

Volumes

33, 1994
34, 1995
35, 1996
36, 1997
37, 1998
38, 1999
39, 2000
40, 2001
41, 2002

403(b) SAVINGS PLANS

Benefits of Providing 403(b) Savings Plans, **1998(S/O)**:318–320

A

Abernathy, Karling Clymer

Union and Management at the Rapid City Public Library ("Perspectives"), **2002(M/J)**:139

ACCESS TO INFORMATION

Bridging the Gap Between Information Have and Have-Nots ("Tales"), **2001(S/O Supp)**:9

A Passion for Access ("Perspectives"), **1999(J/A)**:215–216

Public Access to the Information Superhighway through the Nation's Libraries, **1995**:80–84

A Time to Be Vigilant, **1999(J/A)**:263

ACCREDITATION. *see* CERTIFICATION FOR LIBRARIANS

ACQUISITIONS

Public Library Spending for Materials, **1995**:27–32

Adams, Sue

Field notes, **1994**:11–13, 70–71, 127–128, 182–183, 239–240, 295–296

Tales from the Front (column), **1995**:67–68 (*see* issues **1994-1999**)

ADMINISTRATION. *see* MANAGEMENT

ADULT CHILDREN OF ALCOHOLICS

Tracking specialized book selection, **1994**:267–271

ADULT SERVICES

Sandwich Generation: Caught in the Middle ("Section News"), **1997**:312–313

ADVANCEMENT OF LITERACY AWARD

PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173

("Section News"), **1994**:57

Signal Hill Publications Wins Advancement of Literacy Award ("Section News"), **1997**:248

Warner Cable Company Wins Advancement of Literacy Award ("Section News"), **1995**:231

ADVOCACY

Help for the Advocacy-Impaired Librarian: A Bibliography of Resources on Library Advocacy, **2002(M/J)**:158–165

AESTHETICS PROGRAMMING

Dobro Pozhalovat! Alaskan Public Librarians Visit Their Russian Counterparts, **1996**:360–364

AFGHANISTAN

Afghanistan, 1968 ("Perspectives"), **2002(J/F)**:27

AFRICAN-AMERICAN PATRONS

African American Arts Festival ("Tales"), **1998(J/A)**:233–234

Lord Keep Me Day by Day: A Legacy of Faith ("Tales"), **2000(M/A)**:70

Marching Toward Manhood ("Tales"), **1997**:337

AFRICAN-AMERICAN STUDIES

African-American History Goes Digital ("Field notes"), **1995**:67

Cinema and stage celebrate black history, **1994**:128

Grant Helps Build Library ("Tales"), **1998(M/J)**:167

Historic African-American Research Library and Cultural Center Opens ("Tales"), **2002(S/O)**:246

Library Opens African-American Resource Center ("Tales"), **1998(M/J)**:166–167

Library Plays Jukebox to Teach African American History ("Tales"), **2001(N/D)**:331

AGELINE DATABASE

AARP's Tools You Can Use, **1995**:176

AGE-NET

CIS ("Section News"), **1994**:221

Akin, Lynn

Marketing Principles, Guaranteed, **2001(N/D)**:350–353

ALABAMA LIBRARIES

Libraries Issue Statewide Alabama Virtual Library Card ("Tales"), **2000(S/O)**:247

ALABAMA PUBLIC LIBRARY SERVICE

Army Donates Libraries ("Tales"), **1996**:20

ALAMEDA COUNTY (Calif.) LIBRARY FOUNDATION

Reading for Life ("Tales"), **1998(N/D)**:352

ALAMO AREA (Tex.) LIBRARY SYSTEM

Midwinter Wrap-Up ("Section News"), **1996**:141

ALBANY COUNTY (Wyo.) LIBRARY

Friends' Book Cybersale a Moneymaker ("Tales"), **1997**:274

Alessio, Amy

Community Teen NETwork ("Perspectives"), **2002(J/A)**:196–197

Teen Author Creates a New World: An Interview with Amelia Atwater-Rhodes ("Book Talk"),
2001(M/J):155–156

ALEXANDRIAN PUBLIC LIBRARY (Ind.)

Imagine That: Playground to Be Built at Alexandrian PL ("Tales"), **2000(N/D)**:314

ALLEN COUNTY (Ind.) PUBLIC LIBRARY

Century Celebration ("Field notes"), **1995**:270

Creating Raving Fans of Audiobooks in Fort Wayne ("Perspectives"), **1996**:114–115

Elvis Sighted at Allen County Public ("Field notes"), **1995**:136

National achievement citation, **1994**:158

Painter in Residence ("Tales"), **1998(M/J)**:166

Program Attendance Bowls Over Planners ("Tales"), **1999(N/D)**:350

ALLIANCE LIBRARY SYSTEM (Ill.)

Librarians Become Techno-Qualified ("Tales"), **1999(J/F)**:17

Pigs A-Plenty, Pigs Galore ("Tales"), **2000(M/J)**:134–135

ALPHA PARK (Ill.) PUBLIC LIBRARY DISTRICT

Time to Reminisce ("Tales"), **1998(S/O)**:289–290

Altman, Ellen. See *also* Davis, Hazel M.

Editor's Note (column) (see issues **1994-1999(J/A)**)

Alward, Donna J.

The Big Stretch: Making Library Conferences Relevant to Small and Rural Public Libraries,
2001(N/D):328–329

The Human Touch: Hairdresser, Librarian, and Social Worker ("Verso"), **2000(J/F)**:9

Aman, Mohammed M.

Third world libraries: Is there an American role? ("Professional Views"), **1994**:243–244

AMARILLO (Tex.) PUBLIC LIBRARY

An Eight-Year-Old Can Do This Job ("Tales"), **2001(M/J)**:146

AMERICAN LIBRARY ASSOCIATION

ALA and the ALA Chapters--An Essential Partnership ("Perspectives"), **1996**:351–352

ALA Goal 2000 and Public Libraries: Ambiguities and Possibilities, **1996**:224–231

Internet Toolkit and Training Available ("Tales"), **2000(J/A)**:193

Leadership for the Profession: The Art and the Reality ("Perspectives"), **1997**:212–215

AMERICAN LIBRARY ASSOCIATION CORE VALUES TASK FORCE

The Search for Librarianship's Core Values ("Perspectives"), **2001(M/J)**:149–153

Ammon, Bette

Some Part of My Soul Needs the Wild: An Interview with Dorothy Hinshaw Patent ("Book Talk"),
2001(J/A):212–214

ANAHEIM (Calif) PUBLIC LIBRARY

Public Participation in Strategic Planning of Library Services, **1998(M/A)**:126–132

Anderson, Bette
Trends in the Workplace: Part-Time Librarians, **1995**:264–265

Anderson, Mary Jane
The Influence of Current Events on Literary Genre ("Perspectives"), **1997**:151–152

Anhang, Abe
Whatever Happened to the Chicken Who Crossed the Road? ("Verso"), **2001(J/F)**:12

ANN ARBOR (Mich.) DISTRICT LIBRARY
On the Road and Online: How Four Bookmobiles Got Connected, **2001(M/A)**:99–101

ANNE ARUNDEL (Md.) COUNTY PUBLIC LIBRARY
Four Times Bigger ("Tales"), **1999(M/A)**:86–87
Snapshots of Life in Annapolis ("Tales"), **1996**:160

ANNIVERSARY CELEBRATIONS
Centennial Birthday Bash, **1996**:44–46
A Century of Horsing Around ("Tales"), **1999(J/A)**:211
Fabulous at Forty ("Tales"), **1999(J/A)**:212
Fifty Stories for Fifty Years ("Tales"), **2002(S/O)**:247
Historic Library Turns 100 ("Tales"), **1998(M/A)**:105
Librarian Floats to Sweepstakes ("Tales"), **1998(S/O)**:289
Librarian's Funeral in Library Part of 125 Years of History ("Tales"), **1998(S/O)**:289
Library Celebrates One Hundred Years ("Tales"), **1997**:17
Library Celebrates Sesquicentennial ("Tales"), **1997**:210–211
One Day on the Job Turns into 100 Years ("Tales"), **1998(M/J)**:165
Owl Becomes Wiser ("Tales"), **1996**:161
Sixties Sizzle at Library Party ("Tales"), **1997**:17–18

Antell, Karen E. See Van Fleet, Connie

ARAPAHOE LIBRARY DISTRICT (Littleton, Colo.)
Animal Crackers, Milk, and a Good Book: Creating a Successful Early Childhood Literacy Program, **2001(M/J)**:166–169
Dr. Seuss Would Be Proud ("Tales"), **1999(M/J)**:145
Market survey used for long-range plan ("Field notes"), **1994**:13
May We Have Your E-mail Address? ("Tales"), **2002(M/J)**:134
Mustangs Star in Summer Reading ("Tales"), **1996**:345–346
A Trip Down Memory Lane with "Remembering" Kits for Seniors ("Tales"), **2000(M/J)**:134
Why Should Kids Have All the Fun? ("Tales"), **1999(S/O)**:279–280

ARCHIVES
Chicago PL Archives to Go Online ("Tales"), **1998(N/D)**:353
The Presidential Libraries: A Growing Resource, **1997**:94–99

ARIZONA STRATEGIC PLANNING FOR ECONOMIC DEVELOPMENT PROJECT
Libraries as Information Centers for Economic Development, **1995**:18–22

ARLINGTON COUNTY (Va.) PUBLIC LIBRARY
Cyberseniors ("Tales"), **1999(J/A)**:212

ARLINGTON HEIGHTS (Ill.) PUBLIC LIBRARY
Friends Unveil History ("Tales"), **1999(S/O)**:279

Armstrong, Annie Laurie, Catherine Lord, and Judith Zelter
Information Needs of Low-Income Residents in South King County, **2000(N/D)**:330–335

ART IN LIBRARIES
Friends Unveil History ("Tales"), **1999(S/O)**:279

ART PROGRAMS
Artistic Library Wins Grand Prize ("Tales"), **1999(J/A)**:212

Asp, William G.
Targeted Funding: A Trend in Government Finance ("Perspectives"), **1995**:333–334

ASSOCIATION FOR COMMUNITY NETWORKING
The Association for Community Networking ("Section News"), **1998(M/J)**:207–208

@ YOUR LIBRARY CAMPAIGN
The Campaign for America's Libraries Launches New Web Site, **2001(S/O Supp)**:34

ATLANTA-FULTON (Ga.) PUBLIC LIBRARY

("News"), **1994**:46, 48–49
ATLANTIC CITY (N.J.) FREE PUBLIC LIBRARY
Children Nominate Their Mothers and Fathers at Best ("Tales"), **1998(S/O)**:290
Cinema and stage celebrate black history ("Field Notes"), **1994**:128
Here She Comes ... ("Tales"), **1996**:22
Live broadcasts help entrepreneurs ("Field Notes"), **1994**:296
ATWATER-RHODES, AMELIA
Teen Author Creates a New World: An Interview with Amelia Atwater-Rhodes ("Book Talk"),
2001(M/J):155–156
ATWOOD, MARGARET
Margaret Atwood Receives 1999 Peggy V. Helmerich Distinguished Author Award ("Tales"),
2000(M/A):70
AUDIOBOOKS
Kalamazoo Library First to Offer Digital Audiobooks ("Tales"), **2001(J/A)**:205
Kalamazoo's Cutting-Edge Digital Audio Books Project ("News"), **2001(J/A)**:242–243, 246
Not So Quiet a Revolution: Audiobooks in Public Libraries ("Perspectives"), **1996**:113–117
Reading for a Living: Life as an Audio-Book Narrator ("InterViews"), **2002(N/D)**:317–318
AUDIOVISUAL MATERIALS. *see* MULTIMEDIA; VIDEOS
AUGUSTANA COLLEGE (Ill.)
Library Director Airs Off on the Radio ("Tales"), **1999(M/J)**:145
Auld, Hampton "Skip"
The Benefits and Deficiencies of Unions in Public Libraries ("Perspectives"), **2002(M/J)**:135–142
Combined School-Public Library Facilities: Opinions, Case Studies and Questions to Consider
("Perspectives"), Part 1 **41**:248–255, Part 2 **41**:310–316
Public Libraries in the Developing World ("Perspectives"), **2002(J/F)**:25–33
AUSTIN (Tex.) PUBLIC LIBRARY
Austin Public Library Star Cards Featured on Local Buses ("Tales"), **2002(M/A)**:83
Storytime for the Young and Old ("Tales"), **2001(S/O)**:266
AUTHOR PROGRAMS
"A Cup of Coffee and a Good Book--It's a Natural" ("Tales"), **2001(J/F)**:20
Among Friends: Author Programming in Public Libraries ("Perspectives"), **1998(J/A)**:235–241
Author/Senator/Presidential Candidate Visits Kansas Library ("Tales"), **1999(N/D)**:350–351
Friendship Inspires Exhibit and Ceremony ("Tales"), **1999(N/D)**:351–352
Homegrown Authors Feted in Alabama ("Tales"), **1999(S/O)**:281
Hot Program Sets off Alarms ("Tales"), **1998(J/A)**:232
Illinois Authors Have a Web Page ("Tales"), **1999(S/O)**:281
Monkee Business at the Clearwater Public Library ("Tales"), **2001(J/F)**:21
A Novel Cruise ("Tales"), **1998(N/D)**:351–352
Poetry Adds Taste to Coffee ("Tales"), **1998(J/A)**:234
Poets Read at Brooklyn Coffees ("Tales"), **1998(J/A)**:234
Weimaraners (Bow) Wow Audience ("Tales"), **1998(S/O)**:289
AUTHORS AND ILLUSTRATORS. *See also* Book Talk (column)
Write on, Cleveland! ("Field notes"), **1994**:71
AWARDS
1995 PLA/ALLS Top Titles for Adult New Readers, **1995**:225–228
1999 Top Titles for Adult New Readers, **1999(S/O)**:320
ALLS Selects Top Titles ("Section News"), **1995**:301
Denver PL Ranked First in Nation ("Tales"), **2001(M/J)**:146–147
Ezra Jack Keats Awards for Outstanding Children's Books Winners Honored by NYPL ("Tales"),
2001(S/O):267
Feature Editor Honored, **1999(J/A)**:206
Firecracker Awards at ABA ("Tales"), **1996**:218
First Independent E-Book Awards ("Tales"), **2001(J/A)**:204
Fort Vancouver Regional Library Receives PLA Grant ("News"), **2000(S/O)**:288
Four Libraries Win First Ever National Award for Community Service, **2000(M/J)**:133
Four Libraries Win National Community Service Award ("Tales"), **2000(S/O)**:246

How to Win an Award for Excellent Library Service ("Section News"), **1997**:316–317
 Library Named Innovator ("Tales"), **1999(J/F)**:16
 LSSI Wins Award ("Tales"), **1999(J/F)**:16
 Main Street Project Wins Excellence in Small and/or Rural Public Library Service Award for Littleton
 Public Library ("Section News"), **1998(M/J)**:210–211
 Maine Library Chosen for PLA Excellence Award, **1995**:237
 Margaret Atwood Receives 1999 Peggy V. Helmerich Distinguished Author Award ("Tales"),
2000(M/A):70
 Most Requested--1997 ("News"), **1998(M/J)**:204
 National achievement citation, **1994**:158–159
 News from your board and an award, **1994**:284
 PLA Award Winners, **1995**:101
 PLA Award Winners ("News"), **1997**:181–182
 PLA Award-Winners ("News"), **1998(M/J)**:204–205
 PLA Award-Winners ("PLA News"), **1996**:192
 PLA Honors Award Recipients at All-Star Breakfast, **1995**:296–297
 PLA Honors Award Recipients at PLA President's Reception ("News"), **1999(S/O)**:325
 PLA Honors Award Recipients at President's Reception ("News"), **1998(S/O)**:323
 PLA/ALLS Top Titles for Adult New Readers, **1994**:167–168
 PLA's 1994 National Achievement Citations Awarded, **1995**:172–173
 The Rewards of Romance (Librarian of the Year), **1995**:199
 Texas Library Receives National Music Award ("Tales"), **2001(M/A)**:84
 And the Winner Is ... ("Section News"), **1996**:196–197
 Writing for *PL* Pays Off ("News"), **2000(N/D)**:357, 361
AWARDS--PLA SERVICE AWARD
 2001 PLA Service Award Winners, **2001(M/A)**:81
 PLA Announces 1999 Service Award Winners ("News"), **1999(M/J)**:188
 PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173
 PLA Announces 2001 Service Award Winners ("News"), **2001(M/J)**:182–183

B

B. B. COMER MEMORIAL PUBLIC LIBRARY (Sylacauga, Ala.)
 Four Libraries Win First Ever National Award for Community Service, **2000(M/J)**:133
 Four Libraries Win National Community Service Award ("Tales"), **2000(S/O)**:246
 Baaske, Ian. See Hayes, Jan
BACKPACK LENDING PROGRAMS
 Wheeler Memorial Library Blazes Trails with Backpack Project ("Tales"), **2001(M/A)**:84
 Williamsburg Regional Library Offers Park Packs ("Tales"), **2001(S/O)**:267
 Backus, Joyce. See Miller, Naomi
BACON MEMORIAL DISTRICT (Mich.) LIBRARY
 Historic Library Turns 100 ("Tales"), **1998(M/A)**:105
 Baker, Lynda M., and Feleta L. Wilson
 Consumer Health Materials Recommended for Public Libraries, **1996**:124–130
 Baker, Lynda M., and Judith J. Field
 Reference Success: What Has Changed over the Past Ten Years, **2000(J/F)**:23–30
 Baker, Lynda M., Lothar Spang, and Christine Gogolowski
 The Provision of Consumer Health Information by Michigan Public Librarians, **1998(J/A)**:250–255
 Baker, Sharon L.
 Cooperative Questioning for the Sake of Innovation ("Perspectives"), **1999(J/A)**:214–215
BAKER & TAYLOR AUDIO MUSIC/VIDEO PRODUCT AWARD GRANT
 PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173
 Balcom, Kathleen M.
 Assessing PLA's national conferences ("Professional Views"), **1994**:187
 Ball, Sharon S. See Blubaugh, Penny
BALTIMORE COUNTY (Md.) PUBLIC LIBRARY

- Accounting for the Superhighway ("Field notes"), **1995**:136
Children Plug In to CD-ROM Guide of the Library ("Tales"), **1998(S/O)**:289
Giving Them What They Want in Small Public Libraries, **2000(M/J)**:148–155
"How May I Help You?" in Cyberspace ("Internet Spotlight"), **2001(M/J)**:157–158
Library Provides Translation Service for Customers ("Tales"), **2002(M/A)**:82
Murder by the Book ("Tales"), **1998(N/D)**:351
Services for Homeless Listed on Updated "Street Card" ("Tales"), **2002(J/A)**:193
Touch the world ("Field Notes"), **1994**:71
- BANNED BOOKS WEEK**
Celebrate the Freedom to Read, **1998(J/A)**:226
VIPs Read Banned Books ("Tales"), **1996**:19
- BAR TENDING**
A Book about Dogs and a Martini on the Rocks, Please ("Verso"), **1997**:149
- Barnett, Andrew
Why Library Technology Bites Back ("Verso"), **1999(J/A)**:208–209
- Barrentine, James K.
Firewalls in Public Libraries, **1998(N/D)**:362–366
- BASS, RICK**
The Power of Language to Promote Change: An Interview with Rick Bass ("Book Talk"), **2001(J/F)**:27–29
- Bauer, William
Micronesia (Palau), 1994-96 ("Perspectives"), **2002(J/F)**:29
- BAUM, L. FRANK**
We're Off to See the Wizard ("Tales"), **2000(M/J)**:135
- Beachboard, John C. See McClure, Charles R.
- Belk, Norman
Know Your Community ("Perspectives"), **1997**:280–281
- Bell, Lori
A Promising Frontier or the New Wasteland? ("Perspectives"), **1995**:73–74
- BELVEDERE-TIBURON (Calif.) LIBRARY**
A Patron-Owned Library: How Residents of Two Communities in California Built Their Own Independent Library, **2001(N/D)**:359–363
- Belvin, Robert. see Olivier, Lee
- Berger, Carol A.
Executive Recruiting into the New Millennium ("Perspectives"), **1998(N/D)**:354–355
- Bernfeld, Betsy
Terrorism and the American Library Card ("InterViews"), **2002(S/O)**:261, 264
- Berry, June Kahler
Texas Accelerated Library Leaders:TALL Texans ("Verso"), **2000(N/D)**:311–313
- Bertot, John Carlo. See also McClure, Charles R.
[about] [awarded a research grant] ("News"), **1999(J/F)**:52
- Bertot, John Carlo, Charles R. McClure, and Joe Ryan
Impact of External Technology Funding Programs for Public Libraries: A Study of LSTA, E-Rate, Gates, and Others, **2002(M/J)**:166–171
- Bertot, John Carlo and Charles R. McClure
Measuring Electronic Services in Public Libraries: Issues and Recommendations, **1998(M/J)**:176–180
- BETECK, ELLIS**
An International "Perspectives": An Interview with Ellis Beteck ("InterViews"), **2001(J/F)**:30–31
- BETTENDORF (Iowa) PUBLIC LIBRARY**
Library Director Airs Off on the Radio ("Tales"), **1999(M/J)**:145
- BETTER BUSINESS BUREAU**
Better Business Bureau Programs for Public Libraries ("PLA News"), **1996**:318
- BIRMINGHAM (Ala.) PUBLIC LIBRARY**
Books Reward Volunteer ("Tales"), **1998(J/F)**:27
Friendship Inspires Exhibit and Ceremony ("Tales"), **1999(N/D)**:351–352
Homegrown Authors Feted in Alabama ("Tales"), **1999(S/O)**:281

- Scavenger Hunts Replace Tours ("Field notes"), **1995**:270
Sit, Stay, READ ("Tales"), **2002(M/J)**:134
Squiggles Entertain Young Audience ("Tales"), **1999(M/A)**:86
- BISEXUAL PATRONS.** see **GAY AND LESBIAN PATRONS**
- Bishop, Kay. see Abbas, June; Kimball, Melanie
- Bishop, Kay and Anthony Salveggi
Responding to Developmental Stages in Reference Service to Children, **2001(N/D)**:354–358
- BLACK HISTORY MONTH**
Cinema and stage celebrate black history ("Field Notes"), **1994**:128
- BLOOMINGTON (Ill.) PUBLIC LIBRARY**
Bequest Starts Foundation ("Field notes"), **1995**:330
- Blount, Patti
Double Your Fun with a Combination Public-High School Library ("Perspectives"), **2002(S/O)**:254–255
- Blubaugh, Penny and Sharon S. Ball
The Series Controversy and How It Grew, **1998(J/F)**:48–50
- BLUNT, JUDY**
The Landscape of My Life: An Interview with Judy Blunt ("Book Talk"), **2002(J/A)**:202–204
- Bobinski, George
Notable libraries and librarians ("Professional Views"), **1994**:130–131
- Bobkoff, Miriam
A Bookworm's Eye-View of Collection Development: Making Use of Gift Books, **1999(N/D)**:364–370
- Bodle, Philisann
The Role of Automation in the Future of Public Library Service ("Perspectives"), **1996**:27–28
- Boggs, Ginny
Circulation and Processing of CD-ROMs ("Perspectives"), **1996**:279–280
- BOND REFERENDA**
Developing and Passing a Bond Issue: A Trustee's View, **1997**:24–28
The Future is Now ("Tales"), **1997**:85–86
Voters Say Yes, Ten to One ("Tales"), **1997**:85
- BOOK GROUPS**
The Book Clique: Creating and Running a Book Discussion Group Online ("Verso"), **2000(S/O)**:244–245
Book Clubs are Alive and Well in the Greater Cleveland Area ("Verso"), **2002(J/A)**:190–192
DVS-Formatted Film Series Planned ("Tales"), **1997**:275
LeRoy Collins Leon County Public Library FAN Club ("Tales"), **2002(M/A)**:82
Library Launches Book Chat ("Tales"), **1998(N/D)**:351
Maricopa County Library District Announces New E-services ("Tales"), **2000(S/O)**:246
New "Gab Bags" Program Brings Books to Reading Groups ("Tales"), **2002(J/A)**:194
Not for Children Only ("Tales"), **2000(N/D)**:314
Online Tutoring and Book Discussion Groups ("Tales"), **2001(S/O Supp)**:9–10
A Pint and a Paperback ("Tales"), **1999(N/D)**:350
Program Gets Reading Groups Off the Ground ("Tales"), **1997**:147
Why Should Kids Have All the Fun? ("Tales"), **1999(S/O)**:279–280
You Just Don't Listen! Mother-Daughter Book Groups Fit the Bill ("Perspectives"), **2002(J/A)**:198–199
- BOOK REVIEW PROGRAMS**
Books and Bistros Are Big in Buffalo, **1995**:86–88
Teens Review Books ("Tales"), **1996**:110
- BOOK REVIEWING**
Tracking specialized book selection, **1994**:267–271
- BOOK REVIEWS.** see issues **1995-2002(N/D)**
101 Fingerplays, Stories, and Songs to Use with Finger Puppets, **1999(J/A)**:262
Access, Resource Sharing, and Collection Development, **1997**:382
On Account of Sex: An Annotated Bibliography on the Status of Women in Librarianship, **2000(M/J)**:175–176
Achieving School Readiness: Public Libraries and National Education Goal No. 1, **1996**:327
Across the Generations: Selecting and Using Inter-Generational Resources, **1997**:382–383

The ADA Library Kit, **1995**:372–373
Adaptive Technologies for Learning and Work Environments, **1995**:49
Adaptive Technology for the Internet, **2000(J/A)**:226
Adult Programming: A Manual for Libraries, **1998(M/J)**:212
AIDS and HIV Programs and Services for Libraries, **1996**:78
All About Internet E-mail, **1997**:255
All-Out Internet Access: The Cambridge Public Library Model, **1997**:255
Alternative Library Literature, 1996/1997: a Biennial Anthology, **1998(N/D)**:394
The Amazing Internet Challenge, **2000(M/A)**:119
American Indian Library Services in "Perspectives," **1999(M/J)**:193
Anniversaries and Holidays, **2001(J/F)**:60–61
Art & Story: The Role of Illustration in Multicultural Literature for Youth, **1998(M/A)**:146–147
Art Information and the Internet: How to Find It, How to Use It, **1999(M/J)**:194
Assessing Service Quality: Satisfying the Expectations of Library Customers, **1999(J/F)**:62
Assessment Centers for Professional Library Leadership, **1995**:182
Audio book breakthrough, **1994**:287–288
Audiovisual Resources for Family Programming, **1996**:254
Avoiding Liability Risk, **1995**:308
Banned in the U.S.A., **1995**:182
Barriers to Information: How Formal Help Systems Fail Battered Women, **1995**:309
Basic Internet for Busy Librarians: A Quick Course for Catching Up, **1998(N/D)**:397
Basic Library Skills, **2001(J/A)**:244–246
Basic Young Adult Services Handbook: A Programming and Training Manual, **1998(S/O)**:333
Best Book for Young Adults, **2001(N/D)**:365
The Big Book of Library Grant Money, **1995**:240
Book Displays: A Library Exhibits Handbook, **1997**:319
Book Repair, **2002(J/F)**:55–56
Booktalks Plus, **2002(M/A)**:116
Born to Succeed (video), **1997**:54
Budgeting: A How-To-Do-It Manual for Librarians, **1998(S/O)**:331
Building a Special Collection of Children's Literature in Your Library, **1998(J/A)**:266
Building an ESL Collection for Young Adults, **1999(M/J)**:194
Building Electronic Library Collections, **2001(S/O)**:307
Business, Government, and Law on the Internet: A Hands-On Workshop, **1999(J/A)**:262
Buying Books: A How-to-Do-It Manual for Librarians, **2001(N/D)**:366
Career Vision: The Sourcebook for Career Planning and Job Searching, **1996**:143
Caroline Feller Bauer's handbook for storytellers, **1994**:173
Cataloging and Classification: Trends, Transformations, Teaching, and Training, **1998(J/F)**:70
The CD-ROM Primer, **1995**:182–183
CD-ROM Technology: A Manual for Librarians and Educators, **1998(S/O)**:332
Charging and Collecting Fees and Fines: A Handbook for Libraries, **1998(S/O)**:332
Children's Book Awards Annual 1998, **1999(J/F)**:63
Civilizing the Internet: Global Concerns and Efforts Toward Regulation, **1999(M/A)**:128–129
Classification Workbook for Small Libraries Using Abridged Dewey Decimal Classification, **1995**:48
Coaching Kids for the Internet, **2000(M/A)**:118–119
Collecting and Using Public Library Statistics, **1997**:318
Collection Development and Finance: A Guide to Strategic Library Materials Budgeting, **1996**:326
Communicating Professionally: A How-To-Do-It Manual for Library Applications, 2d ed., **1999(M/A)**:129
Community Collaborations for Family Literacy, **1995**:49
The Community Networking Handbook, **2000(J/F)**:44–45
The Complete Index to Library Sources in Film, **2000(M/A)**:119
Copyright in Cyberspace, **2002(M/J)**:174
Creating a Power Web Site, **1999(S/O)**:330
Critical Companions to Popular Contemporary Writers (CD-ROM), **1999(S/O)**:330
Critical Issues in Library Management: Organizing for Leadership and Decisionmaking, **1996**:390
At the Crossroads: Librarians on the Information Superhighway, **1997**:188–189

Customer Service: A How-To-Do-It Manual for Librarians, **1995**:183
Customer Service Excellence, **1997**:255
Cyberhound's Guide to Internet Databases, **1997**:54
The Cybrarian's Manual 2, **2000(J/A)**:226
Delivering Web Reference Services to Young People, **1999(J/F)**:62–63
Democracy and the Public Library, **1995**:48–49
Descriptive Statistical Techniques for Librarians, 2d ed., **1998(N/D)**:394
Designing Better Libraries: Selecting and Working with Building Professionals, **1996**:199
Designing Web Interfaces to Library Services and Resources, **1999(S/O)**:330–331
Developing an Outstanding Collection, **2002(S/O)**:291
Developing and Managing Video, **1997**:188
Developing Christian Fiction Collections for Children and Adults: Selecting Criteria and a Core Collection, **1998(N/D)**:395–396
Developing Readers' Advisory Services, **1995**:239
Developing readers' advisory services, **1994**:229
Developing Reference Collections and Services in an Electronic Age, **2001(S/O)**:307, 313
Dewey Decimal Classification, 21st Edition: A Study Manual and Number Building Guide, **1999(J/F)**:63
Digital Libraries, **2000(M/J)**:175
Digital Reference in the New Millennium, **2001(J/A)**:244
Disability Resources Monthly, **1995**:373
Do It Right! Best Practices for Serving Young Adults in School and Public Libraries, **2002(N/D)**:345
Does Your Project Have a Copyright Problem?, **1997**:126
DO-IT Universal Access: Electronic Resources in Libraries, **1997**:383
Economics of Digital Information: Collection, Storage and Delivery, **1998(J/A)**:267
The Economics of Information, **1997**:54
Eldercare: The Best Resources to Help You Help Your Aging Relatives, **2000(M/A)**:118
Electronic Resources Skills: An Assessment and Development Log for Reference Staff, **1996**:327
Emerging Pattern of Collection Development in Expanding Resource Sharing, Electronic Information, and Network Environment, **1997**:318
Enhancing Communication: Five Video-Based Courses for Library Staff Development, **1997**:54–55
Enoch Pratt Free Library Brief Guide to Reference Sources, **2001(S/O)**:307, 313
Enrichment: A History of the Public Library in the United States in the Twentieth Century, **1999(N/D)**:394
Ethics, Information and Technology Readings, **1998(M/J)**:212
Evaluating Reference Services, **2001(M/J)**:186
Everyone's Guide to Children's Literature, **1998(M/A)**:146
Excellence in Library Services to Young Adults, **1995**:240–241
Exploding the Myths: The Truth about Teenagers and Reading, **2002(M/A)**:115
The Fair Garden and the Swarm of Beasts, **1995**:241
Family Storytime, **2000(S/O)**:291
Fiction Acquisition/Fiction Management: Education and Training, **1998(S/O)**:332
Financial management for small and medium-sized libraries, **1994**:174
Financing Public Library Buildings, **1995**:373
Finding Government Information on the Internet, **1997**:126
Flannelboard Stories for Infants and Toddlers, **2000(M/A)**:118
Fluent in Fantasy: A Guide to Reading Interests, **2000(J/F)**:45
The Frugal Youth Cybrarian, **1997**:318
The Funding Game: Rules for Public Library Advocacy, **1999(N/D)**:398
Fundraising and Friend-Raising on the Web, **1998(N/D)**:396–397
Future Libraries: Dreams, Madness & Reality, **1995**:372
The Future of Cataloging, **2001(M/A)**:125, 129
The Future of Resource Sharing, **1997**:55
Genreflecting: A Guide to Reading Interests in Genre Fiction, **1996**:390
Get Them Talking: Managing Change Through Case Studies and Case Study Discussion, **2001(N/D)**:366, 368
Getting Political: An Action Guide for Librarians and Library Supporters, **1997**:254

Good books in a country home, **1994**:342
Guide to Publishing Opportunities for Librarians, **1996**:198
A Guide to Reference Books for Small and Medium-Sized Libraries: 1984-1994, **1996**:199
Guide to Selecting and Acquiring CD-ROMS, Software, and Other Electronic Publications, **1995**:119
Guides to Library Collection Development, **1996**:79
A Hardware and Software Primer for Librarians: What Your Vendor Forgot to Tell You, **1999(S/O)**:331
Health Care Resources on the Internet, **2002(J/F)**:55
The Healthy Cookery Index, **2000(M/A)**:119
Helping Business-The Library's Role in Community Economic Development, **1997**:382
A History of Information Storage and Retrieval, **2002(N/D)**:344-345
Hold Them in Your Heart, **2001(J/A)**:246
The Holocaust in Literature for Youth: A Guide and Resource, **1999(N/D)**:395, 398
How to Find Medical Information on the Internet, **2000(N/D)**:359
Human Aspects of Library Automation, 2d ed., **1999(M/A)**:129
Identifying and Analyzing User Needs, **2002(M/A)**:115-116
Improving Online Public Access Catalogs, **1999(J/F)**:62
Information Delivery in the 21st Century, **2000(N/D)**:358-359
Information Ethics for Librarians, **1998(M/J)**:213-214
Information Imagineering: Meeting at the Interface, **1998(J/A)**:266
Information Power: Building Partnerships for Learning, **1999(M/J)**:193
Information Services for People with Developmental Disabilities: The Library Manager's Handbook, **1996**:255
Intellectual Freedom and Social Responsibility in American Librarianship, **2001(N/D)**:365
International Information: Documents, Publications, and Electronic Information of International Governmental Organizations, **1998(M/J)**:213
International Network of Public Libraries, **2000(M/J)**:175
Internet Costs and Cost Models for Public Libraries: Final Report, **1996**:143
Internet Guide for the Legal Researcher, **1996**:326-327
Internet Policy Handbook for Libraries, **1999(S/O)**:331
Internet Power Searching: The Advanced Manual, **1999(S/O)**:331
Internet Research: Theory and Practice, **1999(M/A)**:129
Introducing the Internet Plus, **1997**:126-127
It Comes with the Territory: Handling Problem Situations in Libraries, **1995**:119
The Key to the Future: Revised Minimum Standards for Youth Services in Public Libraries of New York State, **1996**:142-143
Latino Periodicals: A Selection Guide, **1999(M/A)**:130
Learn Dewey Decimal Classification, **2000(N/D)**:358
Learning About Books & Libraries, **2001(J/F)**:61
Learning Environments for Young Children: Rethinking Library Spaces and Services, **1999(J/F)**:63
The Librarian's Companion, **1997**:188
Librarians in Fiction: A Critical Biography [i.e. Bibliography], **1998(N/D)**:394
Libraries, Access, and Intellectual Freedom: Developing Policies for Public and Academic Libraries, **2000(M/A)**:118
Libraries & the Internet, **1997**:319
Library and Information Center Management, **1999(M/A)**:130
The Library and Information Professional's Guide to the World Wide Web, **2000(J/F)**:44
Library Building Projects: Tips for Survival, **1995**:239-240
Library Celebrations, **2000(S/O)**:291
Library Evaluation, **2002(M/A)**:115-116
Library Manager's Deskbook: 102 Expert Solutions to 101 Common Dilemmas, **1996**:254
The Library Paraprofessional: Notes from the Underground, **1997**:318-319
Library records: a retention and confidentiality guide, **1994**:341
Library Relocations and Collection Shifts, **2000(M/A)**:119
Library Security and Safety Handbook: Prevention, Policies, and Procedures, **1999(N/D)**:394-395
Library Service to Spanish-Speaking Patrons, **2002(J/F)**:55
Library Services to Latinos, **2002(J/F)**:57

Library Training for Staff and Customers, **2001(M/A)**:125
Library Trustee Guidelines, **1995**:183
Literacy and Libraries, **2002(M/J)**:174–175
Local Area Networking for the Small Library: A How-To-Do-It Manual, **1998(J/F)**:70
Local History Collection in Libraries, **1996**:390–391
Long Range Planning, **1995**:308
Managing and Analyzing Your Collection, **2002(S/O)**:290
Managing Children's Services in the Public Library. 2d ed., **1998(S/O)**:332–333
Managing Overdues, **1998(N/D)**:397
Managing Public Access Computers, **2000(S/O)**:290
Managing the Internet Controversy, **2001(N/D)**:366
Managing time, **1994**:287
Managing Today's Public Library, **1995**:240
Managing Young Adult Services, **2002(N/D)**:345
Marketing of Library and Information Services, **1996**:198
Maxwell's Handbook for AACR2R, **1998(J/F)**:71
Meeting Community Needs with Job and Career Services, **1995**:373
Moving Library Collections: A Management Handbook, **1999(M/A)**:128
Multiculturalism in Library Programming for Children, **1996**:198–199
Multimedia Storytimes, **2002(J/A)**:230
The Myth of the Electronic Library, **1995**:308
Neal-Schuman Authoritative Guide to Web Search Engines, **1998(M/A)**:147
Neal-Schuman Internet Policy Handbook for Libraries, **2000(J/F)**:45
The New Books Kids Like, **2002(J/A)**:230
New Employee Orientation, **1995**:308–309
New Technologies and Reference Services, **2002(J/F)**:56–57
The Newbery and Caldecott Awards, **2000(J/A)**:227
Notes for Serial Cataloging, 2d edition, **1998(J/A)**:266
101 desktop publishing and graphics programs, **1994**:116
The Organization of Information, **1999(S/O)**:331–332
Our Singular Strengths: Meditations for Librarians, **1998(M/J)**:214
Outsourcing Cataloging, Authority Work, and Physical Processing, **1995**:372
Outsourcing Library Technical Services, **1997**:127
Picture This: Picture Books for Young Adults, **1998(M/J)**:212–213
A Place at the Table: Participating in Community Building, **2001(J/F)**:60
Planning for Automation, 2d ed., **1998(M/J)**:214
Policy making for public library trustees, **1994**:230
Poor People and Library Services, **1998(N/D)**:396
Practical Help for New Supervisors, **1997**:254
Practical HTML, **1997**:126–127
Preservation: Issues and Planning, **2001(M/J)**:186–187
Programming for Outreach Services to Children, **1996**:198–199
Promoting a Global Community through Multicultural Children's Literature, **2002(M/A)**:116
Proposal planning and writing, **1994**:287
Protecting Library Staff, Users, Collections, and Facilities, **2002(N/D)**:344
Public & Access Services Quarterly, **1996**:142
Public Librarian's Human Resources Handbook: Employer Rights and Responsibilities, **1999(J/F)**:62
The Public Library Effectiveness Study: a complete report, **1994**:115–116
Public Library Youth Services: A Public Policy Approach, **1996**:78–79
Read easy: large print libraries for older adults, **1994**:116
Readers' Advisory Service in the Public Library, **1997**:383
Recommended Reference Books for Small and Medium-Sized Libraries and Media Centers, **1997**:55
Recruiting, Educating, and Training Librarians for Collection Development, **1996**:79
Reference and Collection Development on the Internet, **1997**:189
The Reference Assessment Manual, **1996**:254–255
Reference Services for Archives and Manuscripts, **1997**:382

