

CLS NEWSLETTER



THE COLLEGE LIBRARIES SECTION - ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES

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P. Grady Morein, Editor

REPORT FROM THE CHAIR

Eleanor Pinkham
Kalamazoo College
Kalamazoo, Michigan

By the time this newsletter reaches you, the memories of Cincinnati will have begun to fade, another senior class will have become potential donors for alumni book funds, and the Dallas Conference will be just a few weeks away. The CLS conference schedule included elsewhere in this issue will give you an overview of section events.

The Sunday morning CLS program, **CAMPUS RELATIONSHIPS: THE CHALLENGE OF CONFLICTING EXPECTATIONS**, is one which should be of interest to all academic librarians. Sometimes considered to be faculty, sometimes administrators, and occasionally not considered at all, librarians frequently search for ways to become more effective participants in the educational process of our institutions. Speaking from the perspectives of campus administrator, teaching faculty, and student, our panelists will discuss their views of the library and their expectations of it. Evan Farber will close the program by sharing with us techniques for coping with these expectations. We expect a candid and informative exchange.

Also on Sunday, at 4:00 p.m. members are invited to gather informally for a **CLS MEMBERSHIP RECEPTION** which is being hosted this year by Innovative Interfaces, Inc., the Innovacq/Innopac people. We are grateful for their generous support.

As I reported in the last issue of the newsletter, the **CLS NATIONAL ADVISORY COUNCIL** has been extended for another two years. The Council will be made up of one delegate and one alternate from each of the ACRL chapters. The work of the Council will be coordinated by Norman Jung (SUNY College at Old Westbury).

The Council will gather for a brief meeting in Dallas immediately before the CLS membership meeting on Sunday morning.

Mary Lee Sweat, Loyola University, New Orleans, will chair the newly formed **CLS ACADEMIC STATUS COMMITTEE**. The committee was created to continue
(continued on page 2)

TAPE LIBRARIES AND STAFF DEVELOPMENT

Allison Gould
Oberlin College
Oberlin, Ohio

Who gets travel money? And how much? And who's going to cover the desk while we're gone? The recent ACRL Conference in Cincinnati highlighted one of the problems libraries face with conference travel and professional development. Scheduled for the height of our reference season and within driving distance of us, we at Oberlin faced a dilemma encountered by libraries across the country -- Who gets to go?

That's a fact of life in libraries, not everyone can go. An even more common problem than competition for attendance at the same conference is competition for the same travel money. In these days of shrinking library budgets and rising registration fees, it is increasingly difficult for libraries to fund travel to conferences, seminars, and workshops for all the employees that would benefit from them. Although library conference registrations are low compared to other professional conferences, the interests of librarians in other fields, especially management and computer applications, draw them to events costing several hundred dollars in registration alone.

There is nothing like the experience of attending a really good conference presentation or workshop. I always find myself rejuvenated by the distance from daily problems and the opportunity to think about the big picture. However generous I may be with my learning when I come back, though, it is really a one-person experience -- one which has cost the library's staff development budget several hundred dollars.

In looking for ways that our staff development dollars might be used to give more of the library staff access to these experiences, I have become quite a fan of audio and video tape learning. Some of the tapes I have listened to have given me the same "chill" I get at an energizing seminar, and that experience can be shared with my colleagues simply by listening to or viewing the same tape. Discussions centered around the concepts presented is an inexpensive way to extend the value of professional development dollars to the entire staff. The evidence that
(continued on page 4)

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(Report from the Chair, continued)

the work of the ad hoc Real Income Committee. The new committee will focus specifically on the concerns of college librarians regarding non-compensation fringe benefits. To avoid unnecessary duplication, the committee will work closely with the ACRL Academic Status Committee. Ann Commerton, a member of the ACRL committee, will also serve on the CLS committee and will act as liaison between the two groups.

The section is indebted to Susan Stussy and her committee for the pioneering work of the Real Income Committee.

