any new materials on disc stopped in the 1990s. Patrons who continue to prefer this medium are rereading the old books.

A 1968 pilot project to study cassette players resulted in a plan to distribute the players through the NLS network of regional libraries. Over the years the cassette players changed to include features allowing patrons to listen to both commercially produced cassettes and the special four-track, slower speed of the NLS cassette books and magazines. Although digital mastering is now required of the producers NLS contracts with, talking books are still analog.

With the planning and implementation of digital talking books now underway, there are so many questions....so many decisions. What format should be used? Why not CDs? What features should the machine offer to patrons? How do we make it easy enough for the timid and sophisticated enough for the scholar? What considerations should be made for the patron who is blind and the individual that has physical limitations? How do we provide a security mechanism on the book or the machine to insure use of the materials by eligible patrons only? What about the cost factor? What does the new format mean for shelving, shipping, inspection, repairs, duplication, etc. at the libraries providing the service?

Committees made up of patrons, librarians, and organizations serving the blind and physically handicapped around the country have been given opportunities to help answer these questions. With the committees' findings and recommendations it is expected that "the bureaucracy" will again provide materials and equipment that can stand the test of usefulness and time at a low production price to eligible patrons.

Today, we know that digital books and magazines will probably be in the form of flash memory. Flash memory is a digital storage technology used widely in digital cameras, cell phones, MP3 players, etc. The machines will be smaller and lighter than the program's current cassette players. And the patrons? They will move on to this new digital technology when they need and want to embrace it, just as they did when cassette books and machines were the means to the newest materials. And the librarians? We have learned to be flexible and creative over the years and to embrace the many changes that technology has brought to library services. It is this attitude that will govern how our patrons and we handle this roller coaster of change in this digital world. Bring it on!

For detailed information about the talking book program and the audio and Braille technology initiatives of the National Library Service for the Blind and Physically Handicapped visit their website at www.loc.gov/nls or the Connecticut State Library, Library for the Blind and Physically Handicapped at www.cslib.org/lbph.htm.

The State Library and Intellectual Property

Richard C. Roberts and Hilary Frye, CSL Committee on Intellectual Property

“Our company is very interested in producing one or more of your Connecticut genealogical indexes on CD.” “I would be very pleased to get permission to post a portion of the Barbour Collection on the Internet.” “We feel that the collections at your library are very valuable to researchers and would be a wonderful addition to the collections we have on-line.” Over its 150-year history, the Connecticut State Library has acquired extensive collections of library and archival materials and museum objects that are very appealing to electronic publishers. Meanwhile, the ‘emerging information infrastructure’ and a shift to electronic publishing during the 1990s raised a threat to open access to information available in libraries. Research libraries and museums began to assess and protect intellectual property rights to ensure that information would not become a commodity available only to those who could pay.

To ensure that publication of State Library collections would be done in a manner consistent with the spirit of the copyright law and the CSL policy of open access to information for all citizens, in April 2000, State Librarian Kendall Wiggin convened a Task Force on Intellectual Property. The Task Force was charged with drafting a policy statement that would provide for continued public access to the State Library’s intellectual property while enabling the agency’s librarians, archivists, and curators to protect and preserve that intellectual property, in whatever format. The final version, as approved by the State Library Board, states in part that:

The Intellectual Property Policy of the Connecticut State Library shall be to promote the greatest possible access to, and fair use of, the library, archival, and museum resources in a manner which:

- protects the intellectual property rights for materials in its various collections in compliance with applicable federal and state laws,
- preserves fragile resources for future generations of users, and
- recognizes the State Library’s own rights and responsibilities as creator and owner of intellectual property.

The Committee on Intellectual Property, an outgrowth of the original Task Force, was established in 2002. It consists of seven members appointed by the State Librarian for rotating three-year terms. Four are recommended by the Director of the Division of Information Services; one each are recommended by the Director of the Division of Library Development, the Public Records Administrator, and the Administrator of the Museum of Connecticut History. The Committee advises and recommends to the State Library’s Executive Committee guidelines and procedures for implementation of the Connecticut State Library’s Intellectual Property Policy; revisions to existing State Library policies, procedures, and guidelines relative to the Intellectual Property policy; and curriculum for professional development and staff training.

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The IP Committee's projects over the past two years have included the preparation of a set of guidelines relating to the reproduction and publication of State Library collections, a *Request for Permission to Publish* form, and a set of recommendations concerning copyright notices on materials copied for and by State Library patrons. The latter, which will be implemented through the Library's Photoduplication Committee, seeks to insure that proper notices appear on or near all equipment the public uses for copying, printing, photography, scanning, or downloading; that notices also appear on invoice/order forms; and that copyright statements from within the item being copied or generic notices are sent with each copy order prepared by reference or ILL staff.

At the heart of the "Reproduction and Publication" guidelines are statements that:

- All copying, regardless of means, is subject to copyright law. The responsibility for ascertaining whether any copyright or other restrictions exist and for obtaining all necessary permissions remains at all times with the person making or requesting the copy(ies).
- Possession of a reproduction of any material from the Connecticut State Library or the Museum of Connecticut History does not constitute permission to publish, exhibit, or broadcast it. To publish, exhibit, or broadcast reproduced items, permission to publish must be requested and granted in writing on our form.

This information has already been added to the CSL Webpage at <http://www.cslib.org/reprographics.htm>. An expanded version, addressing reprinting, microfilming, and digitizing of materials for or by commercial vendors, organizations, and government agencies, will be available on the Webpage later this year.

The State Library's new uniform *Request for Permission to Publish* form was designed for use by all divisions of the agency. While special contracts will be developed to handle unique situations such as the digitization of the major genealogical indexes, the *Request* form covers routine requests to publish in any format, including digital or Web publishing, in excess of fair use. It is available in hard copy from most of the Library's public service units or online at <http://www.cslib.org/CSLpubPerm.pdf>, and has already generated requests to include an image of an early New Haven fort in a published family genealogy, to use materials from the State Archives' Picture Collection in the *Hog River Journal*, to include three of the Museum's portraits of Connecticut governors in a publication about Prudence Crandall, and to include images of items from the Colt Patent Firearms Collection in the PBS series *They Made America*.

Questions concerning the Committee on Intellectual Property, its charge, and projects may be directed to any of its members: Richard Roberts (History & Genealogy, Chair), Stephen Cauffman (iConn), David Corrigan (Museum of Connecticut History), Jane Cullinane (Preservation), Hilary Frye (Law/Legislative Reference), Stephen Slovasky (Bibliographic Services) or Bruce Stark (State Archives). For more information on copyright and intellectual property in general, see the State Library's *Intellectual Property Pathfinder* at <http://corc.oclc.org/WebZ/XPathfinderQuery?sessionId=0;term=3470:xid=CZL>

This is the Season of Groundbreakings

Mary Louise Jensen, Building Consultant

The following construction projects had ground breaking ceremonies in the last few months:

Southbury Public Library on March 20th

Fairfield Public Library on April 26th

Bethel Public Library on May 28th

Wilton Library Association on June 13th

These projects were partially funded with a State Public Library Construction Grants.



Selectwoman Denise A. Dougiello with Kendall Wiggin, State Librarian, at the Fairfield Public Library's ground breaking ceremony



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Web Site www.cslib.org

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