

Gold and Silver Gazette



Sierra Nevada Chapter
Special Libraries Association



Sierra Nevada Chapter

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President's Message

Karen Andrews

Welcome to the start of a new year for the Sierra Nevada Chapter!

We survived and are still part of the Special Libraries Association, Inc. Members at the annual conference business meeting were willing to change names, but rejected a switch to either SLA, Inc. or to Information Professionals International. Strong sentiment was expressed for switching to a name with "librarians" and "information professionals" in it, representing both the new and the traditional. I don't know what the Association plans to do next on this issue.

Our chapter is considered "small" compared to others but we are fortunate to be in strong financial shape, to have an active corps of members, and good programs throughout the year. Deanna Johnson, President-Elect, is organizing some fun and educational dinner meetings. See news of the upcoming September meeting, tour and catered dinner elsewhere in this issue. Ruth Gustafson, California Education Director, is planning the fall workshop, likely to be held in early November. Watch for details in next month's *Gazette*!

Report changes in address, email and/or telephone number to:

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2003/2004 SLA SIERRA NEVADA CHAPTER

<http://www.sla.org/chapter/csrn/>

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Chapter Boundaries: Membership in the Sierra Nevada Chapter includes those SLA members who live or work in the area that includes the counties of Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, San Joaquin, Shasta, Sierra, Sutter, Tehama, Yolo and Yuba in California; and the counties of Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, White Pine and the jurisdiction of Carson City in Nevada.

Publication Schedule and Gazette Subscriptions: The *Gold & Silver Gazette* is published five times a year: February, April, August, October and December and is free to members of the Sierra Nevada Chapter of SLA. Subscription rate to others in the US is \$10/year and \$12.50/year to foreign subscribers.

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Advertising inquiries, back issue requests, remittances and any material for publication: Buzz Haughton, Editor, Shields Library, 100 N. West Quad, Davis, CA 95616-5292; fax 530/754-8785; e-mail bxhaughton@ucdavis.edu.

Advertising Rates and Program Sponsorship

The *Gold & Silver Gazette* reaches about 200 information professionals, most in Northern California and Nevada. The *Gazette* is published five times a year, with each new volume starting in August.

Advertising copy in camera-ready form is due the first of the month of publication.

Single-Issue Rates	
Quarter-page ad	\$25
Half-page ad	\$45
Full-page ad	\$65

Additional opportunities for reaching area information professionals can be found by sponsoring Sierra Nevada Chapter programs. The Chapter holds seven meetings or workshops during the Chapter year. Evening dinner meetings are scheduled in September, October, January, April and May. All-day workshops occur in October and April.

Vendors which sponsor Chapter programs are noted in the program flyer, in the Chapter's newsletter (both before and after the programs), and at the Chapter event itself. Sponsors are invited to send up to two representatives whose registrations and attendance at the Chapter event are included in the price of the sponsorship. Those representatives are 1.) invited to set up demonstrations of products and services before the program, 2.) are acknowledged during the program by Chapter officers, and 3.) are invited to speak briefly before the program speaker begins.

Chapter programs may be sponsored for \$250. Contact Ava Goldman (916/658-1533).

Internet Librarian 2003

The Internet Librarian 2003 meeting is going to be held in Monterey on November 3-5, 2003. Information about the conference and program can be found at: <http://www.infotoday.com/il2003> Information Today, Inc. is offering Baynet members a special rate of \$215 for the three-day event, which is a 40% savings off the regular price of \$359. Baynet members also qualify for a reduced rate of \$169 on the Internet School Conference, which is being held in Monterey on November 2-3, 2003. The combined discount rate of \$259 is available for both conferences.

To qualify for these rates, the registrations for the meeting must be sent through a central point and submitted as a group order. If you want to take up this offer, please print out and complete a copy of the conference registration form located at: <http://www.infotoday.com/il2003/IL2003Registration.pdf>. Send it with your payment

by check payable to Information Today, Inc. or with your credit card information to the following address:

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Silk, Adler & Colvin
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San Francisco, CA 94104
415/421-7555 (phone)
415/421-0712 (fax)
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Please be sure to submit your registration by September 30.

