

PUBLIC LIBRARY ASSOCIATION

BOARD OF DIRECTORS MEETING

1976 Midwinter Meeting

Chicago, Illinois

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PUBLIC LIBRARY ASSOCIATION
A DIVISION OF THE

AMERICAN LIBRARY ASSOCIATION

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*PLA MIDWINTER CONFERENCE
Chicago, Illinois - 1976*

TENTATIVE AGENDA

Monday, January 19 2:00 p.m. - 6:00 p.m. Palmer House - Room 726-727
Thursday, January 22 2:00 p.m. - 6:00 p.m. Palmer House - Room 786

- I. Introduction of Guests*
- II. Approval of Minutes of San Francisco Annual Conference (Exhibit A)*
- III. President's Report*
- IV. Executive Secretary's Report*
- V. AFLS Report*
- VI. Chicago Conference Program - R. Vainstein*
- VII. Strategy Group Reports*
 - 1. Publications - D. Nyren*
 - 2. Prototypes and Demonstrations - J. McCrossan*
 - 3. Education of Public Librarians - R. Greer*
- VIII. Committee Reports*
 - 1. Adult Literacy and Learning - P. Gaven (Exhibit B)*
 - 2. Audiovisual - L. Murravy*
 - 3. Editorial - H. Downey*
 - 4. Goals, Guidelines, and Standards - M. Bloss (Exhibit C)*
 - 5. Interlibrary Cooperation - R. Clark*
 - 6. Legislation - J. Rebenack*
 - 7. Membership - E. DiMattia, Jr.*
 - 8. Metropolitan Area Library Service - L. Stoffel (Exhibit D)*
 - 9. Public Library Activities - R. Vainstein*
 - 10. Service to Children - E. Morris*
 - 11. Starter List for New Branch Collections - J. Kingston*
- IX. ALTA Representative Report - D. Casey*



X. Old Business

1. Ad Hoc Committee on Guidelines for Personnel Working with Special People (Exhibit E - delivered by M. Cheeseman)
2. Goal and Objectives of the American Library Association (Exhibit F)
3. Interdivisional Committee on the Education of Library Trustees (Exhibit G)
4. Multilingual Library Services (Exhibit H)

XI. New Business

1. ALA Dues Schedule Transition (Exhibit I)
2. Proposed Personnel Guidelines Project (Exhibit J)
3. Resolution Opposing Subminimum Wage (Exhibit K)
4. Standards and Survey, Policy Statement (Exhibit L)
5. Standards Proposal (Exhibit M)
6. Budget (Exhibit N)

MINUTES

PUBLIC LIBRARY ASSOCIATION
1976 Midwinter Meeting
Chicago, Illinois

The Public Library Association Board of Directors met in Chicago, Illinois for its Midwinter Meeting on Monday, January 19, Palmer House Hotel, Room 726-727, 2:00-6:00 p.m., and Thursday, January 22, Room 786, 2:00-6:00 p.m.

FIRST SESSION

Present: Dorothy Sinclair, Genevieve M. Casey, Glenn F. Miller, Elizabeth Ohm, Mrs. Mary Louise Pickett, Donald J. Sager, Bradley A. Simon, Travis Tyer, C.Lamar Wallis, Ernest A. DiMattia, Jr., Mrs. Nancy Doyle.

Absent: Lewis C. Naylor, Mrs. Muriel C. Javelin, Mrs. Patricia Gipe, Mrs. Jean C. Coleman, Barbara M. Ivey.

Guests: Barbara Jacobs, Meredith Bloss, Linda Allmand, John A. Axam, Patricia Del Mar, Effie Lee Morris, Judy Clark, Ernest DeProspero, Kenneth McPherson, John McCrossan, Connie Laws, Samuel L. Simon, Cecil Beach, M.L. Reynolds, Mrs. Kathleen Kelly Rummel, Ethel Ambrose, Lonaura Albright, Laura Murray, Mary A. Heneghan, Lois D. Fleming, Curt Bohling, Margaret Cheeseman, Rose Vainstein, Howard Downey, Harris McClaskey.

Staff: Gerald M. Born, Lois Ann Gregory.

Introduction. Mr. Born introduced Lois Ann Gregory, Secretary for PLA, who has replaced Mrs. Louise Brewer.

Minutes. The Minutes of the San Francisco Annual Conference, 1975, were approved as distributed. (Exhibit I)

President's Report. The President issued an interim report on a number of miscellaneous items. She said that HRLSD had requested PLA's cosponsorship for "Mainstreaming the Exceptional Child in the Library," and also a preconference directed to the special needs of the aging.

Harris McClaskey assured PLA that no financial commitment were involved. PLA will try to avoid conflicts in scheduling with these two events. Mr. Born reported that he had been asked to advise on the preconference, "Mainstreaming the Exceptional Child in the Library."

IT WAS VOTED, that PLA cosponsor the two preconferences and participate in the planning process.

President Sinclair commented on the letter on "Common Concerns" that had been authorized by the Board at its last meeting. She said that at an informal meeting with Harris McClaskey, he urged her to get the letter to him very quickly as he felt the HRLSD Board would be receptive to the idea. She said she was also planning to send the letter to LAD. Ms. Sinclair pointed out that PLA has some unique problems that are not shared by other type-of-library divisions. In ACRL, the chief alliance is to the type-of-library and the same is true in AASL.

The comment was made that it was hard to think of ALA without a strong voice for public libraries. Mr. Born commented that when the A-V Committee of PLA tried to establish a film award PLA was thoroughly chastized by both CSD and the administration. Traditionally, ALA has been very careful about keeping units within their areas of responsibility. PLA, it turns out, has only those things that have been left over after the type-of-activity divisions cared out their role in the last reorganization. Mr. Born pointed out that the limitations which PLA faces are constitutionally drawn and until the constitution is changed, allowing the structure to evolve, the problem will still remain. Ms. Sinclair reported that Mr. Wedgeworth went on record as saying that "PLA should not sit back and accept this condition."

A discussion followed on the possibilities of cooperative efforts. It was suggested that it might be well to involve ALTA too. Ms. Sinclair reported that some of the divisions that are currently solvent might consider such discussions useful as the money available to them is not great enough to carry out effective programs. It was suggested that a single committee approach HRLSD, LAD AND ALTA to start negotiations with them. A great deal of discussion followed on the strategy to be involved, whether to do one of them at a time or do them all simultaneously.

IT WAS VOTED, that an exploratory letter be sent to HRLSD, ALTA and LAD simultaneously.

It was suggested that three members be appointed from each division. It was hoped that the committee could begin its work at once; that the co-chairperson could make a report at the Annual Conference in Chicago; and that any necessary meetings be jointly supported by the involved divisions. Ms. Sinclair reminded the Board that a general agreement had been given to this concept to make approaches, and that this was really a clarifying action as to that prior intent.

Ms. Sinclair referred to a questionnaire that had been received from the Office of Library Manpower; this deals with the Asheim report. The questions were discussed and answered. Ms. Sinclair will forward the results to the Office.

Division Interest Special Committee. Mr. Lewis Naylor was unable to attend the DISC meeting. Dorothy Sinclair went instead. A meeting of the DISC people and the general Board will be held on Thursday, January 22.

An interim arrangement for organizational dues was discussed. Mr. Born indicated that in the intervening time the organizational dues proposal had been referred back to COPES and will not come before Council at this Conference although the transitional dues document will.

Ms. Sinclair announced a film recently released by Westchester County that was geared to business and trying to promote children's services through business.

Executive Secretary's Report. Mr. Born passed around his letter of resignation as of April 1, 1976. (Exhibit II) Mr. Born expressed his pleasure in working with the Board of PLA and said that it had been a very rewarding experience. He expressed appreciation for all the support the Board has given him and now looked forward to an active involvement in the program of PLA as a member. Mr. Born reflected on the involvements of PLA and the growth that it had experienced during his tenure.

Mr. Born indicated that Mrs. Frame would be appearing at the next Board meeting to discuss the procedure for hiring a new executive secretary.

The Board unanimously passed a resolution expressing their deep appreciation for the services rendered by Mr. Born during the past six years and wished him Godspeed in the future.

On the behalf of AFLS, Mrs. Coleman wished to express her appreciation to Mr. Born and his staff in helping the Section with its programs and operations.

Ms. Casey asked if there was a possibility that the position might be frozen. Mr. Born said that this was not a likelihood since there was just enough money in the budget to hire an executive secretary on a full-time basis. Mr. Born indicated that there would probably be an interim period of advertising, interviewing, etc. since it was such an interesting position many candidates should be available. Mr. Born asked them to suggest any suitable candidates that they might have in mind as he was sure the administration would be interested.

Armed Forces Librarians Section. Barbara Coleman reported for AFLS. Due to many absences because of lack of travel funds, Ms. Coleman and Stan Bogus were the only two AFLS Executive Board members that were present at the Midwinter Meeting.

Mr. Born arranged for a conference call so that the Section could transact Board business. The AFLS Board approved three motions: (a) to propose the adoption of a Bylaws change making the term of the president two-years; (b) for the president to appoint a corresponding secretary; (c) proposed the merger of FLIRT and AFLS. Finally, they proposed the possible assessment of a \$2.00 charge, in addition to the \$15.00 membership fee, for public relations programs and emergencies that might arise within the Section.

Ms. Coleman also raised some questions concerning the policy in regard to exhibit space. She wanted to know what the policy was for the ALA. Mr. Born said that the limitation of exhibit space did save money for the Association and had worked for the past two years, however, no definitive policy had been received for the current year. Ms. Coleman also asked if it were possible for a Section to buy space? Mr. Born responded that if money were available, he felt that this would be possible.

Another question revolved around budget input and Mr. Born said that budget input was desirable at the present time. He said he tentatively had followed the same format that he had last year knowing he would not be here, and that the person taking his place might want to make some changes in the budgeting process. Mr. Born suggested that the Board take the tentative budget, look at it and make any suggestions for change. He gave them a February 1st date to respond to the budget.

Ms. Coleman also asked if it were possible for ALA to do the bookkeeping in case there were a \$2.00 assessment charged for membership in AFLS. There was considerable discussion on this point, but it was the general consensus of the Board that this did not present any constitutional problems or conflicts of interest between the Section and the Division.

Ms. Coleman then handed Ms. Sinclair a confidential document relating to some problems within the units of the Armed Forces Librarians Section.

Goals, Guidelines and Standards Committee. The Goals, Guidelines and Standards Committee entered the Board meeting along with several observers for a joint meeting between the two groups to hear the status of the G, G & S project. Mr. Born called the Board's attention to Exhibit C. Mr. Born then proceeded to give some background on the project and the projected proposal.

BACKGROUND

"The Goals, Guidelines and Standards Committee was authorized to develop a proposal to seek funding for the development of standards for PLA. A subcommittee was appointed which met on December 7th at which time the basic outline of the proposal was developed. At that time it was decided that Jean Palmour, who works out of Washington, would be a good person to help develop the proposal. Armed with the work of the subcommittee, I went to Washington and met with Jean Palmour to give him some idea of the direction in which the committee wanted to move, and to give him the basis for the proposal which would be developed, hopefully, to submit to USOE for funding. We were working under very tight time constraints, not only for the development of the proposal, but for getting the proposal to USOE for funding. As you know, any time we go outside of PLA for funding, we have to go through the Executive Board of ALA.

The Executive Board of ALA was going to meet after the proposal was due, so we were trying very desperately to find some mechanism by which we could get this proposal in to USOE prior to January 9. The Executive Committee of the Executive Board of ALA was meeting on December 19th, which meant that we had between December 7th and December 15th to develop a proposal in toto to get it to the Executive Committee of the Executive Board. Many of us were very dubious of the time frame, whether it was possible, but because of the enthusiasm of the subcommittee and the dedication that was exhibited to the development of the proposal, we thought we would give it a try. I wish I wish I could report that it was successful but it was not. We were unable to develop the proposal, to everybody's satisfaction, by the December 15th date, in time for it to go to the Executive Committee of the Executive Board of ALA.

I will fill you in on some of the details that lead up to this: After I had met with Palmour in Washington, Barbara Slanker went to Washington and met with him to help refine and develop the proposal. When Barbara came back, she and I met to discuss what had been developed in Washington, and to fill in the details as to the vita, budget, etc. There was some disagreement, at that point, as to what the proposal was and whether it was, indeed, accomplishing what the Committee had set out to accomplish. Barbara felt that the language was not clear, that it really did not say what she had heard the Committee say and indeed, did not tell what was wanted by the Committee. So with that, we worked late into the night of the 14th trying to come to some common understanding. We saw that we were going to be unable to send in a completed proposal because we were unable to really resolve these problems. What we did instead was to develop this Exhibit C. The cover letter went to Bob Wedgeworth for presentation to the Executive Committee. I think I just might read this letter because everybody doesn't have it:

The PLA Goals, Guidelines and Standards Committee is preparing a proposal for the development of public library standards to be submitted to the U.S. Office of Education for funding. The January 9, 1976, deadline established by the USOE precludes presenting the PLA document to the Executive Board for approval prior to submitting it to USOE. It was anticipated that the document would be ready to present to the Executive Committee of the Executive Board of the ALA at its December 17, 1976, meeting for contingent approval that would enable the ALA to submit the proposal within the USOE funding framework.

