



# MPLA

NEWSLETTER

Official Publication of the  
Mountain Plains  
Library Association

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## The Denver Library's Customer Service Focus: Bringing About Change That Makes A Difference

Customer service is much more than a concept or philosophy at the Denver Public Library. As one librarian recently said, "Customer service is a way of life."

Delivering sound customer service logically appears to go hand-in-hand with what public libraries do best – provide books and information to library users. However, the customer service focus of the Denver Public Library, which went into effect in 1987, was emphatic: no aspect of the Denver Public Library's day-to-day business was more important than serving the customer.

Following the development of the "Customer Service Guidebook," which clearly outlined the relationship of the staff to the customer, every staff member received training and viewed video tapes which focused on customer service and telephone service.

Now, looking back, City Librarian Rick Ashton said, "It's made a difference in the health of the organization, in the lives of people working in the organization, and it's made a difference in the community."

Further, he noted, "The confidence level of our customers and the confidence and energy levels of staff have improved."

### *A historical view*

The problem was not that the Denver Public Library was failing to provide good public service to those who use the Library.

Instead, the concept grew from the reality that with the budget cuts

*Please turn to page two*

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online catalog and circulation system. Will also teach some courses in an undergraduate library science minor, participate in a four-person reference desk rotation, and do DIALOG searches.

Qualifications: ALA/MLS plus experience.

Send letter of application, resume, undergraduate and graduate transcripts, and three original letters of reference to: Darryl Podoll, Library Director, Valley City State University, Valley City, ND 58072.

EO/AA employer.

Deadline: November 30

### **Library Director**

\$30,000 and up.

Missoula (MT) Public Library Forward-looking library, located in a scenic university community, is in the process of automating. Person selected will serve as director and as regional federation coordinator.

Qualifications: Community-

oriented person with 5 years progressively responsible experience in library work including 3 years in an administrative or supervisory capacity. ALA/MLS. Strong administrative and leadership skills.

Submit letter of application, resume, official transcripts and names of 3 professional references to: Chairperson, Library Search Committee, Department of Personnel and Labor Relations, 200 West Broadway, Missoula, MT 59802. 406-721-5700. FAX: 406-721-4043.

EEO/AA employer.

Deadline: January 15, 1990

### **Assistant Catalog Librarian**

\$20,000-21,500

South Dakota State University  
Open: April 1, 1990

Faculty position responsible for providing bibliographic control of monographic titles, series, and other materials through cataloging and classification consistent with AACR2 and LC MARC

formats; utilizing OCLC in the cataloging of materials and inputting of bibliographic records into library's OPAC (PALS) system; original cataloging when necessary; providing reference service as scheduled.

Qualifications: ALA/MLS; working knowledge of OCLC, AACR2, Dewey and LC classification; demonstrated ability to communicate effectively; one year of professional cataloging experience; reading knowledge of a modern foreign language. Desired: one or more years experience in original cataloging or specialized cataloging of nonprint materials and second Master's degree.

Send letter of application with resume, transcripts, and three recent letters of recommendation to: Mrs. B.J. Kim, H.M. Briggs Library, Box 2115, South Dakota State University, Brookings, SD 57007.

EEO/AA employer

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## **Publication Statement**

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ing new Library products, such as the plan on the drawing board to improve business services to customers, also can come from marketing studies.

"It's essential to know when to use what tools," Walters said, adding, "It's essential that we really understand what the customer needs and how we can measure success."

#### *Customer suggestions*

One way of measuring how well Denver Public Library is doing with the customer service focus has come with the implementation of customer suggestion cards.

Rich Patton, assistant to the City Librarian, said the program seeks feedback from customers on the quality of customer service in addition to inviting customers to offer suggestions.

Patton spearheads the customer suggestion program. An essential part of the program is to respond to everyone who has filled out a card. The forms are available at every public desk at the Central Library and in each of the system's 21 branch or neighborhood libraries.

Of the hundreds of cards which have been received since the program started earlier this year, Patton said over half are comments about direct service that concern staff members, often by name.

It's not unusual to read comments such as the staff at a particular library are "tops," or "You have an extremely helpful staff," or "You're doing great," or "I think you're doing a wonderful job and I, for one,

couldn't live without your fine Library."

Staff members are frequently referred to as courteous, intelligent, considerate, and knowledgeable. One customer wrote, "The all too-often-true adage about government workers' inefficient work and uncaring attitudes and lack of knowledge about the job is not borne out here."

Another customer complained about the noise level and clattering of shoes across the floor at the Central Library, expressing shock and then surprise when people didn't 'hush' as she asked. To this, Central Library Director Linda Cumming wrote back, "Indeed, libraries have changed a lot in the last 20 years. Computerization and the increased public demand for information have made libraries into bustling, busy information centers. It is impossible to answer over 500,000 information requests each year without making noise."

This comment, as are all customer suggestion comments, was welcomed. The individual who took the time to complete the suggestion form was thanked for her interest and for expressing her concerns.

Sometimes, Patton said, a customer suggestion card includes a complaint about service or facilities. These comments are followed up to examine potential solutions.

Some of the customer suggestions cannot be implemented immediately, such as the request from the user who

prefers the Library open its doors three hours earlier each day. The several customers who requested adding a coffee shop were told in written responses that the Central Library's serious space problems can't accommodate a public lounge or restaurant at this time.