Information on Baynet can be found at: <http://www.baynetlibs.org>

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Training the Tech Trainer Workshop

Infopeople is pleased to announce a session of a unique workshop in Fresno:

Title: Training the Tech Trainer

Date and location: Wednesday, October 1, Fresno County Public Library

To register for this workshop: Use the online registration form at <http://infopeople.dreamhost.com/WS/workshop/Workshop/115>

- Are you a technician who has to frequently explain technology concepts to librarians?
- Do people think you're speaking a foreign language when you try to explain why their library computer isn't working?
- Are there some things you'd like people to try first before they call you for tech support?

Then Training the Tech Trainer is for you. This one-day course is designed for technical support, automation or systems staff that work in libraries. The goal of this workshop is to practice strategies for supporting library staff and their computers, for handling trouble calls and for training library staff on how to use technical support effectively.

Workshop Description: This all-day workshop will discuss some of the common problems technicians encounter in supporting computers in libraries and explore some possible solutions and useful techniques.

Preliminary Course Outline:

- Technical Jargon vs. Technical Literacy
- What tech terms should we avoid with non-techies?
- Which technology concepts are essential for all staff to know? How can we teach those essential concepts? Trouble Calls and Support Techniques; Define the goal of each trouble call; Prevent problems from reoccurring by training users; Create a list of what users should do before they call; Explaining Technical Concepts to Non-Technologists; Using creative analogies; Information for administrators and decision makers; Training users' groups and documentation.

Workshop Instructor: Dan McMahon. Dan is the Technology Support Analyst at Marin County Free Library, in charge of providing and supporting all of the library's 270 public and staff computers for the last three years. His background is primarily in libraries rather than technology, from being a library page in high school and later doing outreach and children's story hours, to running a small branch library in Santa Cruz.

Who Should Attend: This is not a course for the "most technical person at the branch," but instead is for the support staff, such as technicians, systems or automation personnel who design, configure, repair and support computers in a California library. Students should consider themselves techies first and library employees second.

Prerequisites: Experience handling trouble calls and supporting computers in a library setting.

Fee: There is a \$75.00 fee for this workshop. Infopeople does not provide parking passes, lunch or refreshments.

Other Logistics:

- On-site check-in is from 8:30-9:00 AM; instruction is from 9:00 AM-4:30 PM

• Maps, directions, and parking information are available on the Infopeople Web site at <http://infopeople.org/WS/workshop/Directions>

Infopeople does not provide refreshments or lunch. Since some training locations do not have in-house or convenient food service, Infopeople recommends that participants bring a sack lunch.

To view a complete list of Infopeople workshops and for general information about Infopeople training opportunities, go to the main Infopeople Workshops page at <http://infopeople.org/WS/workshop>

If you have questions about registration or scheduling of workshops, please contact Linda Rodenspiel, the Infopeople Project Assistant, at assist@infopeople.org or by phone at 650-578-9685.

Fall Dinner Meeting Deanna Johnson

Our first 2003/2004 meeting will be held on Thursday, September 25, at the ArtSpace, a combined gallery and meeting place provided by the State Museum Resource Center in West Sacramento, which will additionally hold an exhibit on California fire fighters from 1850 into the 20th century. The address is 2400 Port Street; take the Harbor Boulevard exit from Business Interstate 80 and go south, taking a left turn onto Del Monte Street; turn left on Terminal Street and go straight on about two blocks to Port Street.

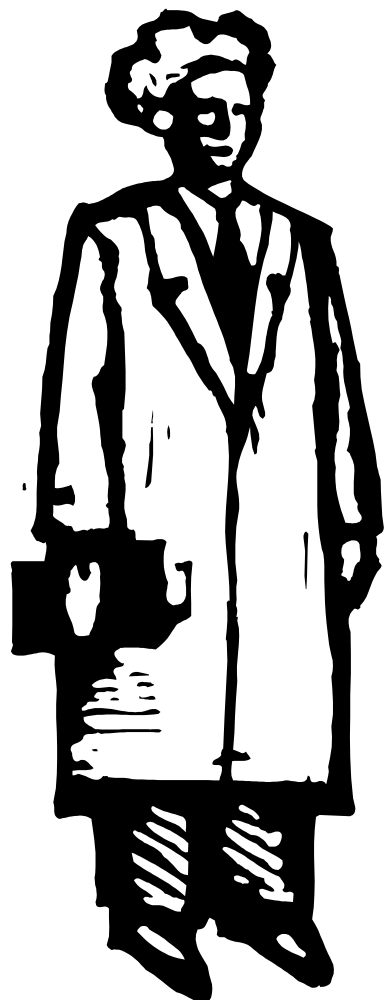
John Mello, a museum curator at the State Museum Resource Center, California Department of Parks and Recreation, will speak on the history, the creation and stewardship of the California State Parks museum collection. We will then have the opportunity to tour the 50,000-square-foot central collections facility for all of California's State Parks, which includes a preeminent large Native American Indian basketry collection, a Southwestern pottery collection, a collection of furniture from the 18th and through 19th centuries, an art collection and an assortment of other objects.