Due to the short lead time and the complex nature of the project, it has not been possible to put the proposal in final form for the Executive Committee's meeting, but it will be possible to prepare a complete proposal in time to meet the USOE's January 9, 1976, deadline. Attached is a statement of the project's objectives and the activities planned to accomplish them.

Since this project is of great importance to public libraries in the United States, would you please pursue with the Executive Committee the best course of action to follow to obtain Executive Board approval for seeking outside funding.

The above went to the Executive Committee of the ALA Executive Board for its December 17th meeting. At that meeting the Executive Committee considered this document and decided that there was not enough information to give a contingent approval for the seeking of outside funding. Barbara and I met again trying to find some common basis for the development of the proposal. We went over it again, in great detail, but were unable to find a resolution of the problem. I said I thought it should go back to the Committee to see if we had followed the intent of the Committee. I had hoped to finish the work, however, another development has taken place that you should be aware of. I have decided to resign my position at ALA effective April 1. I feel, therefore, perhaps it would be better for me not to continue to work on the proposal, but to turn it back to the Committee and my successor for the final development."

John Axam raised the question whether it had not been submitted because it was incomplete or whether there were some question about the content. Mr. Born indicated that the document that was submitted to the Board was a three-paged document giving the essence of what the project was to accomplish. There was not total agreement as to what the proposal should say and therefore it was not fully developed.

Mr. Bloss then outlined what he thought the Committee would like to do in regards to the proposal. Mr. Bloss proposed to have the Committee finish the proposal and have it approved by the PLA Board by mail in time for presentation to the ALA Executive Board at its spring meeting. Mr. Bloss indicated that the proposal would be in modular form, and that it would not be prepared for any one specific funding group, but could be then adapted to be used with any funding source. Mr. Bloss asked Mr. Born if he thought the proposal was close to being finished. Mr. Born said that he thought the proposal was complete with the exception of resolving one remaining problem of determining what yardsticks were to be used to measure programs. Mr. Born indicated that he had projected an alternative solution that seemed to be acceptable to Mrs. Slanker and outlined it:

To develop an index of actual library practice by identifying such indicators as had been found in the performance measures and other input indicators that are common to all public libraries, and to develop a stratified sample in order to get some idea of the index of actual library practice across the nation that could be expressed in quantifiable terms.

The Committee feels that it is their responsibility to prepare a statement of what is to be done as far as saying what has to be done. The Committee intended to formalize the statement. There was some question as to who has to approve the proposal. Ms. Sinclair said that she assumed that the Office for Research would be asked for advice on any proposal that went to the Executive Board of ALA. Mr. Born told of some of the frustrations that existed in working through a bureaucratic structure and trying to come to some reconciled point of view. It was quite clear that the Board wanted clarification of the role of the Office for Research in the approval process of projects of this nature. Mr. Born said that he wished that Mrs. Slanker were present so that she could explain her view point, but thought that it was fair to say that she felt that PLA had given the contractor too much latitude in developing the proposal, and that it was really up to the Committee to tell the contractor exactly what was wanted of him, and what the actual standards were to be.

Mr. Miller expressed his concern that the Executive Board of PLA support the sense of what the Committee was saying and assure the Committee of its support.

Mr. Bloss had been in contact with Bob Wedgeworth, who said that the Executive Board was ready to receive the completed proposal, and that he stipulated no criteria the proposal would have to meet, except that it was for the Public Library Association to prepare it. Mr. Bloss said that his Committee did not feel that it had to meet any other approval on contents than that given by the Public Library Association Executive Board. Mr. Born commented that he did not pursue this any further because he felt at this point it should go back to the Goals, Guidelines and Standards Committee for their input. If the proposal is going to be changed in concept then the Committee should be fully aware of the changes that are needed.

Ms. Sinclair reiterated some of the questions that needed to be resolved and also suggested that the PLA Board should be intimately involved in the approval of the project before it goes to the Executive Board of ALA.

The Executive Board voted to confirm the Committee's authority to put together a finished proposal as soon as possible by the full Committee, and that the Committee be given opportunity to see the final product, and that the Executive Board of PLA act upon this information.

A lengthy discussion followed on the best strategy to follow and the timetable to be developed.

Meredith Bloss indicated that another \$500 or \$600 was needed in order to get the Committee together. Mr. Born responded that perhaps \$150 would be available from the PLA Budget, the remainder of the Goals, Guidelines and Standards Committee Budget.

Committee on Services to People in Special Situations. Margaret Cheeseman reported on the product of the Interdivisional Committee on Services to People in Special Situations. She hoped that the Board would accept or reject the document as it stands. (Exhibit III) It was done in the recognition of a need for materials designed to help persons working with exceptional persons. It contains basic concepts and directions for helping the exceptional patron.

Ms. Cheeseman suggested that the material could be used in a variety of ways -- as flyers or as articles -- and that this decision should be left up to the executive secretaries. She pointed out that there is no bibliography. Ms. Casey suggested that a statement be inserted directing people to consult other bibliographies that exist in the field. Ms. Cheeseman asked for a direction from the Board on the final disposition of the document.

Public Library Activities Committee. Rose Vainstein reported that the Committee had suggested an idea exchange for the PLA program, and that the Committee would function as a program committee. She reported that there was a little over \$1,000 of special and PLA funding to do the program. The program will be held on Tuesday, July 20th from 10:00-12:00 Noon and 2:00-4:00 p.m. The PLA encourages a "Public Library Day." Eight simultaneous sessions will be going on at one time. These sessions are to be repeated four times, twice in the morning and twice in the afternoon, so that four different sessions would be available to each participant. Each session would accommodate 125-150 people. Each session will run roughly 50 minutes, half of the time will be devoted to a show and tell on the topic and the rest of the time devoted to dialogue. There will be three handouts for each of the eight topics: reading list, outlines of content, and names of resource people for contact. An over-run of these three items will be provided so that people can write in for them, sending a stamped self-addressed envelope. Eight general areas have been decided upon: personnel practices and issues, Performance appraisal, affirmative action, the planning process, community analysis and study, measurement of effectiveness, multi-cultural heritage, the library as catalyst, early childhood education, and special clientele.

Ms. Vainstein indicated that "Librarians-at-Large" will be held on the same day, and that hopefully the projected program would supplement and provide a greater variety of opportunities for public librarians. She suggested that if this experiment works it could provide a prototype for years to come.

Some discussion followed on the topics and the approach. Ms. Vainstein said that the Committee was insistent that it be kept on a practical level and not get into the philosophical.

Reception. Mr. Born then announced the Wine and Cheese Reception for the Board and Committee Chairpersons to be held on Tuesday night, and urged the Board to attend.

Audiovisual Committee. Laura Murray reported for the Committee. Conference program planning is well underway. Daily screenings are being planned; the Cinema Nitecap on Tuesday night; and a co-sponsored program with CSD and YASD.

Other members of the Committee are working on the feasibility of a film award. Another hardware evaluation project feasibility study is being prepared.

Another group is working on PLA's A-V Committee relationship with other ALA units. Two new editions of A-V standards have been published and the Committee is now seeking input on ways to improve them. The A-V Committee is also involved in helping prepare the Bowker Film Directory.

Mr. Bloss commented on the A-V standards. He said that the standards were approved by the PLA Standards Committee since they were almost a fait accompli when referred to that Committee. However, any new standards will have to be coordinated with the total program of the PLA Standards Committee. Reference was made to a set of Media Mobile Standards being developed by the California Library Association.

ALTA Report. Mr. Hess reported that ALTA reacted favorably to the need to develop personnel guidelines for public libraries, and recommended that ALTA and PLA join together to develop and implement them. There is also a need for an ongoing education program to implement them. Mr. Hess is chairperson of the new ALTA committee. The New York Library Association has developed a set of guidelines which my help. ALTA would like to review and help implement them after the staff has brought them together. They feel there should be models for contracts, letter of employment, etc. There also needs to be a model for a conference for evaluation between the board and the director. There is a need for a definitive statement summarizing points that have been agreed upon. They expect to have this done by the Summer Conference. The lack of clear guidelines has produced most of the SCAMI cases dealing with public libraries on record. Mr. Born pointed out that this related to Exhibit J (Exhibit IV) in the docket, and that Mr. Wedgeworth would be coming to talk at some length about this problem.

Editorial Committee. Howard Downey reported on several PLA Reporters that are in various stages of development. Ruth Warncke's Workshops and Institutes will be available for the Summer Conference. Don Roberts is working on Media Machines. He hopes to have a rough draft available for the Summer Conference or early Fall. Eleanor Ferguson is going to work on a new edition of the Public Library Policies which will be completely redone. Ruth Weber is going to do one on outreach services. There are two Reporter topics that still need authors, one on Library Cooperation and another on Cable Television. Finally, the Committee voted to pursue a reprint of the publication by Barbara Conroy on Staff Development/Continuing Education. She is working on an expanded version of about 300 pages which will be published in the Spring of 1977 to replace the current 25 paged pamphlet. The Committee feels that this is an excellent publication, and that it will be widely accepted in the field. WICHE would relinquish all rights to it. It was suggested that Publishing or PLA reprint and publish it. Pros and cons of such an arrangement were discussed.

IT WAS VOTED, that the report of the Editorial Committee be accepted with a recommendation that the Executive Secretary follow-up and see if the Conroy pamphlet could be reprinted.

Strategy IV - Education for Public Librarians. Genevieve M. Casey reported. The Allie Beth Martin report found that librarians around the country were critical of the education give to public librarians.

The Strategy Group was founded to study this question. Last year the Committee put out a rather questionable questionnaire that was anticipated, would produce some unreliable data but might also provide an index to some of the problems. The Committee drafted an open ended questionnaire asking for the skills and attitudes that were being brought to the jobs. What are the skills you are finding and what are the skills you are not finding were basically the questions asked. This was sent to public library administrators in the states of the Committee members and it was completed in time for the San Francisco Conference. Graduate students at the University of Denver compiled the material.

The Committee does not feel that it should be published or should be circulated but should be viewed as a preliminary investigation. However, they did find a correlation between the kinds of skills that were found in recent graduates and the kinds of skills that some wished they had found in recent graduates. Management and planning skills ranked high. Not everybody was pleased with the attitudes that they are finding in recent graduates. Some serious and thought provoking questions were raised. It also raises questions on how realistic are the expectations of the administrators. The results have encouraged the Committee to undertake a more scientific study.

The Committee discussed the model that would provide more reliable data which would be tested on a group of normative public libraries. The study would in turn generate some data on attitudes about public librarianship. This could then become the basis for a Delphi-type questionnaire which would be circulated to public library administrators, practitioners, etc. Following this procedure, the Committee believes they could produce a fairly good statement that they could stand behind. The Committee wants to take this model and make it into a proposal to be considered by the Board for funding. It was pointed out that 50 to 60 self-studies have recently been done by the library schools in which graduates were asked for opinions and that these might be helpful in this endeavor.

Nancy Doyle reported that JMRT feels the need for such a study and encouraged the Committee to pursue its course of action.

IT WAS VOTED, that if the money could be found to support a small meeting to pursue the development of a proposal as outlined by the Committee that it be done.

Strategy I - Publications. Mr. Born reported for the Committee. He reported that the articles being prepared for Consumer's Handbook for Public Libraries were about complete. Dorothy Nyren, Chairperson of the Committee has resigned after writing the preface to the Consumer's Handbook. The Public Relations Board is in the process now of contacting publications and placing the articles for publication. After the articles have been published they will be collected for a cumulative volume, probably published by ALA. The Board wishes to extend their appreciation to the members of the Strategy I for a job well done.

Mr. Born said that a great deal of follow-up needs to be done to see that the articles are placed, gathered together, and published in book form. It is hoped that the publication will follow soon after the articles have been published.

PLA Newsletter. Nancy Doyle reported that because of her change of jobs one issue of the PLA Newsletter was not published in the Fall. Mr. Born reported that each issue costed approximately \$2,000. It was suggested that one of the issues be a combined issue to give it more weight and take care of the numbering sequence problem.

Ms. Doyle reported that she would follow the Board's injunction of last summer to expand the Newsletter into a journal.

C. Lamar Wallis reported that he was asked to be the public library's speaker at the Bicentennial Program of the Circulation Section of LAD on the subject of "The Ethos of the American Public Library from 1876-1976." Three people will speak: one on school libraries, one on academic libraries, and one on public libraries. The program will cover the whole reader's services field. Mr. Wallis solicited comments and suggestions from the Board.

The meeting adjourned.