Reinvention of the Public Library for the 21st Century, **1999(N/D)**:394
Research Issues in Public Librarianship: Trends for the Future, **1996**:326
The Responsive Public Library, **2002(S/O)**:290–291
The RFP Process: Effective Management of the Acquisition of Library Materials, **1999(M/A)**:128
The Romance Readers' Advisory: The Librarian's Guide to Love in the Stacks, **2000(M/J)**:176
Running Summer Library Reading Programs: A How-to-Do-It Manual, **1998(N/D)**:394–395
Rural Libraries and Internetworking, **1996**:391
Safe at Work? Library Security and Safety Issues, **1999(N/D)**:395
Searching Smart on the World Wide Web, **1998(J/A)**:267
Securing PCs and Data in Libraries and Schools: A Handbook with Menuing, Anti-Virus, and Other Protective Software, **1998(S/O)**:333
Selecting and Managing Electronic Resources, **2001(S/O)**:307
Serials Control Systems for Libraries, **1995**:239
Serious about Series: Evaluations and Annotations of Teen Fiction in Paperback Series, **1999(J/A)**:262
Serving Families and Children through Partnerships, **1997**:188
Serving Latino communities: A How-To-Do-It Manual for Librarians, **1998(S/O)**:331–332
Serving Readers, **1998(M/A)**:146
Sexism and Reentry: Job Realities for Women, **1998(J/F)**:71
The Short Story Readers' Advisory, **2000(S/O)**:290–291
Sizzling Summer Reading Programs for Young Adults, **1998(N/D)**:395
Small Libraries: Organization and Operation, **2000(N/D)**:358
Sorting Out the Web: Approaches to Subject Access, **2002(N/D)**:344
Story Programs: A Source Book of Materials, **2001(M/J)**:187
Storycraft, **2002(S/O)**:292
Strategic Management for Public Libraries, **1997**:127
Strategic Management for Today's Libraries, **1999(N/D)**:395
Surviving the difficult customer, **1994**:341–342
The Systems Librarian: Designing Roles, Defining Skills, **1999(M/A)**:129–130
Teaching Banned Books, **2002(M/J)**:174
Teaching the Internet to Library Users and Staff, **2000(J/F)**:44
Team Power: Making Library Meetings Work, **1995**:48
Technology and Copyright Law, **1997**:254–255
Teens.library, **2002(N/D)**:345
Tools of Our Trade III, **2001(M/A)**:125
Training paraprofessionals for reference service, **1994**:64
Trust Your Children, **1998(M/A)**:147
Two Pioneers of Young Adult Library Service, **1999(M/J)**:193–194
Understanding the Business of Library Acquisitions, **1999(S/O)**:332
U.S. Government on the Web, **2002(M/J)**:175
Used Book Sales: Less Work & Better Profits, **1996**:255
Using Desktop Publishing to Create Newsletters, Handouts, and Web Pages, **1997**:383
Using OCLC under PRISM, **1997**:189
Valuing the Economic Costs and Benefits of Libraries: A Study Prepared for the N Strategy, **1996**:391
Vote Yes for Libraries, **2002(J/F)**:56
VOYA Reader 2, **1998(S/O)**:331
Web-Based Instruction, **2002(S/O)**:290
Webmaster, **1998(J/F)**:70–71
What's Good?: Describing your public library's effectiveness, **1994**:115
Where to Find What, **2000(J/A)**:226–227
Whither the Postmodern Library?, **2001(N/D)**:365–366
The Whole Library Handbook 2, **1996**:78
Women in U.S. History: A Resource Guide, **2001(J/A)**:246
Young Adults and Public Libraries: A Handbook of Materials and Services, **1998(N/D)**:395
Your right to know, **1994**:229–230
Youth Participation in School and Public Libraries: IT WORKS, **1996**:391

BOOK SALES

Ten Bucks Buys a Box of Books ("Tales"), **2001(J/F):21**

BOOK SEARCHING

Finding That Elusive Book ("Internet Spotlight"), **2002(N/D):322–323**

Book Talk (column)

Be Willing to Break Your Own Heart: An Interview with Elizabeth McCracken, **2001(M/A):91–92**

The Corporate Mystic: An Interview with Gay Hendricks, **2001(N/D):338–339, 343**

The Country of Language: An Interview with Scott Russell Sanders, **2000(J/A):200–201**

Dealing with Fantasy: An Interview with Patricia C. Wrede, **2002(M/A):93–96**

Going Steady: My Love Affair with Public Libraries [interview with E. Ethelbert Miller], **2000(N/D):322–325**

How to Think Like Leonardo Da Vinci: An Interview with Michael J. Gelb, **2000(S/O):256–257**

I Graduated from the Library: An Interview with Ray Bradbury, **2002(N/D):319–321**

I Own More Library Cards Than Credit Cards: An Interview with Paul Dickson, **2002(S/O):262–264**

"I'm Afraid of Librarians": An Interview with Andrei Codrescu, **2002(J/F):36–37**

The Landscape of My Life: An Interview with Judy Blunt, **2002(J/A):202–204**

The Power of Language to Promote Change: An Interview with Rick Bass, **2001(J/F):27–29**

Sitting in a Room and Hating Yourself: An Interview with David Sedaris ("Book Talk"), **2001(S/O):273–276**

Some Part of My Soul Needs the Wild: An Interview with Dorothy Hinshaw Patent ("Book Talk"), **2001(J/A):212–214**

Stepping into Other Lives, Other Times: An Interview with Jeanette Ingold, **2002(M/J):143–145**

Teen Author Creates a New World: An Interview with Amelia Atwater-Rhodes, **2001(M/J):155–156**

BOOKDROPS

Williamsburg Regional Library's First Off-Site Bookdrop ("Tales"), **2002(M/A):83**

BOOKMARKS

Unusual Page Markers: A Lesson in Patron Privacy ("Verso"), **1999(J/F):15**

BOOKMOBILES

Cat on wheels ("Field notes"), **1994:239**

Improving Public Service through Corporate Cooperation ("Perspectives"), **1997:341–342**

Knowing the Patron ("Perspectives"), **1997:152–153**

Parnassus on the Interstate: Bookmobile Service in the Twenty-First Century, **1995:271–276**

On the Road and Online: How Four Bookmobiles Got Connected, **2001(M/A):95–101**

BOOKS AND READING

How Do Adult New Readers Locate High-Interest, Easy-to-Read Books?, **1999(S/O):294–298**

The Influence of Television on Reader Choice at Wellington Public Library, **1997:362–366**

Legacies ("Verso"), **1998(S/O):287**

Reading the 'Net--Books in Cyberspace ("Internet Spotlight"), **1999(M/J):154–155**

"Reports of My Death..." ("Editor's Note"), **1996:100, 102**

Thinking Outside the Book ("Editor's Note"), **2001(S/O):260, 262**

Top Titles in Fax Back Survey ("News"), **1999(M/J):189**

BOOKSTORES

Friends bookstore sells ("Field notes"), **1994:296**

One Happy Library User ("Verso"), **2001(S/O):264**

Super bookstores and public libraries ("Professional Views"), **1994:75–79**

BOSTON (Mass.) PUBLIC LIBRARY

Boston Public Library Offers Online Tutoring ("Tales"), **2000(S/O):247**

Online Tutoring and Book Discussion Groups ("Tales"), **2001(S/O Supp):9–10**

And You Thought the MLS Was Enough ("Tales"), **2000(N/D):314**

Boucher, David

For Reference, on the Front Lines, **2000(J/F):10**

BOULDER (Colo.) PUBLIC LIBRARY

African-American Community Documented ("Tales"), **1997:18**

A Blast from the Past [spelling bee] ("Tales"), **2002(J/A):193**

Couturiere Speaks on Life and Dresses ("Tales"), **1996:218**

Library Opens Cancer Information Center ("Tales"), **1998(N/D):352**

Literary Online ("Tales"), **1996:345**

- Seeing the Light in Boulder ("Tales"), **1997:85**
Spellers Buzz at Bee ("Tales"), **1997:147**
- Bouricius, Ann
Exploring the World of Romance Novels, **1995:144–151**
- Bowen, Christopher F.
Preparing for the Censor's Visit ("Perspectives"), **1997:279–280**
- Boyce, Bert R. See Boyce, Judith I.
- Boyce, Judith I., and Bert R. Boyce
A Reexamination of Shelf Organization for Children's Books, **2002(S/O):280–283**
- Boyden, Lynn and James Weiner
For the Public Good: Sustainability Demonstration in Public Library Building Projects, **2001(J/F):44–46**
- BOZEMAN (Mont.) PUBLIC LIBRARY
Turn off, tune out, drop in the library ("Field Notes"), **1994:183**
- BRADBURY, RAY
I Graduated from the Library: An Interview with Ray Bradbury ("Book Talk"), **2002(N/D):319–321**
- Bradley, Michelle
The Book Clique: Creating and Running a Book Discussion Group Online ("Verso"), **2000(S/O):244–245**
- Brady, Dianne. See Langley, Linda Parker
- BRANCH DISTRICT (Mich.) LIBRARY
Pets Parade with Patrons ("Tales"), **1996:346**
- Braustein, Susan
Thoughts on Unions in Public Libraries ("Perspectives"), **2002(M/J):138–139**
- BRITISH LIBRARIES
A British "Perspectives" on Public Libraries ("From the President"), **2000(J/F):7**
- BROADCASTING
Library Director Airs Off on the Radio ("Tales"), **1999(M/J):145**
- Bromberg, Peter
Statewide Supplemental Reference Service: New Jersey's Model for Backup Reference, **2001(J/A):235–239**
- BROOKLYN (N.Y.) PUBLIC LIBRARY
Brooklyn PL and Pratt Institute Offer Course on Urban Public Libraries ("Tales"), **2002(N/D):309**
Brooklyn PL Matches Spectrum Scholarship Funds ("Tales"), **1999(N/D):352**
Brooklyn Public Library Announces New Distance Learning Initiative ("Tales"), **2001(N/D):331**
Brooklyn Public Library Awarded \$400,000 for Teen Pilot Project ("Tales"), **2000(M/A):71**
Brooklyn Public Library Foundation Receives \$100,000 Gift ("Tales"), **2000(M/A):70–71**
Contemporary Library Opens ("Field notes"), **1995:199**
Dial-in to Business ("Tales"), **1995:9**
Fair Formula for Success ("Tales"), **1996:109**
Kites fly over agreement ("Field Notes"), **1994:295**
Literacy program reads computers ("Field Notes"), **1994:71**
Patrons Get Backstage Glimpse ("Field notes"), **1995:330**
Poets Read at Brooklyn Coffees ("Tales"), **1998(J/A):234**
A renaissance in Brooklyn ("Field Notes"), **1994:128**
Taste Test Sells Cookbook ("Tales"), **1996:161**
- Brostrom, David
Assessing Homeschooler Needs ("Perspectives"), **1995:201–202**
- BROWARD COUNTY (Fla.) LIBRARY
Alligators Swamp Library ("Tales"), **1997:275**
A Celebration of Pride ("Tales"), **1997:336**
Cool Jazz Makes Hot Programs ("Tales"), **1999(J/A):211**
Grant Helps Build Library ("Tales"), **1998(M/J):167**
Historic African-American Research Library and Cultural Center Opens ("Tales"), **2002(S/O):246**
Literary Days and Nights ("Tales"), **1998(M/J):166**
Log on at the Mall ("Tales"), **1996:278**
Partnerships Produce Results ("Perspectives"), **1997:340–341**

- Young Researcher Wins Computer ("Tales"), **1998(S/O):288**
- Brown, Charles M.
Assessing PLA's national conferences ("Professional Views"), **1994:186**
- Brown, Jeffrey L.
Making a Huge Difference in So Many Little Ways ("Perspectives"), **2001(J/F):23–24**
- BROWN COUNTY (Wisc.) LIBRARY
Give a Kid a Book ("Tales"), **2001(M/J):147**
Give-a-Kid-a-Book Campaign ("Tales"), **2002(N/D):309**
- BROWNSVILLE (Tex.) PUBLIC LIBRARY
The VIA Connection ("Verso"), **2002(M/J):131–132**
- Bruni, Marie
Disabilities Represent No Obstacles to Better Service ("Perspectives"), **1998(M/A):110**
- Bryan, Robin
Brarydog.net: A Homework Assistance Portal for Students, **2002(M/A):101–103**
Circulating E-book Readers: The Charlotte-Mecklenburg Experience, **2001(S/O Supp):21–26**
- Budd, John M. See *also* Raber, Douglas
- Budd, John M. and Cynthia Wyatt
"Do You Have Any Books On..." An Examination of Public Library Holdings, **2002(M/A):107–112**
- BUDGETING
Public Library Spending for Materials, **1995:27–32**
- BUFFALO AND ERIE COUNTY (N.Y.) LIBRARY FOUNDATION
Twain Goes High-Tech ("Tales"), **1998(N/D):353**
- BUFFALO AND ERIE COUNTY (N.Y.) PUBLIC LIBRARY
Books and Bistros Are Big in Buffalo, **1995:86–88**
Buffalo and Erie County PL Introduces Cardless Borrowing ("Tales"), **2002(M/J):133–134**
Mark Twain Celebration at the Buffalo and Erie County Public Library ("Tales"), **2001(S/O):266–267**
Mark Twain Short Story Film Rights Sold ("Tales"), **2002(M/A):82**
Shovel Off to Buffalo ("Tales"), **2001(M/A):83–84**
Strategic Service Plan for the *Third Millennium* ("Tales"), **1999(M/A):86**
- Bunge, Charles A.
Doing better: reauthorizing the Library Services and Construction Act("Professional Views"), **1994:15–17**
- Burack, Jonathan
Reading Begins in the Home ("Perspectives"), **2000(S/O):254**
- Burke, Donna Joy
A Passion for Access ("Perspectives"), **1999(J/A):215–216**
- Burt, David
Policies For the Use of Public Internet Workstations in Public Libraries, **1997:156–159**
- BUSINESS REFERENCE
Dial-in to Business ("Tales"), **1995:9**
Getting Down to Business: Public Library Services to Business ("Perspectives"), **1997:87–92**
Homepreneur Support Groups: From the Water Cooler to the Branch Library ("Verso"), **1998(J/A):229**
Libraries as Information Centers for Economic Development, **1995:18–22**
Libraries Mean Business ("Tales"), **1997:86**
Partners for business, **1994:57–58**
Public Library Service to Business, **1998(N/D):382–386**
- By the Book (column). see BOOK REVIEWS
- Byrnes, Carole
Exploring the World of Romance Novels, **1995:144–151**

C

CABLE-ACCESS TELEVISION

- Check It Out!* Put Your Library in the Spotlight! ("Tales"), **2002(M/J):133**
- Cadieux, Joseph
Ten (or So) Best Articles about E-books and E-publishing, **2001(S/O Supp):33–34**

CALIFORNIA PUBLIC LIBRARIES

InfoPeople: INternet FOr People, **1995**:152–156

Callahan, David

Acid Migration of Culture, **1996**:132–134

CAMDEN COUNTY (N. J.) LIBRARY

Statewide Supplemental Reference Service: New Jersey's Model for Backup Reference, **2001(J/A)**:235–239

CAMPAIGN FOR AMERICA'S LIBRARIES

The Campaign for America's Libraries Launches New Web Site, **2001(S/O Supp)**:34

Campbell, Sharon. See Matsco, Sandra

CANTON (Mich.) PUBLIC LIBRARY

SHINE--Simply Helping Is Not Enough: A Customer Service Campaign That Worked, **1999(S/O)**:316–318

CARD CATALOGS

Card catalogs get new lives ("Field notes"), **1994**:11

Recycling a card catalog ("Field notes"), **1994**:296

CAREER INFORMATION

Jobs on the Net for Librarians ("Internet Spotlight"), **1999(J/F)**:27–29

CAREER PLANNING

Are Public Librarians Prepared for Retirement?, **1995**:158–160

Be Glad You're Not a Goalie ("Editor's Note"), **1999(J/F)**:10

Changing Jobs is Hard to Do ("From the President"), **1999(J/F)**:11–12

Onward and Upward: Promotion of Public Librarians, **2000(J/A)**:214–219

Carey, Robert F. and Lynne McKechnie

Self-Service Circulation: An Exploratory Study, **1998(M/A)**:118–123

CARMACK, MONA

A Cover Girl You Can Count On ("Tales"), **1997**:275

CARNEGIE LIBRARIES

Carnegie and His Legacy: The Little Libraries That Could, **2001(N/D)**:346–348

For the Public Good: Sustainability Demonstration in Public Library Building Projects, **2001(J/F)**:44–46

Carr, David

A Community Mind, **2002(S/O)**:284–288

Carrigan, Dennis P.

Public library private fund-raising, **1994**:31–36

Public Library Spending for Materials, **1995**:27–32

Carroll, Holly and Linda Klancher

Labor Unions in Public Libraries: A "Perspective from Both Sides of the Issue ("Perspectives"), **2002(M/J)**:138

CARROLL COUNTY (Md.) PUBLIC LIBRARY

National achievement citation, **1994**:158

CARSON CITY (Nev.) PUBLIC LIBRARY

Everybody Wins! Carson City Public Library Pulls Out all the Stops for National Library Week, **1998(M/J)**:190–194

Casey, James B.

Beware of What You Wish For! ("Perspectives"), **2002(M/J)**:137–138

The Devil Is in the Details ("Perspectives"), **2002(S/O)**:252–253

Knowing the Patron ("Perspectives"), **1997**:152–153

CASS DISTRICT (Mich.) LIBRARY

Great Purr-sonalities Raise Funds for Library ("Tales"), **1999(S/O)**:279

CASTLEWOOD (Colo.) PUBLIC LIBRARY

Doggone Safety Smart ("Field notes"), **1995**:329–330

CATALOGING AND CLASSIFICATION

A Library across Two Continents ("Verso"), **2002(J/F)**:18–19

CATALOGS

Catalog goes bilingual ("Field notes"), **1994**:239–240

Contents or Container? Priorities for the Online Catalog ("Verso"), **2000(M/J)**:132–133

"How May I Help You?" in Cyberspace ("Internet Spotlight"), **2001(M/J):157–158**

CATS
Filmmaker Focuses on Felines ("Tales"), **1997:210**

Caywood, Carolyn
Selection Criteria for World Wide Web Resources, **1996:169**

CD-ROMs
Public Libraries and Their CD-ROMance ("Perspectives"), **1996:279–283**

CEDAR FALLS (Iowa) PUBLIC LIBRARY
Librarians Design City's Home Page ("Tales"), **1996:276**

CEDAR MILL (Ore.) COMMUNITY LIBRARY
Owl Becomes Wiser ("Tales"), **1996:161**

CENSORSHIP. *See also* INTELLECTUAL FREEDOM
An Investigation of Censorship and Selection in Southern California Public Libraries: A Qualitative Study, **1998(S/O):310–315**
Electronic Bowdlerites: Censorship and Libraries in the Information Age ("Perspectives"), **1997:279–284**
More on Madonna ("Section News"), **1995:45**
Never Say You Can't Get There From Here? ("Section News"), **1997:124–125**
New censorship exhibit ("Field notes"), **1994:296**
Statewide challenges to library materials ("Field notes"), **1994:13**

CENTENNIAL CELEBRATIONS. *see* ANNIVERSARY CELEBRATIONS

CENTRAL ARKANSAS LIBRARY SYSTEM
Aerospace emphasized at new branch ("Field Notes"), **1994:183**

CENTRAL LIBRARIES
We Must Be Doing Something Right (editorial), **1995:256, 258**

CERTIFICATION FOR LIBRARIANS
Certification for Library Administrators Is on the Horizon ("News"), **2000(J/F):42–43**
Competency Areas for Certification Program Posted for Review ("News"), **2000(M/A):117**
Domain Competencies and Minnesota's Voluntary Certification Program, **2001(J/A):228–234**
PLA Plans for Certification Program ("From the President"), **2000(M/J):129**

CERTIFIED PUBLIC LIBRARY ADMINISTRATORS
Why Certification?, **2002(N/D):343, 348**

CHANDLER (Ariz.) PUBLIC LIBRARY
The Benefits and Problems of Joint-use facilities ("Perspectives"), **1999(N/D):357**

CHANGE
Preparing Staff for the Library of the Future, **2000(S/O):280–285**

CHARLESTON COUNTY (S.C.) PUBLIC LIBRARY
Library Supporter Ousts Anti-Library Incumbent ("Tales"), **1998(S/O):288**

CHARLIE ROBINSON AWARD
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):173**

CHARLOTTE AND MECKLENBERG COUNTY (N.C.) PUBLIC LIBRARY
Brarydog.net: A Homework Assistance Portal for Students, **2002(M/A):101–103**
Circulating E-book Readers: The Charlotte-Mecklenburg Experience, **2001(S/O Supp):21–26**
netLibrary eBooks Available to Public Library Patrons ("Tales"), **2000(J/A):193**

CHAT REFERENCE. *see* VIRTUAL REFERENCE

CHATHAM-EFFINGHAM-LIBERTY REGIONAL (Ga.) LIBRARY
Movie Premieres for Library ("Tales"), **1996:19**

Chelton, Mary K.
Three in Five Public Library Users Are Youth, **1997:104–108**
What We Know and Don't Know about Reading, Readers, and Readers Advisory Services, **1999(J/F):42–47**

Chen, Lucia. *see* O'Connor, Daniel

CHESTER COUNTY (Pa.) LIBRARY
On the Road and Online: How Four Bookmobiles Got Connected, **2001(M/A):96–98**

CHESTERFIELD COUNTY (Va.) PUBLIC LIBRARY
The Future is Now ("Tales"), **1997:85–86**

Sixties Sizzle at Library Party ("Tales"), **1997**:17–18

CHICAGO (Ill.) PUBLIC LIBRARY

2000 Budget Invests in the Chicago Public Library ("Tales"), **2000(J/F)**:12–14

Chicago PL Archives to Go Online ("Tales"), **1998(N/D)**:353

Chicago Public Library Awarded \$300,000 ("Tales"), **2000(J/F)**:12

Chicago Public Library's 2002 Scholars in Residence ("Tales"), **2002(J/F)**:23

Inquiring Chicagoans Want to Know, **1998(S/O)**:308–309

Library Hangout ("Tales"), **1996**:110

Meeting Performance Appraisal Head-On, **2001(M/J)**:178–180

Chicago Public Library. National Library Week Celebration Committee, 1998

Inquiring Chicagoans Want to Know, **1998(S/O)**:308–309

CHILDREN'S LIBRARIES

Queens Library Receives \$1,000,000 Carnegie Grant ("Tales"), **2000(J/F)**:12

CHILDREN'S LITERATURE

Beginning Readers and the Public Library ("Verso"), **2002(M/J)**:129–130

Not for Children Only ("Tales"), **2000(N/D)**:314

Some Part of My Soul Needs the Wild: An Interview with Dorothy Hinshaw Patent ("Book Talk"), **2001(J/A)**:212–214

Westchester Library System Publishes Books to Share ("Tales"), **2000(N/D)**:315

CHILDREN'S PROGRAMS. *see also* EARLY LITERACY; STORYTIMES; SUMMER READING PROGRAMS

An Eight-Year-Old Can Do This Job ("Tales"), **2001(M/J)**:146

Beating the Homework Blues ("Perspectives"), **1997**:19–23

Chess Program Wins Outstanding Achievement Award ("Tales"), **2001(N/D)**:330

Connecting Kids to Writing in Rural Libraries ("News"), **2000(S/O)**:289

Cooperation Among Small Libraries Creates Successful Pen Pal Project ("Section News"), **1998(M/A)**:145

Dinosaur Days at Los Angeles Public Library ("Tales"), **2002(J/A)**:193

Dr. Seuss Would Be Proud ("Tales"), **1999(M/J)**:145

Family Literacy in Action: The Prime Time Family Reading Time Program, **2001(M/J)**:160–165

Give a Kid a Book ("Tales"), **2001(M/J)**:147

Give-a-Kid-a-Book Campaign ("Tales"), **2002(N/D)**:309

Internet Access for Kids and Young Adults, **1997**:30–31

It Gave Them Goosebumps ("Tales"), **1997**:84

Kids Connect @ Danbury Public Library, **2001(J/A)**:224–227

Kids Jump for Books ("Tales"), **1999(M/A)**:87

Kids Make Political News ("Tales"), **1997**:16–17

Library Club Marches On ("Tales"), **1997**:146–147

Library Gets Just Desserts, **1999(M/A)**:87

Library Swarming with Butterflies ("Tales"), **2000(N/D)**:314

Library Tech Programs for All Ages ("Tales"), **2001(S/O Supp)**:10

Library Trust Benefits Children ("Tales"), **1997**:16

Online Tutoring and Book Discussion Groups ("Tales"), **2001(S/O Supp)**:9–10

Prospective Eagle Scout's Efforts Benefit Library ("Tales"), **1997**:84–85

Reading with Rachel ("Tales"), **2000(M/J)**:135

Second Graders Get Library Cards ("Tales"), **1999(S/O)**:280

Squiggles Entertain Young Audience ("Tales"), **1999(M/A)**:86

Students Create Jungle Book Mural ("Tales"), **1998(S/O)**:288–289

CHILDREN'S SERVICES. *see also* EARLY LITERACY

Achieving School Readiness, **1997**:300–304

Alligators Swamp Library ("Tales"), **1997**:275

Are We Childproofing Our Public Libraries?, **1996**:50–56

The Changing Role of the Children's Librarian ("Cluster News"), **1999(M/J)**:190–191

Children Left Unattended Will Be Towed ("Tales"), **2000(M/J)**:134

Children Make Books ("Tales"), **1996**:345

Children Plug In to CD-ROM Guide of the Library ("Tales"), **1998(S/O)**:289

- Children See New World ("Field notes"), **1995**:269
- Children's book reviews on the air ("Field notes"), **1994**:71
- Contest Celebrates National Children's Book Week ("Field notes"), **1995**:135
- Cooperative Children's Services ("Section News"), **1996**:251
- Dobro Pozhalovat! Alaskan Public Librarians Visit Their Russian Counterparts, **1996**:360–364
- Dolled Up for Tea ("Field notes"), **1995**:269–270
- How to Adopt Ten Thousand Books ("Tales"), **1996**:161
- It's in the Bag ("Tales"), **2000(J/A)**:194
- Kids Rule! Libraries Online! Meets High Point Library, **1998(J/A)**:246–249
- Library Named Innovator ("Tales"), **1999(J/F)**:16
- Local Authors Honored ("Tales"), **1996**:110
- Millions of Cats ("Tales"), **1996**:19
- Multnomah County Library School Corps ("Verso"), **1999(M/J)**:143
- Mustangs Star in Summer Reading ("Tales"), **1996**:345–346
- New online option helps children's services ("Field notes"), **1994**:11
- Online Reference Assistance for Youth Just a Click Away ("Internet Spotlight"), **2000(S/O)**:260–261
- Output Measures for Children's Services in Public Libraries, **1996**:240–245
- Partnership Unites Library and Schools ("Tales"), **2002(N/D)**:309
- Public Libraries Helping Children ("From the President"), **1999(N/D)**:345
- Public Library Programs for Latchkey Children, **1995**:291–295
- "Read Right Now" Turns Waiting Rooms into Reading Rooms ("Tales"), **2001(J/F)**:20
- Reading is Fundamental and Public Libraries ("From the President"), **2000(M/A)**:65
- Redefining Librarianship: The Case of the Eastside Cybrary Connection, **2000(J/A)**:208–213
- A Reexamination of Shelf Organization for Children's Books, **2002(S/O)**:280–283
- Responding to Developmental Stages in Reference Service to Children, **2001(N/D)**:354–358
- Scout Creates Library for Underprivileged Children ("Tales"), **1999(J/A)**:210
- See Dick and Jane ("Tales"), **1995**:9
- The Series Controversy and How It Grew, **1998(J/F)**:48–50
- Sharing the Library with Children at Risk, **1999(J/A)**:254–256
- Tall Tree: Counting the Leaves, **1999(M/A)**:120–123
- Touch the world ("Field notes"), **1994**:71
- Vermont Children's Outreach Programs Receive Smith Grants ("Tales"), **2001(J/F)**:21
- Where on Earth Have You Been? ("Tales"), **1996**:160
- WIC Classes Invite the Library ("Tales"), **1995**:10–11
- Williamsburg Regional Library Offers Park Packs ("Tales"), **2001(S/O)**:267
- CHINA, NATIONAL LIBRARY OF
- Second China/U.S. Conference on Libraries 2001 ("Tales"), **2002(J/F)**:24
- Christensen, Ben
- The San Diego Sister Libraries Project ("Perspectives"), **2000(J/A)**:196–197
- Christopherson, Dan
- What One Community Says about Joint Use ("Perspectives"), **2002(S/O)**:249–250
- CIRCULATION SERVICES
- Bestsellers Program Gives Patrons What They Want ("Tales"), **2000(N/D)**:315
- Buffalo and Erie County PL Introduces Cardless Borrowing ("Tales"), **2002(M/J)**:133–134
- Lending Laptops at the Vineland Public Library, **2002(N/D)**:328–330
- Library Goes 24 Hours ("Tales"), **1998(S/O)**:288
- May We Have Your E-mail Address? ("Tales"), **2002(M/J)**:134
- Patterns of Consistent, Persistent Borrowing Behavior by High-Intensity Users of a Public Library, **1998(S/O)**:298–306
- PLSS Annual Conference Program ("Section News"), **1998(M/A)**:143–144
- The Relationship between Community Lifestyles and Circulation Patterns in Public Libraries, **1997**:40–45
- CIRCULATION SYSTEMS
- Self-Service Circulation: An Exploratory Study, **1998(M/A)**:118–123
- Claerbout, Diane
- Jalisco Province, Mexico, 1999 ("Perspectives"), **2002(J/F)**:30–31

Clark, Marilyn,
The Public Library and Homework Help ("Perspectives"), **1997**:19–20

Clark, Philip M.
Patterns of Consistent, Persistent Borrowing Behavior by High-Intensity Users of a Public Library, **1998(S/O)**:298–306

Clark-Madison, Mike. See Smith, Patricia H.

Clay, Edwin S.
Collection Development: Getting the Point ("Verso"), **2001(S/O)**:265
How to Think Like Leonardo Da Vinci: An Interview with Michael J. Gelb ("Book Talk"), **2000(S/O)**:256–257

CLAYTON COUNTY (Ga.) PUBLIC LIBRARY
It Gave Them Goosebumps ("Tales"), **1997**:84
("News"), **1994**:45–46, 50

CLEARWATER COUNTY (Idaho) FREE LIBRARY
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173

CLEARWATER (Fla.) LIBRARY
Aliens Land in Library ("Tales"), **1999(M/A)**:85–86
Monkee Business at the Clearwater Public Library ("Tales"), **2001(J/F)**:21

CLEVELAND (Ohio) PUBLIC LIBRARY
"How May I Help You?" in Cyberspace ("Internet Spotlight"), **2001(M/J)**:157–158

CLIENTS. See CUSTOMER SERVICE

CLINTON, BILL
The President leaves his mark ("Field notes"), **1994**:182

CLINTON COUNTY (Iowa) ASSOCIATION OF PUBLIC LIBRARIES
Check out a ticket ("Field Notes"), **1994**:296

CLINTON (Iowa) PUBLIC LIBRARY
National achievement citation, **1994**:158–159

CLINTON-MACOMB (Mich.) PUBLIC LIBRARY
A Young Adult Team, Teen Advisory Council, and Media Specialists: Collaboration in a Community ("Perspectives"), **2002(J/A)**:197–198

COBB COUNTY (Ga.) PUBLIC LIBRARY
("News"), **1994**:46, 50–52

CODRESCU, ANDREI
"I'm Afraid of Librarians" An Interview with Andrei Codrescu ("Book Talk"), **2002(J/F)**:36–37

COFFEE SHOPS IN LIBRARIES
BestSeller Blend: Starbucks and Library ("Verso"), **1998(M/A)**:102
Café Service in Public Libraries, **1999(M/J)**:176–178
No Food, No Drink--No More? A Study of Food and Drink Policies in Public Libraries, **2000(N/D)**:338–347
Sweet treats at the library ("Tales"), **1998(N/D)**:352

Coffman, Stephen
FYI: The County of Los Angeles Public Library Business Service ("Perspectives"), **1997**:87–88

Coffman, Steve
So You Want to Do Virtual Reference?, **2001(S/O Supp)**:14–20

Cohen, Bonnie Primus. See Lobosco, Anna F.

Cohen, Steven M., internet Spotlight (column)
2001: A Year in Review ("Internet Spotlight"), **2001(N/D)**:342–343
Archiving and Preserving September 11 ("Internet Spotlight"), **2002(J/A)**:205–206
Beyond Google ("Internet Spotlight"), **2001(J/A)**:215
Finding That Elusive Book ("Internet Spotlight"), **2002(N/D)**:322–323
International Library Travels ("Internet Spotlight"), **2002(J/F)**:38, 40
News on the Web ("Internet Spotlight"), **2001(S/O)**:277
Online Maps and Driving Directions ("Internet Spotlight"), **2002(M/J)**:146
Psst ... Did You Hear? Urban Legends and Hoaxes ("Internet Spotlight"), **2002(M/A)**:97–98
Search Engine Update ("Internet Spotlight"), **2002(S/O)**:265–266

COLLECTION DEVELOPMENT

An Investigation of Censorship and Selection in Southern California Public Libraries: A Qualitative Study, **1998(S/O)**:310–315

A Bookworm's Eye-View of Collection Development: Making Use of Gift Books, **1999(N/D)**:364–370

Collection Development: Getting the Point ("Verso"), **2001(S/O)**:265

"Do You Have Any Books On..." An Examination of Public Library Holdings, **2002(M/A)**:107–112

Filling the Verdi Vacuum, **2001(S/O)**:290–293

General Motors Donates to Auto Archive ("Field notes"), **1995**:135

Is Centralized Collection Development Better?, **1995**:216–218

Library Jazzed Up ("Tales"), **1995**:9–10

Music Collection and Acquisition Practices in Connecticut Public Libraries, **2000(N/D)**:348–355

COLLECTION MANAGEMENT

With Deep Depreciation ("Editor's Note"), **1998(S/O)**:278

A Reexamination of Shelf Organization for Children's Books, **2002(S/O)**:280–283

Robot Created to Increase Access to Off-Site Library Materials ("Tales"), **2002(N/D)**:309

Weed It and Weep ("Editor's Note"), **2002(N/D)**:304–305

COLORADO DIGITIZATION PROJECT

Project Weaves Colorado History into the Web ("Tales"), **1999(J/A)**:212

COLORADO SECRETARY OF STATE

New Information Providers ("Field notes"), **1995**:67

COLORADO STATE LIBRARY

Colorado Public Libraries Are More Popular than Ever ("Tales"), **2000(M/A)**:70

COLUMBIA CENTER (Ore.)

Million-Dollar Donor Sparks Collaborative Effort ("Field notes"), **1995**:67

COLUMBUS (Ohio) METROPOLITAN LIBRARY

National achievement citation, **1994**:159

COMMUNITY ANALYSIS

Ready, Set, Plan! Community Analysis Help Online, **2000(J/A)**:220–223

COMMUNITY DEVELOPMENT

Entering the Age of Relationships ("Verso"), **2001(J/F)**:15–16

Envisioning Tomorrow: One Participant's Reflections on ALA's Libraries Build Sustainable Communities Preconference, **2001(J/F)**:17–18

ULC Conference Discusses Libraries, Partnerships with Community Leaders ("News"), **2001(J/F)**:56–57

Urban Design and the Civic Process ("Verso"), **2001(J/F)**:13–14

COMMUNITY INFORMATION NETWORKS

Libraries and Community Technology ("Verso"), **2001(N/D)**:327, 329

COMMUNITY INFORMATION SERVICES

\$1.4 Million Grant to Improve Access to Information ("Section News"), **1996**:193

Aging Resources National Aging I&R Support Center ("News"), **2000(J/F)**:41

The Association for Community Networking ("Section News"), **1998(M/J)**:207–208

Automating Information and Referral: One Library's Experience ("Section News"), **1997**:49–50

Community Information Exchange Online ("Cluster News"), **1998(N/D)**:391–392

Community Information Resources in United States Public Libraries, **1997**:218–229

The Development of a Long Island (New York) Computerized Information Database... ("Section News"), **1997**:313–315

Establishing Subject Authority in a Community Information Database ("Section News"), **1997**:183–184

LCSH in Community Information: The Practical Choice ("Section News"), **1997**:248–250

Maintaining Your Agency's Web Site ("Section News"), **1998(M/A)**:141–142

The MARC Community Information Format and Subject Headings ("Section News"), **1997**:121–122

Statewide Community Information Database in Kansas ("Section News"), **1998(J/F)**:64

COMMUNITY INVOLVEMENT

Piles of Paper ("From the President"), **2002(J/A)**:189

COMMUNITY ONLINE SERVICES

Free-Nets: delivering information to the community, **1994**:311–315

COMMUNITY OUTREACH PROGRAM

Reaching out to diverse communities ("Field notes"), **1994**:183

COMMUNITY RELATIONS

- "A Lot in Common": The League of Women Voters and Public Libraries, **2000(J/F)**:31–33
- Community Coalitions: Developing Partnerships for the Future ("Section News"), **1996**:140–141

COMMUNITY TECHNOLOGY CENTERS

- Libraries and Community Technology ("Verso"), **2001(N/D)**:327, 329

COMPENSATION

- Doing It for Free: The Real Value of LIS ("Editor's Note"), **2001(M/J)**:140–142

COMPREHENSIVE COMMUNITY INITIATIVES

- Public Libraries and Comprehensive Community Initiatives for Youth Development, **2001(S/O)**:282–288

COMPREHENSIVE DIGITAL REFERENCE SERVICE

- 24/7 Reference ("Tales"), **2001(S/O Supp)**:9

COMPUTER MAINTENANCE

- Techno-CPR for Public Libraries, **1999(J/F)**:40–41

COMPUTERS, PUBLIC-USE

- East Brunswick Public Library Opens Computer Training Center ("Tales"), **2000(M/A)**:70
- Lending Laptops at the Vineland Public Library, **2002(N/D)**:328–330
- Protecting Public-Access Computers in Libraries, **1999(M/J)**:166–174

CONFERENCES

- PLA Answers Common Conference Questions, **2002(J/F)**:53, 57

CONFIDENTIALITY

- Confidentiality: A Concept Whose Time Has Passed? ("Section News"), **1996**:323
- Confidentiality of Library Records: What Does It Mean Today? ("Section News"), **1997**:251–252
- Terrorism and the American Library Card ("InterViews"), **2002(S/O)**:261, 264

Connaway, Lynn Silipigni

- E-book Trends in Public Libraries, **2001(S/O Supp)**:27–29

CONNECTICUT LIBRARIES

- Awareness, use, and satisfaction with public libraries, **1994**:149–152

Connor, Carol J. *see* Dale, John F.

CONSTRUCTION PROJECTS

- Diary of a Hard Hat Librarian, **1999(S/O)**:306–313

CONTESTS

- Book Contests: Challenging Kids to Read ("Perspectives"), **2000(S/O)**:250–252
- Check It Out Yourself ("Tales"), **2000(S/O)**:247
- Children Make Books ("Tales"), **1996**:345
- Children Nominate Their Mothers and Fathers at Best ("Tales"), **1998(S/O)**:290
- Contest Celebrates National Children's Book Week ("Field notes"), **1995**:135
- First Grader is a Winner ("Tales"), **1997**:336
- And the Grand Prize Winner Is ..., **1995**:348–350
- Great Purr-sonalities Raise Funds for Library ("Tales"), **1999(S/O)**:279
- Log On @ the Library ("Tales"), **1996**:345
- A Lovable Library ("Tales"), **1997**:85
- Mark Twain Celebration at the Buffalo and Erie County Public Library ("Tales"), **2001(S/O)**:266–267
- Owl Becomes Wiser ("Tales"), **1996**:161
- PLA Membership Contest Winners ("News"), **1998(M/J)**:206
- Plug in for Homework ("Tales"), **1996**:160
- Poetry On the Go ("Tales"), **1997**:146
- She Read Her Way to Hawaii ("Tales"), **1998(M/J)**:166
- Spellers Buzz at Bee ("Tales"), **1997**:147
- Young Researcher Wins Computer ("Tales"), **1998(S/O)**:288

CONTINUING EDUCATION. *See also* TRAINING

- Brooklyn Public Library Announces New Distance Learning Initiative ("Tales"), **2001(N/D)**:331
- The Changing Role of the Children's Librarian ("Cluster News"), **1999(M/J)**:190–191
- Chicago Public Library's 2002 Scholars in Residence ("Tales"), **2002(J/F)**:23
- Digital Librarian's Professional Reading Shelf ("Tech Talk"), **2002(J/A)**:207–208
- Laughter the Best Medicine in Oklahoma ("Tales"), **1997**:211
- Librarians Become Techno-Qualified ("Tales"), **1999(J/F)**:17

- Library Staff Habla Español ("Tales"), **2002(J/A):**193
 Lifelong Learning for Librarians ("Verso"), **2001(M/J):**145
 Making the Grade in Distance Learning, **2001(S/O Supp):**30–32
 PLANning for Takeoff: Partnering Librarians and NASA ("Verso"), **2001(J/A):**202–203
 Strengthening the Commitment to Staff Development, **1999(J/A):**248–252
 Techno-CPR for Public Libraries, **1999(J/F):**40–41
 Texas Accelerated Library Leaders:TALL Texans ("Verso"), **2000(N/D):**311–313
- CONTRA COSTA COUNTY (Calif.) LIBRARY
 Library Trust Benefits Children ("Tales"), **1997:**16
 Second Graders Get Library Cards ("Tales"), **1999(S/O):**280
- Cook, Sybilla Avery
 Book Contests: Challenging Kids to Read ("Perspectives"), **2000(S/O):**250–252
- COOKBOOKS
 The Bitten Word ("Tales"), **2001(J/A):**205
 HTML is Cookin' in Skokie ("Tales"), **1997:**146
 Library Cooks Up a Fund-Raiser ("Tales"), **1999(N/D):**352
- Cooley, Susan, ed.
 Tales from the Front (column), **2000(M/A):**70–71
- Cooper, Ginnie
 [about] Introducing 1997-98 PLA President Ginnie Cooper ("News"), **1997:**309
 From the President (column) (see issues **1997-1998(M/A)**)
- COOPERATIVE AGREEMENTS
 Interlocal agreement supports new technology ("Field notes"), **1994:**12–13
- COPYRIGHT
 Thinking Outside the Book ("Editor's Note"), **2001(S/O):**260, 262
- Corbus, Lawrence
 Key Attributes for Library Administration ("Perspectives"), **1998(N/D):**355–356
- CORE COMPETENCIES
 Core Competencies: What They Are and How to Use Them, **2000(M/A):**108–114
 Domain Competencies and Minnesota's Voluntary Certification Program, **2001(J/A):**228–234
- CORPORATE SPONSORSHIP. See PARTNERSHIPS
- COST-BENEFIT ANALYSIS
 Placing a Value on Public Library Services, **1999(M/A):**98–108
- COUNTING ON RESULTS PROJECT
 Time to Tell the Whole Story: Outcome-Based Evaluation and the Counting on Results Project, **2002(J/A):**222–228
 Who's Doing What: Outcome-Based Evaluation and Demographics in the Counting on Results Project, **2002(S/O):**271–279
- Covell, Judy
 Timberland's Big Adventure ("Perspectives"), **2002(S/O):**251–254
- Cozzens, Susan E.
 Book Clubs are Alive and Well in the Greater Cleveland Area ("Verso"), **2002(J/A):**190–192
- Craig, Susan
 Focus on Staff Training ("Perspectives"), **1998(J/F):**33–34
- Cramer, Dina C.
 How Are We Treating Our Customers? ("Verso"), **2000(M/A):**67–68
 How to Speak Patron ("Verso"), **1998(N/D):**349
- CRANBURY (N. J.) PUBLIC LIBRARY
 A Blueprint for Disaster ("Perspectives"), **1999(N/D):**357–358
- CRANDALL PUBLIC LIBRARY (Glens Falls, Ny)
 Building a Global Community of Libraries: The Sister Library Initiative ("Cluster News"), **1999(J/A):**258–259
- Craumer, Patricia
 The New Information Future, **1995:**208–211
- Crawford, Gregory A.
 Internet Issues: Access, Filtering, and a Survey of Pennsylvania Public Libraries, **2000(M/J):**162–167

CREATIVITY

Thinking Like Leonardo ("From the President"), **1999(S/O):273**

CREDIT CARDS

Say "Charge It" at the Library ("Tales"), **2002(M/A):83**

CRONEBERGER, ROBERT B.