If you would like to learn more about the State Museum Resource Center before your visit, check out the website at: http://www.parks.ca.gov/default.asp?page_id=885

Schedule: 5:30 pm Social/NetworkingTime
6:00 pm Dinner
7:00 pm Program and Tour

Buffet will include lasagne with zucchini and squash (meat or vegetarian), garden vegetables in ginger stir fry, mixed green salad with creamy balsamic dressing, fresh baked artisan bread, wine, coffee, tea, water and cookies.

Please contact Deanna Johnson by September 18. Please make check payable to the Special Libraries Association and send to Deanna Johnson, Carlson Health Sciences Library, University of California, Davis, One Shields Avenue, Davis, CA 95616-5291. Questions? deejohnson@ucdavis.edu or 530/752-3271. SLA members, \$20; non-members \$24; SLA retired/student members \$16. A flyer will follow; look for it on our chapter webpage.



Librarianship as a Revolutionary Choice

Naomi Klein

(Editor's introduction: This was a speech delivered at the Joint American Library Association/Canadian Library Association Conference, July 24, 2003.)

Thank you, Mitch, for that lovely introduction.

And thank you all for coming here this morning.

I also want to thank my research assistant Debra Levy who happens to be a librarian and tutored me in all things bookish in preparation for this speech.

Every speech in the world begins like that: the pro-forma thank yous. I've done it plenty of times on autopilot.

But this time is different.

The fact that the ALA decided to come to Toronto—my city—despite SARS, became for me a sort of beacon of sanity in what seems an increasingly insane world.

When things seemed to be spiraling into an apocalypse of violence, illness, fundamentalisms and hysteria, I would check the ALA website and make sure that yes, the librarians were still coming.

The US and Britain might have gone to war based on no evidence of Weapons of Mass Destruction. My neighbours might be wearing masks to go to the corner store even though no one has been infected that way.

And yet some people are still thinking, still making decisions based on facts. The librarians are coming to Toronto.

So I do not take your presence here for granted.

Nor do I take for granted the idea that thousands of us can gather together in a room like this and freely exchange ideas, even controversial and critical ones.

These are new sentiments for me. I confess that until very recently, I took open borders and open forums for granted. Of course we are free to move, free to speak our minds—what else would we be?

I don't feel that way anymore. I feel like we are losing freedoms every day.

Much of this comes from internally imposed restrictions: We are more afraid: of each other. Who is going to infect us? Who is going to blow us up? Who is going to blow the whistle on us for being anti-American—for saying the wrong thing, or reading the wrong book?

We curtail our own freedoms out of fear of what might happen.

But we also have reason to be afraid, some of us much more than others.

I don't have to tell you this. Librarians in the United States are on the front line of the attacks on privacy and civil liberties.

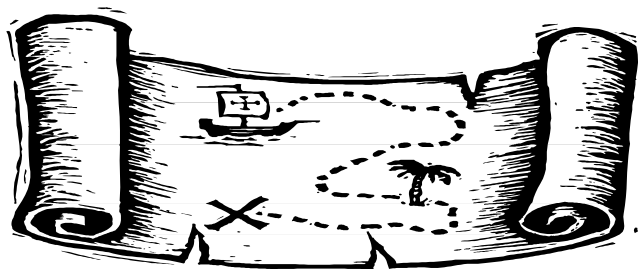
The Patriot Act has put you there. You know how little evidence—in fact, none—is required to invade your users' privacy. That any law enforcement official can demand to see a record of the books your users have taken out and the Internet sites they have visited—without so much as claiming “probable cause.”

I was shocked to read in *The New York Times* a quote from Anne Turner, director of the Santa Cruz Public Library System, talking about how her libraries are shredding users' records on a daily basis.

She said: “The basic strategy now is: keep as little historical information as possible.”

It has actually come to this: professional archivists, the people who value information and history most, driven to shred their own records for fear of how they could be abused.