However, Patton said, dozens of requests received from customers have resulted in change throughout the system.

One of the most popular requests is to acquire new books or magazine titles. "We route the book requests to Collection Development and most titles, in fact, are then purchased. Magazine requests are more difficult because they are based on annual subscriptions and therefore are generally evaluated only once a year," Patton said.

In response to customers, samples of the changes that have been made include: the front doors at the Central Library which were difficult for senior citizens and handicapped individuals to open have been replaced; receipts are given upon request when a customer pays fines for overdue materials; the book drops at most libraries are now kept open 24 hours a day, not just at night; the method of inserting date due stickers in books is being revised; and new carpet was installed at a branch library.

Patton said the customer suggestion forms are a unique part of the Library's customer service concept. "I don't know of any public library that uses this program to the extent the Denver

Public Library does. We're going straight to the customer to find out what they want. And, remember, we respond to every suggestion that customers make. We take this very seriously," he noted.

#### *Empowering the staff*

The Library's customer service approach allows the staff to deliver the best service, according to Senior Librarian Wayne Coffey, who works in the Business, Science and Government Publications Department at the Central Library.

"This approach indicates to me that management is concerned about customer service. It provides a tool to serve the customer that was, I believe, in direct relation to budget cuts," Coffey commented.

Issues that present themselves when dealing with the public include having the ability to interpret what the customer

wants. "Different people want different things and they'll ask in different ways. Sometimes they don't know how to ask," Coffey noted.

One aspect of the customer service policy that Coffey believes has been helpful in carrying out the thrust toward serving customers is the concept of informed judgement. Informed judgement simply allows staff members on all levels to make decisions they believe are appropriate.

City Librarian Rich Ashton refers to informed judgement as informed decision making. "It means that any staff member who comes in contact with a member of the public has sufficient information to serve the customer to the limits of the staff member's knowledge."

Further, stressing that staff members use informed judgement fulfills the customer's

expectation that anyone in the Library is able to help.

From the staff perspective, Coffey said, the informed judgement concept empowers staff members. "This helps us do more with less staff because our opinions count more."

#### *Measures of success*

Library Commission President Laura Christensen said there is no doubt that the customer service approach is working.

"We're doing remarkably well. The Library is not only responding better to the public, but the public is responding quite well to the Library," she commented.

Also, Christensen noted, the statistical measures of success are increasing and "the main reason is customer service."

Rich Patton said direct results of the Library's focus on customer service can be

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measured in the increasing circulation trends. Statistics have increased steadily since 1986 and so far this year are approximately four percent above the 1987 level of 3.1 million items.

Another success indicator has been the reorganization of the shelving and delivery unit which now allows materials to be delivered to customers from one branch to another in a 12-to

24-hour turnaround time.

And, finally, even though the Denver Public Library opened its doors more hours beginning in 1986 with less staff and less resources, the public continues to request additional public hours.

The Denver Public Library's attitude to reach out and respond to each customer efficiently and effectively is, as City Librarian Rick Ashton said,

an ongoing, continuing process. One thing is certain, Ashton noted. "Customer service? When you do it well, people notice."

*Written by Sally Hekkers.  
Reprinted with permission from Viewpoint, November-December, 1988, a bimonthly publication of the Denver Public Library.*

## CALL FOR PAPERS

### Joint MPLA/ULA Conference

May 2-5, 1990  
Red Lion Hotel  
Salt Lake City, Utah

The Academic Section is sponsoring the fifth annual Research Forum. The Section invites abstracts for papers to be read on any area of research related to academic libraries and librarians.

#### ABSTRACT GUIDELINES:

- Include a title page that provides the title of the presentation, name of author(s), address and telephone number.
- Include a typed abstract of no more than one single spaced page. Use only the title of the presentation on this page for identification.
- Abstracts should be mailed to Randy Olsen, 3080 HBLL, Brigham Young University, Provo, UT 84602.
- Deadline for abstracts is December 15, 1989. Notification of acceptance will be mailed by January 5, 1990.
- Deadline for final text of papers is March 2, 1990.

Papers will be published in conference proceedings and indexed in Library Literature.



# Mountain Plains Library Association



## CE Grant Availability

The MPLA Continuing Education Committee has money to give away. Grants of up to \$500 are available to State Associations for pre-conference programs. If your state does not offer pre-conference programs, you can be awarded a grant for a presentation of comparable significance during your conference.

While planning your state

meeting, think about applying for a pre-conference grant. The application process is simple and the reward may be great. The deadline for spring awards is January 1; for fall 1990 awards it is May 1.

Application forms and guidelines can be obtained from Joe Edelen, MPLA Executive Secretary. Take advantage of this membership benefit.

## Professional Development Grants

As of October, the Professional Development Grants Committee has reviewed ten

grant applications and approved nine. One application submitted, but not approved, was withdrawn. Another approved project was cancelled. To date, the committee has approved \$3,559 in applications. The most recent grants approved are:

K. Albrethsen—ALA Preconference/Retro Conversion  
M. Coffin—MLS studies  
L. Connaway—Doctoral Program/Wisconsin-Madison  
M. Miller—Colorado Conference "Forward to Basics"

## JMRT May Change Name

With the pending name

## Professional Development Report: Judith Yeo

At the close of the term, August 9, 1989, I will have earned 24 credits toward the degree of Master's in Library Science. I requested the grant to help defray costs for this program. I attend the pre-session in Laramie, Wyoming, May 15 through June 3, 1989. I have attended both summer sessions at the University of Arizona from June 5 through August 9, 1989. I intend to finish this program through the University of Arizona during the summer of 1990.