SECOND SESSION

Present: Genevieve M. Casey, Glenn F. Miller, Elizabeth Ohm, Mrs. Mary Louise Pickett, Donald J. Sager, Travis Tyer, C. Lamar Wallis, Mrs. Jean M. Coleman, Nancy Doyle.

Absent: Dorothy M. Sinclair, Lewis C. Naylor, Mrs. Muriel C. Javelin, Bradley A. Simon, Mrs. Patricia Gipe, Ernest A. DiMattia, Jr., Barbara M. Ivey.

Guests: Mary E. Clark, Mae Benne, Effie Lee Morris, Jackie Thresher, John Rebenack, Meredith Bloss, Harry Brinton, Joseph Lindenfeld, Bob Clark, Harriet Rosenfeld, Mike Morrison, Jean E. Coleman, William C. McCully, Jr., Rose Vainstein, Lester Stoffel, Bob Smith, Gail McGovern, Patricia Gaven, Monteria Hightower, Don Minich, Sam Simon, Barbara Jacobs.

Staff: Gerald M. Born, Lois Ann Gregory.

Dorothy M. Sinclair was ill so the meeting was conducted by Genevieve M. Casey.

Nominating Committee. Chapman Parson, Chairperson of the Committee, outlined the process which the Committee had gone through to choose candidates for the 1976 Election. Out of a list of some 30 names the following people were chosen: For Vice-President, President-Elect: Ronald A. Dubberly, Seattle, Washington and John H. Rebenack, Akron, Ohio. For Directors-at-Large: Constance Blandy, Jamaica, New York; Edward Allen Howard, Evansville, Indiana, Joseph F. Lindenfeld, Memphis, Tennessee; Jacqueline E. (Winslow) Miller, Yonkers, New York. All of the nominees have accepted the nominations. The report was accepted as presented.

Executive Secretary, PLA. Mrs. Ruth Frame attended the meeting to discuss the process by which a new Executive Secretary would be hired. Mrs. Frame outlined the pattern that was usually followed in regards to the recruitment and selection of an Executive Secretary. She explained that the position is advertised widely in publications which have national coverage. Any interested person should submit a resume and write directly to the AIA Headquarters. Names of people who might be qualified and interested are also solicited from the members of the PLA Board. All of these people will be contacted and asked if they wish to make application. This comprises the file of applicants. As applications are received they are screened by Mrs. Frame and the Personnel Office to see if the applicants meet minimum qualifications and are suitable applicants. Those who meet the qualifications are checked for reference. The best qualified are then chosen. The Board would then be asked to name one or two persons, who they think are the best qualified,

to come and aid in the interview process. Interviews will be arranged and the employment of an Executive Secretary will be considered by the administrator with the consensus of the Division Board. The minimum amount of time for this process is six weeks to 90 days. The administrations will move promptly in each of these areas. The length of time is not keyed to the steps that are taken but to the promptness with which applicants respond and whether or not the persons are available.

Mr. Sager asked Mr. Born if he would be taking accumulated leave prior to his departure from AIA. Mr. Born indicated that he had 60 days of vacation coming. Mr. Born stated that he could only take 44 days of vacation as terminal pay which leaves some 16 days he plans to take before the date of resignation. He did say, however, that he would stay and wrap up some of the things that were pending and he hoped to leave things in good order.

Mr. Sager then asked if it were possible to make some temporary arrangements to carry on the work on an interim basis. Mrs. Frame said that if the Board had an interim arrangement to suggest that she would be amenable to this suggestion.

Ms. Casey asked if anyone is ever hired on a temporary basis. Mrs. Frame said that this was possible and outlined a couple of methods by which this could be accomplished. Legally, Mrs. Frame is responsible for the position when it is unfilled.

Mr. Born suggested that Ruth W. Tarbox might be a good person to come in to handle the correspondence on a limited basis. Mr. Born indicated that she has have a lot of experience working at this kind of thing and might be a very good person. Ruth Warncke was also suggested as a possibility.

Ms. Casey asked as a possibility whether Mr. Born could stay a longer time. He replied that he thought in all fairness that April 1 would have to remain a firm date. Mrs. Frame said that she would be happy to accept recommendations for both the position of Executive Secretary and someone to serve on an interim basis.

In reply to a question about the job description for the Executive Secretary, Mrs. Frame said that there was a brief one available, however, this was in the process of being rewritten. In answer to a question concerning salary, Mrs. Frame stated that this was currently a Grade 14 with a starting salary of about \$18,000. Usually, entrance is at the bottom level, however, it is possible to begin one or two steps above this approximately \$19,000 or \$20,000 if the person is qualified.

Discussion ensued as to the qualifications and experience that would be necessary. Mrs. Frame also solicited the Board's opinion on this matter. Mrs. Frame suggested that the person filling the position should be very knowledgeable about public library development, and the needs of public libraries at the present time. The person should know how to organize a variety of activities of an administrative and program development nature and be able to conduct these simultaneously. She likened it to the administration of a large complexed organization. The person also has to be able to work with a number of committees, boards, and individuals; to give advice, information, assistance, etc. The persons has to be very flexible, to be able to shift his pattern to meet the changing patterns of those people with whom he works.

Ms. Casey then asked if the one or two people who would be doing the interviewing would make the decision or whether this needed to go through the formal process of being submitted to the whole Board. Mrs. Frame replied that normally the Board is polled for consensus. Ms. Casey asked if these representatives were elected or appointed. Mrs. Frame said these were done by the common agreement amongst the Board.

Mr. Born added to Mrs. Frame's list the need to have a person who could coordinate with other units of ALA since the activities and involvements of PLA are carried on by a number of other units. Mr. Born also pointed out that a person needed to divide their time and energies in working for PLA as an organization and for ALA as an organization. Especially, if the programs do not always dovetail, and he would underscore that it needs to be a very flexible person.

Goals, Guidelines and Standards Committee. The Board then turned their attention to the report of Meredith Bloss, Chairperson of the Committee. Mr. Bloss appeared before the Board again to talk about the proposed project for the development of Goals, Guidelines and Standards.

The Subcommittee met to prepare the final version of the proposal to be presented first to the Committee, then to the Executive Board of PLA, and then to the ALA Executive Board. They also prepared a timetable which was fairly tight. Final draft of the proposal would be sent out by March 1 with comments back by March 15. This will be sent to the PLA Board by March 20. The Executive Board meets April 26-30 which is the final deadline.

Mr. Bloss went on record as saying that he appreciated the work of the Executive Secretary in the last year and a half which he has been Chairperson of the Committee and for the four years that he was a member prior to that. He said that he was uniformly cooperative, helpful and patient with his work with the Committee.

Mr. Bloss said this proposal was the outcome of five years of work by the Committee and asked that a formal communication be sent from the PLA Board and to the ALA Executive Board indicating that this proposal is going to be forwarded, if approved, so that the ALA Board would be alerted to the fact.

IT WAS VOTED, that this communication be sent.

After discussion of how the mechanics of the vote should work, Mr. Born assured the Board that he would be on hand to receive the vote.

A question was raised from the Board as to the source of possible funding for the project. Mr. Bloss said that it was probably too late to hope for funding from USOE but that it was his understanding that Mr. Wedgeworth would seek funding for the project. Mrs. Frame said that the source of funding sometimes determines the format of the proposal. If the proposal needed to be reworked, the question was raised as to whose responsibility would this be. Mrs. Frame said that normally this was the responsibility of the Executive Secretary.

Mr. Bloss pointed out that the process being followed in the formulation of these standards was unique. Standards have never been developed in this way before. The Committee realized the difficulty in preceding in this way, but would like to pursue this course of action to see if it is possible to develop standards in this manner and did not want substantive changes to be brought in from elsewhere. The Committee, themselves, would want to make any substantive changes that were made in the proposal.

Mr. Bloss said that it was his understanding that the Office for Research would be advisory in nature rather than offering substantive input. Mrs. Frame said that although she had not seen the proposal, she assumed that the role of the Office for Research would be of an advisory nature.

Ms. Casey asked if it were the temper of the ALA to push this research project to really get it going. Mrs. Frame said that she felt this project was high on the priority list of all of AIA for standards to be developed in many areas. Mrs. Frame urged the PLA Board to get on with this and all related projects.

Mr. Tyer asked if the proposal is not acceptable to the Office for Research would this preclude it going on to the ALA Executive Board. Mrs. Frame said this would not preclude it, but that any comments made by the Office for Research would be passed on to the ALA Executive Board.

The question was raised whether it was possible to have a spokesperson to appear before the Executive Board. Mrs. Frame said that this was entirely possible.

Ms. Vainstein suggested that the proposal be presented early in the agenda of the Executive Board, so that if there were any accommodations needed, that this could be done by the end of the Executive Board Meeting.

IT WAS VOTED, that a spokesperson be present to present the proposal to the ALA Executive Board on behalf of PLA.

Ms. Casey requested that Mr. Bloss be the spokesperson and he agreed. Mr. Bloss suggested that a little informal political action might be helpful.

IT WAS VOTED, that a resolution be sent to Mr. Wedgeworth expressing the Board's appreciation for Mrs. Frame's meeting with the Board and requesting that a part-time Executive Secretary be hired on an interim basis to carry on the business of PLA.

It was suggested that the Board send names and addresses of any prospective candidates directly to ALA Headquarters.

IT WAS VOTED, that the President appoint a committee to advise on this, and that this committee be empowered with polling the Board on the selection on whether or not they approve the selection.

The selection committee will advise the President and poll the members of the Executive Board on the final selection.

Centennial Conference. Mary Clark appeared in relation to a program for the Centennial Conference, entitled "The Bookmobile Roundup" seeking the Board's support for the program which will be held in conjunction with the "Fair-in-the-Park." The "Bookmobile Roundup" will be an opportunity to visit with other bookmobile librarians. She suggested that some competitions might be set up to draw attention to bookmobile services.

Ms. Clark said that she would do all of the work connected with this if she could get the support of PLA. They're requesting that as many local people as possible send their bookmobiles. She suggested that some other types of extension vehicles might also be appropriate.

IT WAS VOTED, that an ad hoc committee be appointed in the person of Mary Clark to sponsor the "Bookmobile Roundup," provided funds can be found to finance the project, and that the effort be coordinated with other appropriate units of ALA.

SCAMI. A request was made by SCAMI for guidelines for personnel practices. Mr. Born called attention to the Exhibit (Exhibit V) and gave some of the background. The request grew out of some of the actions that had been referred to SCAMI in which the basic problem revolved around inadequate guidelines on personnel practices for public librarians, especially, the evaluation of the head librarian. Mrs. Coleman underscored this point and added that there should be an education program undertaken, so that all librarians will have personnel guidelines and be aware of them.

The question was raised why LAD was not included. Mrs. Coleman said that she did not know why LAD was not included. Mr. Born said that he had asked the same question, and that he was told that it was PLA who represented the type of library involved. Mrs. Frame said that there was currently an ALA committee working on the preparation of guidelines related to personnel practices, but their approach is that they are preparing information about topics that should be included in any library's personnel policies and procedures. The committee is not currently working on recommendations of a specific statement about a topic or the viewpoint that ought to be a standardized recommendation within a library's personnel policy.

Mrs. Frame said that in a number of cases they were able to identify in SCAMI, there were serious lacks in a number of procedures, policies, etc. in public libraries which did not have adequate procedures. When SCAMI looks at a complaint from head librarian in a library that does not have adequate procedures, it is difficult for SCAMI to decide whether or not the person has been treated unfairly unless there are rather specific standards. Mrs. Frame is hoping that reasonable standards can be developed.

Mr. Born asked whether this was constitutionally valid because of LAD's responsibility for managerial concerns. Mrs. Frame thought there was nothing that would preclude the development of such specific guidelines.

Legislation Committee. Mr. Rebenack spoke briefly of the extension of LSCA funds. Mr. Rebenack also commented on the Urban Library Council proposal. A Title V has been written to LSCA authorizing direct grants to public libraries. PLA Legislation Committee urges support of the Title V amendment at the proper time. The question was raised whether this Title V money would go directly to the urban libraries or to the state library agencies. Mr. Rebenack said that it would go through the state library agency. The amendment is directed to cities serving 100,000 or more.

Ms. Coleman thought it was not too productive to talk about Title V as it was a compromise that came out of the Urban Library Council group, and it would be some time before it could be implemented. Mr. Rebenack agreed that any action needed on this could be delayed until after the Summer Conference. He sought, however, the active endorsement of PLA for the extension of LSCA. There was considerable discussion. Mr. Rebenack urged that a program be planned around the subject, so that it have a full airing in PLA. The Committee, too, wanted to urge that PLA

recommend to the federal government that they accept responsibility for playing the major role in the funding of the public libraries in the proportion of 20% federal, 30% state, and 50% local funding.

The proposed Community Resource Program Act was discussed by the PLA Legislation Committee. ALA is part of the sponsoring group. This was summarized on a sheet passed out by Mr. Rebenack. The PLA Legislation Committee's recommendation was that it be referred back to the ALA Legislation Committee for further study and better drafting. Specific details on programs were lacking.