You all know this is happening and yet when you gather here with your colleagues to discuss the pressing issues facing your profession, you cannot even tell each other if you have been subjected to one of these searches.



It's the not knowing that kills me: not knowing how many records have been rifled through, how many people have been detained, for how long, how many face deportation.

So my thank you this morning is not one of those pro forma thank yous: I truly am thankful that we can talk like this. And I am especially thankful that ALA decided to come to Toronto.

Your choice is highly relevant to my topic today.

I was asked to talk about globalization.

SARS, and other highly infectious diseases, are very much a part of globalization, though a side of globalization that our politicians generally don't like to talk about. The official discourse about globalization is usually about things, stuff: goods and services being traded across borders.

But globalization is also about people—the effect of that movement of goods and services on people.

And one of the effects is that people move: We travel, we migrate, we look for better opportunities.

Maybe the people who move were displaced by a war, or by a mega-dam that drowned their village or an industrial farm that pushed them off their land. What I argue in my book *Fences and Windows* is that the current lopsided vision of globalization has been about freeing money and goods while trying to control and contain people.

So we in rich countries are told that we can have all the benefits of trade—cheap products, access to the world at our fingertips—without the messy people. We are told that we can live in bubbles of security while the rest of the world boils with poverty, disease and violence.

What SARS reminds us of, in a relatively small way, is that we human beings, regardless of national borders, are connected to each other, whether we like it or not. Globalization is for real.

A flu in Hong Kong is connected to a conference in Toronto. An air conditioner in New York is connected to a flood in Sri Lanka and a famine in Malawi.

One continent's pandemic becomes another's illness. One people's fury becomes every country's fear. One nation's war becomes another's refugee crisis.

No border is truly secure.

Our skins—the borders of our own bodies—don't protect us from disease. Just as the borders of our nations cannot protect us from terror. We humans, much as we tell ourselves otherwise, are porous: our nations, our bodies. No matter what armour we use to make ourselves feel safe and protected, whether face masks, or elaborate alarm systems inside gated communities or weapons of mass destructions, we will never be entirely sealed off.

And so the question of the global age is not "Is globalization good or bad?" It is: how are we going to pull this thing off? Will the values that connect us be profit or justice? Fear or solidarity? Are we going to keep trying to build better bubbles? Wrap ourselves in Saran Wrap and turn our nations into police states? Have even more grotesque invasions of libraries by the FBI under the Patriot Act?

Or do we go another route?

Your coming here to Toronto—despite the SARS hysteria—was defiantly, beautifully global. Many of you were afraid, and understandably so, but you came anyway. We need more such acts of brazen

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connectedness, more flagrant, defiant openness. A human globalization to answer corporate globalization.

When I look out at this room I see people who represent values that are distinctly different from the ones that currently govern the globe. These values are, in no particular order:

- Knowledge (as opposed to mere information gathering)
- Public Space (as opposed to commercial or private space)
- Sharing (as opposed to buying and selling)

It so happens that those are three of the most endangered and embattled values you could have chosen to represent. If you decided to represent “profit” or “global competitiveness” your lives would be easy.

But you didn’t and the very notion that that some things that are so important that cannot be fully owned and contained is under siege around the world. Why? A simple, prosaic reason: Because there is money to be made. The global economy is in recession. There aren’t nearly enough middle class people in the world to consume all of the cheap products that are being produced. That means that the current stage of globalization is not simply about “trade” in the traditional sense of selling more products across borders. It is about feeding the market’s insatiable need for growth by redefining entire sectors that were previously considered part of “the commons”—and not for sale—as “products.” When we talk about free trade or globalization, what we are really talking about is the fencing in, the enclosing, of the commons. This has reached into every aspect of our lives: health and education, of course, but also ideas, seeds, now purchased and patented, as well as traditional remedies, plants, water and even human genes: the privatization of life itself.

And as you know, it is also reaching into libraries.

Information—your stock and trade—ranks just below fuel as the most precious commodity coursing through the global economy. The US’s single largest export is not manufactured goods or arms or food, it is copyrights: patents on everything from books to drugs. The implications are not abstract, as I have learned in my research.