The Master's in Library

Science degree will give me the credentials and confidence to be a "real" librarian. For the past two years I have served as the Literacy Coordinator for the Wyoming Alliance for Literacy with an office at the Wyoming State Library. Additionally, I have performed library activities at the State Library for nine years. However, in December, 1990, the grant under which I have worked, will lapse, and at that time, I will be a "Library Professional," searching for other library challenges and jobs.

One drawback to earning a degree at the University of Arizona during summer sessions is the extreme heat, and the distance from Wyoming! However, the classes are good and the people at the Graduate Library School are very supportive and encouraging. The students from all over the country with whom I have studied, cajoled, "sweated," commiserated, and celebrated will be friends for life.

Thank you for helping make this possible.

## Professional Development Assistance

Association members are encouraged to apply for grants, mini-grants, and international grants, all of which may be used for the following: formal college or university classroom work, independent study programs, attendance at workshops, conferences or seminars, or participation in any other activity that will benefit libraries and the library community in our region.

For more information see your Membership Information brochure or write: Joseph R. Edelen, Jr., MPLA Executive Secretary, c/o I.D. Weeks Library, University of South Dakota, Vermillion, SD 57069. 605/677-6082.

**Next Deadlines: November 10 & December 15**

change of ALA's Junior Members Round Table to New Members Round Table, MPLA's section will also be considering a change, though it is uncertain if it will follow the ALA lead.

### **Board Action—October 7, 1989**

Upcoming White House Conference planning in individual states prompted the Board to set in motion an effort to coordinate a regional position on White House Conference issues and to assist in Conference delegate preparation efforts. This was seen as a way of providing delegates with common concerns some advantage when negotiating with more organized east and west coast delegates. The motion read: "MPLA shall appoint an ad hoc committee to coordinate a MPLA regional position on WHCLIS issues and to coordinate the political involvement of MPLA area delegates for the specific purpose of developing a sane, proactive, visionary plan for effective information access by all citizens."

A motion was passed authorizing a letter to the Joint Committee on the Library requesting the Committee to direct the Library of Congress to withdraw its proposed licensing fee on MARC tapes.

Instructed MPLA president Kaup to advise member state associations of a request from the Oregon Library Association to work with them on a comprehensive effort to restore telephone directory distribution to libraries. The Board also asked

that, if possible, a special meeting be held at its Salt Lake City conference to discuss this issue.

Since the vote on approving Oklahoma Library Association membership in MPLA was done as part of a conference call, the Board officially ratified this with an enthusiastic round of applause welcoming OLA representative Bob Patterson to the meeting.

The Board voted to support the effort of ALA's Library and Information Technology Association to hold its Third National Conference in Denver, September 13-17, 1992.

President Jerry Kaup reported he had requested contributions toward Jobline operation from state libraries and state library associations. To date, \$300 in contributions has been received.

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## **Around the Region**

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### **Arizona**



#### **Center for the Book Inaugurated**

The Arizona Center for the Book will host its first public program on November 9. John Cole, Director of the Center for the Book at the Library of Congress, will formally introduce and inaugurate the Arizona Center. The program, entitled "Kids Listen to Richard Peck," will feature an address by the

popular author for young adults. (MPLA representative report)

### **Medical/Health Journal Exchange**

Arizona libraries that routinely weed, or deselect, medical/health journals have an opportunity to share these with others who may have a need for these publications. The Rural Health Office at the University of Arizona now coordinates a medical/health journal exchange which is beginning to be an important asset in delivering information to rural locations. (News release)

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## **Colorado**

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### **Make Your Own Book In A Day**

The Jefferson County Public Library offered four 3-hour workshops in June for young people who wanted to learn the craft of making books. Taught by a calligrapher and a book-binder from the staff, the workshops were open to young people age 10 or older "because the library feels that it is important for young people to learn about books from the inside out." A brief history of book-binding and papermaking was included, along with instructions for making paste papers and bindings. (Library Hotline, 6/26/89)

### **Censorship Fast Facts**

The Library Research Program at the Colorado State Library tracks a variety of library





## JOINT CONFERENCE "The Best for the Patron"

MAY 2-5, 1990 RED LION HOTEL, SALT LAKE CITY, UTAH

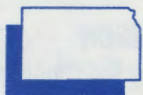
Watch the December *MPLA Newsletter* for preliminary information and the February 1990 issue for complete MPLA/ULA Conference program and registration information.

statistics and facts, especially as they relate to Colorado. "Fast Facts" is a frequent publication to share these research findings with libraries in the state. A February issue reported that Colorado's public libraries were the most censored in the U.S., according to reports tallied from the ALA Freedom of Information Newsletter. The April 17 issue of "Fast Facts" reports that, according to a report from People for the American Way entitled *Attacks on the Freedom to Learn 1987-88*, Colorado public schools are tied with those in Florida for the "most censored" distinction. The report reminds readers that the National Commission on Libraries and Information Sciences estimates that only 15 percent of censorship incidents are ever reported. Keith Lance is Director of the Library Research Program, Colorado State Library, 201 East Colfax, Denver, CO 80203. (SWIRLS, Summertime 1989)

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### Kansas

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#### Read A Million Pages

Clearwater Public Library's "Read A Million Pages" campaign has brought people into the library that have never been in before according to librarian Shirley Huddleston.