Robert B. Croneberger, I&R Pioneer, Dies ("Section News"), **1998(M/J):208**

Cross, Judy. See Middleton, Cheryl

Cross, Valerie

Pinnacle of Customer Service: Partnerships ("Perspectives"), **2001(M/A):85–86**

Crowley, Bill

Library lobbying as a way of life, **1994:96–98**

CUBA (N.Y.) CIRCULATING LIBRARY

Internet Access in Rural Areas ("Tales"), **2001(S/O Supp):10**

CULTURAL INSTITUTIONS

A Community Mind, **2002(S/O):284–288**

CULTURE KITS

Culture Kits Available at Davenport PL ("Tales"), **2001(J/F):20**

CUMBERLAND COUNTY (N.C.) PUBLIC LIBRARY

PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):173**

Two to Go ("Tales"), **1998(J/A):234**

Curran, Charles

Intellectual Freedom, Censorship, Access, and Other Issues That Perplex Us, **1995:70–71**

Curry, Ann

Managing the Problem Patron, **1996:181–188**

Curtis, Jean T.

The library poor box ("Professional Views"), **1994:299–300**

CUSTOMER SERVICE

Awareness, use, and satisfaction with public libraries, **1994:149–152**

Customer Satisfaction with Public Libraries, **1996:292–297**

Customer Service and Public Libraries ("Perspectives"), **2001(M/A):85–89**

Hi, I'm Don ("Verso"), **1999(N/D):348–349**

High Tech, High Touch ("Editor's Note"), **1998(N/D):344, 346**

How Are We Treating Our Customers? ("Verso"), **2000(M/A):67–68**

Inspiring Phenomenal Customer Service: Techniques to Sway the Most Reluctant Staff Members ("Verso"), **2002(N/D):306–307**

Is there a Library Gene? ("Editor's Note"), **1999(S/O):272**

It's All about Eyeballs ("Editor's Note"), **1999(J/A):204, 206**

Managing the Problem Patron, **1996:181–188**

Public library roles and patron use, **1994:135–143**

Questionable Assumptions, **1998(J/F):52–56**

SHINE--Simply Helping Is Not Enough: A Customer Service Campaign That Worked, **1999(S/O):316–318**

The Ties That Bind: Creating Great Customer Service ("Verso"), **2000(J/A):190–192**

Using Mystery Shoppers to Evaluate Customer Service in the Public Library, **1998(N/D):370–375**

CYBERMOBILES

Wireless Technology ("Tales"), **2001(S/O Supp):9**

CZECH LIBRARIES

I & R in the Czech Republic ("Section News"), **1997:374–375**

Czopek, Vanessa

Using Mystery Shoppers to Evaluate Customer Service in the Public Library, **1998(N/D):370–375**

D

Dalrymple, Connie

Help for the Advocacy-Impaired Librarian: A Bibliography of Resources on Library Advocacy, **2002(M/J):158–165**

- Daly, Kathleen Evans
A Better Way of Bargaining ("Perspectives"), **2002(M/J):**135–136
Urban Design and the Civic Process ("Verso"), **2001(J/F):**13–14
Voluntary Simplicity and the Public Library, **2001(J/F):**48–53
- DANBURY (Conn.) PUBLIC LIBRARY
Danbury Library Promotes Pajama Party! ("Tales"), **2002(M/J):**134
Kids Connect @ Danbury Public Library, **2001(J/A):**224–227
- DANVILLE (Ill.) PUBLIC LIBRARY
Wagons Ho! ("Tales"), **1996:**22
- Dauphinais, Helaine
Stewardship--influenced by price, **1994:**193–195
- DAVENPORT (Iowa) PUBLIC LIBRARY
Bestsellers Club ("Tales"), **1998(J/F):**27
Culture Kits Available at Davenport PL ("Tales"), **2001(J/F):**20
The Diamonds or the Harley? ("Tales"), **1999(M/J):**146–147
Futuristic Views Fill Time Capsule ("Tales"), **1999(N/D):**351
National achievement citation, **1994:**159
Why Should Kids Have All the Fun? ("Tales"), **1999(S/O):**279–280
- Davidsson, Robert I.
Government Research Services in the Public Library, **1997:**286–292
When the White House Calls for Reference Help ("Verso"), **2000(M/A):**68–69
- Davis, Hazel M. and Ellen Altman
The Relationship between Community Lifestyles and Circulation Patterns in Public Libraries, **1997:**40–45
- Davis, Judy L.
Working Effectively with Disabled Staff ("Perspectives"), **1998(M/A):**110–114
- DAYTON AND MONTGOMERY COUNTY (Ohio) PUBLIC LIBRARY
Children Left Unattended Will Be Towed ("Tales"), **2000(M/J):**134
Cookbooks Are More Than Recipes ("Field notes"), **1995:**329
Gardeners Plant Trains ("Tales"), **1996:**19
Library Celebrates Sesquicentennial ("Tales"), **1997:**210–211
Library Ends up Where It Started ("Field notes"), **1995:**329
Patrons see \$\$\$ ("Field Notes"), **1994:**183
- DeCandido, GraceAnne A.
Digital Disaster Planning: When Bad Things Happen to Good Systems ("TechNotes"), **2000(S/O):**258–259
E-Books: I Sing the Book Electric ("TechNotes"), **2000(N/D):**326, 328
Filtering: No Easy Answers ("TechNotes"), **2000(M/A):**78–79
Geographic Information Systems: Mapping the Territory ("TechNotes"), **2001(J/F):**34, 36
Video Conferencing: Here, There, and Everywhere ("TechNotes"), **2000(M/J):**143–145
Wireless Networks ("TechNotes"), **2000(J/A):**203, 205
- DEERFIELD (Ill.) PUBLIC LIBRARY
A Lovable Library ("Tales"), **1997:**85
Why Should Kids Have All the Fun? ("Tales"), **1999(S/O):**279–280
- Degnan, Darrah
Tracking specialized book selection, **1994:**267–271
- DEKALB COUNTY (Ga.) PUBLIC LIBRARY, **1994:**52–53
A Different Type of Cooperation ("Section News"), **1996:**386
("News"), **1994:**45
- DELAWARE COUNTY (Pa.) LIBRARY SYSTEM
Internet Programming Appeals to Parents ("Tales"), **1997:**274
- D'Elia, George. *see also* Abbas, June; Kimball, Melanie
Public library roles and patron use, **1994:**135–143
Public opinion about the roles of the public library in the community, **1994:**23–28
The Roles of the Public Library in the Community, **1995:**94–101
- D'Elia, George, and Eleanor Jo Rodger

Customer Satisfaction with Public Libraries, **1996**:292–297

DELRAY BEACH (Fla.) PUBLIC LIBRARY

Barriers Get Removed ("Tales"), **1998(M/J)**:165

Dembeck, Dave

A Homeschooler's "Perspectives," **1995**:202–203

DEMCO CREATIVE MERCHANDISING GRANT

Fort Vancouver Regional Library Receives PLA Grant ("News"), **2000(S/O)**:288

PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173

Denny, Carolyn A. K.

Redefining Librarianship: The Case of the Eastside Cybrary Connection, **2000(J/A)**:208–213

DENVER (Colo.) PUBLIC LIBRARY

Boomers Get Help with Elder Care ("Tales"), **1998(J/F)**:26–27

Denver PL Ranked First in Nation ("Tales"), **2001(M/J)**:146–147

Denver Public Library to Waive Overdue Book Fines ("Tales"), **2001(J/A)**:206

Halfway there and full speed ahead, **1994**:190

Library Programs Encompass Lesbian, Gay, & Bisexual Themes ("Tales"), **1998(M/J)**:166

Reaching out to diverse communities ("Field Notes"), **1994**:183

DERESKE, JO

Death: A Good Career Move for Jo Dereske, **1997**:306–308

DES MOINES (Iowa) PUBLIC LIBRARY

African-American History Goes Digital ("Field notes"), **1995**:67

Library Gets Just Desserts, **1999(M/A)**:87

Rare Book Display Honors Director ("Field notes"), **1995**:198–199

Road Trip Survivor 2001 at the Public Library of Des Moines ("Tales"), **2001(N/D)**:330

DETROIT COMMUNITY AIDS LIBRARY

Partnership Faces AIDS ("Tales"), **1996**:22

DETROIT PUBLIC LIBRARY

Card catalogs get new lives ("Field notes"), **1994**:11

Medal of honor retrospective ("Field Notes"), **1994**:128

Michigan Libraries Receive Gates Foundation Grants ("Tales"), **2000(M/J)**:135

DETROIT (Mich.) PUBLIC LIBRARY

Art Aids Auto History Collection ("Tales"), **1997**:86

Detroit Public Library System and Digital Magnet Partner to Offer Interactive Technology for the Masses ("Tales"), **2001(S/O)**:266

Feasting at the Library ("Field notes"), **1995**:329

Financial Boost from a Library Fan ("Tales"), **1997**:85

General Motors Donates to Auto Archive ("Field notes"), **1995**:135

Library's Lincoln Taken for a Ride, Got Hurt, Gets Repaired ("Tales"), **1998(N/D)**:352

A Library's Youth Garden ("Field notes"), **1995**:197

Marching Toward Manhood ("Tales"), **1997**:337

Patent Searching Made Easier ("Tales"), **1996**:109–110

Poetry Adds Taste to Coffee ("Tales"), **1998(J/A)**:234

Whose West? ("Tales"), **1997**:18

DEVELOPMENTALLY DISABLED USERS

Public Libraries and People with Mental Retardation, **2001(M/A)**:115–120

Serving Families in the Community: Library-Based Parent Resource Centers, **1996**:298–305

Dewdney, Patricia

Best practices: an analysis of the best (and worst) in ... reference transactions, **1994**:261–266

Dewey, Patrick R.

New Media, New Problems ("Perspectives"), **1996**:280–281

Reference Service and the Internet ("Perspectives"), **1999(J/F)**:21–22

DICKSON, PAUL

I Own More Library Cards Than Credit Cards: An Interview with Paul Dickson ("Book Talk"), **2002(S/O)**:262–264

Dickter, Laurence S.

Empowering Library Workers Through Collective Bargaining ("Perspectives"), **2002(M/J)**:141–142

DIGITAL DIVIDE. *see* ACCESS TO INFORMATION

DIGITALIZATION PROJECTS

Coming Soon: Great Books in Digital Format ("Tales"), **2000(S/O):247**

Digital Technology Projects: Already Thriving in Public Libraries, **1999(J/F):48–50**

Our Town's Digital Library Project Preserves Local History ("Tales"), **2001(J/F):20**

Project Weaves Colorado History into the Web ("Tales"), **1999(J/A):212**

Dilevko, Juris, and Moya Mason

Why You Should Read the Papers: Improving Reference Service in Public Libraries, **2000(M/A):85–97**

Dingwall, Cindy

How Libraries Can Help Writers ("Perspectives"), **1998(J/A):235–236**

DISABLED LIBRARIANS

No Barriers to Service: Librarians with Disabilities ("Perspectives"), **1998(M/A):109–115**

DISABLED USERS

Accessibility Wins Awards ("Tales"), **1998(M/A):108**

Assessing Needs of Library Users with Disabilities, **1995:90–93**

Enhanced Services for People with Disabilities at Montclair PL ("Tales"), **2001(M/A):83**

Industrial Design Students Compete to Develop Talking Book Machine ("Tales"), **2002(J/A):194**

NLS Welcomes Visiting Fellows from Russia and Eastern Europe ("Tales"), **2002(J/F):23**

The Spirit of the Law: When ADA Compliance Means Overall Excellence in Service to Patrons with Disabilities, **1997:294–298**

TTYs Check Out ("Tales"), **1998(M/A):108**

DISASTER PLANNING

Chaos Limitation: Emergency Response Plans ("Verso"), **1999(S/O):277**

Digital Disaster Planning: When Bad Things Happen to Good Systems ("TechNotes"), **2000(S/O):258–259**

Preservation in American Public Libraries: A Contradiction in Terms?, **1997:236–245**

DISASTER RESPONSE

Library Responds to Flood ("Field notes"), **1995:198**

The Oklahoma City Tragedy--What Can We Learn? ("Section News"), **1995:236–237**

DISPLAYS. *see* EXHIBITS AND DISPLAYS

DISTANCE LEARNING

Brooklyn Public Library Announces New Distance Learning Initiative ("Tales"), **2001(N/D):331**

Making the Grade in Distance Learning, **2001(S/O Supp):30–32**

DISTRICT OF COLUMBIA PUBLIC LIBRARY

District of Columbia Center for the Book Approved ("Tales"), **2000(M/A):70**

Dittrich, Clifford

The Library Trustee Moves the Community ("Perspectives"), **1998(M/J):170–171**

DIVERSITY. *See also* IMMIGRANT PATRONS

Survey on services to multicultural populations, **1994:197–204**

Dixon, Joyce K.

Beginning Readers and the Public Library ("Verso"), **2002(M/J):129–130**

Dixon, Judith. *See also* Dowd, Frances Smardo

Are We Childproofing Our Public Libraries?, **1996:50–56**

DOGS

Rosa Keller Library Going to the Dogs ("Tales"), **2001(M/A):84**

Dolnick, Sandy

The library poor box ("Professional Views"), **1994:300–301**

DONATIONS

Army Donates Libraries ("Tales"), **1996:20**

Double Donation Enriches Library ("Tales"), **1996:20**

Donohue, Christine N.

Awareness, use, and satisfaction with public libraries, **1994:149–152**

Dowd, Frances Smardo

Evaluating the Impact of Public Library Storytime Programs Upon the Emergent Literacy of Preschoolers, **1997:346–351**

Public Library Programs for Latchkey Children, **1995:291–295**

- Dowd, Frances Smardo, and Judith Dixon
Successful Toddler Storytimes Based on Child Development Principles, **1996**:374–380
- Dowlin, Kenneth E.
Campaigning for the ALA Presidency ("Perspectives"), **1997**:212–214
The Internet and the Library ("Perspectives"), **1999(J/F)**:22–23
- Dowling, Brendan
Be Willing to Break Your Own Heart: An Interview with Elizabeth McCracken ("Book Talk"),
2001(M/A):91–92
I Graduated from the Library: An Interview with Ray Bradbury ("Book Talk"), **2002(N/D)**:319–321
Sitting in a Room and Hating Yourself: An Interview with David Sedaris ("Book Talk"), **2001(S/O)**:273–
276
- Doyle, Patricia C.
Planning Process Obstacles and Opportunities, **1997**:231–235
- Drescher, Judith
[about] Drescher becomes PLA president, **1994**:213
Message from the President (see issues **1994-1995**)
Providing Mobile Library Services in Memphis, Tennessee: An Urban Perspective ("Perspectives"),
1995:271–272
- DRIFTWOOD (Ore.) PUBLIC LIBRARY
Open Mike Attracts 84-year-old Poet ("Tales"), **1998(M/A)**:104
- Duke, Deborah
Night owl: Maryland's after-hours reference service, **1994**:145–148
- DURAND (Wisc.) COMMUNITY LIBRARY
Double Your Fun with a Combination Public-High School Library ("Perspectives"), **2002(S/O)**:254–255
- DURHAM COUNTY (N.C.) LIBRARY
Trike to the Bookmobile ("Tales"), **1996**:20–21

E

EARLY LITERACY

- Animal Crackers, Milk, and a Good Book: Creating a Successful Early Childhood Literacy Program,
2001(M/J):166–169
- Are Public Libraries the Preschooler's Door to Learning?, **2000(S/O)**:262–268
- Evaluating the Impact of Public Library Storytime Programs Upon the Emergent Literacy of
Preschoolers, **1997**:346–351
- Giving Finicky Readers an Appetite for Reading ("Perspectives"), **2000(S/O)**:252–254
- East, Kathy
To Be a Storyteller ("Perspectives"), **1996**:221–222
- EAST BRUNSWICK (N. J.) PUBLIC LIBRARY
East Brunswick Public Library Opens Computer Training Center ("Tales"), **2000(M/A)**:70
Library Cards Make the Best Gifts--and Holiday Decorations ("Tales"), **2002(N/D)**:308–309
- EAST CLEVELAND (Ohio) PUBLIC LIBRARY
Write on, Cleveland! ("Field Notes"), **1994**:71
- EAST MESA (Ariz.) REGIONAL LIBRARY
Sunny with high tech, **1994**:210
- EASTERN CONNECTICUT LIBRARIES
Daypacks to Go ("Tales"), **1997**:274
- E-BOOKS
Circulating E-book Readers: The Charlotte-Mecklenburg Experience, **2001(S/O Supp)**:21–26
E-Book Readers Available for Checkout ("Tales"), **2000(S/O)**:247
E-book Trends in Public Libraries, **2001(S/O Supp)**:27–29
E-books ("Tales"), **2001(S/O Supp)**:9
E-Books: I Sing the Book Electric ("TechNotes"), **2000(N/D)**:326, 328
First Independent E-Book Awards ("Tales"), **2001(J/A)**:204
Further Information on E-Books, **2001(S/O Supp)**:22
netLibrary eBooks Available to Public Library Patrons ("Tales"), **2000(J/A)**:193

- No Need to Panic: Or Is There? ("Editor's Note"), **2000(M/J):**128, 130
The Pros and Cons of E-books: The New Jersey Experience, **2001(S/O Supp):**6–8
Ten (or So) Best Articles about E-books and E-publishing, **2001(S/O Supp):**33–34
There's No such Thing as an E-book ("Editor's Note"), **2001(S/O Supp):**15, **2001(J/F):**5
- ECUADOR**
Ecuador, 1997-99 ("Perspectives"), **2002(J/F):**29–30
- EGYPT LAKE PARTNERSHIP LIBRARY (Tampa, Fla.)**
"Is This a Real Library?" ("Perspectives"), **2002(N/D):**311–312
- ELECTRONIC INFORMATION SERVICES**
Wendy's puts bytes on the menu ("Field notes"), **1994:**11
- ELECTRONIC MARKETING**
"E-Marketing" Your Library ("Section News"), **1997:**122–123
Marketing of Public Library Services Section, **1997:**315
- ELECTRONIC RESOURCES**
To Boldly Go: Searching for Output Measures for Electronic Services, **1997:**168–172
Fast and Slow Lanes of the Information Highway: Librarian Decision Making about Electronic Information Services, **2001(S/O):**294–297
- ELIZABETH (N.J.) PUBLIC LIBRARY**
Young Adults and Community Service @ the Library ("Perspectives"), **2002(J/A):**195–196
- ELK GROVE VILLAGE (Ill.) PUBLIC LIBRARY**
Readers Win Mystery Tour ("Tales"), **1995:**10
Why Should Kids Have All the Fun? ("Tales"), **1999(S/O):**279–280
- Elliott, Donald. See Holt, Glen E.
Elliott, Linda P.
Not Necessarily Better, Just Different ("Perspectives"), **1995:**137–138
- Elsner, Edward J.
The Evolution of PLA's Planning Model, **2002(J/A):**209–215
Legal Aspects of Internet Filtering in Public Libraries, **2001(J/A):**218–222
- Emmons-Kroeger, Susan
Super bookstores and public libraries ("Professional Views"), **1994:**78
- Engel, Debra
Building a Training Program One Step at a Time ("Cluster News"), **1999(S/O):**328–329
- ENGLEWOOD (Colo.) PUBLIC LIBRARY**
Pop quizzes ("Field Notes"), **1994:**71
- ENOCH PRATT FREE LIBRARY (Baltimore, Md.)**
Children See New World ("Field notes"), **1995:**269
Innovative Outreach ("Tales"), **2001(S/O Supp):**9
Lord Keep Me Day by Day: A Legacy of Faith ("Tales"), **2000(M/A):**70
Night owl: Maryland's after-hours reference service, **1994:**145–148
- ENVIRONMENT**
The ALA SRRT Task Force on the Environment ("Perspectives"), **2001(J/F):**22–23
- Erbes, Bill
A Promising Frontier or the New Wasteland? ("Perspectives"), **1995:**74–75
- Erlich, Martin
A Tale of Two Cities: Erie, PA and Orange, CA, **1997:**358–360
- ESTACADO LIBRARY INFORMATION NETWORK (N.Mex.)**
New Mexico Libraries Form Consortium ("Tales"), **1998(J/A):**233
- EVALUATION OF RESOURCES**
Rankings, Reputations, and Results ("Editor's Note"), **1999(M/J):**140, 142
- EVALUATION OF SERVICES**
Evaluating Public Library Service--The Mystery Shopper Approach (Library Services Cluster News), **2000(M/J):**145
Gate Count at the Virtual Library ("Tech Talk"), **2001(J/A):**216–217
Socioeconomic Indicators and Library Use, **1999(M/J):**156–164
Time to Tell the Whole Story: Outcome-Based Evaluation and the Counting on Results Project, **2002(J/A):**222–228

Using Mystery Shoppers to Evaluate Customer Service in the Public Library, **1998(N/D):370–375**
Who's Doing What: Outcome-Based Evaluation and Demographics in the Counting on Results Project,
2002(S/O):271–279

Why You Should Read the Papers: Improving Reference Service in Public Libraries, **2000(M/A):85–97**

EVALUATION OF STAFF

Meeting Performance Appraisal Head-On, **2001(M/J):178–180**

EVANSTON (Ill.) PUBLIC LIBRARY

Funds Are Excellent in Evanston ("Tales"), **1997:276**

Librarian's Funeral in Library Part of 125 Years of History ("Tales"), **1998(S/O):289**

Sale of Valuable Painting Causes Controversy ("Tales"), **1999(N/D):350**

EXCHANGE PROGRAMS

International exchange ("Field notes"), **1995:330**

EXHIBITS AND DISPLAYS

Acid Migration of Culture, **1996:132–134**

Animal Kingdom in the City ("Field notes"), **1995:330**

Architectural panorama ("Field notes"), **1994:296**

Art @ the Library ("Tales"), **2001(J/A):205**

Bears, bears, everywhere ("Field notes"), **1994:127**

Camelot Reigns ("Tales"), **1996:20**

Century Celebration ("Field notes"), **1995:270**

Discarded Books Become Art ("Tales"), **1998(M/A):108**

Elvis Sighted at Allen County Public ("Field notes"), **1995:136**

Here She Comes ... ("Tales"), **1996:22**

Hosting the "Assignment Rescue: The Story of Varian Fry and the Emergency Rescue Committee"
Exhibit ("Cluster News"), **1999(N/D):390–392**

Kites fly over agreement ("Field notes"), **1994:295**

Library Cards Make the Best Gifts--and Holiday Decorations ("Tales"), **2002(N/D):308–309**

Library Staff Shows off Its Talents ("Tales"), **2002(M/A):83**

Lord Keep Me Day by Day: A Legacy of Faith ("Tales"), **2000(M/A):70**

Medal of Honor retrospective ("Field notes"), **1994:128**

New censorship exhibit ("Field notes"), **1994:296**

Patrons Get Backstage Glimpse ("Field notes"), **1995:330**

Popular Demand Keeps Exhibit in Place ("Tales"), **1997:86**

Rare Book Display Honors Director ("Field notes"), **1995:198–199**

See Dick and Jane ("Tales"), **1995:9**

Shades of Experience ("Tales"), **1996:160**

Snapshots of Life in Annapolis ("Tales"), **1996:160**

Where on Earth Have You Been? ("Tales"), **1996:160**

World AIDS Day 1994, **1995:284–286**

F

FAIRFAX COUNTY (Va.) PUBLIC LIBRARY

Collection Development: Getting the Point ("Verso"), **2001(S/O):265**

Get Carded on the Net ("Tales"), **1997:210**

Library Launches Book Chat ("Tales"), **1998(N/D):351**

Meet Me at the Chicken Shack ("Tales"), **1996:217**

Never Too Young for a Library Card ("Tales"), **2000(N/D):315**

A Novel Cruise ("Tales"), **1998(N/D):351–352**

Utilities Donate Environmental Collection ("Tales"), **1999(J/F):18**

When Bad Things Happen in Good Libraries: Staff Tools for the '90s and Beyond, **1998(M/J):196–199**

Fakolt, Jennifer

Everybody Wins! Carson City Public Library Pulls Out all the Stops for National Library Week,
1998(M/J):190–194

FARMINGDALE (N.Y.) PUBLIC LIBRARY

Farmingdale PL Head-Injury Collection ("Tales"), **2001(M/J):147**

FARMINGTON (Mich.) PUBLIC LIBRARY

Cyber Seniors ("Tales"), **1998(M/A):104**

FEDERAL-STATE COOPERATIVE SYSTEM FOR PUBLIC LIBRARY DATA

Public Library Use of Statistics, **2000(M/A):98-105**

FEE-BASED SERVICES

Fee or free?, **1994:333**

The Price is Right: Pricing Strategies for Public Libraries ("Section News"), **1996:251-252**

FEES

Say "Charge It" at the Library ("Tales"), **2002(M/A):83**

FICTION

All the Right Reasons: Romance Fiction in the Public Library, **1997:162-166**

Belles-Lettres in the Library, **1996:120-123**

Death: A Good Career Move for Jo Dereske, **1997:306-308**

Gay Young Adult Fiction in the Public Library, **1999(J/A):224-243**

To Know What People Think about the Public Library...Read a Novel!, **1996:354-359**

Leading a Genre Study, **1999(N/D):384-386**

Literary Genre in the Public Library: Heeded for the Last Round-Up or Earning New Respective ("Perspectives"), **1997:151-155**

The Series Controversy and How It Grew, **1998(J/F):48-50**

What We Know and Don't Know about Reading, Readers, and Readers Advisory Services, **1999(J/F):42-47**

Fidler, Linda M.

Technology in the public library, **1994:319-321**

Field, Judith J. See Baker, Lynda M.

Field Notes (column), **1994:11-13, 70-71, 127-128, 182-183, 239-240, 295-296**

FILTERING. See *also* INTERNET

Board Votes to Support ALA Challenge to CIPA ("From the President"), **2001(M/A):73**

Filtered Computer Test Project Completed ("Tales"), **2000(S/O):246-247**

Filtering: No Easy Answers ("TechNotes"), **2000(M/A):78-79**

Internet Issues: Access, Filtering, and a Survey of Pennsylvania Public Libraries, **2000(M/J):162-167**

Legal Aspects of Internet Filtering in Public Libraries, **2001(J/A):218-222**

No Nudes Is Good News? ("Tales"), **2000(M/J):135**

Parents May Designate Type of Internet Access for their Children ("Tales"), **2000(N/D):315**

Questions of Access ("From the President"), **1998(M/J):159, 162**

FINES AND OVERDUES

Collection Agency Recovers More than \$250,000 ("Tales"), **1998(M/A):105-108**

Denver Public Library to Waive Overdue Book Fines ("Tales"), **2001(J/A):206**

Food for Fines ("Tales"), **2000(N/D):314**

Forty-five years overdue ("Field notes"), **1994:127**

Now Go Do the Right Thing ("Tales"), **2000(J/A):194**

FINLAND

Gates Foundation Awards Helsinki City Library with First Annual Access to Learning Award ("Tales"), **2002(J/F):24**

Networking is the Key Word in Finnish Public Libraries, **2002(J/F):45-47**

FLEMING (Colo.) COMMUNITY LIBRARY

Joint School-Public Libraries: Challenges and Opportunities ("Perspectives"), **2002(N/D):312-314**

FLINT (Mich.) PUBLIC LIBRARY

Storytelling: The Universal Language ("Verso"), **2002(J/F):21-22**

FLORIDA LIBRARIES

Hispanic Library Services in South Florida, **1995:34-37**

FOLSOM (Calif.) PUBLIC LIBRARY

Flying Program Helps Reading Take Off ("Tales"), **1998(J/F):26**

FOOD IN LIBRARIES

No Food, No Drink--No More? A Study of Food and Drink Policies in Public Libraries, **2000(N/D):338-347**

FOOD PROGRAMS

- Biker Sets Library "Afire" ("Tales"), **1996**:218
 Green Eggs Feed Fund ("Tales"), **1996**:277
 Library Cooks Up a Fund-Raiser ("Tales"), **1999(N/D)**:352
 Library Promotes Good Taste(s) ("Tales"), **1997**:337
 A Taste of Provence in Providence ("Tales"), **1996**:276–277
 Taste Test Sells Cookbook ("Tales"), **1996**:161
- Foos, Donald D.
 Notable libraries and librarians ("Professional Views"), **1994**:131–132
- Ford, Barbara J.
 International Public Librarianship, **2002(J/F)**:12
- FORT VANCOUVER (Wash.) REGIONAL LIBRARY
 Doors Open at Modular Library ("Tales"), **1996**:218
 Fort Vancouver Regional Library Receives PLA Grant ("News"), **2000(S/O)**:288
 Frantic Filers Race the Clock ("Field notes"), **1995**:198
 Mall Library Moves to Larger Space ("Tales"), **1997**:148
 More on Madonna ("Section News"), **1995**:45
 PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173
 Students Create Jungle Book Mural ("Tales"), **1998(S/O)**:288–289
 Votes for the System ("Tales"), **1996**:109
- Fortenbaugh, Robert. See O'Connor, Daniel O.
- Foster, Janet B.
 A Few Good Web Tips ("Internet Spotlight"), **2000(J/F)**:21–22
 "How May I Help You?" in Cyberspace ("Internet Spotlight"), **2001(M/J)**:157–158
 Jobs on the Net for Librarians ("Internet Spotlight"), **1999(J/F)**:27–29
 Kids Connect @ Danbury Public Library, **2001(J/A)**:224–227
 The Library of Congress Online ("Internet Spotlight"), **2000(M/J)**:146–147
 PLA Open 24/7 @ www.pla.org ("Internet Spotlight"), **2000(N/D)**:327–328
 Reading the 'Net--Books in Cyberspace ("Internet Spotlight"), **1999(M/J)**:154–155
 Reference Questions on Your Web Site ("Internet Spotlight"), **2000(J/A)**:204–205
 Rx for Health on the Web ("Internet Spotlight"), **2000(M/A)**:81–82
 Search Smarter, Not Harder, on the World Wide Web ("Internet Spotlight"), **1999(S/O)**:291–293
 Seniors in Cyberspace ("Internet Spotlight"), **2001(M/A)**:93–94
 Sustainable Living in an Interconnected World ("Internet Spotlight"), **2001(J/F)**:35–36
 Web Reference: A Virtual Reality ("Internet Spotlight"), **1999(M/A)**:94–95
 Y2K Resources for Public Libraries ("Internet Spotlight"), **1999(J/A)**:221–223
- FOUNTAINDALE (Ill.) PUBLIC LIBRARY
 Exercise for mind and body ("Field Notes"), **1994**:296
- Fout, Deborah J.
 Diary of a Hard Hat Librarian, **1999(S/O)**:306–313
- FRANKLIN COUNTY (Fla.) PUBLIC LIBRARY
 And the Winner Is ... ("Section News"), **1996**:196–197
- FREE MATERIALS
 To Distribute or Not to Distribute: This is the Policy Question ("Section News"), **1997**:379
- Fresonke, Julia
 Sharing the Library with Children at Risk, **1999(J/A)**:254–256
- FRIENDS OF LIBRARIES
 Can't Live on Love Alone ("Field notes"), **1995**:68
 Fly Away with a Friends Membership ("Tales"), **1999(J/F)**:17
 Marketing Friends Stores Online ("Section News"), **1998(M/A)**:142–143
- FULLERTON (Calif.) PUBLIC LIBRARY
 Bears, bears, everywhere ("Field Notes"), **1994**:127
 Getting Up to Speed on the Information Superhighway ("Field notes"), **1995**:136
 Millions of Cats ("Tales"), **1996**:19
 Recycling a card catalog ("Field Notes"), **1994**:296
 See Dick and Jane ("Tales"), **1995**:9
 Summer Reading is "Elementary" ("Tales"), **1997**:338

FUNDING SOURCES. *See also* GIFTS; GRANTS

- Funding beyond the library budget, **1994**:332–333
- Going for the Green: How Public Libraries Get State Money, **2001(S/O)**:298–304
- Ideological Opposition to Federal Library Legislation, **1995**:162–169
- Impact of External Technology Funding Programs for Public Libraries: A Study of LSTA, E-Rate, Gates, and Others, **2002(M/J)**:166–171
- Infographic: Data from PLDS98 *Statistical Report* Ranked High to Low by Percent State Funded, **1999(M/A)**:83
- The Library Services and Technology Act: How Changes from LSCA Are Affecting Libraries, **1999(N/D)**:378–382
- Local Library Matters ("From the President"), **1997**:331
- Local public library funding in the 1980s, **1994**:37–39
- Microsoft and CEO Gates Contribute \$400 Million Gift to Public Libraries ("News"), **1997**:247
- Public Library Systems Section, **1995**:369–370
- State Librarian to the Rescue ("Section News"), **1995**:303–304

FUNDING SOURCES (TALES FROM THE FRONT)

- 2000 Budget Invests in the Chicago Public Library ("Tales"), **2000(J/F)**:12–14
- Adopt a magazine ("Field notes"), **1994**:182
- Bequest Starts Foundation ("Field notes"), **1995**:330
- Biggest donation since Carnegie ("Field notes"), **1994**:295–296
- Donated Supplies for Libraries ("Tales"), **2002(J/A)**:193–194
- Donations fuel protests ("Field notes"), **1994**:295
- Donor Buys Stock in Library ("Tales"), **1998(M/A)**:105
- Endowments Honor Libraries ("Field notes"s), **1995**:269, 270
- Financial Boost from a Library Fan ("Tales"), **1997**:85
- Grant for Telecommunications ("Field notes"), **1995**:67
- Grant Helps Build Library ("Tales"), **1998(M/J)**:167
- Guidelines on Town-Library Authority to be Issued ("Tales"), **1999(N/D)**:351
- Illinois Libraries Awarded \$24,000 to Promote Tolerance ("Tales"), **2000(J/A)**:193–194
- Learn How to Do It at Vineland Public Library ("Tales"), **2000(J/A)**:193
- Library benefits from stock market ("Field Notes"), **1994**:240
- Library Trust Benefits Children ("Tales"), **1997**:16
- Motorists steer money to libraries ("Field notes"), **1994**:13
- Sale of Valuable Painting Causes Controversy ("Tales"), **1999(N/D)**:350
- Specialty License Plates Debut ("Tales"), **2000(S/O)**:246
- Supporters Fund Addition ("Tales"), **1998(M/A)**:105
- Ten-Year Program Produces Twelve New Libraries in Palm Beach ("Tales"), **1997**:276
- Twain Goes High-Tech ("Tales"), **1998(N/D)**:353
- Votes for the System ("Tales"), **1996**:109
- Whale of a Gift ("Tales"), **1998(N/D)**:352–353

FUND-RAISING. *See also* BOOK SALES

- Building Libraries, Building Community: The Wilmington Experience, **2001(J/F)**:38–42
- Centennial Birthday Bash, **1996**:44–46
- Fundraiser Follow-up ("Section News"), **1995**:234
- Library Gets Just Desserts, **1999(M/A)**:87
- The library poor box ("Professional Views"), **1994**:299–304
- Marketing test, **1994**:331–332
- Nine Tips for Organizing a Fundraising Campaign ("Section News"), **1998(J/F)**:65–66
- A Patron-Owned Library: How Residents of Two Communities in California Built Their Own Independent Library, **2001(N/D)**:359–363
- Public library private fund-raising, **1994**:31–36
- Straw into Gold: Could Private Fundraising Be the Answer?, **1997**:174–177

FUND-RAISING (TALES FROM THE FRONT)

- (Apricot) Pie in the Sky for King City Library ("Tales"), **1997**:147–148
- Ark Built for a Flood of Money ("Tales"), **1999(J/A)**:211
- Art Aids Auto History Collection ("Tales"), **1997**:86

The art of the matter ("Field notes"), **1994**:128
The Bitten Word ("Tales"), **2001(J/A)**:205
Book Sale is Record-Breaker ("Tales"), **1997**:276
Bride Showers Library with Books on Tape ("Tales"), **1998(J/A)**:232
Dancers' Dollars Help Library "Making Connections" ("Tales"), **1997**:84
The Diamonds or the Harley? ("Tales"), **1999(M/J)**:146–147
Friends' Book Cybersale a Moneymaker ("Tales"), **1997**:274
Friends on the Information Highway ("Field notes"), **1995**:67
Funds Are Excellent in Evanston ("Tales"), **1997**:276
Funds Flow in from Water Bill Mailings ("Tales"), **1998(M/A)**:105
Gala Event Awarded to Lucky Library ("Tales"), **1999(M/J)**:147
A Glad Tea Party ("Tales"), **1997**:336
Governor Praises CD Campaign ("Tales"), **1998(S/O)**:290
Great Purr-sonalities Raise Funds for Library ("Tales"), **1999(S/O)**:279
How to Adopt Ten Thousand Books ("Tales"), **1996**:161
Kids Jump for Books ("Tales"), **1999(M/A)**:87
Librarians, Raffles, and Harleys, Oh My! ("Tales"), **2002(S/O)**:246–247
Library Cooks Up a Fund-Raiser ("Tales"), **1999(N/D)**:352
Library Event Causes Much Ado ("Tales"), **1999(M/J)**:145–146
Midwest Thriller Funds Library Programs ("Tales"), **1998(M/J)**:165
Nose Twisting Profitable ("Field notes"), **1995**:330
A Novel Ball ("Tales"), **1999(J/A)**:210–211
Ozzy Celebration Marks Twenty Years ("Tales"), **1999(M/J)**:147
Patrons Vie to Be Part of the Plot in Upcoming Novels ("Tales"), **1999(M/A)**:85–86
Prospective Eagle Scout's Efforts Benefit Library ("Tales"), **1997**:84–85
Pull Up a Chair--And Take It With You! ("Tales"), **2000(M/J)**:135
A Sinking Ship Supports the Library ("Tales"), **1999(M/J)**:146
Sold-Out Literary Tea Highlights African American Culture ("Tales"), **1999(M/J)**:146
Spellers Buzz at Bee ("Tales"), **1997**:147
Trike to the Bookmobile ("Tales"), **1996**:20–21

G

Garcia, Joe, and Jerry Hedgecock

The VIA Connection ("Verso"), **2002(M/J)**:131–132

GARDENING

How Does Your Garden Grow? ("Field notes"), **1995**:197

Garvey, Toni

[about] Garvey Elected PLA Vice President ("News"), **2000(N/D)**:357

From the President (column) (see issues **2001(J/A)**-**2002(M/A)**)

GATES FOUNDATION

Gates Foundation Awards Helsinki City Library with First Annual Access to Learning Award ("Tales"), **2002(J/F)**:24

The Gates Foundation Gifts ("Tech Talk"), **2002(J/F)**:38–39

Microsoft and CEO Gates Contribute \$400 Million Gift to Public Libraries ("News"), **1997**:247

GAY AND LESBIAN PATRONS

Lesbian, Gay, and Bisexual Library Service: A Review of the Literature, **2000(S/O)**:270–279

GAY AND LESBIAN PRIDE WEEK

A Celebration of Pride ("Tales"), **1997**:336

GAY AND LESBIAN STUDIES

Gay Young Adult Fiction in the Public Library, **1999(J/A)**:224–243

Library Programs Encompass Lesbian, Gay, & Bisexual Themes ("Tales"), **1998(M/J)**:166

Gehron, Kathleen A.