The HISTORICAL COMMISSION, under the leadership of Susan Campbell, submitted to the Executive Committee at Midwinter the final draft of the new CLS policy manual. The manual contains all of the policies and procedures of the Section as well as an interesting historical review. The committee also presented to the Executive Committee a formal list of recommendations for further study.

In response to the recommendations of the Historical Commission and to the strategic planning of ACRL, the Executive Committee approved the creation of a CLS PLANNING COMMITTEE. The committee will meet for the first time in Dallas.

The CLS STANDARDS COMMITTEE, chaired by David Walch, has completed a draft survey designed to measure the use and effectiveness of the College Library Standards.

CLS Chair-elect Jacqueline Morris, and committee chair Mignon Adams, are well along in planning the 1990 CHICAGO CONFERENCE PROGRAM. The theme of the program is "Performance Measures for Academic Libraries."

Tentative plans call for two sessions. The first will address the why of performance measures, and the second session, to be structured as a workshop, will focus on the how. The program will be co-sponsored by the Community and Junior College Libraries section.

Last year the CLS membership approved a revision of the Section bylaws. In the final version, an important phrase was inadvertently dropped. In order to correct this omission, the members will be asked at the Dallas membership meeting to amend the first sentence of Article VI Sec. 2 as follows: (The new text is shown in upper case.)

Article VI. Sec. 2 Standing Committees

Standing committees may be established AT ANY TIME BY THE CHAIR, WITH THE APPROVAL OF THE EXECUTIVE COMMITTEE, to consider matters of the Section that require continuity of attention by the members.

The bylaws may be amended by a two-thirds vote of members present and voting at any given meeting of the Section.

Since the committee membership lists were sent to ALA for the official roster, the following CLS members have agreed to chair committees, or to represent CLS on ACRL committees.

Mignon Adams - CLS Chicago Conference Program Committee

Ann Commerton - CLS Liaison to ACRL Academic Status Committee

Caroline Coughlin - Chair, CLS Library Directors Selection Guidelines Committee

Judith Green - ACRL Legislation Committee

Claudette Hagle - CLS Liaison with ACRL Standards Committee

Norman Jung - Coordinator. CLS National Advisory Council

Mary Lee Sweat - Chair, CLS Academic Status Committee

Chair-elect Jacqueline Morris is in the process of making CLS committee appointments for the 1989-1990 ALA year. If you are interested in serving on a committee, please write to Jackie at Occidental College.

I hope to see you all in Dallas. It would give me great pleasure to thank each member personally for the opportunity to serve as CLS chair.

CLIP NOTES

Pam Snelson
Drew University Library
Madison, New Jersey

CLIP Note # 11, "Collection Development Policy Statements for College Libraries," is now available. Submit your order to the ACRL Publications Office.

The topic of the most recent CLIP Note survey was performance evaluation. You can expect a publication on this topic later this year. The CLIP Notes Committee updated the mailing list used in the annual surveys last year. If your library did not receive a survey and you wish to participate in future CLIP Notes, drop a line to Pam Snelson, Drew University Library, Madison, NJ 07940.

The CLIP Notes Committee is eager to work with any CLS members who wish to author a CLIP Note. Contact Pam Snelson at the address above for author instructions and additional information.

Recent CLIPpings

CLIP Notes (College Library Information Packets)

Designed by ACRL's College Libraries Section to collect data and sample documents from academic libraries, *CLIP Notes* assist librarians in establishing or refining services and operations.

Collection Development Policies for College Libraries. CLIP Note #11

Compiled by Theresa Taborsky and Patia Lenkowski. Contains complete policies as well as selected ones on subject collections, special formats, and special collections. 1989. 181p. 0-8389-7295-0. \$23.95; ACRL member \$19.95.

Annual Reports for College Libraries. CLIP Note #10

Compiled by Kenneth Oberembt. Contains data-gathering forms, graphics, and selected annual reports. 1988. 135p. 0-8389-7219-5. \$20; ACRL member \$17.