The goal of the campaign is to read a million pages of text from books. Clearwater readers have already reached about 380,000 pages. The campaign started on March 1. Readers of all ages are invited to stop by the library to sign their name, and record the number of pages they have read. Upon completion, there will be a party. (SCKLS SUN, June 1989)

#### Staff Development Board

The Topeka Public Library Staff Development Board has a heavy agenda this year. Once an advisory committee assisting the Personnel Director, it is now

on its own, organizing to serve the staff in orientation, training, and development..

The Board has the following responsibilities:

1. Planning and implementing "Project Accelerate," including organizing and conducting classes.
2. Orientation of new staff members.
3. Planning and conducting Staff Development Day.
4. Approving and monitoring all continuing education.
5. Developing a recognition program for outstanding staff service.

The State Development Board is composed of representatives of each position level held in the Library. (Tidbits, Summer 1989)

#### UK Libraries Receive Gift

University of Kansas alumni Nancy and Phillip Anchutz of Denver, CO, have contributed

\$6.5 million to establish a library endowment at the university. The endowment, which honors Phillip Anchutz's parents, will be used to purchase materials.

Anchutz, a Russell, KS native, is an investor in mineral resources, transportation and real estate. He graduated with a degree in business administration from KU in 1961, while his father attend the school in 1933. (KLA Newsletter, September 1989)

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## Montana



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### Act Providing State Aid to Public Libraries

State Aid for Libraries is a law!

That's the good news. The bad news is that only aid to Federations and interlibrary loan reimbursement are funded. BUT - the whole bill is now law. We won that fight. Now the battle continues for money to fund the other sections.

The Governor vetoed the line-item for direct reimbursement of State dollars to libraries, stating that "The shift from local to State financial support for local libraries . . . has not been demonstrated to be compelling." He said the multi-library cards were an unproven program when vetoing that item, and he vetoed an appropriation for administrative costs stating that these costs would not benefit the library user and should be absorbed with existing staff. (Library Focus, May/July 1989)

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## Nebraska



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### Science Resource Directory

A number of Nebraska libraries are being surveyed in order to evaluate science collection strengths. A Science Resources in Nebraska Libraries committee will use the survey to produce a science resource directory. The directory will be published and distributed by the Nebraska Library Commission. (NLC Communicator)

### NEON

NEON is the new name for the state database, consisting of more than three million records generated by Nebraska libraries who catalog through the Online Computer Library Center (OCLC). More than sixty public, academic, school, and special libraries contribute to this database, used to identify and locate Nebraska library holdings. (Overtones, August 1989)

### 16-State Literacy Conference

February 21-22, 1990 are the dates for the Nebraska Governor's Regional Conference on Literacy: A Better Life for Mid-America Through Networking. Invited will be state-level representatives from the areas of literacy providers and coordinators, state library agencies, corrections, social services, labor organizations, and other literacy support groups to compare notes on successful programs and to plan across

state lines. All eleven MPLA states are included plus Arkansas, Iowa, Minnesota, Missouri, and New Mexico. Barbara Bush is the invited keynote. (MPLA representative report)

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## Nevada



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### National Extension Service CD-ROM

The Life and Health Sciences Library at the University of Nevada-Reno has been chosen to be a test site for the national Extension Service CD-ROM project. The project is being coordinated through the University of Minnesota, which chose two sites in each of the 50 states. The information is full-text and the first disc will include the *USDA Food Preservation Handbook*, the *1989 Yearbook of Agriculture*, the *Agriculture Facts Book* and more. (MEMO, Sept. 1989)

### After Hours Searching

The University of Nevada-Reno Main Library announced it will continue its evening computer search service on Wednesdays between 7:00 and 9:00 pm. Computer searches can be requested on the BRS/After Dark service. The scope of these general interest databases covers a wide variety of disciplines: science, business and financial, education, medicine, new and current events, social sciences and humanities. There are now more than 100 databases that can be tapped at costs well below regular rates. Re-

quests will be taken on a walk-in basis, but appointments are preferred. The cost will be based on connect time - \$6.00 per quarter hour or fraction thereof. (MEMO, August 1989)

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## North Dakota



### ODIN

The Online Dakota Information Network (ODIN) using the UNISYS/PALS library automation system is progressing well among the colleges and universities. The University of North Dakota Chester Fritz Library serves as the host site for the ODIN system. Six academic libraries, Grand Forks Public Library, and the State Library (Bismarck) are at various stages of "site and user" ready. Valley City State University, Dickinson State University, and Mayville State University have received Title IID grants; in addition the ODIN network has received a Title IID grant of \$176,000. (MPLA representative report)

### Red Eye Reference

"Red Eye Reference" (named after the late night airplance flights of the same name) is a new LSCA-funded reference service offered by the Fargo Public Library to all residents of the state of North Dakota, particularly those persons living in rural areas with limited or no library services.