A Virtual Collection: Creating and Maintaining Links Pages, **1999(N/D)**:372–376

Geist, Paula

Hispanic Library Services in South Florida, **1995**:34–37

- GELB, MICHAEL J.
How to Think Like Leonardo Da Vinci: An Interview with Michael J. Gelb ("Book Talk"), **2000(S/O):**256–257
- GENCO, BARBARA
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):**173
- GENEALOGY
Of Interest to Librarians Serving Genealogy Patrons ("News"), **1997:**48
- GENRE FICTION
Leading a Genre Study, **1999(N/D):**384–386
- GEOGRAPHIC INFORMATION SYSTEMS
Geographic Information Systems: Mapping the Territory ("TechNotes"), **2001(J/F):**34, 36
- GEORGE MASON REGIONAL (Va.) LIBRARY
"A Cup of Coffee and a Good Book--It's a Natural" ("Tales"), **2001(J/F):**20
- Gibson-Reading, R. Christine
Hosting the "Assignment Rescue: The Story of Varian Fry and the Emergency Rescue Committee" Exhibit ("Cluster News"), **1999(N/D):**390–392
- GIFTS. *See also* FUNDING SOURCES; GRANTS
A Bookworm's Eye-View of Collection Development: Making Use of Gift Books, **1999(N/D):**364–370
Brooklyn Public Library Foundation Receives \$100,000 Gift ("Tales"), **2000(M/A):**70–71
Hartford Public Library Benefits from Generous Donations ("Tales"), **2000(M/J):**134
Literacy Services Get Boost ("Tales"), **1999(J/F):**18
Utilities Donate Environmental Collection ("Tales"), **1999(J/F):**18
- GIFTS AND EXCHANGES
Think Twice before You Donate ("Verso"), **2002(J/F):**20
- Gilbert, Carol
InfoPeople: INternet FOr People, **1995:**152–156
- Gilton, Donna L.
Onward and Upward: Promotion of Public Librarians, **2000(J/A):**214–219
- GLENDALE (Ariz.) PUBLIC LIBRARY
Artistic Library Wins Grand Prize ("Tales"), **1999(J/A):**212
Business Programs at the Glendale Public Library ("Perspectives"), **1997:**91
Shhhhh! The band's about to play ("Tales"), **1998(J/A):**234
- Glennon, Michael L.
Developing and Passing a Bond Issue: A Trustee's View, **1997:**24–28
- Gloria Creed-Dikeogu
South Africa, 1960s-1990s ("Perspectives"), **2002(J/F):**25–27
- Gogolowski, Christine. *See* Baker, Lynda M.
- Gold, Anne Marie
Of Libraries, Politics, and Personal Leadership ("Cluster News"), **1999(M/A):**126–127
- Goldberg, Susan
Assessing PLA's national conferences ("Professional Views"), **1994:**188–189
- Golden, Fay Ann, **1994:**287
- Goodes, Pamela
Writers Live at the Library ("Perspectives"), **1998(J/A):**240–241
- Gordon, Holly Kendall
Swaziland, 1983-86 ("Perspectives"), **2002(J/F):**28
- GOSHEN (Ind.) PUBLIC LIBRARY
Pinnacle of Customer Service: Partnerships ("Perspectives"), **2001(M/A):**85–86
- Gossage, Wayne
The Selection Process ("Perspectives"), **1998(N/D):**356–357
- Gotsch, Paula
An International "Perspectives": An Interview with Ellis Beteck ("InterViews"), **2001(J/F):**30–31
- Goudy, Frank Wm.
Local public library funding in the 1980s, **1994:**37–39
- GOVERNMENT INFORMATION
GPO Databases Available ("Field notes"), **1995:**68

GOVERNMENT PRINTING OFFICE

Ben Franklin Provides Guided Tour of the Federal Government ("Tales"), **2000(M/J):136**

Graham, Rufus

Tales of a trustee, **1994:317–318**

Tales of a Trustee: Part 2 ("Verso"), **1996:104–105**

GRANDPARENT INFORMATION CENTER

CIS ("Section News"), **1994:221**

GRANTS. See also FUNDING SOURCES; GIFTS

\$3.8 Million Carnegie Grants Aid Six South African PLs ("Tales"), **2002(J/F):23–24**

Brooklyn Public Library Awarded \$400,000 for Teen Pilot Project ("Tales"), **2000(M/A):71**

Chicago Public Library Awarded \$300,000 ("Tales"), **2000(J/F):12**

Farmingdale PL Head-Injury Collection ("Tales"), **2001(M/J):147**

Funding beyond the library budget, **1994:332–333**

Gates Foundation Awards Helsinki City Library with First Annual Access to Learning Award ("Tales"), **2002(J/F):24**

The Gates Foundation Gifts ("Tech Talk"), **2002(J/F):38–39**

Great Reading En Route to America's Rural and Small Libraries, **2000(M/J):155**

Library Receives Grant for Strengthening Families Project ("Tales"), **2001(J/F):21**

Michigan Libraries Receive Gates Foundation Grants ("Tales"), **2000(M/J):135**

New Orleans Library Receives Mini-Grant from Ezra Jack Keats Foundation ("Tales"), **2000(M/J):136**

New South Tulsa County Library to Be Built on Donated Land ("Tales"), **2001(J/F):20–21**

Queens Library Receives \$1,000,000 Carnegie Grant ("Tales"), **2000(J/F):12**

Vermont Children's Outreach Programs Receive Smith Grants ("Tales"), **2001(J/F):21**

Gravois, Jim

Are Public Librarians Prepared for Retirement?, **1995:158–160**

GREENWOOD PUBLIC LIBRARY

Library Becomes a Virtual Zoo ("Tales"), **1998(J/A):232–233**

Gregory, Gwen

The Library Services and Technology Act: How Changes from LSCA Are Affecting Libraries, **1999(N/D):378–382**

Greiner, Ruth D. See Saxton, Matthew L.

GRIDLEY, ROBIN

One-Stop Shopping for Librarians at TheLibraryPlace.com: An Interview with Robin Gridley ("InterViews"), **2001(S/O Supp):12–13**

Gross, Melissa, and Matthew L. Saxton

Who Wants to Know? Imposed Queries in the Public Library, **2001(M/J):170–176**

H

Haavisto, Tuula

Networking is the Key Word in Finnish Public Libraries, **2002(J/F):45–47**

Hage, Christine Lind

[about] Introducing 1998-99 PLA President Christine Lind Hage ("News"), **1998(S/O):326**

Building Leadership in PLA ("Perspectives"), **1997:214–215**

Changing Jobs is Hard to Do ("From the President"), **1999(J/F):11–12**

The Fact Is That Fiction Dominates ("Perspectives"), **1997:153–154**

The Identity of Internet Explorers: May I Ask Who's Calling? ("Verso"), **1998(J/F):28–29**

From the President (column) (see issues **1998(J/A)-1999(M/A)**)

Surfing the Internet in Michigan, **1995:130–131**

Hagloch, Susan B.

Personnel Management ("Perspectives"), **2002(M/A):84**

Hale, Judith

Why Certification?, **2002(N/D):343, 348**

Hales, John D., Jr.

Leadership for the Future of ALA ("Perspectives"), **1997:215**

HAMMOND (Ind.) PUBLIC LIBRARY

World AIDS Day 1994, **1995**:284–286
HAMPTON (Va.) PUBLIC LIBRARY
A proactive approach to building security, **1994**:251–256
HANKINS, LAURA
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173
HANNIBAL (Mo.) PUBLIC LIBRARY
Grow Your Own [Young Adult Services] ("Perspectives"), **2002(J/A)**:198–199
HARFORD COUNTY (Md.) PUBLIC LIBRARY
Gala Event Awarded to Lucky Library ("Tales"), **1999(M/J)**:147
Harrington, Judy
The Three Cs of a Successful Joint Library Project ("Perspectives"), **2002(N/D)**:314
HARRINGTON (Del.) PUBLIC LIBRARY
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173
Harris, Marlene A.
The Future of Audiobooks ("Perspectives"), **1996**:113–114
HARTFORD (Conn.) PUBLIC LIBRARY
Hartford Public Library Benefits from Generous Donations ("Tales"), **2000(M/J)**:134
Hartford Public Library Introduces Midnight Reference Service ("Tales"), **2001(M/A)**:84
Voters Say Yes, Ten to One ("Tales"), **1997**:85
Hartman, Rochelle
Excuse Me Miss, Your Roots are Showing: An Apologia for Working in One's Hometown Library
("InterViews"), **2002(M/A)**:91–92
"I'm Afraid of Librarians" An Interview with Andrei Codrescu ("Book Talk"), **2002(J/F)**:36–37
HAWAII STATE PUBLIC LIBRARY SYSTEM
Collection Agency Recovers More than \$250,000 ("Tales"), **1998(M/A)**:105–108
Forty-five years overdue ("Field Notes"), **1994**:127
Governor Praises CD Campaign ("Tales"), **1998(S/O)**:290
Hawaii Libraries Host Tribute to Queen Lili'uokalani ("Tales"), **2000(M/J)**:135–136
Passport Applications Accepted Here ("Tales"), **2001(J/A)**:206
Hayes, Jan, and Ian Baaske
Preparing Staff for the Library of the Future, **2000(S/O)**:280–285
Hayes, Jan, Maureen Sullivan, and Ian Baaske
Choosing the Road Less Traveled: The North Suburban Library System Creates a Learning
Organization, **1999(M/A)**:110–114
Headley, Stephen
A Book about Dogs and a Martini on the Rocks, Please ("Verso"), **1997**:149
HEALTH INFORMATION. *see* MEDICAL REFERENCE
HEALTH INFORMATION PROJECT
Making Libraries Essential: the HIP Way, **1995**:352–355
Hedgecock, Jerry. *See* Garcia, Joe
Heller, Johnny
Reading for a Living: Life as an Audio-Book Narrator ("InterViews"), **2002(N/D)**:317–318
HELMRICH DISTINGUISHED AUTHOR AWARD
Margaret Atwood Receives 1999 Peggy V. Helmerich Distinguished Author Award ("Tales"),
2000(M/A):70
Henderson, Harriet
[about] PLA President-Elect to Focus on the "Value" of Public Libraries ("News"), **1998(N/D)**:389
From the President (column) (*see* issues **1999(J/A)**-**2000(M/A)**)
HENDRICKS, GAY
The Corporate Mystic: An Interview with Gay Hendricks, **2001(N/D)**:338–339, 343
Henington, David M.
Third world libraries: Is there an American role? ("Professional Views"), **1994**:244–245
HENRY HOLT AND COMPANY
\$10,000 rewards sharp eyes ("Field Notes"), **1994**:183
Hermann, Janie

On Wishing That I Had Learned That I Was Destined to Be a Public Librarian ("Perspectives"),
2002(M/A):84–85

Herrera, Luis
[about] Herrera Elected PLA President-Elect ("News"), **2002(S/O):289**

HIBBING (Minn.) PUBLIC LIBRARY
Library Receives Grant for Strengthening Families Project ("Tales"), **2001(J/F):21**

Hicks, Jack Alan
Planning Successful Author Programming ("Perspectives"), **1998(J/A):237–238**

HIGHLAND PARKS (Minn.) BRANCH LIBRARY
My Mother Had One Like That! ("Tales"), **2002(M/J):134**

HIGHSMITH LIBRARY INNOVATION AWARD
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):173**

Hill, Greg
Dobro Pozhalovat! Alaskan Public Librarians Visit Their Russian Counterparts, **1996:360–364**

Hill, Nanci Milone
You Just Don't Listen! Mother-Daughter Book Groups Fit the Bill ("Perspectives"), **2002(J/A):198–199**

HILLSBORO (Ore.) PUBLIC LIBRARY
Reading on the Rails ("Tales"), **1999(J/F):16**

Hilyard, Nan Blaine
The Art of Finding Things ("Perspectives"), **200746(J/F):17–22**

Hinshaw, Marilyn L.
A Time to Be Vigilant, **1999(J/A):263**

HISPANIC AMERICANS
Grand Opening of Biblioteca Latinoamericana in San Jose ("Tales"), **2000(M/J):136**

HISPANIC USERS
Hispanic Library Services in South Florida, **1995:34–37**
Ten Reasons Why We Buy Spanish Books, **1995:340–341**

HIV-AIDS INFORMATION
New York Archives ACT UP ("Tales"), **1996:218**
Partnership Faces AIDS ("Tales"), **1996:22**
Providing HIV-AIDS Information for Rural Communities, **1995:284–290**

Hixon, Cecil
Metropolitan Library Section, **1995:303, 367–368, 1996:194**

Hobbs, Lenora
Chaos Limitation: Emergency Response Plans ("Verso"), **1999(S/O):277**

Hodges, Gerald
ALA and the ALA Chapters--An Essential Partnership ("Perspectives"), **1996:351–352**

Hoffman, Herbert H.
Contents or Container? Priorities for the Online Catalog ("Verso"), **2000(M/J):132–133**

Hogan, Patricia M.
An Administrator's "Perspective on the Internet" ("Perspectives"), **1999(J/F):23–24**

Hogan, Sally
Unusual Page Markers: A Lesson in Patron Privacy ("Verso"), **1999(J/F):15**

Holahan, Paulette H.
Yes, Trustees Are Still Needed ("Perspectives"), **1998(M/J):171–172**

Hole, Carol
The Information Highway Hits the Road ("Perspectives"), **1995:272**

Hole, Wanda
Assessing Needs of Library Users with Disabilities, **1995:90–93**

HOLOCAUST
Legacies ("Verso"), **1998(S/O):287**

Holovack, Donna
The Popularity of Audiobooks in Libraries ("Perspectives"), **1996:115–116**

Holt, Cynthia
Assessing Needs of Library Users with Disabilities, **1995:90–93**

Holt, Glen E., Donald Elliott, and Amonia Moore

- Placing a Value on Public Library Services, **1999(M/A)**:98–108
- Holt, Leslie Edmonds
Changes in Storytelling ("Perspectives"), **1996**:219–220
- HOMEBOUND PATRONS
Touching the Hearts of the Homebound ("Tales"), **2001(J/A)**:204
- HOMELESS PATRONS
Services for Homeless Listed on Updated "Street Card" ("Tales"), **2002(J/A)**:193
The Value of a Library Card to a Homeless Person ("InterViews"), **2002(J/A)**:200–201
- HOMESCHOOLING
Introducing the Library to Homeschoolers ("Tales"), **1998(J/F)**:26
Public Library Service to Homeschoolers ("Perspectives"), **1995**:201–205
- HOMEWOOD (Ala.) PUBLIC LIBRARY
Diary of a Hard Hat Librarian, **1999(S/O)**:306–313
- HOMEWORK HELP SERVICES
Beating the Homework Blues ("Perspectives"), **1997**:19–23
Brarydog.net: A Homework Assistance Portal for Students, **2002(M/A)**:101–103
Library Club Marches On ("Tales"), **1997**:146–147
- HOUSTON (Tex.) PUBLIC LIBRARY
Book Sale is Record-Breaker ("Tales"), **1997**:276
A cooperative approach to preserving local history at the Houston Public Library, **1994**:257–259
Health Information Help at Houston PL ("Tales"), **1999(M/A)**:85
Kids Get Carded in Houston ("Tales"), **1997**:337–338
Packing the Power: the Houston Public Library's Library Card Campaign, **2000(M/J)**:156–160
Using TV to Promote Literacy ("Tales"), **1996**:217
- Hovde, David M.
The American Merchant Marine Library Association, **1994**:205–210
- HOWARD COUNTY (Md.) LIBRARY
Partnership Unites Library and Schools ("Tales"), **2002(N/D)**:309
- Huff, James
Internet Legal Resources for the General Reference Librarian ("Internet Spotlight"), **1999(N/D)**:360–362
- Hughes, Jean
The Proper Librarian, **1994**:67
- Hughes, Kathleen
Going Steady: My Love Affair with Public Libraries [interview with E. Ethelbert Miller] ("Book Talk"), **2000(N/D)**:322–325
News from PLA (column) (see issues **2002(M/J)**-**2008**)
See Spot Read, **2002(N/D)**:328–330
- Hull, Peggy
Taiz, Yemen, 1977-79 ("Perspectives"), **2002(J/F)**:27–28
- HUMAN RESOURCES. see PERSONNEL
- Humphrey, Mike. See Long, Katherine
- Hunt, Carey, and Johanna Tuñón
Partnerships: The Wave of Today ("Perspectives"), **2002(N/D)**:315–316
- Huntoon, Elizabeth
The Enduring Value of Storytelling, **1996**:220–221
- HURRICANES. see DISASTER RESPONSE
- Hutchins, Dan T., and Joan Travis
Response to "Recruitment of Public Librarians" ("Verso"), **2000(S/O)**:242–243
- Hyland, Pat
The Presidential Libraries: A Growing Resource, **1997**:94–99

I

- Iacono, Pauline J.
Fabulous Fiction Finders, **1995**:342–346

ICONNECT PROGRAM

Internet Courses...for Families ("Tales"), **2001(S/O Supp)**:10

IFLA CONFERENCE

Internet, UNESCO Manifesto Hot Topics at IFLA Conference, **1995**:365

A Letter from Jerusalem ("Perspectives"), **2000(N/D)**:316–320

ILLINOIS LIBRARIES

Motorists steer money to libraries ("Field notes"), **1994**:13

ILLINOIS STATE LIBRARY

Illinois Authors Have a Web Page ("Tales"), **1999(S/O)**:281

Illinois markets its libraries ("Field Notes"), **1994**:295

Library Promotes Citizenship ("Tales"), **1997**:147

IMAGE OF LIBRARIES AND LIBRARIANS

Public Images of the Role of Information Technology in Public Libraries, **1999(M/J)**:180–186

Selling Ourselves ("Editor's Note"), **2000(N/D)**:308, 320

Imhoff, Kathleen

Traits Common to Effective Managers ("Perspectives"), **1995**:139–140

IMMIGRANT PATRONS

Fifty Languages Spoken Here ("Tales"), **1997**:147

Library Promotes Citizenship ("Tales"), **1997**:147

The Next Andrew Carnegie ("Verso"), **1997**:82

Immroth, Barbara

Achieving School Readiness, **1997**:300–304

Immroth, Barbara and Keith Curry Lance

Output Measures for Children's Services in Public Libraries, **1996**:240–245

INDEPENDENT E-BOOK AWARDS

First Independent E-Book Awards ("Tales"), **2001(J/A)**:204

INDIAN TRAILS PUBLIC LIBRARY (Wheeling, Ill.)

Hosting the "Assignment Rescue: The Story of Varian Fry and the Emergency Rescue Committee" Exhibit ("Cluster News"), **1999(N/D)**:390–392

INDIANA LIBRARIES

Library lobbying as a way of life, **1994**:96–98

INDIANA UNIVERSITY LIBRARIES

Coming Soon: Great Books in Digital Format ("Tales"), **2000(S/O)**:247

INDIANAPOLIS-MARION COUNTY (Ind.) PUBLIC LIBRARY

The House That Readers Built ("Tales"), **2001(J/A)**:205–206

Innovative Outreach ("Tales"), **2001(S/O Supp)**:9

Librarian Floats to Sweepstakes ("Tales"), **1998(S/O)**:289

Reward for Recycling ("Tales"), **1996**:346

INFORMATION AND REFERRAL SERVICES

AARP's Tools You Can Use ("Section News"), **1995**:176

The ABCs of I&R, **1994**:109

Electronic Community Networking ("Section News"), **1995**:366–367

Free-Nets: delivering information to the community, **1994**:311–315

Information and Referral: Bringing People and Services Together ("Section News"), **1995**:302

Letting the Genie Out of the Bottle ("Section News"), **1995**:109–111

Providing I&R on a Budget ("Section News"), **1995**:41–43

US/MARC Community Information Format ("Section News"), **1995**:232–233

INFORMATION SERVICES

New Information Providers ("Field notes"), **1995**:67

INFORMATION TECHNOLOGY

Dueling Digital Prophets (editorial), **1995**:192, 238

The New Information Future, **1995**:208–211

Public Images of the Role of Information Technology in Public Libraries, **1999(M/J)**:180–186

Why Library Technology Bites Back ("Verso"), **1999(J/A)**:208–209

INGOLD, JEANETTE

- Stepping into Other Lives, Other Times: An Interview with Jeanette Ingold ("Book Talk"), **2002(M/J):**143–145
- INNOVATION
Taxing Our Brains ("Editor's Note"), **1996:**212
- IN-SERVICE DAYS
Total Quality Staff Development and Recognition ("Perspectives"), **1998(J/F):**35–36
- INSTITUTE OF MUSEUM AND LIBRARY SERVICES (IMLS)
Four Libraries Win First Ever National Award for Community Service, **2000(M/J):**133
Four Libraries Win National Community Service Award ("Tales"), **2000(S/O):**246
- Instructions to Authors, **1994:**79, **1995:**46, **1996:**67, **1999(J/F):**65, **2000(J/F):**48, **2001(M/A):**128–129, **2002(J/F):**62–63
- INTELLECTUAL FREEDOM. *See also* CENSORSHIP
Imagine a challenge ("Tales"), **1996:**19–20
Intellectual Freedom, Censorship, Access, and Other Issues That Perplex Us, **1995:**70–71
Intellectual Freedom and Library Support Staff, **2000(J/F):**43
Intellectual Freedom and the Library ("From the President"), **1998(S/O):**279, 282
- INTELLECTUAL PROPERTY. *see* COPYRIGHT
- INTERIOR DESIGN
Interior Design Trends in Libraries ("Perspectives"), **2000(M/J):**137–142
- INTERLIBRARY COOPERATION
The VIA Connection ("Verso"), **2002(M/J):**131–132
- INTERLIBRARY LOAN
The North American interlibrary loan and document delivery project, **1994:**273
Resource Sharing by Public Libraries, **1995:**220–224
- INTERNATIONAL COOPERATION
The Sister Libraries Programs ("Perspectives"), **2000(J/A):**195–199
- INTERNATIONAL EXCHANGES
International Experiences at the Queens Borough Public Library, **2002(J/F):**41–43
- INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS AND INSTITUTIONS
An Up-Close and Personal View of IFLA ("Verso"), **2002(J/F):**17, 19
- INTERNATIONAL LIBRARIES
An International "Perspectives": An Interview with Ellis Beteck ("InterViews"), **2001(J/F):**30–31
International Public Librarianship, **2002(J/F):**12
A Letter from Jerusalem ("Perspectives"), **2000(N/D):**316–320
Public Libraries in the Developing World ("Perspectives"), **2002(J/F):**25–33
Third world libraries: Is there an American role? ("Professional Views"), **1994:**243–247
- INTERNET. *See also* Cohen, Steven M.; E-BOOKS; FILTERING; Internet Spotlight (column); WEB SITES
ALLS Recommends World Wide Web Resources ("Section News"), **1996:**248
ALLS Web Site ("Section News"), **1996:**385
Author Goes Online for Library ("Tales"), **1997:**211
The Challenge and Promise of Cyberspace ("From the President"), **1996:**213
Community Networking Resources on the Internet ("Section News"), **1996:**71–73
Cyber Seniors ("Tales"), **1998(M/A):**104
Cyberseniors ("Tales"), **1999(J/A):**212
Electronic Bowdlerites: Censorship and Libraries in the Information Age ("Perspectives"), **1997:**279–284
Electronic Community Networking ("Section News"), **1995:**366–367
(Electronic) Gateway to the Empire State ("Tales"), **1997:**211
Electronic Job Hunting on the Internet ("Section News"), **1995:**175
Emerging Developments in Community Networking ("Section News"), **1996:**385–386
Firewalls in Public Libraries, **1998(N/D):**362–366
Friends' Book Cybersale a Moneymaker ("Tales"), **1997:**274
The Future Is Internet Access ("Section News"), **1996:**387
Get Carded on the Net ("Tales"), **1997:**210
Grant Hooks Up Pennsylvania ("Tales"), **1996:**278

¿Habla Español Su Internet? ("Tales"), **1999(J/F):**16–17
Handling Tough Internet Questions, **2001(J/F):**10
HTML is Cookin' in Skokie ("Tales"), **1997:**146
The Identity of Internet Explorers: May I Ask Who's Calling? ("Verso"), **1998(J/F):**28–29
InfoPeople: INternet FOr People, **1995:**152–156
Information Highway or Irrelevant Byway?, **1995:**207
Internet Access for Kids and Young Adults, **1997:**30–31
Internet Access in Rural Areas ("Tales"), **2001(S/O Supp):**10
Internet Courses...for Families ("Tales"), **2001(S/O Supp):**10
Internet: NCLIS Hopes vs. Reality ("Editor's Note"), **1996:**270, 324
Internet Programming Appeals to Parents ("Tales"), **1997:**274
Internet Toolkit and Training Available ("Tales"), **2000(J/A):**193
Internet Training Project Opens Doors for Community Outreach ("Section News"), **1996:**138–139
Kids Connect @ Danbury Public Library, **2001(J/A):**224–227
Kids Rule! Libraries Online! Meets High Point Library, **1998(J/A):**246–249
The Librarian as a "Bookman," **1996:**60–63
Libraries Expand Internet Services ("Field notes"), **1995:**136
Library of Congress Launches Web-Braille ("Tales"), **2000(J/F):**14
Log On @ the Library ("Tales"), **1996:**345
Lurking on the Listserv (editorial), **1995:**6, 11
No Need to Panic: Or Is There? ("Editor's Note"), **2000(M/J):**128, 130
Photos To Be on Worldwide Web ("Field notes"), **1995:**68
Policies For the Use of Public Internet Workstations in Public Libraries, **1997:**156–159
Privacy under Siege: Cookies in the Library ("Verso"), **2001(M/A):**80–81
A Promising Frontier or the New Wasteland? Libraries and the Internet ("Perspectives"), **1995:**73–77
Public Access to the Information Superhighway through the Nation's Libraries, **1995:**80–84
Say It with (Cyber)Flowers ("Editor's Note"), **1997:**206, 209
Special Users Surf the Internet ("Field notes"), **1995:**269
Surfing the Internet in Michigan, **1995:**130–131
Teens Train Net Users ("Tales"), **1997:**211
UK Tackles Internet Issues ("Tales"), **1999(M/A):**86
Web-Based Mini-Courses Help Educate Librarians ("Tales"), **1999(M/J):**145
Yet Another Internet Article ("Section News"), **1995:**111–112
Your Ticket to the Internet: The Ability to Write a Sentence, **1995:**130

INTERNET ACCESS
The VIA Connection ("Verso"), **2002(M/J):**131–132

INTERNET MAILING LISTS
IR-NETWORKER E-Mail List ("Cluster News"), **1998(S/O):**327–328

INTERNET PROGRAMS
The Book Clique: Creating and Running a Book Discussion Group Online ("Verso"), **2000(S/O):**244–245
Boston Public Library Offers Online Tutoring ("Tales"), **2000(S/O):**247
Maricopa County Library District Announces New E-services ("Tales"), **2000(S/O):**246

INTERNET REFERENCE
John Henry Versus the Computer: The Impact of the Internet on Reference Service ("Perspectives"), **1999(J/F):**21–25
Online Reference Assistance for Youth Just a Click Away ("Internet Spotlight"), **2000(S/O):**260–261
Pep Talk for the Reluctant (or Novice) Internet Librarian, **2000(J/F):**35–38
Perfecting Pathfinders for the Web ("Tech Talk"), **2002(M/A):**99–100
Reference Questions on Your Web Site ("Internet Spotlight"), **2000(J/A):**204–205
The Web as a Reference Tool: Comparisons with Traditional Sources, **1999(J/F):**30–39

INTERNET SERVICES
Chicago PL Archives to Go Online ("Tales"), **1998(N/D):**353
Library Launches Book Chat ("Tales"), **1998(N/D):**351
You've Got Mail!, **1999(S/O):**279
Internet Spotlight (column)

- 2001: A Year in Review, **2001(N/D)**:342–343
 Archiving and Preserving September 11, **2002(J/A)**:205–206
 Beyond Google, **2001(J/A)**:215
 A Few Good Web Tips ("Internet Spotlight"), **2000(J/F)**:21–22
 Finding That Elusive Book, **2002(N/D)**:322–323
 "How May I Help You?" in Cyberspace, **2001(M/J)**:157–158
 International Library Travels, **2002(J/F)**:38, 40
 Internet Legal Resources for the General Reference Librarian, **1999(N/D)**:360–362
 Jobs on the Net for Librarians, **1999(J/F)**:27–29
 The Library of Congress Online, **2000(M/J)**:146–147
 News on the Web, **2001(S/O)**:277
 Online Maps and Driving Directions, **2002(M/J)**:146
 Online Reference Assistance for Youth Just a Click Away, **2000(S/O)**:260–261
 PLA Open 24/7 @ www.pla.org, **2000(N/D)**:327–328
 Psst ... Did You Hear? Urban Legends and Hoaxes, **2002(M/A)**:97–98
 Reading the 'Net--Books in Cyberspace, **1999(M/J)**:154–155
 Reference Questions on Your Web Site, **2000(J/A)**:204–205
 Rx for Health on the Web, **2000(M/A)**:81–82
 Search Engine Update, **2002(S/O)**:265–266
 Search Smarter, Not Harder, on the World Wide Web, **1999(S/O)**:291–293
 Seniors in Cyberspace, **2001(M/A)**:93–94
 Sustainable Living in an Interconnected World, **2001(J/F)**:35–36
 Web Reference: A Virtual Reality, **1999(M/A)**:94–95
 Y2K Resources for Public Libraries, **1999(J/A)**:221–223
- INTERNET TRAINING**
 Connecting Rural Oregon Libraries to the Internet, or "Will It Fit in My Car?", **1998(J/F)**:58–61
 Teach Yourself Internet ("Tales"), **1998(N/D)**:353
- InterViews (column)**
 An International "Perspectives": An Interview with Ellis Beteck, **2001(J/F)**:30–31
 Excuse Me Miss, Your Roots are Showing: An Apologia for Working in One's Hometown Library, **2002(M/A)**:91–92
 One-Stop Shopping for Librarians at TheLibraryPlace.com: An Interview with Robin Gridley, **2001(S/O Supp)**:12–13
 Questia: The Making of an Online Library, **2001(S/O Supp)**:11
 Reading for a Living: Life as an Audio-Book Narrator, **2002(N/D)**:317–318
 Terrorism and the American Library Card, **2002(S/O)**:261, 264
 The Value of a Library Card to a Homeless Person, **2002(J/A)**:200–201
 Youth Development and Libraries: A Conversation with Karen Pittman, **2002(S/O)**:256–260
- IOWA CITY (Iowa) PUBLIC LIBRARY**
 Fabio look-alike chosen ("Field Notes"), **1994**:239
 Library Celebrates One Hundred Years ("Tales"), **1997**:17
 Lunch at the Library ("Tales"), **2000(J/A)**:194
 Nerdy Mascot is Pick of the Litter ("Tales"), **1998(N/D)**:351
 Nose Twisting Profitable ("Field notes"), **1995**:330
 Not for Children Only ("Tales"), **1996**:161
 Say "Charge It" at the Library ("Tales"), **2002(M/A)**:83
 A Sinking Ship Supports the Library ("Tales"), **1999(M/J)**:146
 Staff member uses MARC to propose ("Field notes"), **1994**:13
- IOWA LIBRARIES**
 Libraries Rate High with Iowans ("Tales"), **1999(J/A)**:210
- Irvine, Ann**
 Is Centralized Collection Development Better?, **1995**:216–218
- Isenstein, Laura J.**
 Educating Our Customers ("Perspectives"), **1997**:281–282
- ISRAELI LIBRARIES**
 A Letter from Jerusalem ("Perspectives"), **2000(N/D)**:316–320

J

Jackson, Mary E.

The North American interlibrary loan and document delivery project, **1994**:273

JACKSONVILLE (Fla.) PUBLIC LIBRARY

Library Event Causes Much Ado ("Tales"), **1999(M/J)**:145–146

Jacob, Bernard and Carol Morphew

The Quiet Room: A Cyber-Free Haven in the Community Library, **1997**:216–217

JAILED PATRONS

Reading for Life ("Tales"), **1998(N/D)**:352

Janes, Joseph and Charles R. McClure

The Web as a Reference Tool: Comparisons with Traditional Sources, **1999(J/F)**:30–39

Jankowska, Maria Anna

The ALA SRRT Task Force on the Environment ("Perspectives"), **2001(J/F)**:22–23

Jaquay, Sarah

Avoiding Obsolescence ("Perspectives"), **1996**:29–30

JEFFERSON COUNTY (Ala.) PUBLIC LIBRARY

Lots of Love for Libraries ("Tales"), **1999(J/A)**:211

JEFFERSON COUNTY (Colo.) PUBLIC LIBRARY

The art of the matter ("Field Notes"), **1994**:128

Batty about Bats ("Tales"), **1995**:9

Body Painting at Jeffco Libraries ("Tales"), **2002(M/A)**:83

Fifty Stories for Fifty Years ("Tales"), **2002(S/O)**:247

Get It in Writing! ("Perspectives"), **2002(S/O)**:248–249

Home Exchange ("Tales"), **2002(J/F)**:24

Inspired Programs at Jeffco Libraries ("Tales"), **2002(N/D)**:308

Kids Jump for Books ("Tales"), **1999(M/A)**:87

Library Offers Series on Elder Law ("Tales"), **2000(J/F)**:12

Prospective Eagle Scout's Efforts Benefit Library ("Tales"), **1997**:84–85

Summer Readers Help Homeless ("Tales"), **1999(J/F)**:17

Ten Bucks Buys a Box of Books ("Tales"), **2001(J/F)**:21

What One Community Says about Joint Use ("Perspectives"), **2002(S/O)**:249–250

JOB AND CAREER INFORMATION SERVICES

Adolescent Career Decision Making and the Potential Role of the Public Library, **1998(N/D)**:376–381

Help Wanted, Help Found: Librarians, Job Hunters and the Challenge of the Internet, **2000(J/A)**:224–225

JOB HUNTING

Electronic Job Hunting on the Internet (section new), **1995**:175

Pop quizzes ("Field notes"), **1994**:71

JOE BARNHART BEE COUNTY (Tex.) LIBRARY

Art @ the Library ("Tales"), **2001(J/A)**:205

Johns, Mary

The Benefits and Problems of Joint-use facilities ("Perspectives"), **1999(N/D)**:357

JOHNS HOPKINS UNIVERSITY

Robot Created to Increase Access to Off-Site Library Materials ("Tales"), **2002(N/D)**:309

Johnson, Andrea

Trends in Library Furnishings: A Manufacturer's "Perspective" ("Perspectives"), **2000(M/J)**:137–139

Johnson, Cameron

Professionalism, Not Paternalism ("Perspectives"), **2002(M/J)**:139–140

Johnson, Carol French

Union Staff and Customer Service: Do They Collide? ("Perspectives"), **2002(M/J)**:136–137

Johnson, Carol P.

Domain Competencies and Minnesota's Voluntary Certification Program, **2001(J/A)**:228–234

Library Employees Without the ALA-Accredited Master's Degree, **1998(J/F)**:40–46

Johnson, Debra Wilcox

- Technology in the public library, **1994**:319–321
- Johnson, Duane
Assessing New Federal Priorities ("Perspectives"), **1995**:337
- Johnson, G. Victor
Key Issues and Trends Facing Trustees Today ("Perspectives"), **1998(M/J)**:172
- Johnson, Roberta. *see* Smith, Sally Decker
- Johnson, Suzanne
Afghanistan, 1968 ("Perspectives"), **2002(J/F)**:27
- JOHNSON COUNTY (Kans.) LIBRARY
Author/Senator/Presidential Candidate Visits Kansas Library ("Tales"), **1999(N/D)**:350–351
A Cover Girl You Can Count On ("Tales"), **1997**:275
Library Named Innovator ("Tales"), **1999(J/F)**:16
Research Plus: Johnson County Library Business Service ("Perspectives"), **1997**:88–89
The Spirit of the Law: When ADA Compliance Means Overall Excellence in Service to Patrons with Disabilities, **1997**:294–298
- JOINT-USE FACILITIES
Changing "Perspectives: Joint Use of Facilities By Schools and Public Libraries ("Perspectives"), **1999(N/D)**:355–359
- JOINT-USE LIBRARIES
Combined School-Public Library Facilities: Opinions, Case Studies and Questions to Consider ("Perspectives"), Part 1 **41**:248–255, Part 2 **41**:310–316
- Jones, Patrick
Assets and Outcomes: New Directions in Young Adult Services in Public Libraries ("Perspectives"), **2002(J/A)**:195–199
Packing the Power: the Houston Public Library's Library Card Campaign, **2000(M/J)**:156–160
- Jones, Patrick, and Rebecca Seim
Creating Raving Fans of Audiobooks in Fort Wayne ("Perspectives"), **1996**:114–115
- Joyce, Steven
Lesbian, Gay, and Bisexual Library Service: A Review of the Literature, **2000(S/O)**:270–279
- Julien, Heidi
Adolescent Career Decision Making and the Potential Role of the Public Library, **1998(N/D)**:376–381
- Junion-Metz, Gail
Internet Access for Kids and Young Adults, **1997**:30–31

K

- Kadis, Averil
Notable libraries and librarians ("Professional Views"), **1994**:132
- KALAMAZOO (Mich.) PUBLIC LIBRARY
Kalamazoo Library First to Offer Digital Audiobooks ("Tales"), **2001(J/A)**:205
Kalamazoo's Cutting-Edge Digital Audio Books Project ("News"), **2001(J/A)**:242–243, 246
- KANAWHA COUNTY (W.Va.) PUBLIC LIBRARY
Electronic Library Kiosk the First in West Virginia ("Tales"), **2002(N/D)**:308
- KANSAS CITY (Mo.) PUBLIC LIBRARY
A Century of Horsing Around ("Tales"), **1999(J/A)**:211
- Kaplan, Paul
The Benefits of Local Author Programs ("Perspectives"), **1998(J/A)**:237–238
Legacies ("Verso"), **1998(S/O)**:287
- Kassin, Michael
Tall Tree: Counting the Leaves, **1999(M/A)**:120–123
- Kay, Linda
The Pros and Cons of E-books: The New Jersey Experience, **2001(S/O Supp)**:6–8
- Keefer, Chloe
South Africa, 2000 ("Perspectives"), **2002(J/F)**:31–32
- Keitel, Susan. *See* Lobosco, Anna F.
- Kelley, Neil

- A Promising Frontier or the New Wasteland? ("Perspectives"), **1995:73–74**
- Kemp, Roger L.
 A City Manager Looks at Trends Affecting Public Libraries, **1999(M/A):116–119**
 The Creative Management of Library Services, **1995:212–215**
- Kerschner, Joan
 Emerging Structures and Roles ("Perspectives"), **1995:335–336**
- Kienitz, LaDonna
 [about] Kienitz Named on "Most Influential" List, **1996:380**
 President's message (column) (see issues **1995-1996**)
- King, Monica
 [about] Writing for *PL Pays Off* ("News"), **2000(N/D):357, 361**
 Protecting Public-Access Computers in Libraries, **1999(M/J):166–174**
- KING CITY (Calif.) LIBRARY
 (Apricot) Pie in the Sky for King City Library ("Tales"), **1997:147–148**
- KING COUNTY (Wash.) LIBRARY SYSTEM
 Escape to the Library ("Tales"), **1999(M/A):86**
 Information Needs of Low-Income Residents in South King County, **2000(N/D):330–335**
 She Read Her Way to Hawaii ("Tales"), **1998(M/J):166**
 You've Got Mail!, **1999(S/O):279**
- KIOSKS
 Electronic Library Kiosk the First in West Virginia ("Tales"), **2002(N/D):308**
 Innovative Outreach ("Tales"), **2001(S/O Supp):9**
 Kiosks Provide Information ("Tales"), **1995:9**
- KIRKWOOD (Mo.) PUBLIC LIBRARY
 Chaos Limitation: Emergency Response Plans ("Verso"), **1999(S/O):277**
 Whose West? ("Tales"), **1997:18**
- Klancher, Linda. See Carroll, Holly
- Kleiman, Allan M.
 A Blueprint for Disaster ("Perspectives"), **1999(N/D):357–358**
- Koozer, Donald E.
 Hi, I'm Don ("Verso"), **1999(N/D):348–349**
 Libraries Remembered ("Verso"), **1999(M/A):82–83**
- Kotch, Marianne
 Using the *New Planning for Results* Process to Create Local Standards of Library Service, **2002(J/A):216–219**
- Kounas, Andreanna
 Research Plus: Johnson County Library Business Service ("Perspectives"), **1997:88–89**
- Kranich, Nancy
 Looking Through the Glass: The American Library Association Candidates' "Perspective
 ("Perspectives"), **1999(M/A):91–92**
- Krentz, Jayne Ann
 All the Right Reasons: Romance Fiction in the Public Library, **1997:162–166**
- Kuhlenschmidt, Eden
 Making the World a Better Place to Live ("Perspectives"), **2000(J/A):197–198**
- L
- LACEY TIMBERLAND (Wash.) LIBRARY
 Double Donation Enriches Library ("Tales"), **1996:20**
- Lacroix, Eve-Marie. See Miller, Naomi
- LAKE COUNTY (Ind.) PUBLIC LIBRARY
 Fabulous at Forty ("Tales"), **1999(J/A):212**
- LAKE LANIER REGIONAL (Ga.) LIBRARY
 ("News"), **1994:46, 53**
- LAKE VILLA DISTRICT LIBRARY
 Lights, Camera, History! ("Field notes"), **1995:135**

LAMAN (Ark.) PUBLIC LIBRARY

Wireless Technology ("Tales"), **2001(S/O Supp):9**

Lamberson, Sharon

Grow Your Own [Young Adult Services] ("Perspectives"), **2002(J/A):198–199**

Lambert, Linda

Death: A Good Career Move for Jo Dereske, **1997:306**

Lamont, Bridget

Illinois Authors Literary Dinners: An Evolving Tradition ("Perspectives"), **1998(J/A):238–240**

Lance, Keith Curry. See Immroth, Barbara Froling; Steffen, Nicolle

Langley, Linda Parker, Dianne Brady, and Michael Sartisky

Family Literacy in Action: The Prime Time Family Reading Time Program, **2001(M/J):160–165**

LARAMIE COUNTY (Wyo.) LIBRARY SYSTEM

Banker Donates the Bank ("Tales"), **1999(J/A):211–212**

Teach Yourself Internet ("Tales"), **1998(N/D):353**

WIC Classes Invite the Library ("Tales"), **1995:10–11**

Larsgaard, Mary L. See Rankin, Katherine L.