I was in South Africa a little less than a year ago. It was during the World Summit on Sustainable Development, or Rio Plus 10. All the talk was of public-private partnerships: the solution to hunger would come, voluntarily, from Monsanto, while thirst would be dealt with by Suez and Bechtel. Yet in the poor townships, privatization has meant that 40,000 households lose access to electricity every month. Hundreds of thousands have been forced to drink from cholera-infested rivers. I went to a community meeting about water cut-offs in Durban. A woman stood up named Orlean Naidoo. She said something that really stuck with me: “There are people in this country who have made a mistake. They think that water is like gold or diamonds. But you don’t need gold or diamonds to survive. Water isn’t diamonds. It’s life.”

Water isn’t the only thing that is fundamental to life. So is shelter. So, I would argue, is knowledge. So is medicine. And yet tell that to the trade tribunals that have allowed drug companies to sue governments like Brazil for daring to produce generic lifesaving AIDS drugs and distribute them for free to those in need. Would that lifesaving drugs were shared like library books, simply because people need them to live and can’t afford to pay.

But sharing is under siege.

It is the sworn enemy of the global market—which is why so much of international trade law is designed to criminalize sharing. Forget Napster, and the crackdowns on pirated CDs and software. In Cochabamba, Bolivia, the uprising against Bechtel was sparked by the fact that under the contract, it became illegal to collect rainwater, since the company had bought all water rights. In India, farmers are sued by Monsanto for engaging in the age-old practice of saving their seeds and sharing them with their neighbours; they are supposed to buy them anew each year from Monsanto.

This is the essence of free trade: making sure that absolutely nothing, whether books or water or ideas, is offered for free. The role of international trade law must be understood not only as taking down “barriers to trade”—as it claims—but as a legal process that systematically puts up new barriers, around knowledge, technology and the commons itself, through fiercely protective patent and trademark law.

There is absolutely nothing free about it.

Most of you probably didn't think that helping people to share books was subversive when you decided to become librarians. And it shouldn't be: sharing, giving, saving and reusing are the most human of impulses and we are at our best and most human when we act on them. The desire to share, as you know, is immense. Yet the fact is that you have chosen a profession that has become radical.

Being a librarian today means being more than an archivist, more than a researcher, more than an educator: it means being a guardian the embattled values of knowledge, public space and sharing that animate your profession.

You may not have chosen it but the fight against privatization and in defense of the public good has been thrust upon you—by the mania for privatization, public private partnerships and outsourcing. It has also been thrust upon you by GATS: the General Agreement on Trade and Services, a World Trade Organization side agreement.

Now before we wade into those waters, a warning: GATS is purposefully confusing, designed to prompt lay people to delegate the whole mess to the “experts” who will rob them blind. But you aren't lay people; you're librarians. So let's give it a try.

There are two main problems with GATS: one is that it takes privatizations and locks them in so they become irreversible. The other is that it takes partial privatizations, like outsourcing or fee-for-service within a public system, and uses it as a legal wedge to force full privatization.

So let's talk about the first problem: locking privatization in. You are all familiar with the infamous case of Hawaii's State Library system's 1995 decision to outsource book selection to a private company in North Carolina. Like all outsourcing and privatization, it was supposed to offer greater efficiency at less cost. In fact it was universally recognized as a disaster: Lots of padding with cheap books, 61 copies of Newt Gingrich's novel, geographically inappropriate books like *A Practical Guide to Lambs and Lamb Caring*—in Hawaii. It wasn't more efficient, it wasn't better. The contract was cancelled and the policy was changed.

It became a learning experience.

Under GATS, that could never happen. GATS strips us of our right to learn from our mistakes. It denies us our right to be prudent: to try something, see if it works, and if not, change our minds.

A few examples:

The British rails. In October, *The Guardian* newspaper got its hands on a leaked government report about GATS and its rail system. The privatization of Britain's rails is seen by most people as a scandal: accidents have increased, the trains are late, fares keep going up. And yet the document published by the Department of Trade and Industry said that that in order to comply with GATS they would have to “fully bind the existing regime for road and rail,” in effect locking privatization in indefinitely and preventing renationalization, regardless of whether or not the public demanded it or voted for it. A year ago in Canada, the city of Vancouver was about to privatize its water filtration system. The council backed out at the last minute, not because it was against privatization per se but because after studying other cases, it realized that it would lose the right to reverse the decision down the road. That's what happened in Cochamaba, Bolivia, when the water was privatized by Bechtel: In 2000, there was a popular revolt against the fact that privatization had brought rate increased of 50 per cent or higher. Bechtel was forced to pull out. But now the company is suing the Bolivian government for \$25 million for breaking the contract.