Friends of College Libraries. CLIP Note #9

Compiled by Ronelle Thompson. "A must for two groups of libraries: those who have Friends groups and those who do not." *Library Journal*. 1987. 134p. 0-8389-7171-7. \$17; ACRL member \$14.

Periodicals in College Libraries. CLIP Note #8

Compiled by Jamie Webster Hastreiter, Larry Hardesty, David Henderson. "Recommended for all college and university libraries." *Library Journal*. 1987. 116p. 0-8389-7143-1. \$17; ACRL member \$14.

Managing Student Workers in College Libraries. CLIP Note #7

Compiled by Michael D. Kathman and Jane McGurn Kathman. "Supervisors looking for help in hiring and managing these [student] workers, whether in small or large academic libraries, will find this compilation very useful." *RQ*. 1986. 182p. 0-8389-097-4. \$17; ACRL member \$14.

Mission Statements for College Libraries. CLIP Note #5

Compiled by Larry Hardesty, Jamie Hastreiter, and David Henderson. "The survey is a good one, eliciting answers to questions about why and how libraries developed statements of purpose, or why not...a commendable production..." *RQ*. 1985. 107p. 0-8389-6944-5. \$20; ACRL member \$15.

ACRL Approval Plan "PC"

The convenient and cost-cutting approval order plan provides automatic priority shipping of ACRL's new CLIP Notes at a 20% discount to ACRL members (10% to non-members). You may change or cancel your approval order at any time and you do have return privileges. To enroll write to ACRL Approval Plan, ACRL/ALA, 50 E. Huron St., Chicago, IL 60611-2795.

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Mark Your Calendars Now....

CAMPUS RELATIONS:

THE CHALLENGE OF CONFLICTING EXPECTATIONS

ACRL'S COLLEGE LIBRARIES SECTION PROGRAM
ALA Annual Conference - Dallas
Sunday, June 25, 1989
9:30 a.m. until noon

Co-sponsored by:
Community and Junior College Libraries Section
Association of College & Research Libraries
American Library Association

From the perspectives of campus administrator, teaching faculty, student, and librarian, the program seeks to provoke thought to help understand mutual expectations, resolve conflicts, and further integrate the library into the intellectual life of the campus.

SPEAKERS

**Competing for Academic Support:
How to Play the Game**

John E. Paynter, Provost and Dean
University of Dallas

The College Library: Whose Responsibility?

Robert V. Blystone, Professor of Biology
Trinity University

The College Library: What's In It For Me?

Mignon Adams
Philadelphia College of Pharmacy & Science

**Coping With Conflicting Expectations:
Seeking Consensus**

Evan Farber
Earlham College Library

Brought to you by the Conference Program
Planning Committee of the College Libraries
Section: Claudette Hagle, Chair, University
of Dallas; Larry Hardesty, Eckerd College;
Michael J. Haeuser, Gustavus Adolphus
College, and Eleanor H. Pinkham, Kalamazoo
College and Chair College Libraries Section
1988-89.

(Tape Libraries, continued)

tells us about how small a proportion we retain of what we learn suggests the value of hearing the same presentation multiple times; tapes provide us with an opportunity we rarely get with a live presentation.

When setting up a tape library, be sure that the collection is accessible to the whole staff. Have an easy circulation procedure in place, and think about the trade-off between availability and security. You may wish to keep them at your circulation or reserve desk to protect against theft. Look into the purchase of a few "Walkmen" to accommodate staff who are not equipped with tape listening equipment. And be prepared to start a waitlist when the service takes off! If you get videotapes as well, make arrangements for the staff to have easy access to viewing facilities, and encourage group viewing and discussion. Plan a regular brown-bag lunch when people can share their reactions and observations about a particular program. The group interaction can help define shared goals and objectives, and the inclusiveness of the program can contribute to high staff motivation and morale.

Following is a personal discussion of some of the tapes I have particularly enjoyed and the sources of these tapes. It is not intended as a comprehensive bibliography, but I hope it can be used as a jumping off point for libraries interested in investigating tape learning. All of the tapes cost less than \$100--some are as low as \$39.95.