IT WAS VOTED, that the recommendation of the PLA Legislation Committee to refer the proposed Community Resources Program Act back to the ALA Legislation Committee be accepted; in view of the critical need for federal aid and assistance that the Board unanimously supports the extension of LSCA, and the Board supports in principle the concept of additional federal funding for public library systems, either through an amendment to LSCA or special legislation, the direction to be determined by PLA, ASLA ALTA or the Urban Libraries Council.

The motion passed, with three dissenting votes, and it will be reported back to the ALA Legislation Committee.

The Board authorized the Chairperson of the Committee to plan a program around the issues that had been discussed today with the involvement of the Washington Office and any other units that might be interested.

IT WAS VOTED, that the PLA Legislation Committee sponsor a information meeting on urban library problems, with time allotted for response and discussion from the audience.

Sam Simon asked whether the PLA Legislation Committee had discussed the revenue sharing program which comes up for renewal next year.

Activities Committee. Rose Vainstein reported for the Committee and summarized the action of the Committee. The Committee had decided on the eight topics for the Summer Conference. Two types of guidelines are going to be developed: one for people participating in the sessions, and the other for the Committee as they monitor the sessions. The program will be evaluated and the Committee will recommend whether to continue it another year. A questionnaire will be distributed to check the reaction of the attendees. The Committee is very interested in finding out whether participants are members of PLA. The Committee urges that PLA get another time slot for the Membership Meeting rather than 8:00 a.m. They feel that the meeting would be much better attended if another time was chosen. The Committee also expressed their appreciation to Mr. Born for help in obtaining special funding for the program.

The Committee believes that the Orientation Meeting, although it was not well attended, was worthwhile and urges the PLA Board to continue such an activity.

IT WAS VOTED, that a Hospitality Committee be appointed to plan a function for the Chicago Conference.

Adult Literacy and Learning Committee. Patricia Gaven, Chairperson, expressed appreciation for the help and assistance that the Committee has received from Mr. Born, and voiced her hope that a replacement would soon be found.

Ms. Gaven introduced the members of her Committee who were in attendance. She described the scope of the Committee's activities, the great interest that has been displayed, and some of the problems in functioning as a Committee.

The Committee had drafted a resolution for Council seeking the support of all divisions in carrying out its charge. Letters to professional journals concerning a statement on the library as an educational force within the community have been drafted and are ready to be sent. The Committee is also drafting letters to the nine directors of the Independent Learning Study Projects. A letter to NCLIS expressing the concerns of the Committee is planned, and letters to publishers seeking materials suitable for the literacy markets.

Ms. Gaven reported on the progress of the Literacy Manual, and her involvement on the Advisory Committee. Many of the Committee members and observers have volunteered to serve at the booth, which will be devoted to literacy. They are also trying to develop an awareness profile of what things people are doing in public libraries in relation to literacy.

The Committee discussed the need for a Section to coordinate the interests within the Association in adult learning and literacy. Mrs. Gaven said that she felt this was a major step. The Committee plans to present a petition of the PLA Executive Board at the Summer Conference to show the interest in such a Section. There was some discussion of how such a Section might overlap other divisions, for example, the RASD Services to Adults Committee. The head of the Committee was present and said that the approach PLA was taking was much different from the charge and interest of the RASD committee. He did not feel that there would be a conflict of interest.

It was suggested that a notice be put in the PLA Newsletter in order to solicit response from those who could not attend Conference. Ms. Gaven read the resolution that had been prepared by the Committee and asked for the Board's support. Ms. Gaven said that the resolution was coming first to the Executive Board of PLA, although three state library agency people had helped in its preparation.

IT WAS VOTED, that the resolution be approved and that it be submitted to Council at the Summer Conference.

It was suggested that such a resolution would be of great interest to those that are preparing for the Governor's Conference.

Interlibrary Cooperation Committee. Bob Clark reported on the Committee. Jean Connor is preparing a bibliography on multi-type endeavors. For the last three years the Committee has been working on finding descriptors for multi-type cooperation and the publication of this bibliography is an outgrowth of that endeavor.

The problem came up as to who should publish the work. Mr. Born suggested that this be discussed with Donald Stewart as he was sure a solution could be found. Mr. Clark asked if there was money available for expenses incurred with the planning of programs. Mr. Born said that some money had been budgeted for committee work, and that if Mr. Clark would make a request he would see if money could be found.

Budget. Mr. Born asked for authorization to proceed on work on budget and submit it to the Board for final action. (Exhibit VI) This was given.

Membership Dues Transition Document. Mr. Born said it was his understanding that this would be acted upon tomorrow, and that it was a document that had been prepared with the input of DISC and the staff at ALA. The document sets up the transitional framework for the new dues schedule. (Exhibit VII) Additions to the old document are in italics. There was some discussion of the document and Mr. Born suggested that if any concerns arose after reading the document carefully they should be transmitted to a Councilor who could speak on the matter.

Membership Committee. Ernest DiMattia, Jr., reported that the Membership Committee's report would be sent to the Executive Board.

PLA Newsletter. Nancy Doyle reported on the questionnaire circulated in the PLA Newsletter on whether or not people wanted journal status for the PLA Newsletter. The majority of answers indicated that a journal was desired and a list of articles and topics of interest was compiled from comments made on the questionnaire. (Exhibit VIII) Ms. Doyle commented on the PLA Newsletter and the deadline for getting materials in.

There being no further business, the meeting was adjourned.

PUBLIC LIBRARY ASSOCIATION
A DIVISION OF THE

AMERICAN LIBRARY ASSOCIATION

50 EAST HURON STREET · CHICAGO, ILLINOIS 60611 · (312) 944-6780



January 15, 1976

Mr. Robert Wedgeworth
Executive Director
American Library Association
50 E. Huron Street
Chicago, Illinois 60611

Dear Bob:

In order to insure continued good health, I feel I must resign as Executive Secretary of the Public Library Association, effective April 1, 1976. I do so regretfully.

As the past six years have been filled with constant challenge and growth. I thoroughly enjoyed working with the member and staff of the American Library Association.

However, increased pressures in the job, created by the cutting back of staff and programs while needs for staff and programs expand, the inability to find adequate vacation time for rest and regeneration, and the absence of back-up staff to insure that work goes on in case of vacation or sickness, all combine to endanger that delicate balance between body and soul.

Also, after very serious contemplation as to the future direction of the division, I feel that I can be more effective working as a personnel member and will endeavor to keep actively involved in the efforts of the Association.

I am grateful and humbled by all of the support and assistance offered by staff and members of the Association during my tenure. I leave my best wishes for a strong and effective Association.

Sincerely yours,

Gerald M. Born
Executive Secretary

GMB/lag

cc: R. Frame
D. Sinclair
G. Casey
C. Swanson

Exceptional Patrons

THE
EXCEPTIONAL PATRON
AT THE
LIBRARY

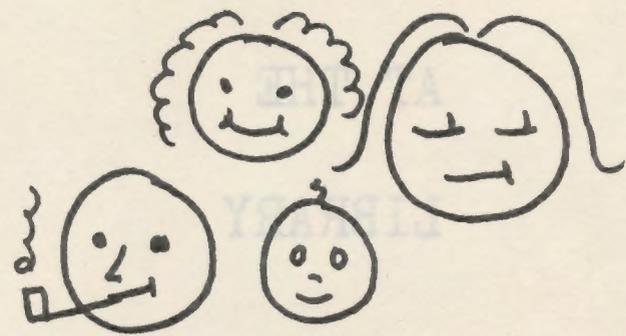


PEOPLE

DRAFT COPY
Margaret Cheeseman
State Library of Pennsylvania
December 1975

Exceptional Patrons

are



PEOPLE

LIBRARY OF CONGRESS
PHOTODUPLICATION SERVICE
510 MAHAN DRIVE
ALEXANDRIA, VA 22304

What is an "exceptional patron"?

An exceptional patron may have a disability.

One way of categorizing the broad spectrum of disabilities results in four general categories of more or less permanent disabilities.

1. Sensory
 - a. sight (partial or complete loss)
 - b. hearing (partial or complete loss)
2. Communication
 - a. speech
3. Crippling
 - a. skeletal
 - b. neurological
 - c. postural
 - d. loss of strength and stamina
4. Chronic medical health
 - a. rheumatic fever
 - b. cardiac conditions and defects
 - c. tuberculosis
 - d. asthma
 - e. epilepsy
 - f. others

There is a fifth category of disability with which librarians must also be concerned, the temporary handicap. This may range from a cast, a walker, or an eye patch to temporary blindness or total immobilization.

A disability is only one facet of a person.

The librarian serves a person, not a disability.

AN EXCEPTIONAL PATRON

May need

Information about a disability

What is muscular dystrophy?

Information about organizations
concerned with a disability

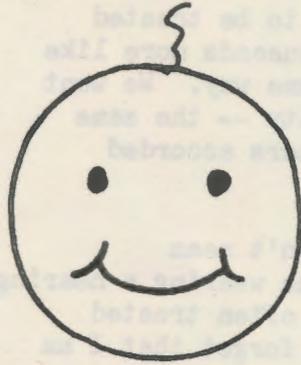
What organizations are concerned with the
learning disabled?

Information about special services

Where can a disabled veteran get vocational
counseling?

The Exceptional Patron

A person is not a disability.
A person has a disability.



PERSON

I still like an exciting spy story
or a mystery story. I don't get
a book about a paraplegic basket-
ball team because I've never liked
basketball."

REACTING TO A DISABILITY

A person has a disability.

A person is not a disability.

"I have multiple sclerosis. I can walk only a few steps alone and therefore I use a wheelchair. But I don't want to be treated like a cripple. There are thousands more like me who, I suspect, feel the same way. We want to be treated with true equality -- the same simple courtesy and good manners accorded any other individual.

By good manners, however, I don't mean condescension. Just as someone wearing a hearing aid is often shouted at, I am often treated like a child. People seem to forget that I am an adult, and my handicap doesn't affect my intelligence or maturity. . . .

A funny situation is funny even in a wheelchair. The other day, in the supermarket, I knocked down a whole display of grapefruit. My husband and I were laughing too hard to do anything, but embarrassed clerks and customers scurried around picking up the grapefruit, pretending nothing had happened. All except one understanding lady -- she was laughing too. I could see she knew exactly what had happened and had probably done the same thing herself -- tried to get that large perfect grapefruit deftly centered in the pyramid. . . .

I still like an exciting spy story or a mystery story. I don't get a book about a paraplegic basketball team because I've never liked basketball."

AN EXCEPTIONAL PATRON

May not be able

To Get Into The Library

Is your library accessible to
the patron in a wheelchair or
to the patron with a heart
condition?

To Move Around The Library

Is the library booby trapped
for the blind with many steps,
turns and movable stools and
trucks?

To Use Library Facilities

Are the microfilm tables too
low for a wheelchair? The
restroom doors too narrow?

ASSISTING THE WHEELCHAIR PATRON

Few libraries are planned with a wheelchair in mind. A step greater than one inch in height, a ramp greater than 10-15°, a door too narrow, a sharp turn in a narrow hallway are all deterrents to the library patron who must use a wheelchair. Not all wheelchair patrons will be accompanied, so there will be times when library personnel are required to assist in coping with barriers.

Wheelchairs are not all identical and wheelchair users differ in their need for assistance, but there are certain techniques which library personnel can use when helping.

Library staff members should be alert to the fact that a wheelchair user is in the building. While there is no reason that a person in a wheelchair should be hovered over or constantly attended, someone should be available to offer assistance in reaching difficult bookshelves, book, card catalog, or equipment which is out of reach, etc.

Library personnel assisting wheelchair users should remember that there are individual differences in the capabilities and the experience of wheelchair patrons. The staff member should be guided by the suggestions, recommendations and cautions of the patron he or she is assisting.

Many persons in wheelchairs do not like to have to ask for assistance. Adults may be especially concerned if they must be lifted "like a baby" to enter or leave an area. Librarians should make every effort to be aware of the patron's emotional reactions to the behavior and language of a person who has no apparent disability.

CURBS AND SINGLE STEPS

A wheelchair can be rolled down off the curb or step either backwards or forwards. The method used should depend upon the physical situation, the strength and experience of the assisting person and the confidence the wheelchair user has in the assisting person. If the chair is equipped with a seat belt, it should be used.

UNEVEN SURFACES

The procedure of rolling on the rear wheels can be used to roll the wheelchair over uneven surfaces. Lifting the front wheels off the surface gives the assisting person more control over the wheelchair. If the assisting person is not strong enough or lacks confidence, it is advisable to turn the chair around and go backwards.