Far from making services more efficient and quicker on their feet, these rules merely lock in bad deals and rob citizens of their right to adapt—to change their minds.

On to the second problem: using partial privatizations as a wedge to force full privatizations. The way GATS works is that countries can take entire sectors out of the global market and declare them public services—but they have to go all the way: there are no half-way public services. Many trends, as you know, are pushing you towards a two-tiered library system: charging for special orders, and for Internet use, outsourcing ordering, even opening bookstores inside libraries. These measures are a response to the same issues that pushed public schools to invite advertising into their classrooms or public hospitals to start charging for selective services: a desperate shortfall of government funds. Hawaii's outsourcing debacle didn't arrive out of the blue—it was a panicked response to the fact that the state had cut the library budget by 25 per cent. Under GATS, the problem is

that these partial privatizations could well be used against you to force complete defunding of libraries. Private research providers, bookstores and video store chains could go to trade court and argue that they are being discriminated against because they don't get public subsidies and you do.

Trust me on this: Barnes and Noble is not your friend, even if they do hand out cool tote bags. And the big publishers may be wining and dining you this week, but that doesn't mean they won't sue you in trade court for offering electronic books and journals for free.

Yes, it's outrageous. But it's also happening.

Here in Canada, UPS launched a challenge against Canada Post, the national postal service, saying that they were being discriminated against because the Canadian government was subsidizing their competition. If having a public post office is an unfair trade barrier, having a public library could be too.

There are already three ominous signs.

- The debate about electronic books. Publishers and books sellers see free access to electronic books and journals as a threat to their profits. As Pat Schroeder, President of the Association of American Publishers, told the *Washington Post*: "We have a serious issue with librarians."

- Another sign: the U.S. government has announced that it will accept bidding for library services under GATS.

- Even though Canada hasn't put libraries on the free trade table yet, last year the government sent out a questionnaire to public libraries asking them to identify areas where they might have "export interests"—in other words, could Canadian libraries make money by offering research or cataloguing or binding services in New Zealand or Uganda?

But these deals don't go one way: If Canadian libraries are going to become exporters of library services then US and European multinationals have the right to import their library services here: think Microsoft-run catalogue systems and Bloomberg reference desks.

So, what can you do to halt this process?

The primary recourse libraries have is that governments have the authority under GATS to exclude the public services they choose. But if you think your governments are going to go to the wall to protect libraries, instead of using it a bargaining chip to push other countries to open up their water and prison markets, I fear that you are mistaken. I know that US Trade Representative Robert Zoellick handwrote a letter to the president of ALA saying that you don't have to worry about GATS. And p.s. "my first job was in a library so you can be sure I share your commitment to this valuable public service."

That may be. But the thing is, Robert Zoellick works for the same administration that showed exactly how it feels about libraries—and about history and culture in general—when it stood by while Iraq's libraries burned to the ground, its museums were looted and Iraq was turned into a country with no past. As Robert Fisk wrote from Baghdad on April 15: "For Iraq, this is Year Zero; with the destruction of the antiquities in the Museum of Archeology and the burning of the National Archives and then the Koranic library, the cultural identity of Iraq is being erased."

"Why?" he asked.

I don't know. But I do know that erasing a culture isn't bad preparation for AOL-Time Warner and Viacom to come in a sell a shiny new, pre-packaged one. I'm not saying that was the plan. But I'm willing to say that the reason it wasn't stopped, even though the danger was well known to the Pentagon, is because wiping out Iraqi culture posed no threat to "US interests in the Region," as the hawks like to say. How else to explain Donald Rumsfeld's response? When asked how he felt about destruction of Iraq's museums and libraries he offered words that will go down in history: "Stuff happens."

And so I congratulate ALA for its courageously worded resolution condemning the destructions of these acts that will come before the council tomorrow. It's none of my business, of course, but I do hope it passes.

It shouldn't be surprising that the US government cannot appreciate what has been lost in Iraq's libraries: There is precious little evidence that it can appreciate what is being lost when its own libraries are ravaged by state cutbacks at home.

When all four branches of the public library in Binghamton, New York are shut down entirely, as they were in December. The books weren't burned—nothing so dramatic—they were just put into storage. Or when California Governor Gray Davis actually proposes cutting library funds from \$31.5 million this year to \$1 million next year: 31.5 million to 1 million!