LAS VEGAS-CLARK COUNTY (Nev.) LIBRARY DISTRICT

Library and Museum Combo Unveiled ("Tales"), **1997:148**

LATCHKEY CHILDREN

Public Library Programs for Latchkey Children, **1995:291–295**

Lawhun, Catherine

Library Express: San Francisco Public Library's Information Service ("Perspectives"), **1997:89–90**

LAWRENCE (Mass.) PUBLIC LIBRARY

Plug in for Homework ("Tales"), **1996:160**

Lawry, Beth A.

The Value of a Library Card to a Homeless Person ("InterViews"), **2002(J/A):200–201**

LEADERSHIP

Are You a Library Leader? ("Section News"), **1997:125**

Do Women and Men Manage Libraries Differently? ("Perspectives"), **1995:137–141**

Growing New Leaders in Ohio, **1995:24–26**

Leadership for the Profession: The Art and the Reality ("Perspectives"), **1997:212–215**

Of Libraries, Politics, and Personal Leadership ("Cluster News"), **1999(M/A):126–127**

Texas Accelerated Library Leaders:TALL Texans ("Verso"), **2000(N/D):311–313**

LEAGUE OF WOMEN VOTERS

"A Lot in Common": The League of Women Voters and Public Libraries, **2000(J/F):31–33**

LEARNING ORGANIZATIONS

Preparing Staff for the Library of the Future, **2000(S/O):280–285**

LEGAL REFERENCE

Internet Legal Resources for the General Reference Librarian ("Internet Spotlight"), **1999(N/D):360–362**

LEGISLATION

Help for the Advocacy-Impaired Librarian: A Bibliography of Resources on Library Advocacy, **2002(M/J):158–165**

Library lobbying as a way of life, **1994:96–98**

LEGISLATIVE INFORMATION

("Section News"), **1994:281**

LEONARD WERTHEIMER AWARD

PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):173**

LEROY COLLINS LEON COUNTY (Fla.) PUBLIC LIBRARY

LeRoy Collins Leon County Public Library FAN Club ("Tales"), **2002(M/A):82**

LESBIAN PATRONS. see GAY AND LESBIAN PATRONS

Lester, June

Competency colloquium, **1994:81–91**

Levy, Nancy

Super bookstores and public libraries ("Professional Views"), **1994:78–79**

Lewandowski, Fabian

Trustees Mentoring Trustees ("Perspectives"), **1998(M/J)**:172–173
Lewis, Mark E.
Competency = continuing to learn, **1994**:90–91
Products/services, **1994**:80, **1994**:120, 176, 232, 287–288, 344
LEWISTON (Maine) PUBLIC LIBRARY
Two Buildings Make One Library ("Field notes"), **1995**:329
LIBRARIANS AND LIBRARIANSHIP
An Interview with the 500-Year-Old Librarian ("Perspectives"), **1998(S/O)**:291–295
Anthem ("Perspectives"), **2001(N/D)**:332–337
A Book about Dogs and a Martini on the Rocks, Please ("Verso"), **1997**:149
Challenging Stereotypes ("Editor's Note"), **2000(M/A)**:64, 66
A Champion of Public Libraries ("Editor's Note"), **1997**:330, 332
Each One Reach One ("From the President"), **1999(M/A)**:79, 80
Excuse Me Miss, Your Roots are Showing: An Apologia for Working in One's Hometown Library
("InterViews"), **2002(M/A)**:91–92
On Gatekeepers and Librarians, **1996**:36–43
To Know What People Think about the Public Library...Read a Novel!, **1996**:354–359
The Librarian's Mutual Aid Society ("Verso"), **1997**:334
Libraries Are About People ("Verso"), **1996**:215
Libraries: The Real Story ("From the President"), **1997**:207–208
Not the Place to Be Alone ("Editor's Note"), **1997**:142, 144
One-Stop Shopping for Librarians at TheLibraryPlace.com: An Interview with Robin Gridley
("InterViews"), **2001(S/O Supp)**:12–13
Public Library Policy and Communitarianism ("Section News"), **1998(J/F)**:67
A Question of Relevance ("Editor's Note"), **1997**:76, 78
A Question of Values ("Perspectives"), **1999(J/A)**:214–218
Taking Advantage of an Advantage: Public Libraries and an Opportunity for Cultural Leadership,
1997:101–103
A Tale of Two Libraries ("Verso"), **2002(S/O)**:243–244
The Truth about Librarians ("Verso"), **2001(M/J)**:143
What We Wish They'd Taught Us in Library School ("Perspectives"), **2002(M/A)**:84–90
When Words Fail Us ("Editor's Note"), **2001(J/A)**:200–201
Why Do You Love Your Job? ("Editor's Note"), **2002(S/O)**:238, 245
LIBRARY ASSOCIATIONS
Professional Partnerships: The State of the State Library Associations ("Perspectives"), **1996**:347–352
LIBRARY AUTOMATION
Automating Information and Referral: One Library's Experience ("Section News"), **1997**:49–50
LIBRARY BUILDINGS
Aerospace emphasized at new branch ("Field notes"), **1994**:183
Banker Donates the Bank ("Tales"), **1999(J/A)**:211–212
Building a Library in Rwanda ("Tales"), **2001(J/A)**:204
Building Libraries, Building Community: The Wilmington Experience, **2001(J/F)**:38–42
Building ReUse: Right for the Times, **1996**:288–291
Carnegie and His Legacy: The Little Libraries That Could, **2001(N/D)**:346–348
Conferees Feted at Library Gala ("Tales"), **1997**:210
Contemporary Library Opens ("Field notes"), **1995**:199
Curtain Up! ("Tales"), **2002(M/A)**:82–83
Customer Service and Public Library Building Design and Management ("Perspectives"),
2001(M/A):86–87
Diary of a Hard Hat Librarian, **1999(S/O)**:306–313
Endowments Honor Libraries ("Field notes"), **1995**:269
Four Times Bigger ("Tales"), **1999(M/A)**:86–87
Good friends ("Field notes"), **1994**:183
The good news is libraries continue to expand ("Field notes"), **1994**:13
Huff and Puff All You Want ("Tales"), **2002(S/O)**:246
Libraries, Architecture, and Light ("Perspectives"), **2000(M/J)**:139–140

- Libraries Remembered ("Verso"), **1999(M/A):**82–83
 Library and Museum Combo Unveiled ("Tales"), **1997:**148
 Library Building Continues ("Field notes"), **1995:**329
 Library Expansion Equals Three Football Fields ("Tales"), **1996:**161
 Los Angeles Breaks Ground ("Tales"), **1995:**11
 Mall Library Moves to Larger Space ("Tales"), **1997:**148
 Million-Dollar Donor Sparks Collaborative Effort ("Field notes"), **1995:**67
 New Library Finishes Plan ("Tales"), **1998(J/A):**234
 New Life for a Historic Library ("Tales"), **1999(M/A):**87
 New South Tulsa County Library to Be Built on Donated Land ("Tales"), **2001(J/F):**20–21
 A Patron-Owned Library: How Residents of Two Communities in California Built Their Own Independent Library, **2001(N/D):**359–363
 For the Public Good: Sustainability Demonstration in Public Library Building Projects, **2001(J/F):**44–46
 The Public Library: A Public Good for a Public Trust ("From the President"), **2000(J/A):**189
 The Quiet Room: A Cyber-Free Haven in the Community Library, **1997:**216–217
 Ready for Year 2000 ("Tales"), **1998(J/F):**27
 Recycling buildings for libraries, **1994:**93–96
 A renaissance in Brooklyn ("Field notes"), **1994:**128
 Rollin' on a River ("Tales"), **1997:**16
 Rotunda Gets Facelift ("Tales"), **1997:**211
 Sculpture Dedication Highlights Library ("Tales"), **1998(J/A):**234
 Ten-Year Program Produces Twelve New Libraries in Palm Beach ("Tales"), **1997:**276
 Toast to Wildlife at Library Tea Party ("Tales"), **2002(M/J):**133
 Two to Go ("Tales"), **1998(J/A):**234
 Urban Design and the Civic Process ("Verso"), **2001(J/F):**13–14
 Usage Rockets at New Facility ("Tales"), **1999(M/A):**87
- LIBRARY CARDS**
- Austin Public Library Star Cards Featured on Local Buses ("Tales"), **2002(M/A):**83
 Barriers Get Removed ("Tales"), **1998(M/J):**165
 First the Supermarket, Now the Library: Keychain Cards at Nashville PL ("Tales"), **2001(J/F):**20
 Libraries Issue Statewide Alabama Virtual Library Card ("Tales"), **2000(S/O):**247
 Library Cards Go Bumper to Bumper ("Field notes"), **1995:**135–136
 Library Cards Make the Best Gifts--and Holiday Decorations ("Tales"), **2002(N/D):**308–309
 Library's Card Goes to Smithsonian ("Tales"), **1998(S/O):**289
 Miami-Dade Public Library Trucks and Vans Encourage Drivers to Obtain Library Card ("Tales"), **2000(M/A):**70
 Nashville Public Library Receives Award for Library Card Design ("Tales"), **2001(N/D):**331
 Never Too Young for a Library Card ("Tales"), **2000(N/D):**315
 Packing the Power: the Houston Public Library's Library Card Campaign, **2000(M/J):**156–160
 The Value of a Library Card to a Homeless Person ("InterViews"), **2002(J/A):**200–201
- LIBRARY CATALOGS.** *see* CATALOGS
- LIBRARY CONSORTIA**
- New Mexico Libraries Form Consortium ("Tales"), **1998(J/A):**233
- LIBRARY CONSULTANTS**
- Executive Recruiting into the New Millennium ("Perspectives"), **1998(N/D):**354–355
 Executive Searching in Public Libraries ("Perspectives"), **1998(N/D):**357–358
- LIBRARY COOPERATION**
- Compiling a Systems Directory ("Section News"), **1996:**322–323
 Cooperative Children's Services ("Section News"), **1996:**251
 Cooperative Ventures ("Section News"), **1996:**195–196
 A Different Type of Cooperation ("Section News"), **1996:**386
 Reciprocal Borrowing ("Section News"), **1997:**316
- LIBRARY DIRECTORS**
- Key Attributes for Library Administration ("Perspectives"), **1998(N/D):**355–356
- LIBRARY EDUCATION, 2001(N/D):**331. *See also* CONTINUING EDUCATION
- Brooklyn PL and Pratt Institute Offer Course on Urban Public Libraries ("Tales"), **2002(N/D):**309

Brooklyn PL Matches Spectrum Scholarship Funds ("Tales"), **1999(N/D)**:352
 Competency colloquium, **1994**:81–91
 Once in a blue moon (IRS ("Section News"), **1994**:161
 Web-Based Mini-Courses Help Educate Librarians ("Tales"), **1999(M/J)**:145
 What We Wish They'd Taught Us in Library School ("Perspectives"), **2002(M/A)**:84–90

LIBRARY FURNISHINGS
 The Equipment Distributor's "Perspective" ("Perspectives"), **2000(M/J)**:140–141
 Some Considerations in Choosing Library Furnishings, **1999(J/A)**:244
 Trends in Library Furnishings: A Manufacturer's "Perspective" ("Perspectives"), **2000(M/J)**:137–139

LIBRARY GOVERNANCE
 Guidelines on Town-Library Authority to be Issued ("Tales"), **1999(N/D)**:351

LIBRARY HISTORY
 Before the Memory Fades: Public Libraries in the Twentieth Century ("Perspectives"), **2000(M/A)**:73–77

LIBRARY HOTEL
 Library Hotel ("Tales"), **2001(N/D)**:330

LIBRARY HOURS
 Sundaes Cool Way to Open Sundays ("Tales"), **1999(N/D)**:350

LIBRARY HUMOR
 The Community Library Companion ("Perspectives"), **2000(J/F)**:16–20
 Jefferson's Ghost, and Other Stories from the Field, **1995**:13–17

LIBRARY INSTRUCTION. see USER INSTRUCTION

LIBRARY OF CONGRESS
 First Lady Laura Bush Is Honorary Chair of New Library of Congress National Reading Promotion Program ("Tales"), **2001(N/D)**:330–331
 Library of Congress Launches Web-Braille ("Tales"), **2000(J/F)**:14
 The Library of Congress Online ("Internet Spotlight"), **2000(M/J)**:146–147
 We're Off to See the Wizard ("Tales"), **2000(M/J)**:135

LIBRARY ORIENTATION
 Scavenger Hunts Replace Tours ("Field notes"), **1995**:270

LIBRARY POLICIES
 Equity Matters ("Section News"), **1995**:370
 The Library's Secret Rules (editorial), **1995**:62, 116
 Meeting Room Draws Business Crowd ("Section News"), **1995**:368
 Public Libraries: Something to Offend and Support Everyone ("Section News"), **1995**:305–306
 Public Policy for Public Libraries--Who Makes It? ("Section News"), **1995**:179–180

LIBRARY PROMOTION. see PROMOTION

LIBRARY PUBLICATIONS
 Fifty Languages Spoken Here ("Tales"), **1997**:147
 Friends of Library Newsletter Becomes Library Journal ("Section News"), **1997**:52–53
 History Reprints Itself ("Tales"), **1997**:211
 New Alternative Review Journal: Counterpoise ("News"), **1997**:48
 Writers Mark Utah Milestone ("Tales"), **1997**:16

LIBRARY SCHOOLS. see LIBRARY EDUCATION

LIBRARY SCULPTURES
 Library Starts Artistic Trend ("Tales"), **1998(J/A)**:232
 Library's Lincoln Taken for a Ride, Got Hurt, Gets Repaired ("Tales"), **1998(N/D)**:352
 Sculpture Dedication Highlights Library ("Tales"), **1998(J/A)**:234

LIBRARY SERVICES ACT OF 1956
 Ideological Opposition to Federal Library Legislation, **1995**:162–169

LIBRARY SERVICES AND CONSTRUCTION ACT
 Do public library systems need LSCA?, **1994**:283–284
 Doing better: reauthorizing the Library Services and Construction Act("Professional Views"), **1994**:15–20

PLA Public Policy for Public Libraries Section, **1994**:112
 PPPLS ("Section News"), **1994**:224

LIBRARY STATISTICS

- Measuring Electronic Services in Public Libraries: Issues and Recommendations, **1998(M/J)**:176–180
- Public Library Use of Statistics, **2000(M/A)**:98–105
- Questionable Assumptions, **1998(J/F)**:52–56
- Socioeconomic Indicators and Library Use, **1999(M/J)**:156–164

LIBRARY SYSTEMS

- Is Breaking Up Hard to Do? ("Section News"), **1997**:124

LIBRARY SYSTEMS AND SERVICES, INC.

- LSSI Wins Award ("Tales"), **1999(J/F)**:16

LIBRARY TRUSTEES

- Confusing Personal Preference with the Public Good ("Editor's Note"), **1997**:10, 12
- Library Supporter Ousts Anti-Library Incumbent ("Tales"), **1998(S/O)**:288
- Tales of a Trustee: Part 2 ("Verso"), **1996**:104–105

LINCOLNWOOD (Ill.) PUBLIC LIBRARY

- Ready for Year 2000 ("Tales"), **1998(J/F)**:27

Link, Terry

- Entering the Age of Relationships ("Verso"), **2001(J/F)**:15–16

Linz, Cathie

- Exploring the World of Romance Novels, **1995**:144–151

Lisker, Peter

- Inspiring Phenomenal Customer Service: Techniques to Sway the Most Reluctant Staff Members ("Verso"), **2002(N/D)**:306–307
- Lifelong Learning for Librarians ("Verso"), **2001(M/J)**:145
- The Ties That Bind: Creating Great Customer Service ("Verso"), **2000(J/A)**:190–192

LITERACY. *see also* EARLY LITERACY

- 1995 [i.e. 1996] PLA/ALLS Top Titles for Adult New Readers, **1996**:189–191
- 1995 PLA/ALLS Top Titles for Adult New Readers, **1995**:225–228
- 1997 PLA/ALLS Top Titles for Adult New Readers, **1997**:178–179
- 1998 PLA/ALLS Top Titles for Adult New Readers, **1998(M/J)**:200–202
- 1999 Top Titles for Adult New Readers, **1999(S/O)**:320
- Achieving School Readiness, **1997**:300–304
- Beginning Readers and the Public Library ("Verso"), **2002(M/J)**:129–130
- Building a Nation of Readers ("From the President"), **1999(M/J)**:141–142
- Families Climb Aboard the R.A.F.T. ("Tales"), **1997**:338
- Family Literacy in Action: The Prime Time Family Reading Time Program, **2001(M/J)**:160–165
- Get REAL ("Tales"), **1997**:338
- How Do Adult New Readers Locate High-Interest, Easy-to-Read Books?, **1999(S/O)**:294–298
- Kids Get Carded in Houston ("Tales"), **1997**:337–338
- Literacy program reads computers ("Field notes"), **1994**:71
- Mount Clemens Rotary Wins National Award ("Tales"), **1999(M/J)**:145
- Ocean County PL Gets a RAFT ("Tales"), **1996**:345
- PLA/ALLS Top Titles for Adult New Readers, **1994**:167–168
- Reading at Home Starts at the Library ("Tales"), **1996**:21–22
- Reading is Fundamental and Public Libraries ("From the President"), **2000(M/A)**:65
- See Spot Read, **2002(N/D)**:328–330
- Sit, Stay, READ ("Tales"), **2002(M/J)**:134
- Spotlight on ALLS Literacy Discussion Group ("Section News"), **1996**:193
- Summer Reading is "Elementary" ("Tales"), **1997**:338
- Titles for New Adult Readers ("News"), **1998(S/O)**:324
- Top Titles for Adult New Readers ("News"), **2001(M/J)**:183–184
- Tucson Teen Parents Get a L.I.F.T. ("Tales"), **1997**:275–276
- Using TV to Promote Literacy ("Tales"), **1996**:217

LITTLETON (N. H.) PUBLIC LIBRARY

- Main Street Project Wins Excellence in Small and/or Rural Public Library Service Award ("Section News"), **1998(M/J)**:210–211

Liu, Yan Quan, and Douglas Zweig

Public Library Use of Statistics, **2000(M/A):**98–105
LIVONIA CIVIC CENTER (Mich.) LIBRARY
Where on Earth Have You Been? ("Tales"), **1996:**160
LOBBYING
Can't Live on Love Alone ("Field notes"), **1995:**68
Legislation Committee Seeks Advocates ("Cluster News"), **1999(J/A):**259
Library lobbying as a way of life, **1994:**96–98
Lots of Love for Libraries ("Tales"), **1999(J/A):**211
New Climate on Capitol Hill ("Section News"), **1995:**114–115
North Carolinians Can't Wait ("Section News"), **1995:**112–113
Patrons lobby for libraries ("Field notes"), **1994:**183
Political Leadership and PLA (President's message), **1995:**193, 238
Postcard Campaign 2002 ("Tales"), **2002(S/O):**247
Twenty-first Century Libraries Need Twenty-first Century Funding ("Tales"), **2001(J/A):**204–205
Lobosco, Anna F., Susan Keitel, Bonnie Primus Cohen, and Linda Simkin
Serving Families in the Community, **1996:**298–305
LOCAL HISTORY
A cooperative approach to preserving local history at the Houston Public Library, **1994:**257–259
Lights, Camera, History! ("Field notes"), **1995:**135
Our Town's Digital Library Project Preserves Local History ("Tales"), **2001(J/F):**20
The Saginaw Images Project ("News"), **2001(M/J):**184, 187
Logan, Rochelle. See Steffen, Nicolle O.
Ready, Set, Plan! Community Analysis Help Online, **2000(J/A):**220–223
LONDON (Ont., Canada) PUBLIC LIBRARY
Homepreneur Support Groups: From the Water Cooler to the Branch Library ("Verso"), **1998(J/A):**229
Long, Katherine and Mike Humphrey
Kansas City: An Historical Snapshot ("News"), **1997:**310–311
Long, Sarah Ann
Growing New Leaders in Ohio, **1995:**24–26
Introduction to This Special Issue, **2001(J/F):**10
LONG ISLAND COALITION AGAINST CENSORSHIP
New censorship exhibit ("Field Notes"), **1994:**296
Lord, Catherine. See Armstrong, Annie Laurie
Lorenzen, Michael
Security Issues in the Public Libraries of Three Midwestern States, **1998(M/A):**134–136
LOS ANGELES COUNTY (Calif.) PUBLIC LIBRARY
LA County Library to Develop Model Teen Volunteer Program ("Tales"), **2000(M/A):**71
LOS ANGELES (Calif.) PUBLIC LIBRARY
Dinosaur Days at Los Angeles Public Library ("Tales"), **2002(J/A):**193
FYI: The County of Los Angeles Public Library Business Service ("Perspectives"), **1997:**87–88
Homework Centers: Four Important Pluses ("Perspectives"), **1997:**20–21
Los Angeles Breaks Ground ("Tales"), **1995:**11
Shades of Experience ("Tales"), **1996:**160
Losinski, Patrick A.
Bookmobiles in the Twenty-First Century ("Perspectives"), **1995:**272–274
LOUDOUN (Va.) PUBLIC LIBRARY
Deaf Theatre Breaks Sound Barrier ("Field notes"), **1995:**330
Volunteers Make Front Page News ("Tales"), **1996:**110
LOVELAND (Colo.) PUBLIC LIBRARY
Discarded Books Become Art ("Tales"), **1998(M/A):**108
LOW-INCOME PATRONS
Information Needs of Low-Income Residents in South King County, **2000(N/D):**330–335
LOW-INCOME USERS
Information Needs of Low-Income Residents in South King County, **2000(N/D):**330–335
LSTA (Library Services and Technology Act)

Impact of External Technology Funding Programs for Public Libraries: A Study of LSTA, E-Rate, Gates, and Others, **2002(M/J):166–171**
Legislation Committee and LSTA ("Cluster News"), **1999(J/F):53**
Lukenbill, W. Bernard
Providing HIV-AIDS Information for Rural Communities, **1995:284–290**
Lynch, Beverly P.
Public Library Service to Business, **1998(N/D):382–386**
Lynch, Sherry
Partnerships Produce Results ("Perspectives"), **1997:340–341**
LYON, BECKY J.
The National Library of Medicine and Health Information for the Public, **2001(M/A):107–109**
Lyon, Kate
Tips and Tricks ("Perspectives"), **2002(M/A):85–86**
Lyons, Dianne Boulterice
No Food, No Drink--No More? A Study of Food and Drink Policies in Public Libraries, **2000(N/D):338–347**
Tales from the Front (column), **2000(M/J):134–136**, **2000(J/A):193–194**, **2000(N/D):314–315**,
2001(M/J):146–147, **2001(J/F):20–21**, **2001(M/A):83–84**

M

MAAS, NORMAN

Norm Maas Named Michigan Librarian of the Year ("News"), **1999(J/F):52**

Mabry, Celia Hales

Getting Ready for the Expanding Older Population, **1995:356–360**

MacDonald, Gregory

Building ReUse: Right for the Times, **1996:288–291**

Macleod, Leo

BestSeller Blend: Starbucks and Library ("Verso"), **1998(M/A):102**

MACOMB LITERACY PARTNERS

Mount Clemens Rotary Wins National Award ("Tales"), **1999(M/J):145**

MADONNA

Has the American public library lost its purpose?, **1994:191–196**

More on Madonna ("Section News"), **1995:45**

Mahaney, Michael C.

Books and Bistros Are Big in Buffalo, **1995:86–88**

Malik, Jane

CD-ROM Usage in a Multitype System ("Perspectives"), **1996:281–282**

Maloney, Donna L.

Meeting Performance Appraisal Head-On, **2001(M/J):178–180**

MALPRACTICE

Reflections on malpractice of reference librarians, **1994:305–309**

MANAGEMENT

Benefits of Using an Unchanging Agenda at Library Staff Meetings ("Verso"), **2002(S/O):241–242**

A City Manager Looks at Trends Affecting Public Libraries, **1999(M/A):116–119**

The Creative Management of Library Services, **1995:212–215**

Do Women and Men Manage Libraries Differently? ("Perspectives"), **1995:137–141**

Environmental Scanning and the Public Library ("Perspectives"), **1999(S/O):283–288**

Evolving Virtues: Library Administrative Skills ("Perspectives"), **2001(S/O):268–272**

Fast and Slow Lanes of the Information Highway: Librarian Decision Making about Electronic Information Services, **2001(S/O):294–297**

Independent District Created ("Tales"), **1995:10**

PLA Holds "Managing for Results" Training Program: Trainers Now Available for Libraries ("News"), **2000(S/O):287–288**

Planning Process Obstacles and Opportunities, **1997:231–235**

Public Library Systems and Management Issues ("Section News"), **1995:43–45**

- Ten Reasons for Librarians to Don Different Hats (From the President), **1996**:13–14
 When the Boss is Away... ("Verso"), **2002(M/A)**:79–80
- Manikowski, Dick
 Community Information Section, **1995**:109–111
- Manning, Mary J.
 Public Library Volunteers: Ya Gotta Love 'em...or Do You?, **1996**:366–372
- Manoogian, Sylvia. *see* Olivier, Lee
- MAPS
 Helpful Hints for Small Library Collections, **1996**:174–179
 Online Maps and Driving Directions ("Internet Spotlight"), **2002(M/J)**:146
- MARC FORMAT
 Contents or Container? Priorities for the Online Catalog ("Verso"), **2000(M/J)**:132–133
 The MARC Community Information Format and Subject Headings ("Section News"), **1997**:121–122
- Marchiafava, Louis J.
 A cooperative approach to preserving local history at the Houston Public Library, **1994**:257–259
- Margolis, Bernard
 Colorado legislative information, **1994**:281
- MARICOPA COUNTY (Ariz) LIBRARY DISTRICT
 Maricopa County Library District Announces New E-services ("Tales"), **2000(S/O)**:246
- Marjamaa, Mary Anne C, Bob Purrenhage, Jeannie Dilger-Hill, and Rachel Yanikoglu
 On the Road and Online: How Four Bookmobiles Got Connected, **2001(M/A)**:95–101
- MARKETING. *See also* PROMOTION AND PUBLIC RELATIONS
 Aftermarketing-Keeping and Holding Library Patrons Public Libraries ("Section News"), **1997**:375, 378
 The Basics-For Those Just Beginning ("Section News"), **1997**:250–251
 Handling the negative, **1994**:109–110
 Illinois markets its libraries ("Field notes"), **1994**:295
 Marketing lessons from NCLA, **1994**:59–60
 Marketing Principles, Guaranteed, **2001(N/D)**:350–353
- Marsh, Valerie
 The Art and Power of Storytelling ("Perspectives"), **1996**:220
- Maryland Association of Public Library Administrators Birth to Five Task Force
 Are Public Libraries the Preschooler's Door to Learning?, **2000(S/O)**:262–268
- MARYLAND LIBRARIES
 Patrons fill stands for movie ("Field notes"), **1994**:11–12
- Mason, Marilyn Gell
 Doing better: reauthorizing the Library Services and Construction Act("Professional Views"), **1994**:17–18
- Mason, Moya. *See* Dilevko, Juris
- MASSACHUSETTS PREVENTION CENTER LIBRARY
 Massachusetts Prevention Center Library Now Open in Springfield ("Tales"), **2001(M/J)**:146
- Matsco, Sandra, and Sharon Campbell
 Writing a Library Home Page, **1996**:284–286
- MATTAWA (Wash.) PUBLIC LIBRARY
 Huff and Puff All You Want ("Tales"), **2002(S/O)**:246
- Maurizi, Dennis
 Carnegie and His Legacy: The Little Libraries That Could, **2001(N/D)**:346–348
- Mazza, April
 South Africa, 2001 ("Perspectives"), **2002(J/F)**:32–33
- Mazzolini, Deborah
 A Patron-Owned Library: How Residents of Two Communities in California Built Their Own Independent Library, **2001(N/D)**:359–363
- McCants, Clyde T.
 Filling the Verdi Vacuum, **2001(S/O)**:290–293
- McCarthy, Rick
 Libraries, Architecture, and Light ("Perspectives"), **2000(M/J)**:139–140
- McClure, Charles R. *See* Janes, Joseph

- McClure, Charles R. See *also* Bertot, John Carlo
Public Access to the Information Superhighway through the Nation's Libraries, **1995**:80–84
- McClure, Charles R., John Carlo Bertot, and John C. Beachboard
Enhancing the Role of Public Libraries in the National Information Infrastructure, **1996**:232
- McCook, Kathleen de la Peña
Hispanic Library Services in South Florida, **1995**:34–37
- McCook, Kathleen de la Peña and Rachel Meyer
Public Libraries and Comprehensive Community Initiatives for Youth Development, **2001(S/O)**:282–288
- MCCRACKEN, ELIZABETH
Be Willing to Break Your Own Heart: An Interview with Elizabeth McCracken ("Book Talk"),
2001(M/A):91–92
- McDonald, Christine L.
Building a Global Community of Libraries: The Sister Library Initiative ("Cluster News"), **1999(J/A)**:258–
259
- MCDONALD COUNTY (Mo.) LIBRARY
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173
- McGinnis, Leslie
My Involvement in Sustainable Community Development ("Perspectives"), **2001(J/F)**:24–25
- McIntosh, Lynn A.
Library Services Cluster News, **2000(M/A)**:116–117
- McKechnie, Lynne. See Carey, Robert F.
- McLaughlin, Claire S.
[about] Writing for *PL Pays Off* ("News"), **2000(N/D)**:357, 361
SHINE--Simply Helping Is Not Enough: A Customer Service Campaign That Worked, **1999(S/O)**:316–
318
- MECHANICSBURG AREA (Pa.) PUBLIC LIBRARY
Ark Built for a Flood of Money ("Tales"), **1999(J/A)**:211
- Medema, Nancy
The Support Staff "Perspective" ("Perspectives"), **1998(J/F)**:34–35
- MEDICAL REFERENCE
Breast Cancer Month Observed at Southwick PL ("Tales"), **2001(M/J)**:146
Consumer Health Materials Recommended for Public Libraries, **1996**:124–130
Dr. Welby has Gone Away ("Editor's Note"), **1998(J/A)**:224
Farmingdale PL Head-Injury Collection ("Tales"), **2001(M/J)**:147
Health Information Help at Houston PL ("Tales"), **1999(M/A)**:85
Library Opens Cancer Information Center ("Tales"), **1998(N/D)**:352
Making Libraries Essential: the HIP Way, **1995**:352–355
The Making of *Medlineplus*, **2001(M/A)**:111–113
Massachusetts Prevention Center Library Now Open in Springfield ("Tales"), **2001(M/J)**:146
The National Library of Medicine and Health Information for the Public, **2001(M/A)**:107–109
The Provision of Consumer Health Information by Michigan Public Librarians, **1998(J/A)**:250–255
Rx for Health on the Web ("Internet Spotlight"), **2000(M/A)**:81–82
("Section News"), **1994**:329–330
- MEETING ROOMS
The Center of the Community ("Section News"), **1996**:194
Library Removes Hurdle for Horse Fanciers ("Tales"), **1996**:109
Meeting Room Draws Business Crowd ("Section News"), **1995**:368
- MEMPHIS/SHELBY COUNTY (Tenn.) PUBLIC LIBRARY
No Nudes Is Good News? ("Tales"), **2000(M/J)**:135
Providing Mobile Library Services in Memphis, Tennessee, **1995**:271–272
- Menard, Anne
Videocassette Collections: The Fee or Free Debate Revisited ("Section News"), **1996**:249
- MENOMONIE (Wisc.) PUBLIC LIBRARY
Imagine a challenge ("Tales"), **1996**:19–20
- MENTAL ILLNESS
Ordinary People and Mental Illness ("Tales"), **1995**:10

MENTORING

Thank a Mentor, Be a Mentor ("Editor's Note"), **2001(N/D)**:324, 326, 337

MESA COUNTY (Colo.) PUBLIC LIBRARY

The Three Cs of a Successful Joint Library Project ("Perspectives"), **2002(N/D)**:314

Message from the president, **1994**:155, 213, 323

METROPOLITAN DETROIT COMMUNITY INFORMATION AND REFERRAL COLLABORATIVE

\$1.4 Million Grant to Improve Access to Information ("Section News"), **1996**:193

METROPOLITAN LIBRARY SYSTEM (Oklahoma City, Okla.)

Online Oklahoma Newspaper Donated ("Tales"), **1997**:17

Metz, Ruth. See Partch, Jackie

MEXICO

Jalisco Province, Mexico, 1999 ("Perspectives"), **2002(J/F)**:30–31

MEXICO-AUDRAIN (Mo.) LIBRARY SYSTEM

Recycling buildings for libraries, **1994**:93–96

Meyers, Arthur S.

"A Lot in Common": The League of Women Voters and Public Libraries, **2000(J/F)**:31–33

World AIDS Day 1994, **1995**:284–286

Meyers, Elaine

Youth Development and Libraries: A Conversation with Karen Pittman ("InterViews"), **2002(S/O)**:256–260

Meyers, Judith K. See Watts, Ann Charles

Meyers, Rachel. See McCook, Kathleen de la Peña

MIAMI-DADE (Fla.) PUBLIC LIBRARY

Bride Showers Library with Books on Tape ("Tales"), **1998(J/A)**:232

Miami-Dade Public Library Trucks and Vans Encourage Drivers to Obtain Library Card ("Tales"), **2000(M/A)**:70

MICRONESIA

Micronesia (Palau), 1994-96 ("Perspectives"), **2002(J/F)**:29

MIDDLE COUNTY (N.Y.) PUBLIC LIBRARY

The Development of a Long Island (New York) Computerized Information Database... ("Section News"), **1997**:313–315

Middleton, Cheryl and Judy Cross

Connecting Rural Oregon Libraries to the Internet, or "Will It Fit in My Car?", **1998(J/F)**:58–61

MID-HUDSON LIBRARY SYSTEM (N.Y.)

EZ Library Program Online ("Tales"), **2002(N/D)**:308

Miele, Tony

Libraries as Information Centers for Economic Development, **1995**:18–22

Mielke, Linda

From the President (column) (see issues **1996-1997**)

Miller, E. Ethelbert

Going Steady: My Love Affair with Public Libraries ("Book Talk"), **2000(N/D)**:322–325

Miller, Elissa

Third world libraries: Is there an American role? ("Professional Views"), **1994**:245–246

Miller, Glenn

Improved Understanding of the Components of Library Service ("Perspectives"), **1996**:162–164

Miller, Naomi, Eve-Marie Lacroix, and Joyce Backus

The Making of Medlineplus, **2001(M/A)**:111–113

Miller, Richard

The Next Andrew Carnegie ("Verso"), **1997**:82

Milo, Albert J.

Ten Reasons Why We Buy Spanish Books, **1995**:340–341

MINNEAPOLIS (Minn.) PUBLIC LIBRARY

Best Use of Public Dollars ("Tales"), **1998(N/D)**:351

Teens TALK Back ("Tales"), **1996**:110

MINNESOTA LIBRARY ASSOCIATION

Changing Trends ("Perspectives"), **1996**:347–349

MINNESOTA VOLUNTARY CERTIFICATION PROGRAM

Domain Competencies and Minnesota's Voluntary Certification Program, **2001(J/A):228–234**

Minudri, Regina

By the Book (column) (see issues **1997-2000(J/F)**)

The Library Isn't the Same Anymore and That's Probably a Good Thing ("Perspectives"), **1996:164–165**

MONROE COUNTY (N.Y.) LIBRARY SYSTEM

Library Helps Pets Find Homes ("Tales"), **1998(J/A):232**

Postcard Campaign 2002 ("Tales"), **2002(S/O):247**

Reference by E-mail ("Tales"), **1996:277–278**

Twenty-first Century Libraries Need Twenty-first Century Funding ("Tales"), **2001(J/A):204–205**

MONROE COUNTY (Ind.) PUBLIC LIBRARY

On the Road and Online: How Four Bookmobiles Got Connected, **2001(M/A):98–99**

MONTCLAIR (N. J.) PUBLIC LIBRARY

Enhanced Services for People with Disabilities at Montclair PL ("Tales"), **2001(M/A):83**

MONTEREY COUNTY (Calif.) FREE LIBRARIES

Adopt a magazine ("Field Notes"), **1994:182**

Green Eggs Feed Fund ("Tales"), **1996:277**

Library Responds to Flood ("Field notes"), **1995:198**

National achievement citation, **1994:159**

Moore, Amonia. See Holt, Glen E.

Moore, Mary Ann

And the Grand Prize Winner Is ..., **1995:348–350**

Moorman, John A.