One of my first experiences with tape learning was buying copies of ALA sessions. The Problem Boss was sponsored by the LAMA Middle Management Discussion Group at the 1987 ALA Annual Conference. It was a lively presentation by consulting psychologist Mardy Grothe revealing to a packed house how we are all problem bosses at one time or another and how to deal with our own weaknesses and those of our bosses. The audio tape captures his humor and enthusiasm well. A number of my colleagues jumped at the chance to listen to the tape when I brought it back. My only disappointment in it is a problem shared by many tapes of ALA sessions; the acoustics of many of the venues in which ALA meetings are held are often not conducive to the attendees being able to hear, much less high quality audio recording! Nevertheless, tapes are an excellent way to share a good session with your colleagues, or to hear a session that you had to miss. Tapes are on sale during the conference at a special booth in the registration area. Tapes of previous ALA conference meetings are available from (-1986) Chesapeake Audio, 6330 Howard Lane, Elkridge, MD, 21227, 301/796-0040 and (1987-) ACTS INC., 1025 E. Clayton Rd., Ballwin, MO 63011, 314/394-0611.

I have long been a fan of Careertrack workshops--they never fail to stimulate and enlighten me, and I know a number of librarians who feel the same way. Recently, I have begun listening to their tapes, too, and am happy to report that the quality remains high. Some of the tapes, such as Edwin Bliss' Getting Things Done and How to Delegate Work by Dick Lohr are designed specifically for tape learning. This protects against

(Continued on Page 5)

(Tape Libraries, continued)

the frustration of hearing presenters refer to overheads you can't see, or audiences laughing at events you don't witness. The exercises incorporated in the tapes require no special workbook, and the tapes offer good, practical advice from management experts. My personal favorite of the Careertrack tapes I have heard is Self-Esteem and Peak Performance, an inspiring presentation by Jack Canfield taped at a live seminar. If you listen closely, you may conclude that the audience is library workers, a fun piece of trivia. Looking at the way self image affects one's ability to reach one's goals, the seminar offers a large helping of practical advice liberally sprinkled with support, encouragement, and inspiration. Many of Careertrack's popular workshops are available on both audio and video tape. Careertrack's extensive catalog, including both their own taped seminars and self-produced audio tapes as well as selections of tapes from other producers, is available from Careertrack, 3085 Center Green Drive, Boulder, CO 80301-5408.

ManagersEdge is a subscription tape service offering wisdom from well-known experts in the areas of communication, managing people, and time management. Each month, a thirty-minute cassette is sent containing short presentations from such management educators as motivator Fred Pryor, One-Minute Manager Dr. Kenneth Blanchard, time manager John Lee, and co-author of A Passion for Excellence Nancy Austin. The presentations are easily digestible, practical, and often anecdotal in nature. For more information, contact ManagersEdge, Box 1347, Englewood, CO 81050, 800/334-5771 (in Colorado 303/778-1692).

Nightingale-Conant produces and distributes a wide variety of management and self-help tapes, including subliminal tapes. The familiar names among their presenters include Dr. Wayne Dyer, Tom Peters, Marjorie Hansen Shaevitz, Zig Ziglar, Denis Waitley, M. Scott Peck, Roger Fisher and William Ury, and Brian Tracy. The most ringing endorsement of an audio tape I've encountered is the statement by a fellow participant at a seminar that Brian Tracy's Psychology of Achievement (also available from Careertrack) was by far the best tape she had ever heard. The tape I have from Nightingale-Conant is Doing it Now: How to cure procrastination and achieve your goals by Edwin Bliss. I haven't finished it, which shows you right there how much I need it, and explains why I am writing this article right at the deadline! What I've heard of it forces the listener to take a hard look at the reasons for procrastination and provides exercises to overcome what is simply a bad, hard-to-break habit. Procrastination is not a genetic trait! They also sell videotape seminars. For a copy of their catalog, write to Nightingale-Conant Corporation, 7300 North Lehigh Avenue, Chicago, IL 60648, 800/323-3938.