Using a toll-free number residents may call between 7 and 11 p.m. each evening, and be able to ask questions which will be answered by a profes-

sional librarian and an assistant. If a person calls during the day, an answering machine takes the call, and the "Red Eye" staff returns the call when they report to work. (MPLA representative report)

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## Oklahoma



### Telecommunications Network

Within this academic year, a telecommunication network utilizing both fiber-optic and microwave technology will be operational. Funded by the Oklahoma and State Regents for Higher Education (OSHRE), partially with Kellogg Foundation grant funds, the network will provide voice, data, and video transmission across the state, without cost to the user, to public and private institutions of higher education. Academic libraries in the state plan to use the system for data transmission, accessing the on-line OPAC databases of participating institutions. Initial participation will be consortial, including the following: OU, OSU and TU, sharing on-line access, as will three VTLS sites. NOTIS users are also likely to cluster. (MPLA representative report)

### Resource Sharing & Networking

A resource sharing task force of Oklahoma's research universities has been developing resource-sharing activities for shared faculty access, enhanced ILL (FAX, courier), and on-line networking/database building,

plus other cooperative systems and services (collection development, collection analysis, etc.)

A multi-type library standing committee of the Oklahoma Library Association has developed a series of automated networking recommendations.

The Oklahoma Department of Libraries has called together the principal state players (major university libraries, state historical society, etc.) to an organizational meeting, the goal of which is to draft a proposal to NEH to create a state-wide preservation program. (MPLA representatives report)

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## South Dakota



### Summer Reading Program for Handicapped

During the summer of 1989 South Dakota's State Library Handicapped Services offered a summer reading program for handicapped children. Future programs are planned due to the positive response to this summer's program. (MPLA representatives report)

### SD Challenges Colorado

Congratulations MPLA members! South Dakota and Colorado have tied for the lead in MPLA membership with over 90 from each state. Considering the librarian population pool, however, S.D. definitely sets the pace for involvement in the Mountain Plains Library Association. (Book Marks, July/August 1989)

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## Utah

### Utah Librarians Praise Their State At Convention

The Metropolitan Library Directors, a group made up primarily of library administrators from across the Salt Lake area, staffed a recruiting booth at the ALA convention in Dallas.

"We identified quality recruitment as a priority concern for providing top-notch library service in Utah and felt that the annual ALA convention with over 16,000 librarians in attendance would be an excellent event for getting the word out," said Merna Smith, Associate Director of the Main Library of the Salt Lake City Public Library System.

Librarians representing academic, public, school and special libraries promoted the variety of professional library positions and the high quality of life offered in Utah during the national convention. The group also sponsored a recent advertisement which appeared in *American Libraries*.

### Microfilm Losses Investigated

The FBI is investigating the disappearance of hundreds of microfilm reels of patents from a dozen university libraries, including one in the University of Utah, a newspaper reported.

Since mid-June, at least 886 microfilm reels of U.S. Patents have been reported missing, according to the Richmond News Leader. The stolen reels,

which contain microfilm of patents issued between 1968 and 1988, generally do not contain any of the same information.

Some librarians believe the thefts are part of a conspiracy to amass a 20-year collection of microfilmed information, even though such information is available at many libraries and can be purchased from a Connecticut company.

Libraries have suffered a collective loss of \$200,000, according to a bulletin from the Association of Research Libraries. (Deseret News, 8/7/89)

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## Wyoming

### More on UW/State Library Merger

The WLA Executive Board has endorsed specific areas of the legislature-mandated study on the feasibility of merging the University Library and the Wyoming State Library. Recommendations of interest are:

1. The University of Wyoming Libraries and the State Library **not** merge;
2. The State Library remain in Cheyenne as a government agency within the Executive Branch;
3. The space requirements of the State Library be reduced;
4. The State provide increased general funds for operations of the State Library to enable federal funds be directed to models, cooperative projects, and networks for libraries.
5. Services to state govern-

ment and libraries statewide be enhanced and maintained even as the State Library's roles change, and

6. The State Library continue development of the statewide database. (MPLA representative report)

### White House Conference Funding Refused

The Wyoming Library Association Executive Board has unanimously approved a recommendation to refuse federal funds to plan another White House Conference on Libraries, hoping to send a message to the Federal government that the money could better be utilized to supplement LSCA funding. (MPLA representative report)

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## MPLA Welcomes These New Members

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- Arizona State University Libraries, Tempe  
Sally Bullers, Missoula (MT)  
Public Library  
Nancy Busch, Nebraska Library Commission, Lincoln  
Colorado Dept. of Education  
Resource Center, Denver  
Therrin C. (Terry) Dahlin, Harold B. Lee Library, Brigham Young University, Provo, UT  
Educational Service Unit #7, Columbus, NE  
C. Elliott, University of Arizona College of Law Library, Tucson  
David Gunckel, Sierra Vista (AZ)  
Public Library  
Kelly Hell, University of North