Don't Do It! ("Perspectives"), **2002(N/D):314–315**

Standards for Public Libraries: A Study in Quantitative Measures of Library Performance..., **1997:32–39**

Moran, Rosemary

Planning Homeschooler Services ("Perspectives"), **1995:203–204**

Morphew, Carol. See Jacob, Bernard

MOTION PICTURES

Cinema and stage celebrate Black history ("Field notes"), **1994:128**

Lights, camera, pandemonium! ("Field notes"), **1994:127**

Patrons fill stands for movie ("Field notes"), **1994:11–12**

MOUNT CLEMENS (Mich.) ROTARY

Mount Clemens Rotary Wins National Award ("Tales"), **1999(M/J):145**

MOUNT PROSPECT (Ill.) PUBLIC LIBRARY

Shelves and seniors get TLC! ("Field Notes"), **1994:182–183**

Staff receive "Pat on the Back" ("Field notes"), **1994:11**

Teddy bears on parade ("Field Notes"), **1994:127–128**

Volunteering Time, Talent, and Energy ("Tales"), **1996:345**

MOVING LIBRARIES

The distress of moving, **1994:222–223**

The distress of moving, part II, **1994:282–283**

Wagons Ho! ("Tales"), **1996:22**

MULTICULTURAL POPULATIONS. see DIVERSITY

MULTNOMAH COUNTY (Ore.) LIBRARY

BestSeller Blend: Starbucks and Library ("Verso"), **1998(M/A):102**

Conferees Feted at Library Gala ("Tales"), **1997:210**

Creating a Shared High School and Public Library ("Perspectives"), **1999(N/D):355–356**

Multnomah County Library Hosts Tibetan Sand Mandala ("Tales"), **2002(J/F):24**

School Library by Day, Public Library by Night ("Tales"), **1999(J/F):17**

MUNCIE (Ind.) PUBLIC LIBRARY

Cat on wheels ("Field Notes"), **1994:239**

Memories of World War II ("Field notes"), **1995:197**

Pull Up a Chair--And Take It With You! ("Tales"), **2000(M/J):135**

MURPHY, BARBARA STEWART

Librarian is Big and Beautiful ("Tales"), **1997**:16
Murphy, Tish
Some Considerations in Choosing Library Furnishings, **1999(J/A)**:244
MUSEUMS
Museum Adds Children's Library ("Tales"), **1999(J/F)**:17–18
MUSIC COLLECTIONS
Filling the Verdi Vacuum, **2001(S/O)**:290–293
Music Collection and Acquisition Practices in Connecticut Public Libraries, **2000(N/D)**:348–355
Muskopf, Karen J.
A Promising Frontier or the New Wasteland? ("Perspectives"), **1995**:76
Mutschler, Herb
Retirement Is Not the End of It ("Perspectives"), **1996**:166
Myers, Carolyn M.
Creating a Shared High School and Public Library ("Perspectives"), **1999(N/D)**:355–356
Myers, Tom
Ecuador, 1997-99 ("Perspectives"), **2002(J/F)**:29–30

N

NASA

PLANning for Takeoff: Partnering Librarians and NASA ("Verso"), **2001(J/A)**:202–203
NASHVILLE AND DAVIDSON COUNTY (Tenn.) PUBLIC LIBRARY
Ballet Story Hours ("Tales"), **2000(M/J)**:135
Improving Public Service through Corporate Cooperation ("Perspectives"), **1997**:341–342
Tall Tales Fly at Library ("Tales"), **1998(N/D)**:352
NASHVILLE (Tenn.) PUBLIC LIBRARY
First the Supermarket, Now the Library: Keychain Cards at Nashville PL ("Tales"), **2001(J/F)**:20
Nashville Public Library Receives Award for Library Card Design ("Tales"), **2001(N/D)**:331
New Life for a Historic Library ("Tales"), **1999(M/A)**:87
NASSAU COUNTY (N.Y.) LIBRARY ASSOCIATION
Patrons lobby for libraries ("Field Notes"), **1994**:183
NATIONAL ACHIEVEMENT CITATIONS, **1994**:158–159
NATIONAL ASSOCIATION FOR THE EXCHANGE OF INDUSTRIAL RESOURCES
Donated Supplies for Libraries ("Tales"), **2002(J/A)**:193–194
NATIONAL FAMILY CAREGIVERS WEEK
National Family Caregivers Week ("PLA News"), **1996**:317
NATIONAL INFORMATION INFRASTRUCTURE
ALA Goal 2000 and Public Libraries: Ambiguities and Possibilities, **1996**:224–231
Enhancing the Role of Public Libraries in the National Information Infrastructure, **1996**:232
NATIONAL LIBRARY OF MEDICINE
The Making of Medline*plus*, **2001(M/A)**:111–113
The National Library of Medicine and Health Information for the Public, **2001(M/A)**:107–109
NATIONAL LIBRARY SERVICE FOR THE BLIND AND PHYSICALLY HANDICAPPED
Industrial Design Students Compete to Develop Talking Book Machine ("Tales"), **2002(J/A)**:194
NLS Welcomes Visiting Fellows from Russia and Eastern Europe ("Tales"), **2002(J/F)**:23
NATIONAL LIBRARY WEEK
Everybody Wins! Carson City Public Library Pulls Out all the Stops for National Library Week,
1998(M/J):190–194
Food for Fines ("Tales"), **2000(N/D)**:314
Going Hog Wild! ("Tales"), **2002(S/O)**:247
Inquiring Chicagoans Want to Know, **1998(S/O)**:308–309
Library Starts Artistic Trend ("Tales"), **1998(J/A)**:232
Naylor, Richard J.
Core Competencies: What They Are and How to Use Them, **2000(M/A)**:108–114
Professional Characteristics of Librarians, **1995**:339–340
Neavill, Gordon B.

"...Bar out nothing because it is strange," **1994**:195–196

NEBRASKA LIBRARY COMMISSION
New online option helps children's services ("Field notes"), **1994**:11
Web-Based Mini-Courses Help Educate Librarians ("Tales"), **1999(M/J)**:145

Nelson, Sandra S.
Assessing PLA's national conferences ("Professional Views"), **1994**:187–188

Nevill, Diane
Business Programs at the Glendale Public Library ("Perspectives"), **1997**:91

New England Music Library Association, Public Libraries Committee
Music Collection and Acquisition Practices in Connecticut Public Libraries, **2000(N/D)**:348–355

NEW HANOVER COUNTY (N.C.) PUBLIC LIBRARY
Building Libraries, Building Community: The Wilmington Experience, **2001(J/F)**:38–42

NEW JERSEY LIBRARIES
The Pros and Cons of E-books: The New Jersey Experience, **2001(S/O Supp)**:6–8
Socioeconomic Indicators and Library Use, **1999(M/J)**:156–164
Statewide Supplemental Reference Service: New Jersey's Model for Backup Reference, **2001(J/A)**:235–239

NEW JERSEY LIBRARY ASSOCIATION
New Directions for a State Library Association ("Perspectives"), **1996**:350–351

NEW JERSEY STATE LIBRARY
Full-Text Databases for All New Jersey Libraries ("Tales"), **2000(S/O)**:246

NEW LEADERS TRAVEL GRANT
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173

NEW ORLEANS (La.) PUBLIC LIBRARY
Author Goes Online for Library ("Tales"), **1997**:211
Donor Buys Stock in Library ("Tales"), **1998(M/A)**:105
Food for Fines ("Tales"), **2000(N/D)**:314
Library Staff Shows off Its Talents ("Tales"), **2002(M/A)**:83
New Orleans Library Receives Mini-Grant from Ezra Jack Keats Foundation ("Tales"), **2000(M/J)**:136
QuizMania Targets Teens and Reading ("Tales"), **2000(J/A)**:194

New Product News (column). see every issue

NEW YORK (N.Y.) PUBLIC LIBRARY
Acid Migration of Culture, **1996**:132–134
Ezra Jack Keats Awards for Outstanding Children's Books Winners Honored by NYPL ("Tales"), **2001(S/O)**:267
Great Interest in Garbage ("Field notes"), **1995**:68
"How May I Help You?" in Cyberspace ("Internet Spotlight"), **2001(M/J)**:157–158
New York Archives ACT UP ("Tales"), **1996**:218

NEW YORK PUBLIC LIBRARY OF THE PERFORMING ARTS
Curtain Up! ("Tales"), **2002(M/A)**:82–83

NEW YORK STATE ELECTRONIC DOORWAY LIBRARY NETWORK
(Electronic) Gateway to the Empire State ("Tales"), **1997**:211

NEW YORK STATE LIBRARY
New York State Library Web Site Features Emancipation Proclamation ("Tales"), **2000(J/F)**:12

NEW ZEALAND LIBRARIES
Dispatch from Down Under ("Editor's Note"), **1996**:340
The One-Stop Shop ("Editor's Note"), **1998(J/F)**:18

NEWARK (N.J.) PUBLIC LIBRARY
Animal Kingdom in the City ("Field notes"), **1995**:330
Architectural panorama ("Field Notes"), **1994**:296
Check Out the Toys ("Field notes"), **1995**:198
Children Make Books ("Tales"), **1996**:345
Good news is libraries continue to expand ("Field notes"), **1994**:13
Grant for Telecommunications ("Field notes"), **1995**:67
Library Club Marches On ("Tales"), **1997**:146–147
Library Cooks Up a Fund-Raiser ("Tales"), **1999(N/D)**:352

Popular Demand Keeps Exhibit in Place ("Tales"), **1997:86**
NEWBERRY LIBRARY
Camelot Reigns ("Tales"), **1996:20**
NEWBURGH (N.Y.) FREE LIBRARY
Library Programs Targeted to Underserved Residents ("Tales"), **2001(S/O Supp):10**
Newland, Catherine
Lessons from Life and Libraries ("Perspectives"), **2002(M/A):86–87**
NEWPORT BEACH (Calif.) PUBLIC LIBRARY
Funds Flow in from Water Bill Mailings ("Tales"), **1998(M/A):105**
A Glad Tea Party ("Tales"), **1997:336**
Hot Program Sets off Alarms ("Tales"), **1998(J/A):232**
Patron Noticed Children's Needs ("Field notes"), **1995:270**
News from PLA (column). see every issue
NEWS MEDIA
News on the Web ("Internet Spotlight"), **2001(S/O):277**
Why You Should Read the Papers: Improving Reference Service in Public Libraries, **2000(M/A):85–97**
NEWSLETTERS
Adult Lifelong Learning Section, **1995:41**
Electronic Newsletters: Ask Your Visitors to Opt-In ("Tech Talk"), **2002(N/D):324–325**
Midwinter Wrap-Up ("Section News"), **1996:141**
Murder by the Book ("Tales"), **1998(N/D):351**
Newsletters Boost Staff Productivity ("Section News"), **1996:252**
NEWSOME, ENGLAND
A Pint and a Paperback ("Tales"), **1999(N/D):350**
Ney, Neal J.
Super bookstores and public libraries ("Professional Views"), **1994:75–76**
Nicely, Donna
Improving Public Service through Corporate Cooperation ("Perspectives"), **1997:341–342**
Nichols, John V.
Management Style is a Product of Personality ("Perspectives"), **1995:138–139**
Nichols, LeeAnn
Joint School-Public Libraries: Challenges and Opportunities ("Perspectives"), **2002(N/D):312–314**
NILES (Ill.) PUBLIC LIBRARY
Check It Out Yourself ("Tales"), **2000(S/O):247**
Niosi, Andrea E.
An Investigation of Censorship and Selection in Southern California Public Libraries: A Qualitative Study, **1998(S/O):310–315**
Noah, Carolyn
Making the Grade in Distance Learning, **2001(S/O Supp):30–32**
NONPROFITS' POLICY & TECHNOLOGY PROJECT
Public Policy and Technology and the Non-Profit Sector ("Cluster News"), **1999(J/F):53–54**
NORTH CAROLINA LIBRARY ASSOCIATION
Ambitious Marketing Plan in North Carolina ("Section News"), **1996:250**
NORTH MASON TIMBERLAND (Wash.) LIBRARY
Sculpture Dedication Highlights Library ("Tales"), **1998(J/A):234**
NORTH MIAMI BEACH (Fla.) PUBLIC LIBRARY
Lights, Camera, Pandemonium ("Field Notes"), **1994:127**
NORTH SUBURBAN (Ill.) LIBRARY FOUNDATION
Illinois Libraries Awarded \$24,000 to Promote Tolerance ("Tales"), **2000(J/A):193–194**
NORTH SUBURBAN (Ill.) LIBRARY SYSTEM
Choosing the Road Less Traveled: The North Suburban Library System Creates a Learning Organization, **1999(M/A):110–114**
¿Habla Espanol Su Internet? ("Tales"), **1999(J/F):16–17**
Marketing of Public Library Services Section ("Section News"), **1997:50–51**
NorthStarNet and Digital City Chicago: Two Projects, One Vision ("Perspectives"), **1997:343–344**
Preparing Staff for the Library of the Future, **2000(S/O):280–285**

NORTHPORT-EAST NORTHPORT (N.Y.) LIBRARY

Developing and Passing a Bond Issue: A Trustee's View, **1997**:24–28

NOVA SOUTHEASTERN UNIVERSITY (Fla.)

Partnerships: The Wave of Today ("Perspectives"), **2002(N/D)**:315–316

NTC/CONTEMPORARY PUBLISHING CAREER MATERIALS RESOURCE GRANT

PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173

Nystrom, Kathleen A.

Third world libraries: Is there an American role? ("Professional Views"), **1994**:246–247

O

Oakes, Susan, and Diane E. Virbick

Animal Crackers, Milk, and a Good Book: Creating a Successful Early Childhood Literacy Program, **2001(M/J)**:166–169

OAKLAND (Calif.) PUBLIC LIBRARY

Usage Rockets at New Facility ("Tales"), **1999(M/A)**:87

O'Brien, Sue

Leading a Genre Study, **1999(N/D)**:384–386

OCEAN COUNTY (N.J.) LIBRARY SYSTEM

Bands Rock Library ("Tales"), **1997**:17

Biker Sets Library "Afire" ("Tales"), **1996**:218

The Bitten Word ("Tales"), **2001(J/A)**:205

Dogs to the Rescue ("Tales"), **1996**:276

Families Climb Aboard the R.A.F.T. ("Tales"), **1997**:338

Interplanetary beings sighted ("Field Notes"), **1994**:70

Librarians, Raffles, and Harleys, Oh My! ("Tales"), **2002(S/O)**:246–247

Library Promotes Good Taste(s) ("Tales"), **1997**:337

Loud Music Plays at the Library ("Tales"), **1998(M/A)**:104

Ocean County PL Gets a RAFT ("Tales"), **1996**:345

Quilters Stitch a Program ("Tales"), **1998(J/A)**:233

Weimaraners (Bow) Wow Audience ("Tales"), **1998(S/O)**:289

What, No Vitameatavegemin? ("Tales"), **2000(N/D)**:314–315

O'Connor, Daniel O. and Robert Fortenbaugh

Socioeconomic Indicators and Library Use, **1999(M/J)**:156–164

O'Connor, Daragh

Privacy under Siege: Cookies in the Library ("Verso"), **2001(M/A)**:80–81

OKLAHOMA CITY METROPOLITAN LIBRARY SYSTEM

Oklahoma City Explosion Closes Downtown Public Library, **1995**:160

Oliver, Kent

The Spirit of the Law: When ADA Compliance Means Overall Excellence in Service to Patrons with Disabilities, **1997**:294–298

Olivier, Lee

Metropolitan Libraries Section, **1995**:233

Olivier, Lee, Robert Belvin, and Sylvia Manoogian

Survey on services to multicultural populations, **1994**:197–204

O'Neill, Nancy

E-mail Reference Service in the Public Library: A Virtual Necessity, **1999(S/O)**:302–305

ONONDAGA COUNTY (N.Y.) PUBLIC LIBRARY

Focus on children's literature ("Field Notes"), **1994**:128

New Readers Showcase Accomplishments ("Tales"), **1998(S/O)**:290

OPACS. *see* CATALOGS

ORANGE COUNTY (Fla.) LIBRARY SYSTEM

Discovering Broadway at the Library ("Tales"), **1996**:160

ORANGE (Calif.) PUBLIC LIBRARY

A Tale of Two Cities: Erie, PA and Orange, CA, **1997**:358–360

OREGON CITY (Ore.) PUBLIC LIBRARY

Introducing the Library to Homeschoolers ("Tales"), **1998(J/F):26**
OREGON LIBRARIES
Survey Shows Library Use ("Field notes"), **1995:269**
OREGON STATE LIBRARY
Statewide challenges to library materials ("Field notes"), **1994:13**
ORGANIZATIONAL DEVELOPMENT
Choosing the Road Less Traveled: The North Suburban Library System Creates a Learning
Organization, **1999(M/A):110–114**
OSCEOLA COUNTY (Fla.) LIBRARY SYSTEM
National achievement citation, **1994:159**
OUACHITA (La.) PARISH PUBLIC LIBRARY
Protecting Public-Access Computers in Libraries, **1999(M/J):166–174**
OUTPUT MEASURES
To Boldly Go: Searching for Output Measures for Electronic Services, **1997:168–172**
Standards for Public Libraries: A Study in Quantitative Measures of Library Performance..., **1997:32–39**
OUTREACH
Innovative Outreach ("Tales"), **2001(S/O Supp):9**
Library Programs Targeted to Underserved Residents ("Tales"), **2001(S/O Supp):10**
"Read Right Now" Turns Waiting Rooms into Reading Rooms ("Tales"), **2001(J/F):20**
Touching the Hearts of the Homebound ("Tales"), **2001(J/A):204**
Vermont Children's Outreach Programs Receive Smith Grants ("Tales"), **2001(J/F):21**
OUTSOURCING
LSSI Wins Award ("Tales"), **1999(J/F):16**
OVERDUES. *see* FINES AND OVERDUES
Owen, Amy
Projecting the Future of State Library Service to Local Public Libraries ("Perspectives"), **1995:334–335**
Owens, Margaret
Get It in Writing! ("Perspectives"), **2002(S/O):248–249**

P

PALM BEACH COUNTY (Calif.) LIBRARY
Government Research Services in the Public Library, **1997:286–292**
PALM BEACH COUNTY (Fla.) LIBRARY SYSTEM
Ten-Year Program Produces Twelve New Libraries in Palm Beach ("Tales"), **1997:276**
When the White House Calls for Reference Help ("Verso"), **2000(M/A):68–69**
PALM SPRINGS (Calif.) PUBLIC LIBRARY
Books Salute Volunteers ("Tales"), **1996:277**
History Reprints Itself ("Tales"), **1997:211**
Novel Debuts at Library ("Tales"), **1998(S/O):290**
PALM SPRINGS (Fla.) PUBLIC LIBRARY
Ozzy Celebration Marks Twenty Years ("Tales"), **1999(M/J):147**
Palmer, Joseph W.
Saving those historic videotapes, **1994:99–101**
Paone, Kimberly
Young Adults and Community Service @ the Library ("Perspectives"), **2002(J/A):195–196**
PARAGUAYAN LIBRARIES
A Library across Two Continents ("Verso"), **2002(J/F):18–19**
PARENTING
Internet Programming Appeals to Parents ("Tales"), **1997:274**
New Orleans Library Receives Mini-Grant from Ezra Jack Keats Foundation ("Tales"), **2000(M/J):136**
Serving Families in the Community: Library-Based Parent Resource Centers, **1996:298–305**
PARLIN MEMORIAL LIBRARY (Everett, Mass.)
Chess Program Wins Outstanding Achievement Award ("Tales"), **2001(N/D):330**
PARMLY BILLINGS (Mont.) LIBRARY
Wendy's puts bytes on the menu ("Field notes"), **1994:11**

PARSIPPANY-TROY HILLS (N. J.) FREE PUBLIC LIBRARY

Sweet treats at the library ("Tales"), **1998(N/D):352**

Partch, Jackie and Ruth Metz

Multnomah County Library School Corps ("Verso"), **1999(M/J):143**

PARTNERSHIPS

"A Lot in Common": The League of Women Voters and Public Libraries, **2000(J/F):31–33**

BestSeller Blend: Starbucks and Library ("Verso"), **1998(M/A):102**

Celebration or Sell-Out? Protecting the Library's Rights When Undertaking a Corporate Sponsorship ("Section News"), **1997:186**

Museum Adds Children's Library ("Tales"), **1999(J/F):17–18**

PLSS Program on Collaboration ("Section News"), **1998(J/F):66–67**

Private Sector Partnerships: Mutual Benefits for Libraries and Corporations ("Perspectives"), **1997:340–344**

Public Libraries, Partners, and PLA ("From the President), **1998(N/D):345–346**

Public Library Systems Section, **1997:251**

School Library by Day, Public Library by Night ("Tales"), **1999(J/F):17**

So You Want to Be My Partner? ("News"), **2000(M/A):116–117**

PART-TIME LIBRARIANS

Trends in the Workplace: Part-Time Librarians, **1995:264–265**

PASCO COUNTY (Fla.) LIBRARY SYSTEM

Establishing Subject Authority in a Community Information Database ("Section News"), **1997:183–184**

Library has "Best Internet Site" ("Tales"), **1998(J/F):27**

Program Gets Reading Groups Off the Ground ("Tales"), **1997:147**

Pasicznyuk, Robert W.

Library Web Construction 101, **1996:168**

Passannante, Donna

Super bookstores and public libraries ("Professional Views"), **1994:75–78**

PATCHOGUE-MEDFORD (N.Y.) LIBRARY

E-Book Readers Available for Checkout ("Tales"), **2000(S/O):247**

PATENT, DOROTHY HINSHAW

Some Part of My Soul Needs the Wild: An Interview with Dorothy Hinshaw Patent ("Book Talk"), **2001(J/A):212–214**

PATENTS

Patent Searching Made Easier ("Tales"), **1996:109–110**

PATRONS. See CUSTOMER SERVICE

Payne, Beth A.

Creating a Nation's First Public Library, **2002(J/F):49–51**

Payne, Bonnie R.

Straw into Gold: Could Private Fundraising Be the Answer?, **1997:174–177**

Paynter, David M.

Building Libraries, Building Community: The Wilmington Experience, **2001(J/F):38–42**

Paznekas, Susan J.

Making Libraries Essential: the HIP Way, **1995:352–355**

PENNSYLVANIA DEPARTMENT OF EDUCATION

Grant Hooks Up Pennsylvania ("Tales"), **1996:278**

PENNSYLVANIA LIBRARY CORPS

Library corps lends a hand ("Field Notes"), **1994:295**

PEORIA (Ill.) PUBLIC LIBRARY

Midwest Thriller Funds Library Programs ("Tales"), **1998(M/J):165**

Perry, Phyllis

What Works ("Perspectives"), **2000(S/O):252**

PERSONNEL. See also CONTINUING EDUCATION; SUPPORT STAFF; TRAINING

Benefits of Providing 403(b) Savings Plans, **1998(S/O):318–320**

Benefits of Using an Unchanging Agenda at Library Staff Meetings ("Verso"), **2002(S/O):241–242**

The Changing Nature of Library Executive Recruitment ("Perspectives"), **1998(N/D):354–358**

Empowering the Library's Support Staff ("Perspectives"), **1998(J/F):33–38**

Growing New Leaders in Ohio, **1995:24–26**
Inspiring Phenomenal Customer Service: Techniques to Sway the Most Reluctant Staff Members ("Verso"), **2002(N/D):306–307**
Library Employees Without the ALA-Accredited Master's Degree, **1998(J/F):40–46**
Meeting Performance Appraisal Head-On, **2001(M/J):178–180**
No Barriers to Service: Librarians with Disabilities ("Perspectives"), **1998(M/A):109–115**
Not Fire at Will but Fire with Care, **1995:280–282**
Onward and Upward: Promotion of Public Librarians, **2000(J/A):214–219**
Professional Characteristics of Librarians, **1995:339–340**
The Public Library Planning Process: Staff and Citizen Involvement Revisited, **1997:110–116**
Staff receive "Pat on the Back" ("Field notes"), **1994:11**
Technology Competencies: What Every Librarian Needs to Know ("Tech Talk"), **2002(S/O):267–270**
Today Shelves, Tomorrow Librarians ("Tales"), **1999(N/D):352**
Trends in the Workplace: Part-Time Librarians, **1995:264–265**
What to Do when Someone Says "I Quit!", **1995:264**

PERSONNEL MANAGEMENT
Core Competencies: What They Are and How to Use Them, **2000(M/A):108–114**
Recruitment of Public Librarians: A Report to the Executive Committee, **2000(M/J):168–172**

Perspectives (column)
Beating the Homework Blues, **1997:19–23**
Do Women and Men Manage Libraries Differently?, **1995:137–141**
Electronic Bowdlerites: Censorship and Libraries in the Information Age, **1997:279–284**
Getting Down to Business: Public Library Services to Business, **1997:87–92**
Leadership for the Profession: The Art and the Reality, **1997:212–215**
Literary Genre in the Public Library: Headed for the Last Round-Up or Earning New Respective, **1997:151–155**
Looking Forward: Student Perspectives on the Future of Public Library Service, **1996:27–32**
Not So Quiet a Revolution: Audiobooks in Public Libraries, **1996:113–117**
Parnassus on the Interstate, **1995:271–276**
Private Sector Partnerships: Mutual Benefits for Libraries and Corporations, **1997:340–344**
Professional Partnerships: The State of the State Library Associations, **1996:347–352**
A Promising Frontier or the New Wasteland? Libraries and the Internet, **1995:73–77**
Public Libraries and Their CD-ROMance, **1996:279–283**
Public Library Service to Homeschoolers, **1995:201–205**
In Retrospect: Public Library Service During the Past Fifty Years, **1996:162–167**
The Status of State Library Service to Public Libraries, **1995:333–338**
Witch and the Robot: Storytelling in the Information Age, **1996:219–222**

PET THERAPY
See Spot Read, **2002(N/D):328–330**
Sit, Stay, READ ("Tales"), **2002(M/J):134**

Philip, John J.
A State Library Consultant's Perspective ("Perspectives"), **1995:274–275**

PHOENIX (Ariz.) PUBLIC LIBRARY
Assessing Needs of Library Users with Disabilities, **1995:90–93**

PICKAWAY COUNTY (Ohio) DISTRICT PUBLIC LIBRARY
Knowing the Patron ("Perspectives"), **1997:152–153**

Pierce, William
Benefits of Providing 403(b) Savings Plans, **1998(S/O):318–320**

PIKES PEAK (Colo.) LIBRARY DISTRICT
Colorado legislative information, **1994:281**
National achievement citation, **1994:159**

Pinder, Jo Ann
[about] 2002 PLA Election Results, **2001(J/A):242**
From the President (column) (see issues **2002(J/A)-2003(M/A)**)

PIONEER LIBRARY SYSTEM (Canandaigua, N.Y.)
Pioneering Training Curriculum ("Tales"), **1996:110**

PIONEER LIBRARY SYSTEM (Norman, Okla)

Building a Training Program One Step at a Time ("Cluster News"), **1999(S/O):**328–329

Log On @ the Library ("Tales"), **1996:**345

Reading at Home Starts at the Library ("Tales"), **1996:**21–22

PITTMAN, KAREN

Youth Development and Libraries: A Conversation with Karen Pittman ("InterViews"), **2002(S/O):**256–260

PITTSBURGH, CARNEGIE LIBRARY OF (Penn.)

Bestsellers Program Gives Patrons What They Want ("Tales"), **2000(N/D):**315

Carnegie's Memory Honored ("Tales"), **1996:**217–218

Photos To Be on Worldwide Web ("Field notes"), **1995:**68

Seniors to Access High Tech ("Field notes"), **1995:**269

PLA

Committees, **1994:**337

Expand the Possible at PLA's Sixth National Conference (President's message), **1995:**325, 340

Greta K. Southard Named PLA Executive Director, **1997:**39

Leadership for the Profession: The Art and the Reality ("Perspectives"), **1997:**212–215

PLA Association Symposium Draws Record Number of Attendees ("News"), **2001(M/J):**182

PLA Membership Survey Results ("News"), **2001(J/F):**57

PLA Plans for the Future ("From the President"), **2002(M/A):**77

The Plan's the Thing ("From the President"), **2001(J/A):**201

PLA--The Association that Works (President's message), **1995:**7

Political Leadership and PLA (President's message), **1995:**193, 238

A Year in Review: June 2000-June 2001 ("From the President"), **2001(M/J):**141–142

PLA Adult Lifelong Learning Section, **1994:**57, 280, 329, **1995:**41, 109, 175, 231, 301, 366, **1996:**71, 138, 193, 248, 320, 385, **1997:**183, 248, 312–313, 374

1995 [i.e. 1996] PLA/ALLS Top Titles for Adult New Readers, **1996:**189–191

1995 PLA/ALLS Top Titles for Adult New Readers, **1995:**225–228

1997 PLA/ALLS Top Titles for Adult New Readers, **1997:**178–179

1998 PLA/ALLS Top Titles for Adult New Readers, **1998(M/J):**200–202

PLA Basic Education And Literacy Services Section, **1994:**280

PLA BOARD

1994 midwinter meeting, **1994:**218–219

1995 ALA Midwinter Meeting Highlights, **1995:**107

1995 Annual Conference Board highlights, **1995:**297–299

1996 Annual Conference Board Highlights ("PLA News"), **1996:**316

1996 PLA Board Highlights 1996 ("PLA News"), **1996:**136

1997 Annual Conference Board Highlights ("News"), **1997:**309

1997 PLA Board Highlights Midwinter ("News"), **1997:**118

1998 Annual Conference Board Highlights ("News"), **1998(S/O):**323–324

1998 PLA Midwinter Board Highlights ("News"), **1998(M/A):**139

1999 Annual Conference: PLA Board Highlights ("News"), **1999(S/O):**324–325

1999 Board Meeting [ALA Midwinter], **1999(M/A):**124–125

PLA BYLAWS

Bylaws Change or Reorganization for PLA? ("Section News"), **1996:**320

PLA Bylaws: A Proposed Structure for the 21st Century, **1996:**306–315

PLA Reorganization, Bylaws Change--VOTE NO ("Section News"), **1996:**320–321

Plan for PLA's Future ("From the President"), **1996:**101–102

SMLA Promotes Services for Small and Not-So-Small Libraries ("Section News"), **1996:**387–388

Vote Yes for PLA's Future ("From the President"), **1996:**271

PLA Cluster News, **1998(S/O):**327–329, **1998(N/D):**391–392, **1999(M/J):**190–192, **1999(J/A):**258–259, **1999(J/F):**53–54, **1999(M/A):**126–127, **1999(S/O):**328–329, **1999(N/D):**390–392

PLA Committee on Recruitment of Public Librarians

Recruitment of Public Librarians: A Report to the Executive Committee, **2000(M/J):**168–172

PLA Community Information Section, **1994:**57–58, 109, 161–162, 221, 281, 329–330, **1995:**41–43, 109–111, 176, 232–233, 302, 366–367, **1996:**71–73, 138–139, 193, 246, 320–321, 385–386, **1997:**49–

50, 121–122, 183–184, 183–185, 248–250, 313–315, 374–375, **1998(M/J):**207–208, **1998(J/F):**64,
1998(M/A):141–142

PLA Continuing And Independent Learning Section, **1994:**280

PLA ELECTIONS

- 1998 PLA Election Results, **1998(J/A):**263–264
- 1999 PLA Election Results ("News"), **1999(J/A):**257
- 2002 PLA Election Results, **2001(J/A):**242
- Kay K. Runge elected PLA Vice President ("News"), **1999(N/D):**388
- Runge Elected PLA Vice-President ("News"), **1999(J/A):**257

PLA EXCELLENCE IN SMALL AND/OR RURAL PUBLIC LIBRARY SERVICE AWARD

- PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):**173

PLA Information And Referral Services Section, **1994:**161

PLA ISSUES AND CONCERNS CLUSTER

- Charting the Course ("Cluster News"), **1998(S/O):**328–329
- Committee Charges Reviewed ("Cluster News"), **1999(J/F):**53
- Issues and Concerns Cluster ("Cluster News"), **1998(N/D):**391
- Legislation Committee and LSTA ("Cluster News"), **1999(J/F):**53
- Legislation Committee Seeks Advocates ("Cluster News"), **1999(J/A):**259
- New Structure Allows Issues to Stay Central ("Cluster News"), **1999(M/A):**127
- Why Aren't They "Going Public?" ("Cluster News"), **1999(M/J):**192

PLA Job And Career Information Service Section, **1994:**280, 329

PLA LIBRARY SERVICES CLUSTER

- Aging Resources National Aging I&R Support Center ("News"), **2000(J/F):**41
- Building a Global Community of Libraries: The Sister Library Initiative ("Cluster News"), **1999(J/A):**258–259
- Building a Training Program One Step at a Time ("Cluster News"), **1999(S/O):**328–329
- The Changing Role of the Children's Librarian ("Cluster News"), **1999(M/J):**190–191
- Connecting Kids to Writing in Rural Libraries ("News"), **2000(S/O):**289
- Evaluating Public Library Service--The Mystery Shopper Approach, **2000(M/J):**145
- Help Wanted, Help Found: Librarians, Job Hunters and the Challenge of the Internet, **2000(J/A):**224–225
- Hosting the "Assignment Rescue: The Story of Varian Fry and the Emergency Rescue Committee" Exhibit ("Cluster News"), **1999(N/D):**390–392
- Kalamazoo's Cutting-Edge Digital Audio Books Project ("News"), **2001(J/A):**242–243, 246
- Of Libraries, Politics, and Personal Leadership ("Cluster News"), **1999(M/A):**126–127
- Public Policy and Technology and the Non-Profit Sector ("Cluster News"), **1999(J/F):**53–54
- The Saginaw Images Project ("News"), **2001(M/J):**184, 187
- So You Want to Be My Partner ("News"), **2000(M/A):**116–117
- What's Happening? ("Cluster News"), **1998(S/O):**327–328

PLA Marketing of Public Library Services Section, **1994:**59, 109–110, 163, 222–223, 282–283, 331–332, **1995:**43, 112–113, 177–178, 234, 303–304, 368, **1996:**74, 139–140, 194, 250, 321, **1997:**50–51, 122–123, 250–251, 375, 378, **1998(M/J):**209, **1998(J/F):**65–66, **1998(M/A):**142–143

PLA Metropolitan Libraries Section, **1994:**59, 163, 282, 331, **1995:**111–112, 177, 233, 303, 367–368, **1996:**73, 194, **1997:**122, **1998(M/J):**208–209, **1998(J/F):**65

PLA NATIONAL CONFERENCE

- 1994, **1994:**217, 278–279
- Assessing PLA's national conferences ("Professional Views"), **1994:**185–190

PLA NATIONAL CONFERENCE 2000

- 2000 National Conference Programs on CD-ROM ("News"), **2000(S/O):**286–287
- Record Number Attend PLA National Conference ("News"), **2000(M/J):**173–174

PLA NATIONAL CONFERENCE 2002

- National Conference Wrap-Up ("News"), **1998(M/J):**205
- Nearly 8,000 Attend Phoenix Conference [2002] ("News"), **2002(M/J):**172

PLA NEWSLETTER

- Nonmembers Don't Get It--PLA Electronic Newsletter ("News"), **1999(J/A):**257

PLA Parent Education Services Section, **1994:**280

PLA PARTNERS

- PLA Partners Program Reaches New Heights in 1999-2000 ("News"), **2000(S/O):286**
- PLA Planning, Measurement, and Evaluation Section, **1995:113, 178-179, 234-235, 304-305, 368-369, 1996:74-75, 195, 250-251, 321-322, 1997:51-52, 185, 1998(M/A):143**
- PLA Public Library Systems Section, **1994:60, 110-112, 164, 223, 283-284, 332-333, 1995:43-45, 113-114, 235-236, 305, 369-370, 1996:76, 140, 195-196, 251, 322, 386, 1997:124, 185-186, 251, 316, 378-379, 1998(M/J):209-210, 1998(J/F):66-67, 1998(M/A):143-144**
- PLA Public Policy for Public Libraries Section, **1994:112, 224, 284, 333, 1995:45, 114-115, 179-180, 236-237, 305-306, 370, 1996:77, 140-141, 196, 251-252, 323, 387, 1997:52, 124-125, 186, 251-252, 379, 1998(J/F):67, 1998(M/A):144-145**
- PLA Publishers Liaison Committee
- PLA/ALLS Top Titles for Adult New Readers, **1994:167-168**
("Section News"), **1994:57, 280**
- PLA Resources for Adult New Readers Committee
- Top Titles for Adult New Readers ("News"), **2001(M/J):183-184**
- PLA Section News, **1996:71-77, 138-141, 193-197, 248-252, 320-325, 385-388**
- PLA Services to Adult New Readers Committee
- 1999 Top Titles for Adult New Readers, **1999(S/O):320**
- PLA Small and Medium-Sized Libraries Section, **1994:60, 112-113, 164-165, 225, 284-285, 334, 1995:45-46, 115-116, 180, 237, 306-307, 370-371, 1996:77, 141, 196-197, 252, 324, 387-388, 1997:52-53, 125, 186-187, 252-253, 316-317, 380, 1998(M/J):210-211, 1998(J/F):67-68, 1998(M/A):145**
- PLA SPRING SYMPOSIUM
- PLA Spring Symposium Hosts Record Number of Attendees ("News"), **1999(M/J):188**
- PLA Strategic Plan, **1998(J/A):262-263**
- PLA WEB SITE
- <http://www.pla.org> ("News"), **1997:117**
- PLA Open 24/7 @ www.pla.org ("Internet Spotlight"), **2000(N/D):327-328**
- A Web Site for Public Librarians ("From the President"), **2000(S/O):241**

PLANNING

- Choosing the Road Less Traveled: The North Suburban Library System Creates a Learning Organization, **1999(M/A):110-114**
- Environmental Scanning and the Public Library ("Perspectives"), **1999(S/O):283-288**
- The Evolution of PLA's Planning Model, **2002(J/A):209-215**
- A New Vision for Planning ("Editor's Note"), **1997:268, 270**
- Planning for PLA's Future ("From the President"), **2001(N/D):325**
- Planning for Results ("From the President"), **1998(M/A):99**
- Planning for Results Training ("Section News"), **1998(M/A):143**
- Planning Process Obstacles and Opportunities, **1997:231-235**
- The Public Library Planning Process: Staff and Citizen Involvement Revisited, **1997:110-116**
- Public Participation in Strategic Planning of Library Services, **1998(M/A):126-132**
- Ready, Set, Plan! Community Analysis Help Online, **2000(J/A):220-223**
- Sioux City PL Involves the Community in Library Planning ("Tales"), **2001(J/F):21**
- Strategic Service Plan for the *Third Millennium* ("Tales"), **1999(M/A):86**
- Using the *New Planning for Results* Process to Create Local Standards of Library Service, **2002(J/A):216-219**
- The Vision Thing ("Editor's Note"), **1998(M/J):158, 162**

PLATEAUIING

- Be Glad You're Not a Goalie ("Editor's Note"), **1999(J/F):10**

PLAYGROUNDS

- Imagine That: Playground to Be Built at Alexandrian PL ("Tales"), **2000(N/D):314**

PLDS. see PUBLIC LIBRARY DATA SERVICE

PLIMPTON, BECKY

- PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):173**

POETRY

- Open Mike Attracts 84-year-old Poet ("Tales"), **1998(M/A):104**

Poetry Alive! at Teton County Library ("Tales"), **2000(J/A):193**
Read Your Favorite Poem at the Library ("Tales"), **2001(N/D):330**

POLICIES AND PROCEDURES
Learning from Our Mistakes ("Perspectives"), **2001(J/A):207–211**

PORTAGE COUNTY (Wisc.) PUBLIC LIBRARY
Wireless Technology ("Tales"), **2001(S/O Supp):9**

PORTLAND, ORE.
Explore Portland, **1995:299–300**
Portland: So Much to See, **1995:363–365**

PORTLAND (Ore.) PUBLIC LIBRARIES
News from PLA, **1996:68–70**

POVERTY ISSUES. *see* **LOW-INCOME PATRONS**

Pratt, Allan D.
Information Highway or Irrelevant Byway?, **1995:207**
Questionable Assumptions, **1998(J/F):52–56**

PRESCHOOL CHILDREN. *See* **EARLY LITERACY**

PRESERVATION
Preservation in American Public Libraries: A Contradiction in Terms?, **1997:236–245**

PRESIDENTIAL LIBRARIES
The Presidential Libraries: A Growing Resource, **1997:94–99**

President's message
Eclectic Circuses (President's message), **1995:129, 142**
Expand the Possible at PLA's Sixth National Conference (President's message), **1995:325, 340**
PLA--The Association that Works (President's message), **1995:7**
Political Leadership and PLA (President's message), **1995:193, 238**
Strategies for Success (President's message), **1995:257, 258**
What Lies Ahead? (President's message), **1995:63, 116**

PRESLEY, ELVIS
Elvis Sighted at Allen County Public ("Field notes"), **1995:136**

PRESS RELEASES
Marketing of Public Library Services Section, **1995:177–178**

Price, Gordon, Beth Whitney-Leigh, and Pat Tripp
Homepreneur Support Groups: From the Water Cooler to the Branch Library ("Verso"), **1998(J/A):229**

PRIME TIME FAMILY READING TIME
Family Literacy in Action: The Prime Time Family Reading Time Program, **2001(M/J):160–165**

PRINCE GEORGE'S COUNTY (Md.) CORRECTIONAL CENTER
The President leaves his mark ("Field Notes"), **1994:182**

PRINCE GEORGE'S COUNTY (Md.) MEMORIAL LIBRARY SYSTEM
Catch a rising star ("Field Notes"), **1994:128**
Illuminating the Attic ("Field notes"), **1995:197**
Information about Colleges Helps Prospective Students ("Tales"), **1998(M/A):105**
Libraries Mean Business ("Tales"), **1997:86**
Library Quadruples ("Field notes"), **1995:329**

Pritchard, John
Planning for Improved Customer Service at the State Level ("Perspectives"), **2001(M/A):86–87**

PRIVACY
Privacy under Siege: Cookies in the Library ("Verso"), **2001(M/A):80–81**
Terrorism and the American Library Card ("InterViews"), **2002(S/O):261, 264**

PROBLEM BEHAVIORS
Managing the Problem Patron, **1996:181–188**
A proactive approach to building security, **1994:251–256**
Problem Patrons: Reviewing Your Options, **2002(N/D):338–342**
When Bad Things Happen in Good Libraries: Staff Tools for the '90s and Beyond, **1998(M/J):196–199**

PROBLEM SOLVING
From the inside out or the outside in, **1994:164**

Professional views (column)

Assessing PLA's national conferences, **1994**:185–190
Doing better: reauthorizing the Library Services and Constructions Act, **1994**:15–20
The library poor box, **1994**:299–304
Notable libraries and librarians, **1994**:130–134
Super bookstores and public libraries, **1994**:75–79
Third world libraries: Is there an American role?, **1994**:243–247