SERIES OF STEPS

If the wheelchair user must be moved up or down a flight of steps, it is advisable to have a minimum of two assisting persons, with four preferred for adults or heavy persons. The strongest should be placed at the back of the chair. Courteously but firmly refuse the help of well-intentioned but inadequate small children.

for aid in planning new buildings or
renovations
SOME EXCEPTIONALITIES
with disabilities, consult:

ARE

VISIBLE

1. Local planning boards
2. Local libraries
3. State library agency
4. The Health and Rehabilitative Library Services Division,
American Library Association (50 East Wacker Street, Chicago,
Illinois 60611)

The President's Committee on Employment of the Handicapped
(Washington, D. C. 20510)

5. National Easter Seal Society for Crippled Children and
Adults (1200 West Lake Street, Chicago, Illinois)
6. Division for the Blind and Physically Handicapped
(Washington, D. C. 20541)

The Patron

Has a neuromuscular
disorder

Has limited vision

Is blind

Uses crutches

Uses a wheelchair



For aid in planning new buildings or renovations to permit access by persons with disabilities, consult:

1. Local planning boards
2. Local libraries
3. State Library agency
4. The Health and Rehabilitative Library Services Division, American Library Association (50 East Huron Street, Chicago, Illinois 60611)
5. The President's Committee on Employment of the Handicapped (Washington, D. C. 20210)
6. National Easter Seal Society for Crippled Children and Adults (2030 West Ogden Avenue, Chicago, Illinois 60612)
7. Division for the Blind and Physically Handicapped, The Library of Congress (Washington, D. C. 20542)



THE BLIND PATRON

Persons may be able to see a blurred shape, distinguish colors or have limited vision in one eye and still be unable to read with ease or comfort. A person who is unable to read ordinary print due to a physical handicap is considered to be eligible for the Library of Congress Talking Book program. For information on the Talking Book Program, write Division for the Blind and Physically Handicapped, Washington, D. C. 20542.

SOURCES OF HELP AND INFORMATION

Division for the Blind and Physically Handicapped, Library of Congress, Washington, D. C. 20542.

Regional Libraries for the Blind and Physically Handicapped are located across the United States.

State agencies for the blind.

National, regional, state and local organizations and associations for the blind.

WHEN THE LIBRARY PATRON IS BLIND

1. Don't be afraid.
2. Introduce yourself and get the name of the person.
3. Offer to show physical areas of the room, pointing out such things as file cabinets where drawers might be left open, doors that open out instead of in, book truck in aisles and other hazards.
4. Explain the library procedures to the person.
5. Remember to introduce him to any other staff members who might be on duty if you are not, or give him the name of someone else he could ask for.
6. If the blind person has a seeing eye dog, permit the dog in the library. Do not pet the dog. Walk beside the person, not beside the dog, on the off-dog side.
7. Find out the blind person's special, personal interests and whether he needs these materials on records, in braille, or to be read aloud by a reader. Help him to select the titles he really wants.
8. If the blind person is accompanied, speak to the patron, not his companion.
9. A blind person is a person who cannot see. Unless the patron also has a hearing impairment, speak in normal tones.

SUGGESTIONS FOR GUIDING BLIND INDIVIDUALS

Ask the blind person to take your arm. Never take his arm and propel him by the elbow. Show him where your elbow is by touching his arm with it.

Ordinarily walk half a pace ahead of the blind person.

Always tell the blind person you have not guided before when you come to steps or other surface irregularities.

When going into narrow or dangerous places, always go ahead. Never seize him by the upper arms from behind and shove him around.

In guiding a blind person to a chair, bring him to a point at which he touches it and knows which direction it faces. It will then be a simple matter for him to examine it with his hands, pull it out from a table for himself if this is necessary, and handle his own actions in whatever way he prefers.



THE VISUALLY HANDICAPPED PATRON

Many persons have some degree of vision (e.g. are not "blind") but are unable to read normal print.

There are several levels of semi-blindness ranging from the person who can read with the help of a strong lens or other magnifying apparatus, to the individual who can barely distinguish shapes and forms and frequently sees everything in a mist. Regular type may be within a reader's ability for very short periods of time but so tiring for longer periods that he will not read at all.

Age is perhaps the primary cause for these conditions, but there are many others.

Vanity will keep some persons from admitting a visual difficulty. Frequently, the visually handicapped can be recognized because they hold their book close to their face or as a result of requests for books with larger type.

Not all visually handicapped people can read the same size print. The amount of white space around letters is often more important than the size of the print.

LIBRARY SERVICES

The library has materials which can be used by visually handicapped persons. Large print, records and cassettes should be promoted through devices which will come to the attention of this group such as posters in housing projects for the elderly, newsletters of blind agencies, fliers to counselors or caseworkers of social service agencies.

The library can furnish information on all community activities, in or out of the library, which might be of interest. Appropriate library activities such as story hours, film programs and discussion groups should be promoted through media which will reach this audience.

The patron may have a problem getting to the library. Procedures should be established which will permit relatives and neighbors to act as the library's agent. A local service like Meals on Wheels may cooperate in getting library materials to the home bound.

Bibliographies and library notices should be prepared in large type for this audience.

BEWARE

A librarian should not recommend specific reading aids. This is the responsibility of the eye specialist and inappropriate devices may hasten visual deterioration. It is appropriate to have information on the devices as a reference aid.

There is a tendency to assume that a person with poor sight also has a hearing problem. Unless it is obvious that there is a hearing problem, use a normal tone of voice when speaking to the visually handicapped person.

A visually handicapped person may be with a companion or parent. The librarian should speak directly to the patron, not the companion, unless interpretation is required.



THE HEARING IMPAIRED PATRON

SOME EXCEPTIONALITIES

ARE

INVISIBLE.

HELPFUL HINTS

The Patron

Has a speech impediment

Is hearing impaired

Is homebound

Is mentally ill

Is mentally retarded



THE HEARING IMPAIRED PATRON

One hardship suffered by persons with a hearing loss is the isolation, real or fancied, that their handicap imposes upon them.

There are all degrees and several kinds of hearing loss. A person may have anything from a slight to a profound loss. He may have trouble hearing only high pitched sounds or low pitched sounds. He may hear you but not be able to understand you. He may hear well in some situations and not at all in others. He may hear poorly at one time and almost normally at others. Don't group all persons with hearing loss into one category. They are individuals and their hearing problems are individual.

HELPFUL HINTS

1. When you meet a person who seems inattentive or slow to understand you, consider the possibility that his hearing, rather than his manners or intellect, may be at fault. Some hard-of-hearing persons refuse to wear hearing aids. Others wear aids so inconspicuously or cleverly camouflaged that you may not spot them at first glance.
2. Remember that the hard of hearing may depend to a considerable extent on reading your lips to understand what you're saying. They do this even though they may be wearing a hearing aid, for no hearing aid can completely restore hearing. You can help them by trying always to speak to them in a good light and by facing them and the light as you speak. However, do speak to them; most of them benefit from sound.
3. Speak distinctly but naturally. Shouting doesn't clarify speech sounds, and mouthing or exaggerating your words, or speaking at a snail's pace, makes you harder to understand. On the other hand, try not to speak too rapidly. Normal, well articulated, well modulated speech should be used.
4. When you're in a group that includes a hard-of-hearing person, try to carry on your conversation with others in such a way that he can watch your lips.
5. Don't start to speak to a hard-of-hearing person abruptly. Attract his attention first by facing him and looking straight into his eyes. If necessary, touch his hand or shoulder lightly.
6. If the person you are speaking to has one "good" ear, always favor that side of him when you address him.
7. Facial expressions are important clues to meaning. Remember that an affectionate or amused tone of voice may be lost on a hard-of-hearing person.
8. In conversation with a person who is especially hard of hearing, don't be afraid occasionally to jot down key words on paper.

THE MENTALLY RETARDED PATRON

"... the mentally retarded child, whose brain either has not developed properly or is not functioning properly, offers a challenge for the 1960's to every group in our society.

The scientist can discover what happens in the growth of the nervous system that makes a child retarded.

The educator can discover how to teach him.

The businessman can discover how to employ him.

The parent can learn how to understand him.

The public can learn how to accept him."

(Eunice K. Shriver)

The librarian can discover how to open the riches of reading for him.

There are a number of clinical varieties of mental retardation ranging from the high-grade individual who is frequently unrecognized and ranks as a slow-learner, to the more pronounced Mongoloid type. Most mental retardation has few external distinguishing features.

A mentally retarded person has had many frustrations. Encourage parents, counselors and teachers to let you give the retardate an introduction to the library. This will tend to reduce the individual's frustrations and help you to know the patron.

HELP THE RETARDED PATRON

1. Speak slowly, distinctly. "Show" may be better than "tell".
2. Tell the patron what to do, not what not to do.
3. Treat an adult patron as an adult with a special need for simple materials.
4. Expect the patron to comply with library rules.
5. Help the patron to feel comfortable in any area of the library. A children's collection may have real treasures for the adult retardate who feels at ease.
6. Help other patrons to accept the retarded patron.

AN EXCEPTIONAL PATRON

Can be

A patron for normal library programs and services.

A patron who uses a walker or crutches or has a heart condition may need special attention getting into and out of the library. But that patron can make full use of resources and services which are physically accessible.



AN EXCEPTIONAL PATRON

May need

Some normal library services

Large print books

Phonodiscs

Cassettes

Story hours

Film programs

Referral to a special library

A Regional Library for the Blind
and Physically Handicapped



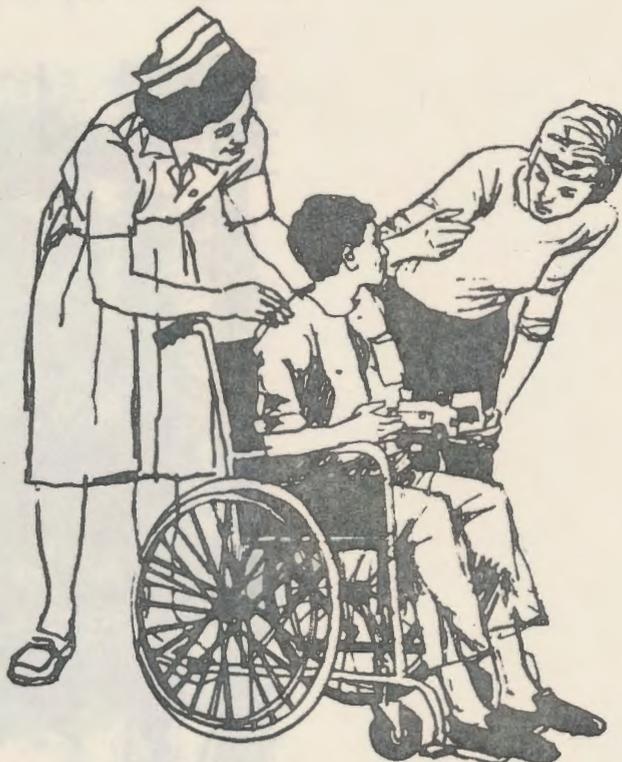
AN EXCEPTIONAL PATRON

May need

Referral to a special library
for materials in special
formats

Help in understanding the
procedures of a special
library

Help in describing needs and
preferences to a special
library



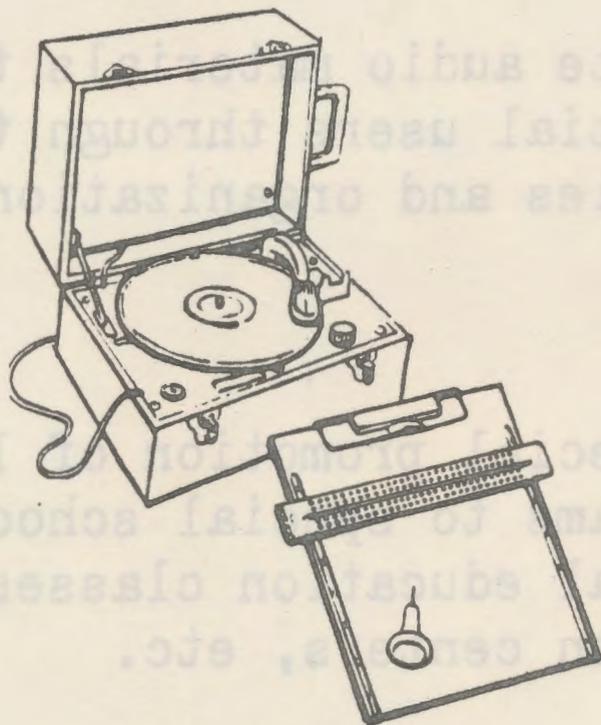
For information about library services
for an exceptional patron, call or
write:

Your state library

Regional Library for the Blind and Physically Handicapped

Health and Rehabilitative Library Service Division
American Library Association
50 East Huron Street
Chicago, Illinois 60611
Telephone: 312-944-6780

Division for the Blind and Physically Handicapped
Library of Congress
Washington, D. C. 20542
Telephone: 202-882-5500



LITTLE THINGS CAN BE A BIG HELP.

Keep the borrower's card on file
at the library

Send notices in large type

Prepare bibliographies in large
type

Promote audio materials to the
potential users through their
agencies and organizations

Do special promotion of library
programs to special schools,
special education classes, senior
citizen centers, etc.