Dakota-Williston Library,  
Williston

Janet Swan Hill, Norlin Library,  
University of Colorado,  
Boulder

Marilyn Hinshaw, Eastern  
Oklahoma District Library  
System, Muskogee

David Hornbeck, Jr., Marriott  
Library, University of Utah,  
Salt Lake City

Ann Johnston, Student, Brigham  
Young University, Orem, UT

Sandra Keist, Kansas Wesleyan  
University, Salina

Miriam I. Lyngholm, Dillon, MT

Mary Miller, Wachter Junior  
High School Library,  
Bismarck, ND

Oklahoma Library Association

Christine Painter, Bud Werner  
Memorial Library, Steamboat  
Springs, CO

Susan Paulson, Graduate  
Student, University of  
Arizona, Tucson

Lawrence Piersol, Trustee,  
Sioux Falls (SD) Public  
Library

Mary Sander, Eastern Oklahoma  
District Library System,  
Muskogee

Sandra Shropshire, Eli M.  
Oboler Library, Idaho State  
University, Pocatello

Robert Shupe, Weber County  
Library System, Ogden, UT

Douglas Steckler, Trustee,  
Vermillion (SD) Public Li  
brary

leave....**Brenda Bailey**,  
previously Public Services  
Librarian at Fort Lewis State  
College, has joined the Colo-  
rado Alliance of Research  
Libraries and will be working  
with training and documentation  
(Brenda also edits *Colorado  
Libraries*)....**Larry Benson**,  
**Julene Butler**, and **Blaine  
Hall**, librarians in the Harold B.  
Lee Library at Brigham Young  
University, Provo, UT, are  
authors with two others of an  
article on evaluating reference  
desk service in the July 1989  
issue of *College & Research  
Libraries*....**Mary Bushing** has  
left the Montana State Library,  
and is now working as Collec-  
tion Development Officer at  
Montana State University  
....**Roseanne Dawson**, Assis-  
tant Reference Librarian,  
University of Southern Colo-  
rado, has been elected secretary  
of the CLA Library Instruction  
Roundtable....**Linda Kolden-  
hoven** has resigned her  
position as cataloging systems  
manager at the Wyoming State  
Library to become Information  
Services manager for the  
Laramie County Public  
Library....**Ellen Kotrba**, Circu-  
lation Coordinator, Chester Fritz  
Library, University of North  
Dakota, won a free MPLA  
membership at the annual  
conference of NDLA....**Jeanne  
P. Layton**, Davis County (UT)  
librarian, was honored at ALA in  
Dallas by having her name  
placed on the prestigious  
Freedom to Read Foundation  
Roll of Honor....**Val More-  
house** is leaving the North  
Dakota State Library to work as

an automation coordinator for  
the Bismarck (ND) School  
System....**Roberta Olson**,  
Assistant Director of the Fre-  
mont County (WY) Library, will  
be moving to Laramie where her  
husband accepted a new  
position....**Amy Owen**, Director  
of the Utah State Library, has  
been elected Vice-President of  
the BCR Board of Trustees  
....**Don Reynolds**, Assistant  
Administrator for the Central KS  
Library System, Great Bend,  
spoke at the "Rural Public  
Libraries—Who Uses Them?"  
Conference in Clarion, PA,  
September 14-15....**Dorothy  
Rice**, Gifts Librarian, University  
of Nevada-Reno Libraries, will  
retire on October 19 after 19  
years of employment at UNR  
(Dorothy is owed thanks from  
MPLA for her excellent work in  
many capacities—Board Secre-  
tary, conference planning, nomi-  
nating committee, to name just a  
few)....**Merrilyn Ridgeway**,  
Library Media Consultant,  
Arizona Department of Educa-  
tion, was named Librarian of the  
Year by the Arizona State Library  
Association....**Ted Schmidt**,  
formerly director of the Mis-  
soula (MT) Public Library, has  
been named library director of  
the Loveland (CO) Public  
Library....**Martha Stucky**,  
former Director of the Bethel  
College Library in North Newton  
(KS) has retired....**Corky  
Walters**, Coninuing Education  
Specialist for the Wyoming State  
Library, has been reelected  
MPLA representative for the  
Wyoming Library Association  
....**Donna Whitson**, Assistant  
Director, Outreach

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## About You

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**Elizabeth Agar**, head of  
technical services, has returned  
to the Wyoming State Library  
after taking educational

Services, Coe Library, University of Wyoming, has been elected Vice-President/President Elect of the Wyoming Library Association....**Judith Yeo**, special projects librarian, has returned to the Wyoming State Library after taking an educational leave....**Kathryn Ziegler**, Director, Grand County Library System, Granby, CO, is the new chair-elect of the Public Library Division of the Colorado Library Association.

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## Continuing Education

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### Future MPLA Conferences

- 1990—May 2-5—Salt Lake City, UT  
1991—Oct. 30-Nov. 2—Phoenix, AZ  
1992—Sept. 29-Oct. 3—Cheyenne, WY  
1993—Oct.—Aspen, CO  
1994—Fall—Lake Tahoe, NV  
1995—uncommitted  
1996—Spring—Wichita, KS

December 9

### Basics of Searching Medicine

Sponsor: Rural Health Office, University of Arizona  
Location: Tucson

This course teaches the basic skills for searching MEDLINE, the pre-eminent medical database produced by the National Library of Medicine. You will be able to apply for access to twenty NLM databases and be able to perform computer bibliographic searches at the end

of the course.