PROFESSIONALISM

Professional Characteristics of Librarians, **1995**:339–340

PROGRAMMING

Interplanetary beings sighted ("Field notes"), **1994**:70

Write on, Cleveland! ("Field notes"), **1994**:71

PROGRAMS. *See also* BOOK GROUPS; FOOD PROGRAMS; SUMMER READING PROGRAMS

\$10,000 rewards sharp eyes ("Field notes"), **1994**:183

"A Science Odyssey" ("Tales"), **1998(J/F)**:27

African-American Arts Festival ("Tales"), **1998(J/A)**:233–234

African-American Community Documented ("Tales"), **1997**:18

Artistic Library Wins Grand Prize ("Tales"), **1999(J/A)**:212

Author Luncheon Draws SRO Crowd ("Tales"), **1997**:336

Batty about Bats ("Tales"), **1995**:9

Better Business Bureau Programs for Public Libraries ("PLA News"), **1996**:318

A Blast from the Past [spelling bee] ("Tales"), **2002(J/A)**:193

The Book Clique: Creating and Running a Book Discussion Group Online ("Verso"), **2000(S/O)**:244–245

Books and Bistros Are Big in Buffalo, **1995**:86–88

Boomers Get Help with Elder Care ("Tales"), **1998(J/F)**:26–27

Borrowers Card Same as Cash ("Tales"), **1997**:274

Breast Cancer Month Observed at Southwick PL ("Tales"), **2001(M/J)**:146

Carnegie's Memory Honored ("Tales"), **1996**:217–218

A Celebration of Pride ("Tales"), **1997**:336

Check out a ticket ("Field notes"), **1994**:296

Chicago Public Library Awarded \$300,000 ("Tales"), **2000(J/F)**:12

Cool Jazz Makes Hot Programs ("Tales"), **1999(J/A)**:211

Couturiere Speaks on Life and Dresses ("Tales"), **1996**:218

Daypacks to Go ("Tales"), **1997**:274

Deaf Theatre Breaks Sound Barrier ("Field notes"), **1995**:330

Discovering Broadway at the Library ("Tales"), **1996**:160

Doggone Safety Smart ("Field notes"), **1995**:329–330

Dogs to the Rescue ("Tales"), **1996**:276

Dolled Up for Tea ("Field notes"), **1995**:269–270

DVS-Formatted Film Series Planned ("Tales"), **1997**:275

Exercise for mind and body ("Field notes"), **1994**:296

EZ Library Program Online ("Tales"), **2002(N/D)**:308

Fabio look-alike chosen ("Field notes"), **1994**:239

Fair Formula for Success ("Tales"), **1996**:109

Food for Fines in Schaumburg Township ("Field notes"), **1995**:135

Gardeners Plant Trains ("Tales"), **1996**:19

Going Hog Wild! ("Tales"), **2002(S/O)**:247

And the Grand Prize Winner Is ..., **1995**:348–350

Great Interest in Garbage ("Field notes"), **1995**:68

Hawaii Libraries Host Tribute to Queen Lili'uokalani ("Tales"), **2000(M/J)**:135–136

Home Exchange ("Tales"), **2002(J/F)**:24

Homepreneur Support Groups: From the Water Cooler to the Branch Library ("Verso"), **1998(J/A)**:229

Hot Program Sets off Alarms ("Tales"), **1998(J/A)**:232

Illuminating the Attic ("Field notes"), **1995**:197

Inspired Programs at Jeffco Libraries ("Tales"), **2002(N/D)**:308

Internet Programming Appeals to Parents ("Tales"), **1997**:274

Introducing the Library to Homeschoolers ("Tales"), **1998(J/F):26**
 Keep Those Ideas Coming! ("Section News"), **1995:115–116**
 Libraries Mean Business ("Tales"), **1997:86**
 Library Becomes a Virtual Zoo ("Tales"), **1998(J/A):232–233**
 Library Director Airs Off on the Radio ("Tales"), **1999(M/J):145**
 Library Helps Immigrants Adjust ("Tales"), **1995:10**
 Library Helps Pets Find Homes ("Tales"), **1998(J/A):232**
 Library Offers Series on Elder Law ("Tales"), **2000(J/F):12**
 Literary Days and Nights ("Tales"), **1998(M/J):166**
 Literary Online ("Tales"), **1996:345**
 Local Authors Honored ("Tales"), **1996:110**
 Loud Music Plays at the Library ("Tales"), **1998(M/A):104**
 A Lovable Library ("Tales"), **1997:85**
 Lunch at the Library ("Tales"), **2000(J/A):194**
 Make a New Book--No Experience Required ("Tales"), **2002(J/A):194**
 Marching Toward Manhood ("Tales"), **1997:337**
 Medieval Maestro Teaches Chant ("Tales"), **2001(J/A):205**
 Memories of World War II ("Field notes"), **1995:197**
 Movie Premieres for Library ("Tales"), **1996:19**
 Multnomah County Library Hosts Tibetan Sand Mandala ("Tales"), **2002(J/F):24**
 My Mother Had One Like That! ("Tales"), **2002(M/J):134**
 New Readers Showcase Accomplishments ("Tales"), **1998(S/O):290**
 Not for Children Only ("Tales"), **1996:161**
 Open Mike Attracts 84-year-old Poet ("Tales"), **1998(M/A):104**
 Painter in Residence ("Tales"), **1998(M/J):166**
 Passport Applications Accepted Here ("Tales"), **2001(J/A):206**
 Patrons see \$\$\$ ("Field notes"), **1994:183**
 Pets Parade with Patrons ("Tales"), **1996:346**
 Poet Breathes Life into Library ("Tales"), **1997:146**
 Poetry Alive! at Teton County Library ("Tales"), **2000(J/A):193**
 Programming Policies for Public Libraries ("Section News"), **1998(M/A):144–145**
 Quilters Stitch a Program ("Tales"), **1998(J/A):233**
 Read Your Favorite Poem at the Library ("Tales"), **2001(N/D):330**
 Readers Win Mystery Tour ("Tales"), **1995:10**
 Reading at Home Starts at the Library ("Tales"), **1996:21–22**
 Rosa Keller Library Going to the Dogs ("Tales"), **2001(M/A):84**
 Salute to Seniors ("Tales"), **1999(J/A):212**
 Science Takes Flight ("Tales"), **1998(J/A):233**
 Seeing the Light in Boulder ("Tales"), **1997:85**
 Shhhhh! The band's about to play ("Tales"), **1998(J/A):234**
 Singles Get Their Scene ("Tales"), **1999(J/A):210**
 Teddy bears on parade ("Field Notes"), **1994:127–128**
 Toast to Wildlife at Library Tea Party ("Tales"), **2002(M/J):133**
 A Tower of Books for Literacy ("Tales"), **2001(M/J):147**
 Traveling Teddy Bear Project ("Tales"), **2001(M/J):146**
 Turn off, tune out, drop in at the library ("Field notes"), **1994:183**
 VIPs Read Banned Books ("Tales"), **1996:19**
 Voluntary Simplicity and the Public Library, **2001(J/F):48–53**
 What, No Vitameatavegemin? ("Tales"), **2000(N/D):314–315**
 What's Cooking Now? ("Field notes"), **1995:329**
 When the *New York Times* Talks, People Listen ("Tales"), **1999(M/A):85**
 From "Whodunit" to "How-to-do-it" ("Field notes"), **1995:197–198**
 Whose West? ("Tales"), **1997:18**
 Word Lovers Mince Words for Adult Literacy ("Tales"), **2002(M/J):133**
 Writers Digest Offers Kits for Writers ("Tales"), **1998(J/A):233**
 And You Thought the MLS Was Enough ("Tales"), **2000(N/D):314**

PROMOTION AND PUBLIC RELATIONS

- Changing Values ("Editor's Note"), **1998(M/A):98**
Electronic Newsletters: Ask Your Visitors to Opt-In ("Tech Talk"), **2002(N/D):324–325**
Everybody Wins! Carson City Public Library Pulls Out all the Stops for National Library Week, **1998(M/J):190–194**
The importance of being there, **1994:163**
Librarians bring down the house ("Field notes"), **1994:70**
The One-Stop Shop ("Editor's Note"), **1998(J/F):18**
SHINE--Simply Helping Is Not Enough: A Customer Service Campaign That Worked, **1999(S/O):316–318**
State Librarian to the Rescue ("Section News"), **1995:303–304**
Taking Advantage of an Advantage: Public Libraries and an Opportunity for Cultural Leadership, **1997:101–103**
A Tale of Two Cities: Erie, PA and Orange, CA, **1997:358–360**

PROMOTION AND PUBLIC RELATIONS (TALES FROM THE FRONT)

- Barriers Get Removed ("Tales"), **1998(M/J):165**
A Blue Hair Day ("Tales"), **1997:146**
"Check It Out" Ad Campaign a Rousing Success ("Tales"), **2000(N/D):315**
Check It Out! Put Your Library in the Spotlight! ("Tales"), **2002(M/J):133**
First the Supermarket, Now the Library: Keychain Cards at Nashville PL ("Tales"), **2001(J/F):20**
Librarian Advertises Good City Service ("Tales"), **1999(N/D):352**
Librarians, Raffles, and Harleys, Oh My! ("Tales"), **2002(S/O):246–247**
Library Closures, Politicians Outrage Patrons Down Under ("Tales"), **1997:210**
Nerdy Mascot is Pick of the Litter ("Tales"), **1998(N/D):351**
Patrons fill stands for movie ("Field notes"), **1994:11–12**
Pigs A-Plenty, Pigs Galore ("Tales"), **2000(M/J):134–135**

PROPOSALS

- Staff member uses MARC to propose ("Field notes"), **1994:13**

PROVIDENCE (R.I.) PUBLIC LIBRARY

- Author Luncheon Draws SRO Crowd ("Tales"), **1997:336**
Camelot Reigns ("Tales"), **1996:20**
Library Jazzed Up ("Tales"), **1995:9–10**
A Novel Ball ("Tales"), **1999(J/A):210–211**
A Taste of Provence in Providence ("Tales"), **1996:276–277**
Whale of a Gift ("Tales"), **1998(N/D):352–353**

PROVINCIAL LIBRARY AND DEPARTMENT OF EDUCATION (Taiwan)

- Taiwan Librarians Attend PLA Conference ("Tales"), **1996:217**

Ptacek, William

- [about] PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):173**
Looking Through the Glass: The Public Library Association Candidates' Perspective ("Perspectives"), **1999(M/A):89–92**

PUBLIC LIBRARIES

- ALA Goal 2000 and Public Libraries: Ambiguities and Possibilities, **1996:224–231**
Eclectic Circuses (President's message), **1995:129, 142**
The Future of Public Libraries: Divided They Serve, **1995:102–104**
Looking Forward: Student "Perspectives on the Future of Public Library Service" ("Perspectives"), **1996:27–32**
One-Stop Shopping at the Public Library ("Editor's Note"), **2001(M/A):72**
In Retrospect: Public Library Service During the Past Fifty Years ("Perspectives"), **1996:162–167**
The Roles of the Public Library in the Community, **1995:94–101**
Strategies for Success (President's message), **1995:257, 258**
We Must Be Doing Something Right (editorial), **1995:256, 258**
Whatever Happened to the Chicken Who Crossed the Road? ("Verso"), **2001(J/F):12**
Will the Library Survive the Internet? What Patrons Value in Public Libraries, **2002(M/A):104–106**
Public Libraries (journal)
1996 Referees Listing ("News"), **1997:46–47**

Public Libraries Article Contest Winners ("News"), **2001(M/A):121**
Reader Survey Results, **1995:124**
Renee Vaillancourt Named Feature Editor, **2000(J/F):6**
Time to Say Good-Bye ("Editor's Note"), **1999(N/D):344, 346**
PUBLIC LIBRARY ASSOCIATION. See PLA
PUBLIC LIBRARY DATA SERVICE
1999 PLDS Statistical Report Available ("News"), **1999(J/A):257**
Changes Recommended for PLDP ("Section News"), **1996:195**
Customized searches of PLDS database available, **1994:225**
Managing for Cybersurvival ("From the President"), **1996:341**
Now Available on Bibliostate Connect... ("News"), **1998(S/O):324, 326**
PLDP Evaluation and Improvement Project ("Section News"), **1996:75**
Public Library Use of Statistics, **2000(M/A):98–105**
Questionable Assumptions, **1998(J/F):52–56**
ReVision Committee News ("Section News"), **1996:321–322**
("Section News"), **1994:60**
PUBLIC LIBRARY DATA SURVEY
Technology in the public library, **1994:319–321**
PUBLIC LIBRARY DEVELOPMENT PROGRAM
PLDP Evaluation Update ("Section News"), **1995:304–305**
Progress Report on PLDP Evaluation and Improvement ("Section News"), **1995:178–179**
Status of PLDP Evaluation and Improvement Project ("Section News"), **1995:234–235, 368–369**
PUBLIC LIBRARY ROLES
Public library roles and patron use, **1994:135–143**
Public opinion about the roles of the public library in the community, **1994:23–28**
PUBLIC RELATIONS. See PROMOTION AND PUBLIC RELATIONS
PUBLICATIONS. See LIBRARY PUBLICATIONS
PUBLISHERS AND PUBLISHING
Ten (or So) Best Articles about E-books and E-publishing, **2001(S/O Supp):33–34**
Purrenhage, Bob. See Marjamaa, Mary Anne C.

Q

QUEENS BOROUGH (N.Y.) PUBLIC LIBRARY
A Blue Hair Day ("Tales"), **1997:146**
Fifty Languages Spoken Here ("Tales"), **1997:147**
Four Libraries Win First Ever National Award for Community Service, **2000(M/J):133**
Four Libraries Win National Community Service Award ("Tales"), **2000(S/O):246**
International Experiences at the Queens Borough Public Library, **2002(J/F):41–43**
Library Helps Immigrants Adjust ("Tales"), **1995:10**
Now Go Do the Right Thing ("Tales"), **2000(J/A):194**
Queens Library Receives \$1,000,000 Carnegie Grant ("Tales"), **2000(J/F):12**
Second China/U.S. Conference on Libraries 2001 ("Tales"), **2002(J/F):24**
Teens Train Net Users ("Tales"), **1997:211**
Today Shelves, Tomorrow Librarians ("Tales"), **1999(N/D):352**
When the *New York Times* Talks, People Listen ("Tales"), **1999(M/A):85**
Why Should Kids Have All the Fun? ("Tales"), **1999(S/O):279–280**
Working Effectively with Business Partners ("Perspectives"), **1997:342–343**
QUESTIA
Questia: The Making of an Online Library ("InterViews"), **2001(S/O Supp):11**

R

Raber, Douglas
ALA Goal 2000 and Public Libraries: Ambiguities and Possibilities, **1996:224–231**
Ideological Opposition to Federal Library Legislation, **1995:162–169**

Raber, Douglas and John M. Budd
Public Images of the Role of Information Technology in Public Libraries, **1999(M/J)**:180–186

RADIO BROADCASTS
Children's book reviews on the air ("Field notes"), **1994**:71
Live broadcasts help entrepreneurs ("Field Notes"), **1994**:296

Rankin, Katherine L., and Mary L. Larsgaard
Helpful Hints for Small Library Collections, **1996**:174–179

RANSOM, MARCIA
Customer Service and Public Library Building Design and Management ("Perspectives"),
2001(M/A):86–87

Ranta, Judith
Community Information Section, **1995**:41–43

Raymer, Anne C.
Envisioning Tomorrow: One Participant's Reflections on ALA's Libraries Build Sustainable
Communities Preconference, **2001(J/F)**:17–18

Raymond, Chadwick
The Library Administrator's "Perspective" ("Perspectives"), **2000(M/J)**:140

Rayner, Helen
The Influence of Television on Reader Choice at Wellington Public Library, **1997**:362–366

READERS' ADVISORY
1995 PLA/ALLS Top Titles for Adult New Readers, **1995**:225–228
Check It Out! Put Your Library in the Spotlight! ("Tales"), **2002(M/J)**:133
Exploring the World of Romance Novels, **1995**:144–151
Fabulous Fiction Finders, **1995**:342–346
Readers' Advisory Services: Taking It All Online ("Tech Talk"), **2001(N/D)**:344–345
What We Know and Don't Know about Reading, Readers, and Readers Advisory Services,
1999(J/F):42–47

READER'S DIGEST FOUNDATION
Tall Tree: Counting the Leaves, **1999(M/A)**:120–123
Readers respond, **1994**:119, 171, 227, 286, 338–339

READING. *see* **BOOKS AND READING**

READING GROUPS. *See* **BOOK GROUPS**

READING INCENTIVE PROGRAMS. *see also* **SUMMER READING PROGRAMS**

READING PROGRAMS
Getting Kids to Read: What Works and What Doesn't ("Perspectives"), **2000(S/O)**:250–255
Mustangs Star in Summer Reading ("Tales"), **1996**:345–346
Reading with Rachel ("Tales"), **2000(M/J)**:135

Reagan, Robert
Homework Centers: Four Important Pluses ("Perspectives"), **1997**:20–21

RECRUITMENT
Each One Reach One ("News"), **2002(M/J)**:172
Recruitment of Public Librarians: A Report to the Executive Committee, **2000(M/J)**:168–172
Response to "Recruitment of Public Librarians" ("Verso"), **2000(S/O)**:242–243
Today Shelves, Tomorrow Librarians ("Tales"), **1999(N/D)**:352
Why Aren't They "Going Public?" ("Cluster News"), **1999(M/J)**:192

RECYCLING
Reward for Recycling ("Tales"), **1996**:346

Reese, Noreen
Café Service in Public Libraries, **1999(M/J)**:176–178

REFERENCE INTERVIEWS
How to Speak Patron ("Verso"), **1998(N/D)**:349
Who Wants to Know? Imposed Queries in the Public Library, **2001(M/J)**:170–176

REFERENCE QUESTIONS
Reference Questions on Your Web Site ("Internet Spotlight"), **2000(J/A)**:204–205

REFERENCE SERVICES. *See also* **VIRTUAL REFERENCE**
24/7 Reference ("Tales"), **2001(S/O Supp)**:9

Best practices: an analysis of the best (and worst) in ... reference transactions, **1994**:261–266
 Best Use of Public Dollars ("Tales"), **1998(N/D)**:351
 Bestsellers Club ("Tales"), **1998(J/F)**:27
 Register, Judy
 Scottsdale's School and Public Library Partnership ("Perspectives"), **1999(N/D)**:356–357
 Reif, Kathleen
 Are Public Libraries the Preschooler's Door to Learning, **2000(S/O)**:262–268?
 RESERVES
 LeRoy Collins Leon County Public Library FAN Club ("Tales"), **2002(M/A)**:82
 Resnick, Robert
 Community Information Resources in United States Public Libraries, **1997**:218–229
 RETIREMENT
 Are Public Librarians Prepared for Retirement?, **1995**:158–160
 RICHLAND COUNTY (S.C.) PUBLIC LIBRARY
 First Global Reference Service Established ("Tales"), **2002(N/D)**:308
 RIDGEWOOD (N. J.) PUBLIC LIBRARY
 Patrons Vie to Be Part of the Plot in Upcoming Novels ("Tales"), **1999(M/A)**:85–86
 Ries-Taggart, Jennifer T.
 Tales from the Front (column) (see every issue **2001-2008**)
 Ring, Daniel F.
 Defending the intended mission, **1994**:191–193
 The Librarian as a "Bookman," **1996**:60–63
 RIVER VALLEY MIDDLE SCHOOL (Jeffersonville, Ind.)
 Making the World a Better Place to Live ("Perspectives"), **2000(J/A)**:197–198
 RIVERSIDE CITY AND COUNTY (Calif.) PUBLIC LIBRARY
 Friends bookstore sells ("Field Notes"), **1994**:296
 RIVERSIDE COUNTY (Calif.) LIBRARY SYSTEM
 LSSI Wins Award ("Tales"), **1999(J/F)**:16
 School-Public Combinations Work in Riverside County ("Perspectives"), **2002(N/D)**:310–311
 RIVERSIDE (Calif.) PUBLIC LIBRARY
 Redefining Librarianship: The Case of the Eastside Cybrary Connection, **2000(J/A)**:208–213
 Robbins, Molly W.
 Understanding the Future Challenges ("Perspectives"), **1996**:28–29
 Robinson, Charles W.
 Assessing PLA's national conferences ("Professional Views"), **1994**:185–186
 Let's get our priorities straight, **1994**:112
 Not Much Had Changes--Til Recently ("Perspectives"), **1996**:165–166
 Robinson, Cynthia
 Celebrate the Freedom to Read, **1998(J/A)**:226
 Robinson, Mary
 Staff with Disabilities ("Perspectives"), **1998(M/A)**:114–115
 ROCHESTER AND MONROE COUNTY (N.Y.) LIBRARY
 Museum Adds Children's Library ("Tales"), **1999(J/F)**:17–18
 ROCHESTER HILLS (Mich.) PUBLIC LIBRARY
 Home Page Wins Award ("Tales"), **1996**:217
 The Identity of Internet Explorers: May I Ask Who's Calling? ("Verso"), **1998(J/F)**:28–29
 Library Starts Artistic Trend ("Tales"), **1998(J/A)**:232
 Surfing the Internet in Michigan, **1995**:130–131
 Writing a Library Home Page, **1996**:284–286
 ROCKY RIVER (Ohio) PUBLIC LIBRARY
 Touching the Hearts of the Homebound ("Tales"), **2001(J/A)**:204
 Rodger, Eleanor Jo. see D'Elia, George
 Public library roles and patron use, **1994**:135–143
 Public opinion about the roles of the public library in the community, **1994**:23–28
 The Roles of the Public Library in the Community, **1995**:94–101
 Rogalla, Michael

- Your Ticket to the Internet: The Ability to Write a Sentence, **1995**:130
- Rogerson, Holly D.
Lending Laptops at the Vineland Public Library, **2002(N/D)**:332–336
- ROMANCE FICTION
- Exploring the World of Romance Novels, **1995**:144–151
- Libraries Get Romantic ("Field notes"), **1995**:199
- Ronan, Catherine
Libraries and Community Technology ("Verso"), **2001(N/D)**:327, 329
- ROSA KELLER LIBRARY (New Orleans, La.)
Rosa Keller Library Going to the Dogs ("Tales"), **2001(M/A)**:84
- Rosenberg, Joel
The library poor box ("Professional Views"), **1994**:301
- Ross, Catherine Sheldrick
Best practices: an analysis of the best (and worst) in ... reference transactions, **1994**:261–266
- Rowland, Gerry. See Smith, Mark
- Runge, Kay K.
[about] Kay K. Runge elected PLA Vice President ("News"), **1999(N/D)**:388
[about] Runge Elected PLA Vice-President ("News"), **1999(J/A)**:257
The Corporate Mystic: An Interview with Gay Hendricks, **2001(N/D)**:338–339, 343
Looking Through the Glass: The Public Library Association Candidates' "Perspective ("Perspectives"), **1999(M/A)**:89–91
From the President (column) (see issues **2000(J/A)**-**2001(M/A)**)
Total Quality Staff Development and Recognition ("Perspectives"), **1998(J/F)**:35–36
- RURAL LIBRARIES
- The Big Stretch: Making Library Conferences Relevant to Small and Rural Public Libraries, **2001(N/D)**:328–329
- Internet Access in Rural Areas ("Tales"), **2001(S/O Supp)**:10
- Providing HIV-AIDS Information for Rural Communities, **1995**:284–290
- Serving Rural Communities ("Section News"), **1997**:380
- RUSSIAN LIBRARIES
- Dobro Pozhalovat! Alaskan Public Librarians Visit Their Russian Counterparts, **1996**:360–364
- RUTHERFORD (N.J.) LIBRARY
Centennial Birthday Bash, **1996**:44–46
- RWANDA
Building a Library in Rwanda ("Tales"), **2001(J/A)**:204
Creating a Nation's First Public Library, **2002(J/F)**:49–51
- Ryan, Joe. See Bertot, John Carlo
- Ryan, Mary Jo
Adult Lifelong Learning Section, **1995**:41, 109, 175, 231, 301, 366, **1996**:138
- S
- SACRAMENTO (Calif.) PUBLIC LIBRARY
Supporters Fund Addition ("Tales"), **1998(M/A)**:105
- SAGA CITY (JAPAN) MUNICIPAL LIBRARY
Building a Global Community of Libraries: The Sister Library Initiative ("Cluster News"), **1999(J/A)**:258–259
- Sager, Donald J.
Jefferson's Ghost, and Other Stories from the Field, **1995**:13–17
Perspectives (column) (see issues **1995**-**2001**)
Professional Views (column) (see also issue **1994**)
- SAGINAW (Mich.) PUBLIC LIBRARY
Independent District Created ("Tales"), **1995**:10
Partners for business, **1994**:57–58
The Saginaw Images Project ("News"), **2001(M/J)**:184, 187
- ST. JOSEPH COUNTY (Ind.) PUBLIC LIBRARY

And the Grand Prize Winner Is ..., **1995**:348–350
The Need for Homework Assistance ("Perspectives"), **1997**:22
SAINT LOUIS COUNTY (Mo.) LIBRARY
Dancers' Dollars Help Library "Making Connections" ("Tales"), **1997**:84
DVS-Formatted Film Series Planned ("Tales"), **1997**:275
Get REAL ("Tales"), **1997**:338
Library Expansion Equals Three Football Fields ("Tales"), **1996**:161
Library Removes Hurdle for Horse Fanciers ("Tales"), **1996**:109
Ordinary People and Mental Illness ("Tales"), **1995**:10
On the Road and Online: How Four Bookmobiles Got Connected, **2001(M/A)**:95–96
Teens Review Books ("Tales"), **1996**:110
Whither the Weather? ("Field notes"), **1995**:197
SAINT LOUIS (Mo.) LIBRARY
Fly Away with a Friends Membership ("Tales"), **1999(J/F)**:17
Placing a Value on Public Library Services, **1999(M/A)**:98–108
SAINT PAUL (Minn.) PUBLIC LIBRARY
Make a New Book--No Experience Required ("Tales"), **2002(J/A)**:194
Medieval Maestro Teaches Chant ("Tales"), **2001(J/A)**:205
Read Your Favorite Poem at the Library ("Tales"), **2001(N/D)**:330
SALARIES
Status and Salaries ("Editor's Note"), **2002(M/J)**:126, 128
Sales, Deborah K.
Changing Trends ("Perspectives"), **1996**:347–349
SALT LAKE CITY (Utah) PUBLIC LIBRARY
Children's book reviews on the air ("Field Notes"), **1994**:71
Romance Blooms ("Field notes"), **1995**:199
Salveggi, Anthony. See Bishop, Kay
SAN ANTONIO (Tex.) PUBLIC LIBRARY
Catalog goes bilingual ("Field Notes"), **1994**:239–240
National achievement citation, **1994**:159
Poetry On the Go ("Tales"), **1997**:146
SAN BERNARDINO COUNTY (Calif.) LIBRARY
How to Adopt Ten Thousand Books ("Tales"), **1996**:161
SAN DIEGO (Calif.) PUBLIC LIBRARY
"Check It Out" Ad Campaign a Rousing Success ("Tales"), **2000(N/D)**:315
Endowments Honor Libraries ("Field notes"), **1995**:269
Kids Make Political News ("Tales"), **1997**:16–17
The San Diego Sister Libraries Project ("Perspectives"), **2000(J/A)**:196–197
SAN FRANCISCO (Calif.) PUBLIC LIBRARY
Library Express: San Francisco Public Library's Information Service ("Perspectives"), **1997**:89–90
San Francisco Public Library Presents High School and Beyond ("Tales"), **2000(J/F)**:14
SAN JOSE (Calif.) PUBLIC LIBRARY
Accessibility Wins Awards ("Tales"), **1998(M/A)**:108
First Grader is a Winner ("Tales"), **1997**:336
Grand Opening of Biblioteca Latinoamericana in San Jose ("Tales"), **2000(M/J)**:136
SAN JOSE STATE UNIVERSITY
San Jose State University Seeks to Locate Alumni ("Field notes"), **1995**:270
SANDERS, SCOTT RUSSELL
The Country of Language: An Interview with Scott Russell Sanders ("Book Talk"), **2000(J/A)**:200–201
SANDHILL REGIONAL (N.C.) LIBRARY SYSTEM
Connecting Kids to Writing in Rural Libraries ("News"), **2000(S/O)**:289
SANDWICH GENERATION
ALLS Invites Adult Services Librarians to San Antonio Discussion ("Section News"), **1995**:366
SANTA FE (N.Mex.) PUBLIC LIBRARY
A Bookworm's Eye-View of Collection Development: Making Use of Gift Books, **1999(N/D)**:364–370
SANTA MONICA (Calif.) PUBLIC LIBRARY

E-mail Reference Service in the Public Library: A Virtual Necessity, **1999(S/O):**302–305

Saricks, Joyce
A-leaving Cheyenne ("Perspectives"), **1997:**154

Sartisky, Michael. See Langley, Linda Parker

Sawyer, Miriam
Centennial Birthday Bash, **1996:**44–46

Saxton, Matthew L. See Gross, Melissa

Saxton, Matthew L. and Ruth D. Greiner
Public Participation in Strategic Planning of Library Services, **1998(M/A):**126–132

Scally, Patricia H.
Digital Technology Projects: Already Thriving in Public Libraries, **1999(J/F):**48–50

Scates, Denni Kay
How Do Adult New Readers Locate High-Interest, Easy-to-Read Books?, **1999(S/O):**294–298

Schaefer, Steve W.
Going for the Green: How Public Libraries Get State Money, **2001(S/O):**298–304

SCHAUMBURG TOWNSHIP (III.) DISTRICT LIBRARY
Community Teen NETwork ("Perspectives"), **2002(J/A):**196–197
Computer spoken here ("Field Notes"), **1994:**70–71
Food for Fines in Schaumburg Township ("Field notes"), **1995:**135
Library's Card Goes to Smithsonian ("Tales"), **1998(S/O):**289
Scavenger Hunt Brings in Hundreds of Students ("Tales"), **2000(J/F):**14
The Yin and Yang of Customer Services ("Perspectives"), **2001(M/A):**87

Schmidt, Jim
Looking Through the Glass: The American Library Association Candidates' "Perspective
("Perspectives"), **1999(M/A):**91–92

SCHOOL LIBRARIES
Changing "Perspectives: Joint Use of Facilities By Schools and Public Libraries ("Perspectives"),
1999(N/D):355–359
Combined School-Public Library Facilities: Opinions, Case Studies and Questions to Consider
("Perspectives"), Part 1 **41:**248–255, Part 2 **41:**310–316
Innovative School Library Programs ("Tales"), **2001(S/O Supp):**10
Multnomah County Library School Corps ("Verso"), **1999(M/J):**143
Partnership Unites Library and Schools ("Tales"), **2002(N/D):**309
School Library by Day, Public Library by Night ("Tales"), **1999(J/F):**17

SCOTTSDALE (Ariz.) PUBLIC LIBRARY
Scottsdale's School and Public Library Partnership ("Perspectives"), **1999(N/D):**356–357

SEARCH ENGINES
Beyond Google ("Internet Spotlight"), **2001(J/A):**215
Finding That Elusive Book ("Internet Spotlight"), **2002(N/D):**322–323
Search Engine Update ("Internet Spotlight"), **2002(S/O):**265–266
Search Smarter, Not Harder, on the World Wide Web ("Internet Spotlight"), **1999(S/O):**291–293

SEARCY, DAVID L.
In Remembrance, **1995:**346

SEATTLE (Wash.) PUBLIC LIBRARY
Biggest donation since Carnegie ("Field Notes"), **1994:**295–296
Drivers' Education ("Field notes"), **1995:**136
Exploring Innovative Technology ("Field notes"), **1995:**270
GPO Databases Available ("Field notes"), **1995:**68
Kids Rule! Libraries Online! Meets High Point Library, **1998(J/A):**246–249
Kiosks Provide Information ("Tales"), **1995:**9
VIPs Read Banned Books ("Tales"), **1996:**19

SECURITY
Firewalls in Public Libraries, **1998(N/D):**362–366
Protecting Public-Access Computers in Libraries, **1999(M/J):**166–174
Security Issues in the Public Libraries of Three Midwestern States, **1998(M/A):**134–136

SEDARIS, DAVID

- Sitting in a Room and Hating Yourself: An Interview with David Sedaris ("Book Talk"), **2001(S/O):273–276**
- Seim, Rebecca. See Jones, Patrick
- SELECTION POLICY
- Has the American public library lost its purpose?, **1994:191–196**
- Tracking specialized book selection, **1994:267–271**
- SENIORS
- AARP's Tools You Can Use, **1995:176**
- Aging Resources National Aging I&R Support Center ("News"), **2000(J/F):41**
- Boomers Get Help with Elder Care ("Tales"), **1998(J/F):26–27**
- Creating CyberSeniors: Older Adult Learning and Its Implications for Computer Training, **2002(M/J):149–155**
- Cyber Seniors ("Tales"), **1998(M/A):104**
- Cyberseniors ("Tales"), **1999(J/A):212**
- Getting Ready for the Expanding Older Population, **1995:356–360**
- Library Offers Series on Elder Law ("Tales"), **2000(J/F):12**
- Library Tech Programs for All Ages ("Tales"), **2001(S/O Supp):10**
- A New Audience for Storyhour ("Tales"), **1999(S/O):280**
- Salute to Seniors ("Tales"), **1999(J/A):212**
- Seniors in Cyberspace ("Internet Spotlight"), **2001(M/A):93–94**
- Seniors to Access High Tech ("Field notes"), **1995:269**
- Storytime for the Young and Old ("Tales"), **2001(S/O):266**
- Time to Reminisce ("Tales"), **1998(S/O):289–290**
- A Trip Down Memory Lane with "Remembering" Kits for Seniors ("Tales"), **2000(M/J):134**
- SEPTEMBER 11, 2001, EVENTS OF
- Archiving and Preserving September 11 ("Internet Spotlight"), **2002(J/A):205–206**
- In Solidarity [international letters of condolence], **2002(J/F):9–10, 19**
- SERVICE-LEARNING
- Beyond Volunteerism: Community Service Programs and Public Libraries ("Perspectives"), **1999(M/J):149–153**
- SEUSS, DR.
- Meet Cattus Petasatus, **2000(S/O):291**
- Shaw, Jane Belon
- Super bookstores and public libraries ("Professional Views"), **1994:78**
- Shelley, Amelia
- Dealing with Fantasy: An Interview with Patricia C. Wrede ("Book Talk"), **2002(M/A):93–96**
- Sheppard, Eileen
- A Promising Frontier or the New Wasteland? ("Perspectives"), **1995:73–74**
- Shields, Gerald R.
- Recycling buildings for libraries, **1994:93–96**
- Shinners, Martha
- The Changing Role of the Children's Librarian ("Cluster News"), **1999(M/J):190–191**
- Shrier, Jean
- A Promising Frontier or the New Wasteland? ("Perspectives"), **1995:75–76**
- Shuman, Bruce A.
- Problem Patrons: Reviewing Your Options, **2002(N/D):338–342**
- SIDWELL FRIENDS UPPER SCHOOL (D.C.)
- Innovative School Library Programs ("Tales"), **2001(S/O Supp):10**
- Simkin, Linda. See Lobosco, Anna F.
- Simon, Matthew
- Will the Library Survive the Internet? What Patrons Value in Public Libraries, **2002(M/A):104–106**
- SIMON WIESENTHAL CENTER LIBRARY AND ARCHIVES (Calif.)
- Four Libraries Win First Ever National Award for Community Service, **2000(M/J):133**
- Four Libraries Win National Community Service Award ("Tales"), **2000(S/O):246**
- Simpson, Ann M.

- I Own More Library Cards Than Credit Cards: An Interview with Paul Dickson ("Book Talk"), **2002(S/O):**262–264
- SIOUX CITY (Iowa) PUBLIC LIBRARY
Borrowers Card Same as Cash ("Tales"), **1997:**274
Sioux City PL Involves the Community in Library Planning ("Tales"), **2001(J/F):**21
- SISTER LIBRARIES
Building a Global Community of Libraries: The Sister Library Initiative ("Cluster News"), **1999(J/A):**258–259
The Sister Libraries Programs ("Perspectives"), **2000(J/A):**195–199
- SKOKIE (Ill.) PUBLIC LIBRARY
HTML is Cookin' in Skokie ("Tales"), **1997:**146
- Slusar, Linda
Let Them Out, Let Them In, Let Them Soar! ("Perspectives"), **1998(J/F):**37
- SMALL LIBRARIES
The Big Stretch: Making Library Conferences Relevant to Small and Rural Public Libraries, **2001(N/D):**328–329
Giving Them What They Want in Small Public Libraries, **2000(M/J):**148–155
Great Reading En Route to America's Rural and Small Libraries, **2000(M/J):**155
- Smith, Bob
Censorship and the Internet ("Perspectives"), **1997:**282–283
- Smith, Mark
School-Public Combinations Work in Riverside County ("Perspectives"), **2002(N/D):**310–311
- Smith, Mark and Gerry Rowland
To Boldly Go: Searching for Output Measures for Electronic Services, **1997:**168–172
- Smith, Nancy Milnor
State agency use of *Planning and Role Setting...* and *Output Measures ...*, **1994:**211–212
Taking Advantage of an Advantage: Public Libraries and an Opportunity for Cultural Leadership, **1997:**101–103
- Smith, Patricia H., and Mike Clark-Madison
Keeping Current with Member Needs ("Perspectives"), **1996:**349–350
- Smith, Sally Decker
An Up-Close and Personal View of IFLA ("Verso"), **2002(J/F):**17, 19
The Truth about Librarians ("Verso"), **2001(M/J):**143
When the Boss is Away... ("Verso"), **2002(M/A):**79–80
- Smith, Susan H.
"Is This a Real Library?" ("Perspectives"), **2002(N/D):**311–312
- SNO-ISLE (Wash.) REGIONAL LIBRARY
Building Bridges with Sister Libraries ("Perspectives"), **2000(J/A):**198–199
- SOUTH AFRICA
\$3.8 Million Carnegie Grants Aid Six South African PLs ("Tales"), **2002(J/F):**23–24
South Africa, 1960s-1990s ("Perspectives"), **2002(J/F):**25–27
South Africa, 2000 ("Perspectives"), **2002(J/F):**31–32
South Africa, 2001 ("Perspectives"), **2002(J/F):**32–33
- SOUTH CAROLINA STATE LIBRARY
Reading with Rachel ("Tales"), **2000(M/J):**135
- SOUTHARD, GRETA
Greta K. Southard Named PLA Executive Director, **1997:**39
- SOUTHWICK (Mass.) PUBLIC LIBRARY
Breast Cancer Month Observed at Southwick PL ("Tales"), **2001(M/J):**146
- Spang, Lothar. See Baker, Lynda M.
- SPANISH-SPEAKING USERS
Bienvenidos a las Bibliotecas de Condado de Washington! ("Tales"), **2001(M/A):**83
¿Habla Espanol Su Internet? ("Tales"), **1999(J/F):**16–17
Library Staff Habla Español ("Tales"), **2002(J/A):**193
Monthly Information Forums for Latinos at Teton County Library ("Tales"), **2001(M/J):**147
- Sparanese, Ann C.