For information, for locations of state and regional organizations and for organizations concerned with very specific disabilities or with special approaches to the disabled, call or write:

1. Division for the Blind and Physically Handicapped, Library of Congress
(Washington, D. C. 20542)
2. Muscular Dystrophy Associations of America
(1790 Broadway, New York, N.Y. 10019)
3. National Association for Retarded Children
(420 Lexington Ave., New York, N.Y. 10017)
4. National Easter Seal Society for Crippled Children and Adults
(2030 West Ogden Ave., Chicago, Illinois 60612)
5. National Multiple Sclerosis Society
(257 Park Avenue South, New York, N.Y. 10010)
6. The President's Committee on Employment of the Handicapped
(Washington, D. C. 20210)
7. The President's Committee on Mental Retardation
(Washington, D. C. 20201)
8. Social and Rehabilitation Service, Rehabilitation Services Administration
(Washington, D. C. 20201)
9. United Cerebral Palsy Associations, Inc.
(66 East 24th St., New York, N.Y. 10016)
10. Veteran's Administration

For other organizations consult the latest edition of the Encyclopedia of Associations published by Gale Research.

FAMOUS LAST WORDS

Don't make up your mind about a reader's interests or abilities until you know the reader.

Don't patronize an exceptional patron. Exceptions to library rules should be based on reason, not pity.

Expect the same variety of patron with disabilities that you expect without disabilities. Any **patron** may be nice or nasty, irritating or irritable, smart, clumsy, and so on.

If you have an emotional reaction to the sight of a disability, consult persons who work regularly with the disabled for ways to overcome or live with the problem.

PREFACE

The following outline of a personnel manual for non-developed by the Personnel Administration Committee of the New York State Library Association to serve as a guide for those libraries which have not yet prepared a personnel manual, and as a checklist for those which have.

In view of the size of a library, a personnel manual is essential, not only to inform the employees who have a right to know the staff policies of the library established by the board of trustees, but to the Director and the board itself to eliminate the need for individual decisions in all cases touching on information contained in this outline, and to avoid conflicting decisions in similar cases.

Directors of libraries which do not possess a personnel manual are urged to consult this outline to the board of trustees for discussion of a future session or sessions, to establish a policy in all areas called for, and to create a personnel manual of the strictest possible content. The manual itself can be as brief or as inclusive as desired, but should be so constructed as to allow for regular additions and revisions as changing conditions dictate.

OUTLINE

of a

PERSONNEL

ORGANIZATION AND POLICY

MANUAL

Thomas M. Case
Daniel M. Casey
Hudson E. Carty
Dr. Shirley Ebbell
Dr. John Gillispie
Winifred Luffly
Gordon S. Miller
Joseph K. Miller
Robert F. Kitcher, Chairman

July 1955

Prepared by the
Personnel Administration
Committee of the
New York Library Association

PREFACE

The following outline of a personnel manual has been developed by the Personnel Administration Committee of the New York State Library Association to serve as a guide for those libraries which have not yet prepared a personnel manual, and as a checklist for those which have.

No matter the size of a library, a personnel manual is essential, not only in fairness to the employees who have a right to know the staff policies of the library established by the Board of Trustees, but to the Director and the Board itself to eliminate the need for individual decisions in all cases touching on information contained in this outline, and to avoid conflicting decisions in similar cases.

Directors of libraries which do not possess a personnel manual are urged to submit this outline to the Board of Trustees for discussion at a future session or sessions, to establish a policy in all areas called for, and to create a personnel manual at the earliest possible moment. The manual itself can be as brief or as inclusive as desired, but should be so constructed as to allow for regular additions and revisions as changing conditions dictate.

The Committee is especially indebted to Joseph Watkins and Winifred Luthy who must receive the major credit for this revision.

Personnel Administration Committee

Theresa M. Case
Daniel W. Casey
Maureen E. Curry
Dr. Shirley Edsall
Dr. John Gillespie
Winifred Luthy
Dorothy Smith
Joseph Watkins
Robert P. Kinchen, Chairperson

July 1975

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1	1	2. History of the Community
1	1	3. History of the Library
1	1	4. Objectives of the Library
1	1	5. Financial Support of the Library
2	2	6. Organizational Structure
2	2	7. Work week
2	2	8. Salary Payment
2	2	9. Overtime
3	3	10. Leaves
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4	4	12. Coffee Break
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5	5	15. Annual Leave
5	5	16. Other Leave with Pay

Price Schedule: 1 - 9 copies\$ 2.00 per copy
 10 - 49 copies 1.50 per copy
 over 50 copies 1.00 per copy

Additional copies of this publication may be ordered directly from:

 NYLA Publications
 60 East 42 St., Suite 1242
 New York, N.Y. 10017

All orders must be prepaid. Checks or money orders made payable to New York Library Association.

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5	5	18. Appointment of Staff
5	5	19. Development and Training of Staff
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PERSONNEL MANUAL OUTLINE

1. LETTER OF WELCOME
2. HISTORY OF THE COMMUNITY (Optional)
 - a. Original settlement
 - b. Stages of growth
 - c. Government
 - d. Population make up and size (area)
 - e. Industry
 - f. Special features
 - (1) General
 - (2) Affecting library
3. HISTORY OF THE LIBRARY
 - a. Brief community history (if not in 2. above)
 - b. Origin of library
 - c. Type of library
 - d. Growth
 - e. Present status
 - (1) Legal - State charter and registration
 - (2) Area and patrons served
 - (3) Outside membership (see 5.c. below)
4. OBJECTIVES OF THE LIBRARY
 - a. Purpose
 - b. Functions
5. FINANCIAL SUPPORT OF THE LIBRARY
 - a. Where principal income derived
 - b. Method of collection or receipt
 - c. Other sources of income
 - (1) Outside membership
 - (2) Fines
 - (3) Gifts and bequests
 - (4) Other

6. ORGANIZATIONAL STRUCTURE

- a. Board of Trustees
 - (1) Function
 - (2) Number
 - (3) How selected
 - (4) Officers - how appointed
 - (5) Committees and sub-committees
 - (6) Meetings
 - (a) How often
 - Regular
 - Special
 - Committee
 - (b) Where - When
- b. Administration
 - (1) Director
 - (a) Authority
 - (b) Responsibilities
 - (2) Supervisory Staff
 - (a) Authority
 - (b) Responsibilities
 - (3) Supporting Staff
 - (a) Duties
 - (b) Responsibilities

7. WORK WEEK

- a. Schedule of hours by position - per day and per week
 - Professional
 - Clerical
 - Custodial
 - Part-time, should be defined clearly
 - Other
 - Exceptions, if any - specify
- b. Number of evenings, Saturdays, Sundays - (See 13, Holidays)

8. SALARY PAYMENT

- a. Policy
 - (1) Pay period -- start/end -- differences, e.g. by title or unit, if any
 - (2) When and how often paid *
 - (3) Pay withheld -- number of days
 - (4) Pay days which fall on Sunday, etc.
 - (a) Staff paid on work day before
 - (b) Staff paid on work day after
 - (5) Pay differential
 - (a) Assignment
 - (b) Schedule re hours

* NOTE: Association libraries are required to pay salaries at least semimonthly (Labor Law Sec. 191)

SALARY PAYMENT (continued)

- b. Method
 - (1) Time Sheets
 - (2) Day book entries
 - (3) Other
- c. Deductions -- Automatic
 - (1) Withholding income taxes
 - (2) Social security tax
 - (3) Retirement
 - (a) When deductions commence, if any
 - (b) Where applicable
 - (4) Dues
 - (5) NYS Statutory Disability, if any
- d. Deductions -- Voluntary
 - (1) Health Insurance
 - (2) Retirement System loans
 - (3) Savings bonds
 - (4) Insurance
 - (5) Joint appeal (United Fund, Community Chest, etc.)
 - (6) Dues
 - (7) Additional contributions -- Retirement System
 - (8) Educational or other loans
 - (9) Garnishees or tax levies
 - (10) Tax shelters and annuities

9. OVERTIME

- a. Define overtime
- b. Who authorizes
- c. Who may work overtime
- d. How compensated
 - (a) Revised to be consonant with the U.S. Fair Labor Standards Act.
 - (b) Time Off
- e. Supper allowance

10. LATENESS

- a. Define lateness
 - (1) Reporting for work
 - (2) Return from lunch
 - (3) Relieving staff
 - (4) Other
- b. Method of reporting and to whom
- c. Excused lateness - basis for excusing and kind of lateness, if any

LATENESS (continued)

- d. Penalties for unexcused lateness
 - (1) Deduction of salary
 - (2) Deduction of leave allowance
 - (3) Other
- e. Policy on habitual lateness
 - (1) Discipline
 - (2) Dismissal

11. EXTREME WEATHER OR TRANSPORTATION CONDITIONS or other Emergency

- a. Special call in procedure
- b. Substitute work location
- c. Source of information for emergency instruction (e.g. radio, phone #)

12. COFFEE BREAK

- a. Time allowed
 - (1) Full-time staff
 - (2) Part-time staff
 - (3) Hourly paid
 - (4) Other
- b. When and where taken

13. HOLIDAYS

- a. List holidays
 - (1) Library closed
 - (2) Library open - all or part day
- b. Who works on holidays
- c. Compensation for holiday work
 - (1) Payment -- what rate
 - (2) Time off -- what rate
- d. Part-time staff
 - (1) Paid for holidays
 - (2) Paid only for time worked

14. SICK LEAVE

- a. When to report. To whom.
- b. How does it accrue
 - (1) Per month
 - (2) Specific amount allowed per year
 - (3) Per pay period
 - (4) Other
- c. What is maximum accrual

SICK LEAVE (continued)

- d. How soon after appointment may it be used
- e. At what rate may it be utilized
 - (1) Day
 - (2) Half-Day
 - (3) Hour
 - (4) Other
- f. For what may it be utilized
 - (1) Personal illness
 - (2) Whether permitted for doctor or dentist visit
 - (3) Illness in family
 - (a) Define family
 - (b) To what extent authorized
 - (4) Maternity leave
- g. When is a doctor's note required
- h. When may a doctor's examination be required
- i. Return after extensive sick leave
 - (1) Physical examination
 - (2) Doctor's statement
 - (a) When may return
 - (b) What work may be performed
 - (c) When may full schedule be resumed
- j. Policy for hourly-rate temporary and per diem staff

15. ANNUAL LEAVE

- a. How does it accrue
 - (1) Per month
 - (2) Specific amount allowed per year
 - (3) Per pay period
 - (4) Other
- b. How is accrued amount made known to employee and how often
- c. Does accrual vary
 - (1) By Classification
 - (2) By length of service
 - (3) Other
- d. What is maximum accrual
 - (1) Per year
 - (2) Carry over of following year
- e. How soon after appointment may it be used
- f. How much allotted for personal business
 - (1) Define personal business
 - (2) Indicate number of consecutive days authorized
- g. Procedure for requesting
 - (1) Vacation
 - (2) Personal business leave

16. OTHER LEAVE WITH PAY

(Specify which are considered "work time" rather than other leave with pay)

- a. Military leave *
- b. Civil Service examination
- c. Jury duty
- d. Subpoenaed court appearance
 - (1) If personally interested or involved
 - (2) If no personal involvement
- e. Death in family
 - (1) Number of days allowed
 - (2) Define family precisely
- f. Occupational disease or injury
- g. Quarantine
- h. Civil Defense drills
- i. Conference and meeting attendance
 - (1) Authorized attendance
 - (2) As member of professional association
 - (3) As union steward and/or member of bargaining team
 - (4) Grievance
 - (a) Preparation time
 - (b) Grievance hearing
 - (c) Arbitration hearing
- j. Policy for hourly-rate temporary and per diem staff

* Public libraries must grant up to 30 days leave with pay per year not chargeable to other leave credits for members of the national guard or armed forces reserve units for ordered military duty.

17. LEAVE WITHOUT PAY

- a. Maternity leave - Regulations need to be explained clearly, (can also be paid.)
- b. Armed forces (enlistment or draft) *
- c. Conference and meeting attendance
- d. Personal illness
- e. Other

* All public libraries must grant leave of absence for period of armed service.

18. INSURANCE

- a. Travel when on business
- b. Bonding

19. HEALTH INSURANCE

- a. To whom available
 - (1) Define family members eligible
- c. Types offered
- c. Where information available **
- d. Payment
 - (1) Withheld from salary - amount; voluntary or involuntary
 - (2) Percent paid by employer
- e. Termination of coverage and conversions
 - (1) Voluntary or involuntary termination of employment
 - (2) Unpaid leave
 - (3) Retirement
- f. Relationship of Medicare on reaching age 65

** Health insurance information is too voluminous to include in a personnel manual. A staff officer is usually assigned to interpret programs, aided by the health insurance booklet "Health Insurance for New York State Employees and Employees of Local Subdivisions in New York State"; or whatever other printed materials are made available where library has some other health insurance plan.