Cost: \$40

Call 602-626-7946 for more information.

December 13

### Health Science Database Workshop

Sponsor: Government Documents Roundtable, Oklahoma Library Association  
Location: Oklahoma City  
A hands-on workshop using Index Medicus, Medline, and other medical publications distributed by the U.S.

Government Printing Office and other medical sources to provide medical information to patrons through in-house availability or through ILL.

Cost: \$20 for OLA members; \$35 non-members.

Contact: Helen B. Nash, Dulaney-Brown Library, Oklahoma City University, 2501 N. Blackwelder, Oklahoma City, OK 73106. 405-521-5370.

July 9—August 8, 1990

### 17th Literature Study Tour

Sponsor: Fort Hays State University

Traveling to Turkey, Egypt, and Israel with the option of going to Greece. Seminars in several cities; visits to libraries, bookstores, and museums; and opportunities to meet authors and illustrators, publishers and professional colleagues.

For information contact: Donna J. Harsh, Curriculum and Instruction, Fort Hays State University, 600 Park Street, Hays, KS 67601-4099.

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## Joblist

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### Deadline: Until candidate found Librarian II, Technical Services

\$17,008-\$26,019 (12 months)  
Valley City (ND) State University  
Duties: Management of technical services department, including original cataloging and complex editing of OCLC copy, supervision of cataloging staff, and participation in implementing of an

### SPECIAL JOBLINE INFORMATION

The MPLA Jobline lists jobs available within our eleven-state area at no charge to institutions within this region.

Jobs from institutions outside the MPLA region can be listed for \$10/week.

The Jobline updates its listing each Friday morning.

Send listings to Joe Edelen, I.D. Weeks Library, University of South Dakota, Vermillion, SD 57069. 605/677-6082.

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### JOBLINE #s

The following numbers may be used in calling the MPLA Jobline: 605/677-5757 (nationwide) or 800/356-7820 from any of the eleven MPLA states.

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### NEWSLETTER JOBLIST

MPLA institutional members may place job advertisements in this newsletter's Joblist section at no charge.

All other institutions may list jobs at \$1.25/line.

Send Joblist ads to Jim Dertien, MPLA Newsletter, Sioux Falls Public Library, 201 N. Main Avenue, Sioux Falls, SD 57102.

online catalog and circulation system. Will also teach some courses in an undergraduate library science minor, participate in a four-person reference desk rotation, and do DIALOG searches.

Qualifications: ALA/MLS plus experience.

Send letter of application, resume, undergraduate and graduate transcripts, and three original letters of reference to: Darryl Podoll, Library Director, Valley City State University, Valley City, ND 58072.

EO/AA employer.

oriented person with 5 years progressively responsible experience in library work including 3 years in an administrative or supervisory capacity. ALA/MLS. Strong administrative and leadership skills.

Submit letter of application, resume, official transcripts and names of 3 professional references to: Chairperson, Library Search Committee, Department of Personnel and Labor Relations, 200 West Broadway, Missoula, MT 59802. 406-721-5700. FAX: 406-721-4043.

EEO/AA employer.

formats; utilizing OCLC in the cataloging of materials and inputting of bibliographic records into library's OPAC (PALS) system; original cataloging when necessary; providing reference service as scheduled.

Qualifications: ALA/MLS; working knowledge of OCLC, AACR2, Dewey and LC classification; demonstrated ability to communicate effectively; one year of professional cataloging experience; reading knowledge of a modern foreign language. Desired: one or more years experience in original cataloging or specialized cataloging of nonprint materials and second Master's degree.

Send letter of application with resume, transcripts, and three recent letters of recommendation to: Mrs. B.J. Kim, H.M. Briggs Library, Box 2115, South Dakota State University, Brookings, SD 57007.

EEO/AA employer

Deadline: November 30

### **Library Director**

\$30,000 and up.

Missoula (MT) Public Library Forward-looking library, located in a scenic university community, is in the process of automating. Person selected will serve as director and as regional federation coordinator.

Qualifications: Community-

Deadline: January 15, 1990

### **Assistant Catalog Librarian**

\$20,000-21,500

South Dakota State University Open: April 1, 1990 Faculty position responsible for providing bibliographic control of monographic titles, series, and other materials through cataloging and classification consistent with AACR2 and LC MARC

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## **Publication Statement**

The MPLA Newsletter is published bi-monthly. Material of regional interest may be submitted to the Editor, Jim Dertien, Sioux Falls Public Library, 201 N Main Avenue, Sioux Falls, SD 57102-0386; telefacsimile number is 605/335-4312. Voice phone: 605/339-7115.

Advertising: There is no charge to MPLA personal or institutional members for Joblist or classified advertisements. Non-members pay \$1.25/line. Display advertisement copy rates are available from the Editor (see address above).

Copy Deadlines: Articles, news information, advertisements and other copy deadlines are the 7th day of all odd-numbered months, with publication thirty days later.