Unions in Libraries: A Positive View ("Perspectives"), **2002(M/J):**140–141

SPECIAL COLLECTIONS

Digital Technology Projects: Already Thriving in Public Libraries, **1999(J/F):**48–50

Speller, Benjamin F., Jr.
Competency = standards = accreditation, **1994:**83–87

Spence, Alex
Gay Young Adult Fiction in the Public Library, **1999(J/A):**224–243

Spencer, Roxanne Myers
Committees, Councils and Task Forces ("Perspectives"), **2002(M/A):**87

SPOKANE (Wash.) PUBLIC LIBRARY
New Library Finishes Plan ("Tales"), **1998(J/A):**234

SPRINGDALE (Ark.) PUBLIC LIBRARY
Customer Service and Public Library Building Design and Management ("Perspectives"),
2001(M/A):86–87

SPRINGFIELD (Mass.) PUBLIC LIBRARY
Rotunda Gets Facelift ("Tales"), **1997:**211
Teens Create Photo Bookmarks ("Tales"), **2000(J/A):**193

STAFF. *See* PERSONNEL

STAFF DEVELOPMENT. *see* CONTINUING EDUCATION; TRAINING

STANDARDS AND GUIDELINES
The Evolution of PLA's Planning Model, **2002(J/A):**209–215
Standards for Public Libraries: A Study in Quantitative Measures of Library Performance..., **1997:**32–39
Using the *New Planning for Results* Process to Create Local Standards of Library Service,
2002(J/A):216–219

STANISLAUS COUNTY (Calif.) FREE LIBRARY
Using Mystery Shoppers to Evaluate Customer Service in the Public Library, **1998(N/D):**370–375

Staples, Susan
Fast and Slow Lanes of the Information Highway: Librarian Decision Making about Electronic
Information Services, **2001(S/O):**294–297

STARBUCKS
BestSeller Blend: Starbucks and Library ("Verso"), **1998(M/A):**102

STARBUCKS FOUNDATION
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J):**173

Starr, Leah K.
The Future of Public Libraries: Divided They Serve, **1995:**102–104

STATE LIBRARIES
The Status of State Library Service to Public Libraries ("Perspectives"), **1995:**333–338

STATE LIBRARY ADMINISTRATIVE AGENCY
Going for the Green: How Public Libraries Get State Money, **2001(S/O):**298–304

STATISTICS. *see also* PUBLIC LIBRARY DATA SERVICE
1999 PLDS Statistical Report Available ("News"), **1999(J/A):**257
Infographic: Data from PLDS98 *Statistical Report* Ranked High to Low by Percent State Funded,
1999(M/A):83
Longitudinal Figures and Fact-filled Support ("Section News"), **1995:**235–236
Numeracy: Another Kind of Literacy ("Editor's Note"), **1999(M/A):**78, 80
Take a Bow, PLA (editorial), **1996:**12, 14

Steffen, Nicolle O., and Keith Curry Lance
Who's Doing What: Outcome-Based Evaluation and Demographics in the Counting on Results Project,
2002(S/O):271–279

Steffen, Nicolle O., Keith Curry Lance, and Rochelle Logan
Time to Tell the Whole Story: Outcome-Based Evaluation and the Counting on Results Project,
2002(J/A):222–228

Stephan, Sandra S.
Making Libraries Essential: the HIP Way, **1995:**352–355

Stephens, Annabel K.
The Public Library Planning Process: Staff and Citizen Involvement Revisited, **1997:**110–116

reviews, **1994**:115–116

Sternin, Erica B.
Kids Rule! Libraries Online! Meets High Point Library, **1998(J/A)**:246–249

Stevenson-Moudamane, Veronica L. C.
Online Reference Assistance for Youth Just a Click Away ("Internet Spotlight"), **2000(S/O)**:260–261

Stines, Joe
Public Library Systems Section, **1995**:113–114

Stipek, Kathleen
Why You Need an M&M Stash ("Perspectives"), **2002(M/A)**:87–88

STORES IN LIBRARIES. *see* BOOKSTORES

STORYTELLING
Millions of Cats ("Tales"), **1996**:19
Storytelling: The Universal Language ("Verso"), **2002(J/F)**:21–22
Witch and the Robot: Storytelling in the Information Age ("Perspectives"), **1996**:219–222

STORYTIMES
Ballet Story Hours ("Tales"), **2000(M/J)**:135
Evaluating the Impact of Public Library Storytime Programs Upon the Emergent Literacy of Preschoolers, **1997**:346–351
A New Audience for Storyhour ("Tales"), **1999(S/O)**:280
Storytime for the Young and Old ("Tales"), **2001(S/O)**:266
Successful Toddler Storytimes Based on Child Development Principles, **1996**:374–380

STRESS
A Celebration of Public Librarianship, **2002(M/A)**:76, 80

Strong, Gary E.
International Experiences at the Queens Borough Public Library, **2002(J/F)**:41–43
Working Effectively with Business Partners ("Perspectives"), **1997**:342–343

Stuckey, Angie
Public Library Systems Section, **1995**:305, 369–370

STUDENT LIBRARIANS
Looking Forward: Student "Perspectives on the Future of Public Library Service ("Perspectives"), **1996**:27–32

SUBJECT HEADINGS
Establishing Subject Authority in a Community Information Database ("Section News"), **1997**:183–184
LCSH in Community Information: The Practical Choice ("Section News"), **1997**:248–250

Sullivan, Edward T.
Teenagers Are Not Luggage: They Don't Need Handling ("Verso"), **2001(M/A)**:75–77

Sullivan, Maureen. *See* Hayes, Jan

Sullivan, Michael
Giving Them What They Want in Small Public Libraries, **2000(M/J)**:148–155
One Happy Library User ("Verso"), **2001(S/O)**:264
A Tale of Two Libraries ("Verso"), **2002(S/O)**:243–244

Sullivan, Peggy
Executive Searching in Public Libraries ("Perspectives"), **1998(N/D)**:357–358

SUMMER READING PROGRAMS
Flying Program Helps Reading Take Off ("Tales"), **1998(J/F)**:26
The House That Readers Built ("Tales"), **2001(J/A)**:205–206
Reading Lands Five-Year-Old in Baltimore ("Tales"), **1998(M/A)**:104
Summer Readers Help Homeless ("Tales"), **1999(J/F)**:17
Tall Tales Fly at Library ("Tales"), **1998(N/D)**:352

Summerford, Steve
Sustainable Communities ("Perspectives"), **2001(J/F)**:25

SUPPORT STAFF
Intellectual Freedom and Library Support Staff, **2000(J/F)**:43

SURVEYS
Awareness, use, and satisfaction with public libraries, **1994**:149–152
Internet Issues: Access, Filtering, and a Survey of Pennsylvania Public Libraries, **2000(M/J)**:162–167

Market survey used for long-range plan ("Field notes"), **1994**:13
Music Collection and Acquisition Practices in Connecticut Public Libraries, **2000(N/D)**:348–355
No Food, No Drink--No More? A Study of Food and Drink Policies in Public Libraries, **2000(N/D)**:338–347
Placing a Value on Public Library Services, **1999(M/A)**:98–108
Public library private fund-raising, **1994**:31–36
Public library roles and patron use, **1994**:135–143
Public opinion about the roles of the public library in the community, **1994**:23–28
Technology in the public library, **1994**:319–321

SUSTAINABILITY

Envisioning Tomorrow: One Participant's Reflections on ALA's Libraries Build Sustainable Communities Preconference, **2001(J/F)**:17–18
An International "Perspectives": An Interview with Ellis Beteck ("InterViews"), **2001(J/F)**:30–31
Introduction to This Special Issue, **2001(J/F)**:10
Public Libraries and the Sustainable Communities Movement ("Perspectives"), **2001(J/F)**:22–26
Something to Offend Everyone ("Editor's Note"), **2001(J/F)**:8, 14
Sustainable Living in an Interconnected World ("Internet Spotlight"), **2001(J/F)**:35–36
Whatever Happened to the Chicken Who Crossed the Road? ("Verso"), **2001(J/F)**:12

SWAZILAND

Swaziland, 1983-86 ("Perspectives"), **2002(J/F)**:28

Symons, Ann

Campaigning for the ALA Presidency ("Perspectives"), **1997**:212–214

T

Tales from the Front (column). *see every issue*

TAMPA-HILLBOROUGH COUNTY (Fla.) PUBLIC LIBRARY SYSTEM

Good friends ("Field Notes"), **1994**:183

Public Libraries and Comprehensive Community Initiatives for Youth Development, **2001(S/O)**:282–288

A Tower of Books for Literacy ("Tales"), **2001(M/J)**:147

Tardiff, Kristine

Storytelling: The Universal Language ("Verso"), **2002(J/F)**:21–22

TAX RETURNS

Frantic Filers Race the Clock ("Field notes"), **1995**:198

Taylor, Harrison, ed.

The Community Library Companion ("Perspectives"), **2000(J/F)**:16–20

Taylor, Jeanine

A Young Adult Team, Teen Advisory Council, and Media Specialists: Collaboration in a Community ("Perspectives"), **2002(J/A)**:197–198

Tech Talk (column)

Digital Librarian's Professional Reading Shelf, **2002(J/A)**:207–208

Electronic Newsletters: Ask Your Visitors to Opt-In, **2002(N/D)**:324–325

Gate Count at the Virtual Library, **2001(J/A)**:216–217

The Gates Foundation Gifts, **2002(J/F)**:38–39

One Search Interface Fits All, **2001(S/O)**:280–281

Perfecting Pathfinders for the Web, **2002(M/A)**:99–100

Readers' Advisory Services: Taking It All Online, **2001(N/D)**:344–345

Technology Competencies: What Every Librarian Needs to Know, **2002(S/O)**:267–270

Ten Ways to Improve Your Web Site: Things You Can Do Today!, **2002(M/J)**:147–148

TECHNICAL SERVICES

One in a Million ("Tales"), **1996**:109

TECHNOLOGY. *See also* Tech Talk (column)

Detroit Public Library System and Digital Magnet Partner to Offer Interactive Technology for the Masses ("Tales"), **2001(S/O)**:266

Exploring Innovative Technology ("Field notes"), **1995**:270

- Impact of External Technology Funding Programs for Public Libraries: A Study of LSTA, E-Rate, Gates, and Others, **2002(M/J):**166–171
- Learning from Our Mistakes ("Perspectives"), **2001(J/A):**207–211
- Library Tech Programs for All Ages ("Tales"), **2001(S/O Supp):**10
- Technology Competencies: What Every Librarian Needs to Know ("Tech Talk"), **2002(S/O):**267–270
- TECHNOLOGY SERVICES**
- Marketing of Public Library Services Section ("Section News"), **1997:**50–51
- NorthStarNet and Digital City Chicago: Two Projects, One Vision ("Perspectives"), **1997:**343–344
- TechNotes (column)
- Digital Disaster Planning: When Bad Things Happen to Good Systems, **2000(S/O):**258–259
- E-Books: I Sing the Book Electric, **2000(N/D):**326, 328
- Filtering: No Easy Answers, **2000(M/A):**78–79
- Geographic Information Systems: Mapping the Territory, **2001(J/F):**34, 36
- Video Teleconferencing: Here, There, and Everywhere, **2000(M/J):**143–145
- Wireless Networks, **2000(J/A):**203, 205
- TELECOMMUNICATIONS**
- Grant for Telecommunications ("Field notes"), **1995:**67
- TELEPHONE REFERENCE**
- Quest Line (Telephone Reference): A Different Approach to Reference Service, **1998(J/A):**256–258
- TELEVISION**
- Using TV to Promote Literacy ("Tales"), **1996:**217
- TERMINATIONS**
- Not Fire at Will but Fire with Care, **1995:**280–282
- Tesdell, Kate
- Evaluating Public Library Service--The Mystery Shopper Approach (Library Services Cluster News), **2000(M/J):**145
- TETON COUNTY (Wyo.) LIBRARY**
- Library Staff Habla Español ("Tales"), **2002(J/A):**193
- Monthly Information Forums for Latinos at Teton County Library ("Tales"), **2001(M/J):**147
- Poetry Alive! at Teton County Library ("Tales"), **2000(J/A):**193
- Teens Take Charge of Their Cars ("Tales"), **2001(S/O):**267
- Toast to Wildlife at Library Tea Party ("Tales"), **2002(M/J):**133
- You Go Girl! Workshop ("Tales"), **2001(J/A):**204
- TEXAS LIBRARY ASSOCIATION**
- Keeping Current with Member Needs ("Perspectives"), **1996:**349–350
- Texas Accelerated Library Leaders:TALL Texans ("Verso"), **2000(N/D):**311–313
- TEXAS STATE LIBRARY AND ARCHIVES COMMISSION**
- Specialty License Plates Debut ("Tales"), **2000(S/O):**246
- Theroux, Barbara
- The Landscape of My Life: An Interview with Judy Blunt ("Book Talk"), **2002(J/A):**202–204
- THRARYPLACE.COM**
- One-Stop Shopping for Librarians at TheLibraryPlace.com: An Interview with Robin Gridley ("InterViews"), **2001(S/O Supp):**12–13
- Thrasher, Jerry
- Good Management, Like Good Manners, Is a Learned Behavior, **1995:**140–141
- Tibboel, Carla
- The Weeding Song, **2002(N/D):**304
- TIMBERLAND REGIONAL LIBRARY (Wash.)**
- Filtered Computer Test Project Completed ("Tales"), **2000(S/O):**246–247
- Interlocal agreement supports new technology ("Field notes"), **1994:**12–13
- Parents May Designate Type of Internet Access for their Children ("Tales"), **2000(N/D):**315
- Rollin' on a River ("Tales"), **1997:**16
- Timberland's Big Adventure ("Perspectives"), **2002(S/O):**251–254
- TIPPECANOE COUNTY (Ind.) PUBLIC LIBRARY**
- The Book Clique: Creating and Running a Book Discussion Group Online ("Verso"), **2000(S/O):**244–245

- Toch, M. Uri
The Yin and Yang of Customer Services ("Perspectives"), **2001(M/A):87**
- Tolbert, Susan L.
Preservation in American Public Libraries: A Contradiction in Terms?, **1997:236–245**
- TOLEDO-LUCAS COUNTY (Ohio) PUBLIC LIBRARY
Going Hog Wild! ("Tales"), **2002(S/O):247**
The Public Library and Homework Help ("Perspectives"), **1997:19–20**
- Tomka, Pam
Why We Do What We Do ("Perspectives"), **2002(M/A):88–90**
- Toms, Elaine G.
Free-Nets: delivering information to the community, **1994:311–315**
- Topping, Russ
The Information Highway Hits the Road ("Perspectives"), **1995:272**
- Totten, Kathy
Giving Finicky Readers an Appetite for Reading ("Perspectives"), **2000(S/O):252–254**
- Tour, Debra E.
PLANning for Takeoff: Partnering Librarians and NASA ("Verso"), **2001(J/A):202–203**
Quest Line (Telephone Reference): A Different Approach to Reference Service, **1998(J/A):256–258**
- Towey, Cathleen A.
Libraries Are About People ("Verso"), **1996:215**
Looking toward the Next Century: Where Are Library Services Headed? ("Verso"), **1997:14**
- TOY LIBRARIES
Check Out the Toys ("Field notes"), **1995:198**
- TRAINING. *See also* CONTINUING EDUCATION; IN-SERVICE DAYS
Building a Training Program One Step at a Time ("Cluster News"), **1999(S/O):328–329**
Focus on Staff Training ("Perspectives"), **1998(J/F):33–34**
Let Them Out, Let Them In, Let Them Soar! ("Perspectives"), **1998(J/F):37**
Pioneering Training Curriculum ("Tales"), **1996:110**
PLA Holds "Managing for Results" Training Program: Trainers Now Available for Libraries ("News"), **2000(S/O):287–288**
Planning for Results Training ("Section News"), **1998(M/A):143**
Preparing Staff for the Library of the Future, **2000(S/O):280–285**
- Travis, Joan. *See* Hutchins, Dan T.
- TRENDS
Anticipations--Old and New ("Editor's Note"), **1996:156, 197**
A City Manager Looks at Trends Affecting Public Libraries, **1999(M/A):116–119**
Future Directions for Libraries ("From the President"), **1997:11**
Looking toward the Next Century: Where Are Library Services Headed? ("Verso"), **1997:14**
Presenting the Future and Preserving the Past ("From the President"), **1998(J/A):225–226**
Vote Yes for PLA's Future ("From the President"), **1996:271**
- Tripp, Pat. *See* Price, Gordon
- TRUSTEES
Imagine a challenge ("Tales"), **1996:19–20**
Public Library Trusteeship in the 21st Century ("Perspectives"), **1998(M/J):170–174**
Tales of a trustee, **1994:317–318**
A Time to Be Vigilant, **1999(J/A):263**
- TUCSON-PIMA (Ariz.) PUBLIC LIBRARY
Librarian Advertises Good City Service ("Tales"), **1999(N/D):352**
Librarians bring down the house ("Field Notes"), **1994:70**
Tucson Teen Parents Get a L.I.F.T. ("Tales"), **1997:275–276**
- TULSA CITY-COUNTY (Okla.) LIBRARY SYSTEM
"A Science Odyssey" ("Tales"), **1998(J/F):27**
Laughter the Best Medicine in Oklahoma ("Tales"), **1997:211**
Library Opens African-American Resource Center ("Tales"), **1998(M/J):166–167**
Library Plays Jukebox to Teach African American History ("Tales"), **2001(N/D):331**
Library Swarming with Butterflies ("Tales"), **2000(N/D):314**

- Literacy Services Get Boost ("Tales"), **1999(J/F):18**
 New South Tulsa County Library to Be Built on Donated Land ("Tales"), **2001(J/F):20–21**
 One in a Million ("Tales"), **1996:109**
 A promise kept, **1994:152**
 Reading Lands Five-Year-Old in Baltimore ("Tales"), **1998(M/A):104**
 Science Takes Flight ("Tales"), **1998(J/A):233**
 Scout Creates Library for Underprivileged Children ("Tales"), **1999(J/A):210**
 Two Estates Laud Library ("Field notes"), **1995:270**
 Word Lovers Mince Words for Adult Literacy ("Tales"), **2002(M/J):133**
- TULSA LIBRARY TRUST**
 Margaret Atwood Receives 1999 Peggy V. Helmerich Distinguished Author Award ("Tales"),
2000(M/A):70
- Tumulty, Patricia A.
 New Directions for a State Library Association ("Perspectives"), **1996:350–351**
- Tuñón, Johanna. See Hunt, Carey
- Turock, Betty J.
 Doing better: reauthorizing the Library Services and Construction Act("Professional Views"), **1994:18–19**
- TUTORING PROGRAMS**
 Boston Public Library Offers Online Tutoring ("Tales"), **2000(S/O):247**
- U**
- UNCLE REMUS REGIONAL LIBRARY (Ga.)**
 Cooperative Ventures ("Section News"), **1996:195–196**
- UNIONS**
 The Benefits and Deficiencies of Unions in Public Libraries ("Perspectives"), **2002(M/J):135–142**
- UNITED KINGDOM OFFICE FOR LIBRARY AND INFORMATION NETWORKING**
 UK Tackles Internet Issues ("Tales"), **1999(M/A):86**
- UNIVERSITY AT BUFFALO SIS**
 University at Buffalo to Offer Doctoral Degrees ("Tales"), **2001(N/D):331**
- URBAN LEGENDS**
 Psst ... Did You Hear? Urban Legends and Hoaxes ("Internet Spotlight"), **2002(M/A):97–98**
- Urban Libraries Council
 ULC Conference Discusses Libraries, Partnerships with Community Leaders ("News"), **2001(J/F):56–57**
- URIE ELEMENTARY SCHOOL LIBRARY**
 Four Libraries Win First Ever National Award for Community Service, **2000(M/J):133**
 Four Libraries Win National Community Service Award ("Tales"), **2000(S/O):246**
- USER INSTRUCTION**
 Computer spoken here ("Field notes"), **1994:70–71**
 Creating CyberSeniors: Older Adult Learning and Its Implications for Computer Training,
2002(M/J):149–155
 Redefining Librarianship: The Case of the Eastside Cybrary Connection, **2000(J/A):208–213**
 Scavenger Hunt Brings in Hundreds of Students ("Tales"), **2000(J/F):14**
- USER STUDIES**
 Patterns of Consistent, Persistent Borrowing Behavior by High-Intensity Users of a Public Library,
1998(S/O):298–306
 The Relationship between Community Lifestyles and Circulation Patterns in Public Libraries, **1997:40–45**
 Socioeconomic Indicators and Library Use, **1999(M/J):156–164**
- USERS.** See **CUSTOMER SERVICE**
- USMARC COMMUNITY INFORMATION FORMAT**
 Community Information Section, **1995:232–233**
 PLA CIS ("Section News"), **1994:109**

V

Vaillancourt, Renée J.

[about] Renee Vaillancourt Named Feature Editor, **2000(J/F):6**

By the Book (column), **2000(M/A):118–119**

The Country of Language: An Interview with Scott Russell Sanders ("Book Talk"), **2000(J/A):200–201**

Editor's Note (column) (see issues **2000-2002**)

One-Stop Shopping for Librarians at TheLibraryPlace.com: An Interview with Robin Gridley ("InterViews"), **2001(S/O Supp):12–13**

The Power of Language to Promote Change: An Interview with Rick Bass ("Book Talk"), **2001(J/F):27–29**

Questia: The Making of an Online Library ("InterViews"), **2001(S/O Supp):11**

Stepping into Other Lives, Other Times: An Interview with Jeanette Ingold ("Book Talk"), **2002(M/J):143–145**

VAL VERDE COUNTY (Tex.) LIBRARY

Texas Library Receives National Music Award ("Tales"), **2001(M/A):84**

VALUES

A Question of Values ("Perspectives"), **1999(J/A):214–218**

The Search for Librarianship's Core Values ("Perspectives"), **2001(M/J):149–153**

The Value of Values ("Editor's Note"), **2000(J/A):188**

Will the Library Survive the Internet? What Patrons Value in Public Libraries, **2002(M/A):104–106**

Van Fleet, Connie and Karen E. Antell

Creating CyberSeniors: Older Adult Learning and Its Implications for Computer Training, **2002(M/J):149–155**

Vanek, Evelyn

School and Community Relations ("Perspectives"), **1995:204–205**

Veatch, Lamar

Metropolitan Library Section, **1995:111–112, 177**

Veldhuis, Debbie

Improving Library Service to Users with Audiobooks ("Perspectives"), **1996:116–117**

Venable, Andrew A., Jr.

The library poor box ("Professional Views"), **1994:302–303**

VERDI, GIUSEPPE

Filling the Verdi Vacuum, **2001(S/O):290–293**

VERMONT DEPARTMENT OF LIBRARIES

Traveling Teddy Bear Project ("Tales"), **2001(M/J):146**

Vermont Children's Outreach Programs Receive Smith Grants ("Tales"), **2001(J/F):21**

VERMONT PUBLIC LIBRARIES

Guidelines on Town-Library Authority to be Issued ("Tales"), **1999(N/D):351**

VERNON AREA (III.) PUBLIC LIBRARY DISTRICT

Contest Celebrates National Children's Book Week ("Field notes"), **1995:135**

Dolled Up for Tea ("Field notes"), **1995:269–270**

Patron Suggestions Result in Library Improvements ("Tales"), **2001(M/A):84**

From "Whodunit" to "How-to-do-it" ("Field notes"), **1995:197–198**

Verso (column)

An Up-Close and Personal View of IFLA, **2002(J/F):17, 19**

Beginning Readers and the Public Library, **2002(M/J):129–130**

Benefits of Using an Unchanging Agenda at Library Staff Meetings, **2002(S/O):241–242**

The Big Stretch: Making Library Conferences Relevant to Small and Rural Public Libraries, **2001(N/D):328–329**

Book Clubs are Alive and Well in the Greater Cleveland Area, **2002(J/A):190–192**

Entering the Age of Relationships, **2001(J/F):15–16**

Homepreneur Support Groups: From the Water Cooler to the Branch Library, **1998(J/A):229**

Legacies, **1998(S/O):287**

Libraries and Community Technology, **2001(N/D):327, 329**

A Library across Two Continents, **2002(J/F):18–19**

Lifelong Learning for Librarians, **2001(M/J):143**

- Looking toward the Next Century: Where Are Library Services Headed?, **1997**:14
- Privacy under Siege: Cookies in the Library, **2001(M/A)**:80–81
- Storytelling: The Universal Language, **2002(J/F)**:21–22
- A Tale of Two Libraries, **2002(S/O)**:243–244
- Teenagers Are Not Luggage: They Don't Need Handling, **2001(M/A)**:75–77
- Think Twice before You Donate, **2002(J/F)**:20
- The Truth about Librarians, **2001(M/J)**:143
- Urban Design and the Civic Process, **2001(J/F)**:13–14
- Whatever Happened to the Chicken Who Crossed the Road?, **2001(J/F)**:12
- When the Boss is Away..., **2002(M/A)**:79–80
- VIDEO TELECONFERENCING**
- Video Teleconferencing: Here, There, and Everywhere ("TechNotes"), **2000(M/J)**:143–145
- VIDEOS**
- Bienvenidos a las Bibliotecas de Condado de Washington! ("Tales"), **2001(M/A)**:83
- Saving those historic videotapes, **1994**:99–101
- Videocassette Collections: The Fee or Free Debate Revisited ("Section News"), **1996**:249
- VINELAND (N.J.) PUBLIC LIBRARY**
- Learn How to Do It at Vineland Public Library ("Tales"), **2000(J/A)**:193
- Lending Laptops at the Vineland Public Library, **2002(N/D)**:328–330
- Virbick, Dianne E. See Oakes, Susan
- VIRTUAL REFERENCE**
- E-mail Reference Service in the Public Library: A Virtual Necessity, **1999(S/O)**:302–305
- Evaluating Public Library Service--The Mystery Shopper Approach (Library Services Cluster News), **2000(M/J)**:145
- First Global Reference Service Established ("Tales"), **2002(N/D)**:308
- Government Research Services in the Public Library, **1997**:286–292
- Hartford Public Library Introduces Midnight Reference Service ("Tales"), **2001(M/A)**:84
- Hi, I'm Don ("Verso"), **1999(N/D)**:348–349
- The Human Touch: Hairdresser, Librarian, and Social Worker ("Verso"), **2000(J/F)**:9
- Inquiring Chicagoans Want to Know, **1998(S/O)**:308–309
- John Henry Versus the Computer: The Impact of the Internet on Reference Service ("Perspectives"), **1999(J/F)**:21–25
- Library Helps Win Contest ("Tales"), **1998(J/F)**:26
- Library Provides Translation Service for Customers ("Tales"), **2002(M/A)**:82
- Most Requested--1997 ("News"), **1998(M/J)**:204
- Night owl: Maryland's after-hours reference service, **1994**:145–148
- Pep Talk for the Reluctant (or Novice) Internet Librarian, **2000(J/F)**:35–38
- Psst ... Did You Hear? Urban Legends and Hoaxes ("Internet Spotlight"), **2002(M/A)**:97–98
- Quest Line (Telephone Reference): A Different Approach to Reference Service, **1998(J/A)**:256–258
- For Reference, on the Front Lines, **2000(J/F)**:10
- Reference by E-mail ("Tales"), **1996**:277–278
- Reference Success: What Has Changed over the Past Ten Years, **2000(J/F)**:23–30
- Reflections on malpractice of reference librarians, **1994**:305–309
- Responding to Developmental Stages in Reference Service to Children, **2001(N/D)**:354–358
- So You Want to Do Virtual Reference?, **2001(S/O Supp)**:14–20
- State Information Online ("Tales"), **1996**:278
- Statewide Supplemental Reference Service: New Jersey's Model for Backup Reference, **2001(J/A)**:235–239
- The Web as a Reference Tool: Comparisons with Traditional Sources, **1999(J/F)**:30–39
- Web Reference: A Virtual Reality ("Internet Spotlight"), **1999(M/A)**:94–95
- When the White House Calls for Reference Help ("Verso"), **2000(M/A)**:68–69
- Why You Should Read the Papers: Improving Reference Service in Public Libraries, **2000(M/A)**:85–97
- VISUALLY-IMPAIRED PATRONS**
- DVS-Formatted Film Series Planned ("Tales"), **1997**:275
- Library of Congress Launches Web-Braille ("Tales"), **2000(J/F)**:14
- Viti, Thomas

The Role of the Public Library in Homework Assistance ("Perspectives"), **1997**:21–22
Vlach, Rosalie
An Introduction to Sister Cities ("Perspectives"), **2000(J/A)**:195–196
VOLUNTARY SIMPLICITY
Voluntary Simplicity and the Public Library, **2001(J/F)**:48–53, 50
VOLUNTEERS
Beyond Volunteerism: Community Service Programs and Public Libraries ("Perspectives"),
1999(M/J):149–153
Books Reward Volunteer ("Tales"), **1998(J/F)**:27
Books Salute Volunteers ("Tales"), **1996**:277
Friends bookstore sells ("Field notes"), **1994**:296
LA County Library to Develop Model Teen Volunteer Program ("Tales"), **2000(M/A)**:71
The Librarian's Mutual Aid Society ("Verso"), **1997**:334
A Patron-Owned Library: How Residents of Two Communities in California Built Their Own
Independent Library, **2001(N/D)**:359–363
In Praise of Volunteers ("Section News"), **1996**:139–140
Public Library Volunteers: Ya Gotta Love 'em...or Do You?, **1996**:366–372
Shelves and seniors get TLC ("Field notes"), **1994**:182–183
Volunteering Time, Talent, and Energy ("Tales"), **1996**:345
Volunteers Make Front Page News ("Tales"), **1996**:110

W

Waldhart, Thomas J.
Resource Sharing by Public Libraries, **1995**:220–224
WALLA WALLA (Wash.) PUBLIC LIBRARY
One Day on the Job Turns into 100 Years ("Tales"), **1998(M/J)**:165
Wallace, Patricia E.
Techno-CPR for Public Libraries, **1999(J/F)**:40–41
Walling, Linda Lucas
Public Libraries and People with Mental Retardation, **2001(M/A)**:115–120
Walters, Carol G.
Connecting Kids to Writing in Rural Libraries ("News"), **2000(S/O)**:289
Walters, Daniel L.
Trends in CD-ROM Technology ("Perspectives"), **1996**:282–283
Walters, Frances
The Need for Homework Assistance ("Perspectives"), **1997**:22
Wan, Ronglin
Reflections on malpractice of reference librarians, **1994**:305–309
WARREN NEWPORT (Gurnee, Ill.) PUBLIC LIBRARY
Bookmobiles in the Twenty-First Century ("Perspectives"), **1995**:272–274
Library Goes 24 Hours ("Tales"), **1998(S/O)**:288
WARREN TOWNSHIP (N.J.) LIBRARY
Check It Out! Put Your Library in the Spotlight! ("Tales"), **2002(M/J)**:133
WASHINGTON COUNTY (Ore.) COOPERATIVE LIBRARY SERVICES
Bienvenidos a las Bibliotecas de Condado de Washington! ("Tales"), **2001(M/A)**:83
"Read Right Now" Turns Waiting Rooms into Reading Rooms ("Tales"), **2001(J/F)**:20
WASHINGTON PUBLIC LIBRARIES ONLINE
State Information Online ("Tales"), **1996**:278
Watson, Bob
Competency = creating a curriculum for each public library function, **1994**:87–90
On Gatekeepers and Librarians, **1996**:36–43
WATT, GINNY
Librarian Sells Everything but the Library on eBay ("Tales"), **1999(S/O)**:280–281
Watts, Ann Charles and Judith K. Meyers
A Library across Two Continents ("Verso"), **2002(J/F)**:18–19

WAYNE COUNTY (Mich.) PUBLIC LIBRARY

Michigan Libraries Receive Gates Foundation Grants ("Tales"), **2000(M/J):135**

WEB SITES. See also INTERNET

Ben Franklin Provides Guided Tour of the Federal Government ("Tales"), **2000(M/J):136**

Brarydog.net: A Homework Assistance Portal for Students, **2002(M/A):101–103**

The Campaign for America's Libraries Launches New Web Site, **2001(S/O Supp):34**

Danbury Library Promotes Pajama Party! ("Tales"), **2002(M/J):134**

First Global Reference Service Established ("Tales"), **2002(N/D):308**

Gate Count at the Virtual Library ("Tech Talk"), **2001(J/A):216–217**

Help Wanted, Help Found: Librarians, Job Hunters and the Challenge of the Internet, **2000(J/A):224–225**

Home Page Sweet Home Page ("Section News"), **1996:140**

Home Page Wins Award ("Tales"), **1996:217**

"How May I Help You?" in Cyberspace ("Internet Spotlight"), **2001(M/J):157–158**

International Library Travels ("Internet Spotlight"), **2002(J/F):38, 40**

Librarians Design City's Home Page ("Tales"), **1996:276**

Library has "Best Internet Site" ("Tales"), **1998(J/F):27**

The Library of Congress Online ("Internet Spotlight"), **2000(M/J):146–147**

Library Web Construction 101, **1996:168**

Maintaining Your Agency's Web Site ("Section News"), **1998(M/A):141–142**

Marketing Friends Stores Online ("Section News"), **1998(M/A):142–143**

New York State Library Web Site Features Emancipation Proclamation ("Tales"), **2000(J/F):12**

One Search Interface Fits All ("Tech Talk"), **2001(S/O):280–281**

Readers' Advisory Services: Taking It All Online ("Tech Talk"), **2001(N/D):344–345**

Reference Questions on Your Web Site ("Internet Spotlight"), **2000(J/A):204–205**

State Information Online ("Tales"), **1996:278**

Ten Ways to Improve Your Web Site: Things You Can Do Today! ("Tech Talk"), **2002(M/J):147–148**

A Virtual Collection: Creating and Maintaining Links Pages, **1999(N/D):372–376**

A Web Site for Public Librarians ("From the President"), **2000(S/O):241**

Writing a Library Home Page, **1996:284–286**

WEBER COUNTY (Utah) PUBLIC LIBRARY

Friends of Library Newsletter Becomes Library Journal ("Section News"), **1997:52–53**

Writers Mark Utah Milestone ("Tales"), **1997:16**

WEBOGRAPHY. See Internet Spotlight (column)

WEEDING

Weed It and Weep ("Editor's Note"), **2002(N/D):304–305**

The Weeding Song, **2002(N/D):304**

Weeks, Art

What Libraries Can Learn from Baseball ("Perspectives"), **2002(M/A):90**

Weeks, Joan S.

Turkey, 1966 ("Perspectives"), **2002(J/F):27**

WEIFANG PUBLIC LIBRARY (Peoples Republic Of China)

Kites fly over agreement ("Field Notes"), **1994:295**

Weiner, James. See Boyden, Lynn

Weiner, Stephen

Authors Are a Community's Celebrities ("Perspectives"), **1998(J/A):240**

Weingand, Darlene

Notable libraries and librarians ("Professional Views"), **1994:132–134**

Welch, Alicia J.

Awareness, use, and satisfaction with public libraries, **1994:149–152**

Welch, Nancy

Libraries as Information Centers for Economic Development, **1995:18–22**

WELFARE REFORM

It's Not in the Library's Welfare (editorial), **1995:128, 142**

Welles, Gordon

The Individual, The Mass Market, and the Public Library ("Perspectives"), **1999(J/A):217**

WELLINGTON (New Zealand) PUBLIC LIBRARY
The Influence of Television on Reader Choice at Wellington Public Library, **1997**:362–366
Library Closures, Politicians Outrage Patrons Down Under ("Tales"), **1997**:210

Wendell, Laura
Think Twice before You Donate ("Verso"), **2002(J/F)**:20

WEST BATON ROUGE PARISH (La.) LIBRARY
A Reexamination of Shelf Organization for Children's Books, **2002(S/O)**:280–283

WEST DEPTFORD (N. J.) PUBLIC LIBRARY
Donations fuel protests ("Field Notes"), **1994**:295
Friends on the Information Highway ("Field notes"), **1995**:67
Library benefits from stock market ("Field Notes"), **1994**:240
Library Cards Go Bumper to Bumper ("Field notes"), **1995**:135–136

WESTCHESTER (N.Y.) LIBRARY SYSTEM
Can't Live on Love Alone ("Field notes"), **1995**:68
Local Authors Honored ("Tales"), **1996**:110
A New Audience for Storyhour ("Tales"), **1999(S/O)**:280
Salute to Seniors ("Tales"), **1999(J/A)**:212
Sold-Out Literary Tea Highlights African American Culture ("Tales"), **1999(M/J)**:146
TTYs Check Out ("Tales"), **1998(M/A)**:108
Westchester Library System Publishes Books to Share ("Tales"), **2000(N/D)**:315

WESTWOOD (Mass.) PUBLIC LIBRARY
The Role of the Public Library in Homework Assistance ("Perspectives"), **1997**:21–22

WHEELER MEMORIAL LIBRARY (Orange, Mass)
Wheeler Memorial Library Blazes Trails with Backpack Project ("Tales"), **2001(M/A)**:84

White, L. Nash
The Librarian's Mutual Aid Society ("Verso"), **1997**:334

Whitney-Leigh, Beth. See Price, Gordon

WHITTMAN, DAWN
PLA Announces 2000 Service Award Winners ("News"), **2000(M/J)**:173

WICHITA (Kans.) PUBLIC LIBRARY
African American Arts Festival ("Tales"), **1998(J/A)**:233–234
Poet Breathes Life into Library ("Tales"), **1997**:146

WICOMICO COUNTY (Md.) FREE LIBRARY
Sundaes Cool Way to Open Sundays ("Tales"), **1999(N/D)**:350

WIGGIN MEMORIAL LIBRARY (Stratham, N.H.)
Giving Them What They Want in Small Public Libraries, **2000(M/J)**:148–155

WILBRAHAM (Mass.) PUBLIC LIBRARY
Not for Children Only ("Tales"), **2000(N/D)**:314

WILLIAMS, TROY
Questia: The Making of an Online Library ("InterViews"), **2001(S/O Supp)**:11

WILLIAMSBURG (Va.) REGIONAL LIBRARY
New "Gab Bags" Program Brings Books to Reading Groups ("Tales"), **2002(J/A)**:194
Williamsburg Regional Library Offers Park Packs ("Tales"), **2001(S/O)**:267
Williamsburg Regional Library's First Off-Site Bookdrop ("Tales"), **2002(M/A)**:83

Wilson, A. Paula. see Tech Talk (column), **2001(J/A)-2005(N/D)**

Wilson, Feleta L. See Baker, Lynda M.

Wilson-Lingbloom, Evie
Building Bridges with Sister Libraries ("Perspectives"), **2000(J/A)**:198–199

Winters, Sharon
A proactive approach to building security, **1994**:251–256
Strengthening the Commitment to Staff Development, **1999(J/A)**:248–252

WIRELESS NETWORKS
Wireless Networks ("TechNotes"), **2000(J/A)**:203, 205

WIRELESS TECHNOLOGY
Wireless Technology ("Tales"), **2001(S/O Supp)**:9

Witt, John M.

What to Do when Someone Says "I Quit!", **1995**:264
Wojciechowski, Jacek
Belles-Lettres in the Library, **1996**:120–123
Wolinsky, Judi
Pep Talk for the Reluctant (or Novice) Internet Librarian, **2000(J/F)**:35–38
WOMEN IN LIBRARIANSHIP
The F-word (No, Not Filtering...) ("Editor's Note"), **2000(S/O)**:240–241
Woodhams, Helene
Editor's Note (see issues **1996-1997**)
To Know What People Think about the Public Library...Read a Novel!, **1996**:354–359
Woodrum, Pat A.
Assessing PLA's national conferences ("Professional Views"), **1994**:186
Fifty years in "Perspectives," **1994**:155
From the President (column) (see issues **1994**)
Woodward, Jeannette
Not Fire at Will but Fire with Care, **1995**:280–282
WORLD WIDE WEB. See INTERNET
WORTHINGTON (Ohio) PUBLIC LIBRARY
Our Town's Digital Library Project Preserves Local History ("Tales"), **2001(J/F)**:20
Singles Get Their Scene ("Tales"), **1999(J/A)**:210
WREDE, PATRICIA C.
Dealing with Fantasy: An Interview with Patricia C. Wrede ("Book Talk"), **2002(M/A)**:93–96
WRITERS DIGEST
Writers Digest Offers Kits for Writers ("Tales"), **1998(J/A)**:233
Wyatt, Cynthia. See Budd, John M.

Y

Y2K RESOURCES

Y2K Resources for Public Libraries ("Internet Spotlight"), **1999(J/A)**:221–223

Yanikoglu, Rachel. See Marjamaa, Mary Anne C.

YEMEN

Taiz, Yemen, 1977-79 ("Perspectives"), **2002(J/F)**:27–28

Young, Bonnie

Benefits of Using an Unchanging Agenda at Library Staff Meetings ("Verso"), **2002(S/O)**:241–242

Young, Diana

Public Library Systems Section, **1995**:43–45, 235–236

YOUNG ADULT LITERATURE

Teen Author Creates a New World: An Interview with Amelia Atwater-Rhodes ("Book Talk"),
2001(M/J):155–156

YOUNG ADULT PROGRAMS

Aliens Land in Library ("Tales"), **1999(M/A)**:86

Bands Rock Library ("Tales"), **1997**:17

Body Painting at Jeffco Libraries ("Tales"), **2002(M/A)**:83

Escape to the Library ("Tales"), **1999(M/A)**:86

Futuristic Views Fill Time Capsule ("Tales"), **1999(N/D)**:351

Information about Colleges Helps Prospective Students ("Tales"), **1998(M/A)**:105

Library Tech Programs for All Ages ("Tales"), **2001(S/O Supp)**:10

Program Attendance Bowls Over Planners ("Tales"), **1999(N/D)**:350

QuizMania Targets Teens and Reading ("Tales"), **2000(J/A)**:194

Road Trip Survivor 2001 at the Public Library of Des Moines ("Tales"), **2001(N/D)**:330

Teens Create Photo Bookmarks ("Tales"), **2000(J/A)**:193

Teens Take Charge of Their Cars ("Tales"), **2001(S/O)**:267

You Go Girl! Workshop ("Tales"), **2001(J/A)**:204

Youngman, Owen

NorthStarNet and Digital City Chicago: Two Projects, One Vision ("Perspectives"), **1997**:343–344

Z

Zelter, Judith. See Armstrong, Annie Laurie

Ziarnik, Natalie

By the Book (column) (see issues **2000(M/J)-2002(N/D)**)

Zipkowitz, Fay

By the Book (column) (see issues **1995-1996**)

Reviews & notes, **1994**:63-64, 115-116, 173-174, 229-230, 287-288, 341-342

Zoeller, Gary L.

The Equipment Distributor's "Perspective ("Perspectives"), **2000(M/J)**:140-141

Zussy, Nancy

The Effect of Emerging Federal Legislation on State and Local Libraries ("Perspectives"), **1995**:336-337

Zweizig, Douglas. See Liu, Yan Quan; McQueen, Sharon