20. DISABILITY BENEFITS

21. RETIREMENT AND SOCIAL SECURITY

- a. Coverage - any choice of retirement system available?
 - (1) Mandatory for certain employees
 - (2) Voluntary for certain employees - any limitations
 - (3) Exclusions
- b. Employer contribution
- c. Employee contribution, if any
- d. Minimum and mandatory retirement age
- e. Vested rights
- f. Disability retirement

RETIREMENT AND SOCIAL SECURITY (continued)

g. Where information available ***

*** Retirement system information is too voluminous to include in a personnel manual. A staff officer is usually assigned to interpret options, aided by the retirement system booklet "Your Future Secured". A Retirement System Representative is scheduled to appear in various cities and towns throughout the State on specific days for persons to visit in person to obtain information, if this is preferred.

22. EMPLOYMENT AFTER RETIREMENT

- a. Same agency
- b. Different agency
- c. Private (non-government related) employment
- d. Not to exceed social security exemption

23. UNEMPLOYMENT INSURANCE (Employer's Registration Code)

24. APPOINTMENT OF STAFF

- a. How recruited or selected
- b. Civil Service requirements *
- c. List of classifications
 - (1) Include as separate sheet
 - (2) Update and replace as necessary
- d. Temporary appointments
 - (1) Requirements
 - (2) Which benefits apply
- e. Hourly-rate appointments
 - (1) Straight pay or sliding scale
 - (2) Benefits or no benefits

* Does not apply to Association Libraries

25. DEVELOPMENT AND TRAINING OF STAFF

- a. Introduction of new employees
 - (1) Orientation session or program
 - (2) Job descriptions
 - (a) Within classifications
 - (b) Where available (not in manual)

DEVELOPMENT AND TRAINING OF STAFF (continued)

- b. On-the-job training
 - (1) By supervisor
 - (2) Availability of procedure manual
- c. Work shops and staff meetings
- d. Formalized training in library
- e. Outside training
 - (1) To whom available
 - (2) Costs of training paid by
 - (a) Employee
 - (b) Library
 - (c) Jointly
 - (3) With or without pay
 - (4) Length of period authorized
- f. Professional meetings/conferences
 - (1) To whom available
 - (2) With or without pay (see 16 or 17)
 - (3) Cost borne by
 - (a) Employee
 - (b) Library
 - (c) Jointly
 - (4) Limits on number attended

26. PERFORMANCE EVALUATION

- a. Purpose of evaluation
 - (1) Employee progress
 - (2) Areas for improvement/further training
 - (3) Right person for right job
 - (4) Discern future leaders
 - (5) Keep employee advised of "how (he) is doing"
- b. Who is evaluated
 - (1) Regular staff
 - (2) Hourly-rate staff
 - (3) Temporary staff
- c. How often evaluated
- d. By whom evaluated
 - (1) Direct supervisor
 - (2) Agency head
 - (3) Other
- e. Type of evaluation
 - (1) Formal
 - (2) Informal
 - (3) Written
 - (4) Verbal

PERFORMANCE EVALUATION (continued)

- f. Internal processing of evaluation record
- g. Appeal of evaluation
- h. Unsatisfactory rating -- consequences
 - (1) First unsatisfactory rating
 - (2) Second unsatisfactory rating
 - (3) Other
 - (a) Loss of Increment
 - (b) Disciplinary action
 - (c) Reassignment

27. GRIEVANCE PROCEDURE

- a. Procedure for employee to follow
 - (1) More than one procedure?
 - (2) If so, basis for knowing which is to be followed
- b. Review and decision or resolution
 - (1) Immediate supervisor
 - (2) Division head
 - (3) Department head
 - (4) Director
 - (5) Board of Trustees
 - (6) Other

28. STAFF OBLIGATIONS

- a. Dress and manner
- b. Attitude toward public
 - (1) Within library
 - (2) Outside library
- c. Relationship with other staff
 - (1) Courtesy
 - (2) Cooperation
- d. Work performance
 - (1) Full day's work
 - (2) Best Performance possible
 - (3) Increased skills to warrant salary increments
- e. Conduct
 - (1) Conflict of interest in individual business dealings
 - (2) Outside employment

29. STAFF PRIVILEGES

- a. Staff quarters
 - (1) Facilities available
 - (2) Food storage
 - (a) Amount per staff
 - (b) Length of time
 - (3) Sharing of costs
 - (4) Revenue from vending machines
 - (5) Cleanliness of area
 - (6) Rights of others
- b. Parking
 - (1) Location of assigned spaces
 - (2) Cost to employee (if any)
- c. Book purchasing or binding
- d. Loan of library materials
- e. Availability of professional materials
- f. Other

30. TERMINATION OF SERVICES

- a. Resignation
 - (1) Written notice directed to whom
 - (2) Time of notice requested
 - (a) Clerical
 - (b) Librarian
 - (c) Other
 - (3) Penalty for failure to notify, if any
 - (a) Loss of accrual pay
 - (b) Other
- b. Retirement
 - (1) When may it occur
 - (a) Vested rights
 - (b) Disability retirement
 - (2) Notification to employer
 - (3) Mandatory retirement age
 - (4) Notification to employee -- when
 - (5) Terminal leave pay
- c. Dismissal
 - (1) For incompetency or unfitness
 - (a) After unsatisfactory rating
 - (b) After warning
 - (c) After probation
 - (d) Opportunity for hearing
 - (e) Mechanics of termination
 - (2) For cause

TERMINATION OF SERVICES (continued)

d. Separation for financial exigency or discontinuance of an activity.

- (1) Order of separation
 - (a) Classification with least service
 - (b) Other
- (2) Earliest possible notice to individual

31. STAFF QUESTIONS AND PROBLEMS

a. Whom to see

- (1) Immediate supervisor
- (2) Other

b. Role of Personnel Officer and Supervisor



American Library Association

MEMORANDUM

To: Mr. Gerald M. Born, Executive Secretary, PLA
Mr. Andrew Hansen, Executive Secretary, ALTA Date: October 10, 1975

From: Robert Wedgeworth, Executive Director, ALA, and Chairperson, SCMAI

Re: Proposed personnel guidelines project

Attached are lists of the librarians and trustees who have served on the Program of Action fact-finding teams, and copies of the published SCMAI reports regarding cases involving public libraries.

If you believe it would be of assistance to have a member of SCMAI attend the Midwinter division board meeting at which the need for more explicit guidelines in some areas of public library personnel policies and practices is discussed, please let us know. We will be glad to have a member of the Committee attend at the board's convenience.

RW:em
attc.



American Library Association

MEMORANDUM

To: Robert Wedgeworth, Executive Director, ALA and SCMAI Chairperson
Date: October 27, 1975

From: Gerald M. Born, Executive Secretary, PLA

Re: Proposed Personnel Guidelines Project.

Thank you for the list of librarians and trustees who have served on SCMAI's Program of Action Fact-finding teams and copies of the published SCMAI reports regarding cases involving public libraries.

Dorothy Sinclair, President of PLA and I have discussed the SCMAI request for the development of personnel guidelines. Although, she thinks that the basic responsibility is that of ALTA, she is sure that the Executive Board of PLA will be interested in lending its support to their development. Since the Ohio Library Association has just adopted such guidelines her experience should prove most useful.

It would be very helpful if a member of SCMAI, preferably yourself, could appear at a PLA Board meeting to detail the scope of the problem, SCMAI's expectations as to what they might accomplish, and the type of program envisioned to encourage their adoption and use. The Board meets on Monday and Thursday from 2:00 p.m. to 6:00 p.m.

GMB/lag

cc: D. Sinclair
A. Hansen
R. Frame

PUBLIC LIBRARY ASSOCIATION
 Estimated Budget 1976-77

Exhibit VI

Department 301 PLA - Public Library Association

				Actual	Budgeted	Estimated
				1974-75	1975-76	1976-77
<u>REVENUES</u>						
<u>Line</u>	<u>Rev. Code</u>	<u>Act. Code</u>	<u>Description</u>			
			Beginning Balance 9/1/76			750.00
1	311	01	Membership Dues - Personal	-0-	40,913.00	44,535.00
2	313	01	Membership Dues - Organizational	-0-	4,589.00	6,267.00
3	319	01	Other	-0-	3,969.00	3,800.00
			Subtotal	-0+	49,471.00	55,352.00
<u>Published Materials</u>						
4	329	02	Other	160.70	1,800.00	1,800.00
			Subtotal	160.70	1,800.00	1,800.00
<u>Specially Funded Project</u>						
5	341	04	Project Income	186.00	4,850.00	-----*
			Subtotal	186.00	4,850.00	
<u>Other Revenues</u>						
6	355	05	General Funds Subsidy	-0-	750.00	-----**
			Other	-0-	850.00	4,118.00***
			Subtotal	346.70	57,721.00	61,270.00

+ Dues were recorded only after new dues schedule was adopted in 1974.

* Pending outcome of funding of proposed PLA projects.

** Pending approval of final PLA budget.

*** Subsidy may be needed from ALA General Funds to support projected budget, should additional revenue not be forthcoming.

Department 301 - Public Library Association (Cont.)

EXPENDITURES

<u>Line</u>	<u>Act. Code</u>	<u>Exp. Code</u>	<u>Description</u>	<u>Actual 1974-75</u>	<u>Budgeted 1975-76</u>	<u>Estimated 1976-77</u>
<u>Salaries, Wages & Other</u>						
1	11	11	Prof. & Admin. Salaries	23,854.00	25,050.00	26,050.00
2	11	12	Secretarial & Clerical Salaries	13,812.87	11,754.00	12,500.00
3	11	13	Overtime	473.69	200.00	200.00
4	11	14	Temporary Personnel	-0-	100.00	200.00
5	11	15	Benefits	<u>4,071.11</u>	<u>4,311.00</u>	<u>5,000.00</u>
			Subtotal	42,211.67	41,415.00	43,950.00
<u>Operating Expenses</u>						
6	12	24	Operating Supplies	109.60	250.00	300.00
7	12	25	Postage	168.97	340.00	500.00
8	12	26	Travel	484.84	500.00	500.00
9	12	27	Telephone & Telegraph	509.50	600.00	600.00
10	12	28	Printing & Duplicating	<u>592.95</u>	<u>1,000.00</u>	<u>1,000.00</u>
			Subtotal	1,865.86	2,690.00	2,900.00
<u>Miscellaneous Expense</u>						
11	16	64	Equipment	<u>23.49</u>	<u>150.00</u>	<u>750.00</u>
			Subtotal	23.49	150.00	750.00
<u>Dissemination of Information Newsletter</u>						
12	22	25	Postage	1,919.78	2,800.00	3,080.00
13	22	27	Telephone & Telegraph	27.31	100.00	100.00
14	22	28	Printing & Duplicating	3,846.00	4,696.00	5,470.00
15	22	72	Central Production Unit	173.18	620.00	720.00
16	22	73	Data Processing	<u>-0-</u>	<u>300.00</u>	<u>300.00</u>
			Subtotal	5,966.27	8,516.00	9,670.00

Department 301 - Public Library Association (Cont.)

<u>Line</u>	<u>Act. Code</u>	<u>Exp. Code</u>	<u>Description</u>	<u>Actual 1974-75</u>	<u>Budgeted 1975-76</u>	<u>Estimated 1976-77</u>
<u>Division President's Expenses</u>						
17	23	29	Other	200.00	200.00	
			Subtotal	200.00	200.00	
<u>Relations with Other Associations</u>						
18	24	29	Other	259.05	500.00	500.00
			Subtotal	259.05	500.00	500.00
<u>Committee Expenses</u>						
19	25	29	Other	225.94	250.00	250.00
			Subtotal	225.94	250.00	250.00
<u>Goals, Guidelines & Standards Comm.</u>						
20	42	25	Postage	84.95	150.00	150.00
21	42	26	Travel	100.00	100.00	100.00
22	42	27	Telephone & Telegraph	-0-	50.00	50.00
24	42	69	Other			
			Subtotal	184.95	500.00	500.00
<u>Armed Forces Librarians Section</u>						
25	43	26	Travel	-0-	200.00	500.00
26	43	27	Telephone & Telegraph	-0-	150.00	150.00
27	43	54	Awards	-0-	60.00	60.00
28	43	73	Data Processing	-0-	30.00	30.00
			Subtotal	-0-	440.00	440.00
<u>Membership Promotion Committee</u>						
29	44	25	Postage	-0-	300.00	300.00
30	44	26	Travel	-0-	150.00	150.00
31	44	27	Telephone & Telegraph	-0-	200.00	200.00

Department 301 - Public Library Association (Cont.)