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- Opportunities for professional involvement
- Continuing education programs
- A forum for the exchange of ideas
- Professional Development Grants
- Support of regional library efforts
- News of people and programs in member states

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## DIRECTORY OF OFFICERS

### MPLA OFFICERS

**President:** Jerry Kaup  
 Minot Public Library  
 516 2nd Avenue SW  
 Minot, ND 58701  
 701-852-1045

**Vice-President:** J. Dennis Day  
 Salt Lake City Public Library  
 209 East 5th South  
 Salt Lake City, UT 84111  
 801-363-5733

**Secretary:** Nancy Knepel  
 High Plains Regional Library  
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 Greeley, CO 80631  
 303-356-4357

**Past President/  
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 Kansas State Library  
 State Capitol  
 Topeka, KS 66612  
 913-296-3296

**Executive  
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 University of South Dakota  
 Vermillion, SD 57069  
 605-677-6082

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 201 North Main Avenue  
 Sioux Falls, SD 57102  
 605-339-7115

**Parliamentarian:** Elmer Bachenberg  
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 Colorado Library  
 Greeley, CO 80639  
 303-351-2182

### STATE REPRESENTATIVES

**Arizona:** Don Riggs  
 Arizona State University Library  
 Tempe, AZ 85287  
 602-965-3950

**Colorado:** JoAnn Kruglet  
 Fort Morgan Public Library  
 414 Main Street  
 Fort Morgan, CO 80701  
 303-867-9456

**Kansas:** Melanie Miller  
 Hays Public Library  
 1205 Main  
 Hays, KS 67601  
 913-625-9014

**Montana:** Kathleen Bartlett  
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 301 E. Main Street  
 Missoula, MT 59802  
 406-721-2005

**Nebraska:** Richard Allen  
 Nebraska Library Commission  
 1420 "P" Street  
 Lincoln, NE 68508  
 402-471-2045

**Nevada:** Joyce Lee  
 Nevada State Library  
 Carson City, NV 89710  
 702-887-2614

**North Dakota:** Marcella Schmaltz  
 Bismarck State College  
 Bismarck, ND 58501  
 701-224-5450

**Oklahoma:** Bob Patterson  
 University of Tulsa Libraries  
 600 S. College Avenue  
 Tulsa, OK 74104  
 918-631-2871

**South Dakota:** Mary Caspers  
 South Dakota State University  
 H.M. Briggs Library  
 Brookings, SD 57007  
 605-688-5571

**Utah:** Doug Hindmarsh  
 Utah State Library  
 2150 South 300 West  
 Salt Lake City, UT 84115  
 801-466-5888

**Wyoming:** Corky Walters  
 Wyoming State Library  
 Supreme Court Building  
 Cheyenne, WY 82002  
 307-777-2181

### SECTION REPRESENTATIVES

**Academic  
 Libraries:** Randy Olsen  
 Brigham Young University  
 3080 Harold B. Lee Library  
 Provo, UT 84602  
 801-378-2908

**Children's  
 & School:** Lynn Ossolinski  
 Incline High School Library  
 P.O. Box AA  
 Incline, NV 89450  
 702-831-1240

**Junior  
 Members  
 Round Table:** Selma Dunham  
 Northern State University Library  
 NSU Box 709  
 Aberdeen, SD 57401  
 605-622-7773

**Preservation:** Katherine Waller  
 209N Love Library  
 University of Nebraska/ Lincoln  
 Lincoln, NE 68588-0410  
 402-472-3939

**Public  
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 Trustee:** Eloise Fasold  
 Arapahoe Library District  
 2305 E. Arapahoe Road  
 Littleton, CO 80122  
 303-798-2444

**State Agency,  
 Cooperatives,  
 and Systems:** Sheila Cates  
 Montana State Library  
 1515 East 6th Avenue  
 Helena, MT 59620  
 406-444-5351

**Technical  
 Services:** Susan Allen  
 Laramie County Community  
 College Library  
 1400 East College Drive  
 Cheyenne, WY 82007  
 307-778-1205, x201

### COMMITTEES

**Awards:** Albert Winkler  
 5030 Harold B. Lee Library  
 Brigham Young University  
 Provo, UT 84602  
 801-378-8373

**Bylaws &  
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 Hutchinson Public Library  
 901 North Main  
 Hutchinson, KS 67501  
 316-663-5441

**Continuing  
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 South Dakota State University  
 Brookings, SD 57007-1098  
 605-688-5565

**Finance:** Bruce Bumbalough  
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 408 North Norton  
 Norton, KS 67654  
 913-877-5148

**Intellectual  
 Freedom:** Leslie Boughton  
 Carbon County Public Library  
 3rd & Buffalo  
 Rawlins, WY 82301  
 307-328-2618

**Nominating:** Judy Zelenski  
 Central Colorado Library System  
 3805 Marshall St., Suite 204  
 Wheat Ridge, CO 80033  
 303-422-1150

**Professional  
 Development  
 Grants:** Randy Olsen  
 3080 Harold B. Lee Library  
 Brigham Young University  
 Provo, UT 84602  
 801-378-2908

**Public  
 Relations:** Lynette Anderson  
 Casper College Library  
 125 College Drive  
 Casper, WY 82601  
 307-268-2380

### INTEREST GROUPS

**Interlibrary  
 Loan:** Edward J. Volz  
 Denver Public Library  
 1357 Broadway  
 Denver, CO 80203-2165  
 303-571-2033

**Membership:** Melanie Miller  
 Hays Public Library  
 1205 Main  
 Hays, KS 67601  
 913-625-9014