Finally, I want to mention VideoArts, Inc., the producer and distributor of video training programs. Unlike the less-than-\$100 tapes that I have referred to earlier, the VideoArts programs are much more expensive for purchase--between \$600 and \$1000. The company does have an affordable rental program, though, and the tapes I have seen are worth the price. The British actor, writer, and director John Cleese is one of the

founders of the company and the programs use heavy doses of delightful humor to make their points. The most popular program is a 28-minute tape If Looks Could Kill, a murder mystery in which Detective Inspector Nugget investigates how the customer service received by Charles Hapless contributed to his death. Among the most famous of the programs is Meetings, Bloody Meetings, in which John Cleese does everything it is possible to do wrong in running a meeting. Managing Problem People suggests techniques for dealing with everyone from Wimpy Wendy to Rulebound Reggie. Seminar kits and booklets are available to accompany each tape. VideoArts is also distributing tapes for Nathan/Tyler, producers of among others, Service Excellence, Listening Leaders, and Beyond Excellence: the Superachievers. The VideoArts catalogs are available from VideoArts Inc., 4088 Commercial Avenue, Northbrook, IL 60062, 800/553-0091. (in IL, 213/291-1008).

I'm sure that many of you have favorites that are not mentioned here. The important thing to keep in mind is the type of programming your staff is likely to respond to and what you hope to accomplish with your tape library. There is often not much new to say on some of these topics (how often do you have to hear that a clean desk is an organized desk?), but presented in a fresh and lively way, the messages of these tapes can generate discussion, new ideas, and motivation among your library staff.

CLS - DIRECTORS DISCUSSION GROUP UPDATE

Co-Chairs

Caroline Coughlin Director Drew University Library	John Sheridan Director Colorado College Library
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When college library directors gather together at Midwinter and Annual ALA conferences, some discussion topics are perennial favorites. These include automation, building plans, collection development formulas, development office relations, and employee and faculty status.

In each of the past three meetings, these topics have been addressed and, in each case, information was shared to the benefit of the group in attendance. Usually between 40 and 50 people gather and often, part of the session involves offering advice to the new directors present or support to a director who presents the group with a topic of immediate concern on his or her home campus. The result is hard to measure at the end of a particular two-hour session but, as someone who has attended all three of the sessions offered to date, I can attest to the longer-term benefit of the group's existence. Contacts and ideas shared remain after the brief meeting time. I have often followed up on some topics with some individuals or passed on information learned to another director who was not able to be present.

Participants vary from session to session depending on need and schedules. Every college library director is most welcome. The meeting time in Dallas is Sunday, June 25, 2:00 p.m. - 4:00 p.m. Join us.

THE ACADEMIC LIBRARY IS MORE THAN AN INFORMATION CENTER

REPORT ON THE CONFERENCE

by

Betty D. Johnson, Stetson University

Reprinted with permission from ACRL Florida Chapter Newsletter
Vol. 5, No. 2, Spring, 1989

This was the topic which drew 96 academic librarians from 32 institutions to Orlando on November 4, 1988, for a one-day conference sponsored by the Florida Chapter of ACRL. Major speakers were Duane Webster, Executive Director of the Association of Research Libraries, and Charles C. Churchwell, Professor of Library Science at Wayne State University and former Dean of Libraries at Washington University in St. Louis.

Webster spoke on defining the new role of academic librarians and outlined an agenda:

- 1) Defend the rights and privileges of the user and influence the environment on his/her behalf.
- 2) Find new techniques to get capital, solve operational problems, and to make information available to all users.
- 3) Be aware of the learning connection - the impact of technology on the learning process and the information skills needed.
- 4) Nurture the spirit of librarianship - the service commitment plus the need to play a dynamic, aggressive role in the community.
- 5) Make sure that information policy is set by librarians and not by technicians in the building of an information infrastructure.
- 6) Confront the implications of demographic changes in society.
- 7) Look for a new vision in the workforce through recruitment, capitalization of talents, and prevention of burnout.