<u>Line</u>	<u>Act. Code</u>	<u>Exp. Code</u>	<u>Description</u>	<u>Actual 1974-75</u>	<u>Budgeted 1975-76</u>	<u>Estimated 1976-77</u>
32	44	28	Printing & Duplicating	-0-	750.00	750.00
33	44	73	Data Processing	-0-	100.00	100.00
			Subtotal	-0-	1,500.00	1,500.00
			<u>PLA Reporter</u>			
24	45	14	Temporary Personnel	237.00	500.00	500.00
35	45	24	Operating Supplies	41.20	50.00	50.00
36	45	28	Printing & Duplicating	-0-	50.00	50.00
			Subtotal	278.20	600.00	600.00
			<u>Direct Charges from Service Dept.</u>			
37	71	73	Data Processing	36.00	210.00	210.00
			Subtotal	36.00	210.00	210.00
			Grand Total	\$51,251.41	\$56,971.00	\$61,270.00

ALA DUES SCHEDULE TRANSITION

In general, divisions of the Association will be expected to assume financial responsibility for division staff and division program activities, including division publications within the restrictions set by division income projections for the appropriate fiscal year, as approved by the ALA Executive Board. In turn, the general Association budget will assume financial responsibility for the following services, at no charge to the divisions:

MEMORANDUM

January 5, 1976

TO: ALA COUNCIL
FROM: ALA Executive Board
RE: ALA Dues Schedule Transition guidelines

On January 22, 1975 the Council approved ALA Dues Schedule Transition (guidelines for 1975-76) in order to facilitate an orderly adjustment to the requirements of the ALA personal dues structure adopted by the ALA membership in 1974.

Attached is a copy of the above guidelines, with changes as needed for the 1976-77 fiscal year.

Material to be deleted is in [brackets].

Material to be added is in *italics*.

RRF:em
attc.

ALA DUES SCHEDULE TRANSITION

In general, divisions of the Association will be expected to assume financial responsibility for division staff and division program activities, including division publications within the limitations set by division income projections for the appropriate fiscal year, as approved by the ALA Executive Board. In turn, the general Association budget will assume financial responsibility for the following services, at no charge to the divisions:

OFFICE SPACE

Office space will be provided to divisions. There will be no charge assessed for space in ALA owned buildings (within approximately the square footage now available to each division) nor for utilities (as heat, light, water, janitorial services). [Any expansion necessitating a substantial increase in space will be negotiated. Space will be allocated on an equitable basis in the new building, based upon the space planner's recommendations from studies on work flow, number of personnel, storage space needed, etc.] *Space will be allocated on an equitable basis, based upon studies of workflow, number of personnel and storage space needed.*

ADMINISTRATIVE SERVICES AND SUPPLIES

Divisions will continue to receive at no charge services of the Administrative Services department. This will include switchboard and receptionist services, local telephone service, purchasing, shipping and receiving, mail services, and warehouse space and service. Divisions will continue to be charged for printing and duplicating services on an actual use basis. Postage for mailings of letters or packages where postage is in excess of \$1.00, and for bulk or special handling mailings, will be charged to the division. Normal, miscellaneous, daily mail postage other than the above will not be charged to a division.

Regular office supplies (those supplies presently available in the open stock room as pencils, pens, carbon paper, envelopes, work pads, staplers, etc.) will continue to be supplied to divisions at no charge to the division. Large quantities of general office supplies for special projects are charged to the division. Any office supply item not normally carried in open stock will be charged to the division.

Furnishings and equipment now used by ALA divisions are the property of ALA. Anticipated furniture and equipment needs should be submitted to administrative services as part of the budget preparation and process. ALA general funds will be charged for such equipment and furnishings as approved within the general budget. If a division purchases equipment or furnishings from the division funds, that equipment must meet ALA standards and becomes the property of that division. (Standardization in respect to supplier generally is economical because of maintenance contracts, etc.).

FISCAL SERVICES

Routine fiscal and membership services will be provided to each division with no charge. Fiscal Services, including division accounting, computerized performance reports, payroll and related services, assistance with budget preparation, travel advances and accounting for air travel, and credit cards will be furnished to each division at no charge. Special project accounting will be provided with the cost reimbursed to ALA via indirect cost recoveries, which will be included as a project charge.

The ALA Accounting Office, in cooperation with the Personnel Office and the Data Processing Department, will administer payroll, payroll deduction, fringe benefit and related tax matters for the employees of all divisions with no charge to the divisions for these services.

CONFERENCE SERVICES

Divisions will continue to receive services of the Conference Arrangements Office at no charge. Grants to each division to assist with conference program costs will be made within the availability of funds.

MEMBERSHIP, SUBSCRIPTION AND ORDER SERVICES

Membership, Subscription, and Order Services will be provided to each division at no charge; and the Public Information Office services, which are intended to promote membership, will be provided at no charge other than the actual cost of promotional material. Data Processing charges will be assessed for items requested such as mailing labels, lists of members, and related data.

PERSONNEL

All ALA employees will continue to operate under the general administration of the Executive Director in accordance with the ALA Personnel Policies and Procedures.

The ALA Personnel Office will assist in recruiting, testing, and orienting all new employees. The ALA Personnel Office will also maintain all employment records. The Executive Director and Deputy Executive Director will continue to recruit and interview prospective executive secretaries of divisions under the general guidelines, suggestions, and requests of division boards and will employ such persons only with the approval of the appropriate division officers.

All employees of each division will be compensated (salary and benefits) from the appropriate division's funds. Termination pay for unused vacation of retirees and others leaving ALA employ will be paid from general ALA funds during the transitional period; thereafter, a central

fund for this purpose will be maintained from charges to be made against each unit's expense budget, probably in the form of a small percentage to be applied to the salaries of all ALA units.

DIVISION BUDGETS AND INCOME

[Budget ceilings of divisions will be determined by the funds estimated from the number of personal members as of March 15 preceding the new fiscal year, plus the estimated funds from organization dues as noted below, plus seminar or other such special uncommitted funds on hand as of March 15 preceding the new fiscal year.

The periodicals of a division, including all distribution costs, will be considered a program activity of the division to be supported within the division budget ceiling including any income derived from such publication.

The credit to a division from each personal member's dues is normally \$15. If special introductory membership offers are made which alter the dues received, the pertinent division will receive an equitable % of the membership fee. (For instance, \$15 is 30% of the dues regularly received for a personal member with membership in one division. If a special introductory offer of \$35 for membership including one division were used, the division would receive \$10.50, or 30% of \$35.)

The 1974-75 general funds budget has 28.8% allocated to divisions. 28.8% of the 1975 Organization Membership dues which have been received by March 15, 1975 will be allocated to assist divisions in 1975-76 budgets. It is anticipated that of this amount, approximately 20% will be reserved to assist small divisions needing special support, 50% will be allocated to all divisions on the basis of their Organization memberships as of March 15, 1975, and 30% will be allocated to the 7 divisions which publish journals, allocation based upon their organization memberships. A similar approach will be used in developing the 1976-77 budget.

Unexpended balances of a division's budget will be carried over for the division's use the following year.

Emergency and unexpected deficits in a division's expenditures for the year will be carried over into the next year's division funds. Examples of such emergencies and unexpected deficits would be an unanticipated, substantial rise in costs of paper or mailing, or a major loss of subscriptions to a division periodical or deficits from seminars, institutes and preconferences.]

Division Budget ceilings will be determined by the total of funds estimated from the following:

1. Number of personal members as of August 31 preceding the budget preparation (as of August 31, 1975 for the 1976-77 budget year) times the fee applicable.*
2. Plus allocation of organization dues income.**
3. Plus surplus or minus deficit from current year's budget as projected on 2-28.
4. Plus uncommitted funds from royalties, publishing activities, seminars, institutes, or gifts, if the activity or gift was 9-1-75 or later.

*The credit to a division from each personal member's dues is normally \$15. If special introductory membership offers are made which alter the dues received, the pertinent division will receive an equitable % of the membership fee. (For instance, \$15 is 30% of the dues regularly received for a personal member with membership in one division. If a special introductory offer of \$35 for membership including one division were used, the division would receive \$10.50, or 30% of \$35.)

Divisions shall be reimbursed for "free" continuing members and "free" division memberships for life members at the rate of \$6. (This sum is calculated on the basis of a 6% interest on a \$300 life member fee, or \$18. General ALA funds receives \$6 and two divisions receive \$6 each.)

**For the fiscal year 1976-77, organization dues will be allocated to divisions on the following basis:

1. For journals, net cost per member, based on the 1974-75 actual costs, plus 6% to cover inflation, because journal costs vary widely each year and cannot be closely predicted;
2. For newsletters, net cost per member, based on 1975-76 budgeted costs, plus 6% to cover inflation, because newsletter costs can be predicted closely;
3. and \$2 per division organization member.

(It is estimated that the above formula will provide to divisions in 1976-77 approximately \$100,000 from organization dues. Divisions received approximately \$88,000 from organization dues in 1975-76. N.B. Calculations of number of members for budget planning purposes is based upon the previous August 31.)

Actual unexpended balances of a division at the end of the fiscal year will be retained by the division for use the following year. Income of the division in 1975-76 or 1976-77 which is greater than that anticipated in the budget estimates will reduce any general funds subsidy to that division anticipated for that year.

Expense over-runs and/or unexpected income deficits in a division for the year will be carried over into the next year's division funds. Examples would be an unanticipated, substantial rise in costs of paper or mailing expense, or a major loss of subscription income of a division periodical, or a deficit from a seminar, institute or preconference.

Subject to the availability of general funds in 1976-77, those divisions whose estimated income is inadequate to provide the level of support they received in 1975-76 will be subsidized from general funds at budget ceilings no greater than their 1975-76 budgets, plus normal increments for salaries and fringe benefits.

By Midwinter 1977, those divisions whose incomes indicate that further subsidy would be necessary for operation after August 31, 1977 should be prepared to present to Council (at the Midwinter 1977 Meeting) for ratification what course of action they recommend to resolve this problem. Such divisions may recommend merger with other divisions or formation of some other type of unit. (See ALA Bylaws, Art. VI, Sec. 1(b).)

SPECIAL PROJECTS

Special projects sponsored by ALA divisions will have indirect cost charges paid to ALA for general administration and supportive services at a rate of 20%. Each special project may be designed with reasonable reimbursement for direct costs to the division concerned as well as the general ALA indirect costs. Such direct cost reimbursements will be credited to the appropriate division budget. All indirect costs recovered by ALA for general administrative and supportive services will be credited to general ALA accounts.

SEMINARS, INSTITUTES AND PRECONFERENCES

[Seminars, institutes and preconferences sponsored by ALA divisions must be self-supporting. All direct and indirect costs must be deducted from the revenues before consideration can be given to the disposition of any surplus. Surplus funds generated by such seminars, institutes or preconferences may be retained by the sponsoring divisions.]

Although seminars, institutes and preconferences must be self-supporting the Association recognizes these activities as a means of carrying important programs to the field by reducing the indirect costs charges assessed to them. The indirect administrative charge for programs of this type will be 13% of all costs excluding meal functions. For those seminars, institutes, and preconferences which are sponsored but not managed by ALA and in which all direct administrative responsibility for the program is contracted for with some other agency the ALA indirect administrative charge will be 2% of total costs excluding meal functions. It should be understood that the ultimate responsibility for all ALA activities rests with ALA as a whole and therefore the indirect costs are based upon estimates of normal levels of administrative oversight attendant to that responsibility. Given present division staffing levels these activities should not be considered as sources for generating substantial surplus funds. However, the fees for these programs should be set at levels which will pay all costs for the programs as well as enable the Association to plan future programs of a similar nature. All direct and indirect costs must be deducted from revenues prior to any disposition of surplus funds. Surplus funds generated from seminars, institutes and preconferences will be credited to the sponsoring division. Any deficits from these programs will be borne by the division.

CONFERENCE MEAL FUNCTIONS

Conference meal functions are planned as self-supporting activities. Ticket charges should be set at levels which pay costs of the meal, plus gratuities, plus other major costs associated with the function. Such meal functions should not be viewed as substantial surplus fund-generating activities. It is recommended that no more than 15% of the estimated costs be added to the ticket charge to cover unexpected costs and refunds. Deficits and surpluses for conference meal functions are conference funds.

RESPONSE TO PLA JOURNAL QUESTIONNAIRE

YES 25

- 21 State of the Art
 5 Annotated Bibliographies
 21 Innovative public library programs
 12 Printed texts of speeches
 8 In-depth coverage of Association happenings
 Other:
 Job openings
 Reprint other articles
 Good speakers for workshops
 Successful programs at state level meetings
 Special administrative opportunities
 Pro and Con articles on various programs and services of
 public libraries.
 Research
 Intertype-library cooperation
 Articles on kooky patrons
 How to deal with problem patrons
 Loss of books
 Coping with smaller budgets and staffs
 Problems of small libraries

Bibliography Suggestions:

- Special services
 Card catalog use
 Research in public library use
 Measurement of service
 ABE in graded levels
 Materials for inmates of local correctional institutions
 Consumer education
 Business information resources
 I and R
 Intertype library Cooperation
 Cable TV
 Service to Indians
 Authentic ethnic literature for each grade level and ethnic
 group.

NO 10

- 7 Find in other journals
 More frequent newsletters with articles on state of the Art and
 innovative programs.