In rethinking the library mission and our professional roles, Webster presented four models: the traditional, labor intensive, book-oriented model; the transitional model with parallel systems of traditional access and the use of automated systems; a discipline-oriented model of information services; and a centralized and technologically sophisticated electronic scholarly information center. These options should be reviewed for likelihood and desirability.

Dr. Lloyd Chapin, Dean of Faculty at Eckerd College, and Dr. Richard Astro, Provost at the University of Central Florida, spoke and reacted to Webster's presentation. Chapin said that librarians should be full participants in the academic process and must help students learn how to pursue self knowledge and not just store and recover data. To encourage budget support, Chapin recommended a regular flow of information to the administration on use of the library, inflation, and technological costs. Astro emphasized access to information as primary and described the library as the last vestige of a quiet place.

In the afternoon session, Churchwell described information and knowledge centers as equally

vital and referred to the concept of books representing knowledge and serials representing information. The trend toward the information center has developed as a result of federal funding for research which created a new brand of researchers who require immediate information and response. Universities are pursuing research professors in a drive for national recognition. These researchers put even more demands on libraries' serials budgets while federal subsidies to libraries have virtually ended. Libraries are not revenue-generating units, and they are not equipped to compete with commercial information services. With limited funding libraries have taken money from acquisitions to fund computerization in a shift toward becoming information centers. New and continued funding must be found for automation to avoid continued reductions in acquisitions. Librarians should be aware of this shift and try to take some control of the process.

Afternoon reactors were librarians Dr. Althea Jenkins, Director of the USF/New College Library and current President of the Florida Library Association; Dr. Grady Morein, Director of the University of West Florida Libraries; and Dr. Judith Johnson, Director of the Learning Resources Center of Florida Community College at Jacksonville.

Jenkins concurred with Churchwell regarding competition from commercial information vendors. Information is now a major industry. The clientele determines whether the emphasis is on facts or knowledge, and in college recruitment today parents and students are often more interested in computer access than in the library's holdings.

Morein pointed out that an excessive emphasis on information may distort knowledge and understanding. Information is timely but transitory while knowledge is enduring.

Judy Johnson spoke of the recent stress on cultural literacy and referred to The Closing of the American Mind. This has an impact on the image of libraries as information and knowledge centers. She emphasized that knowledge needs a frame of reference.

During a lively question and answer session, moderated by Richard Bennett of the University of Florida, Churchwell was asked about his experience as Dean of Libraries at Washington University when the administration brought in a team of efficiency experts. His defense of his librarians and of his library as a 'knowledge and information center' was a fitting conclusion to the day's discussions.

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1-312-944-6780

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CLS MEETING & PROGRAM SCHEDULE 1989
ANNUAL CONFERENCE - DALLAS

Saturday, June 24

9:00 a.m. - 12:30 p.m. Executive Committee
2:00 a.m. - 4:00 p.m. Standards Committee
2:00 a.m. - 4:00 p.m. Planning Committee
2:00 a.m. - 4:00 p.m. Newsletter Committee

Sunday, June 25

8:00 a.m. - 9:00 a.m. National Advisory
Council
9:00 a.m. - 9:30 a.m. CLS Membership Meeting
9:30 a.m. - 12:30 p.m. CLS Program, CAMPUS
RELATIONSHIPS: THE
CHALLENGE OF CONFLICTING
EXPECTATIONS

Sunday, June 25 (continued)

2:00 p.m. - 4:00 p.m. Library Directors
Discussion Group
4:00 p.m. - 6:00 p.m. CLS MEMBERSHIP RECEPTION

Monday, June 26

8:00 a.m. - 12:30 p.m. Academic Status
Committee
2:00 p.m. - 4:00 p.m. CLIP Notes Committee

Tuesday, June 27

9:00 a.m. - 11:00 a.m. Standards Committee
11:30 a.m. - 1:00 p.m. Executive Committee

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