It looks like about half of that is going to be restored, but let's be clear: neither US nor Canadian librarians can trust your state, provincial or federal politicians to stand up for you at the World Trade Organization; you can't even trust them to stand up for you at home.

All is not lost, however.

There are measures you can take to protect yourselves. The best way you can preserve the state funding you currently receive is to resist the temptation to partially privatize your precious public spaces, whether by letting advertisements into libraries, or cobranding with Microsoft or outsourcing more of your core services.

The more you allow the lines to be blurred between a library and a superstore, or a library and, heaven forbid, Google Answer—the more these multinationals will be able to turn around and claim that you are robbing them of their rightful market share. Partial privatizations will be used as the thin edge of the wedge—the legal precedent—to force more complete privatization down the road. It's already happening with water, health care, sewers, and energy. Why, when information is so profitable, would libraries be immune?

There's another reason to resist partial privatizations. No matter what you do, libraries are going to have to fight for their very existence. That means you are going to need your most valuable asset on your side: library users. Your communities will have to fight for you and with you. If that's going to happen, your users have to know in their bones that there is no comparison between a chain of book superstores or an Internet café and a genuine community library. They have to feel your "public-ness"—which is about much more than whether or not your funding comes from the state and whether your services are free.

It's about that ephemeral quality that gives a community a sense of collective ownership over a space. You know what it takes much better than I:

- An ongoing, never-ending conversation between the library and the community it serves.

- A presence in people's lives that goes beyond anything offered by the market: great librarians teach children to love reading, they introduce young adults to the thrill of research and they become de facto social workers for adults who turn to the library when they have lost their jobs.

They also provide physical space for people of all ages to debate the issues that matter to them.

The other thing that gives people a sense of ownership over their public institutions is accountability to the community (as opposed to their shareholders): that means running libraries transparently, openly and when possible, democratically. It means not just being public but feeling public. Book store chains can imitate that feeling with local interest sections and story times, Amazon can talk about "community stakeholders," but a marketing concept will never be able to replicate the passion that flows from an institution that is truly an outgrowth of the people it serves.

That passion, that sense of collective ownership, is your greatest protection in the unavoidable battles ahead.

Remember that the next time a management consultant tells you that the only way to save your library is to act more like a corporation, or to turn your library into a bargain Barnes and Noble.

Not only won't it work; it will hurt you in the future when your users don't fight for you because they can't tell the difference between public and private space. The best way to stay public is to be public: truly, defiantly, radically public. It's your suit of armor. Wear it with pride.

You committed an act of faith in coming here to Toronto. Actually, it wasn't an act of faith, but a sober, clear-eyed judgment. I trust it is the beginning of many more acts of practical bravery. Our times call for nothing less.

Thank you for coming, thank you for being here; I really, really mean it.



Feds Promise to Answer Your E-Mail New government agency created to quickly respond to citizen's queries

Grant Gross, IDG News Service
Wednesday, July 30, 2003

The US General Services Administration has launched what it calls the "first comprehensive customer service department for citizens" in the US government, with a goal of responding to questions by Web, email or phone within two business days.

USA Services, the new GSA program launched Wednesday, will allow federal agencies to redirect questions sent to the wrong federal agency to USA Services staff, who will then answer the questions. USA Services can also function as a customer service center for federal agencies, with the new program responding to frequently asked questions for each participating agency, instead of agency staff taking time away from other duties to answer questions from US residents.

"It's going to save agencies money," said M.J. Jameson, associate administrator in the GSA's Office of Citizen Services and Communications. "Why should they build their own [customer service] systems when they can use ours? Agencies will be able to devote more resources to their core mission."

One-Stop Shop: Government officials touted USA Services, part of a President Bush e-government initiative to use technology to better serve US residents, as a one-stop shop for people to get their questions about the federal government answered. Although the U.S. government already has a Web (<http://www.pcworld.com/news/article/0,aid,110231,00.asp>) site, FirstGov.gov, and a toll-free number, 1-800-FED-INFO, aimed at answering constituent questions, the USA Services program will center the response services at one place, allowing for faster and more consistent answers, Jameson said.

USA Services will allow for a significant improvement in customer service, added Mark Forman, administrator of the Office of E-Government and Information Technology at the White House Office of Management and Budget. "Most citizens know, and it's really hard for people inside the bureaucracy to recognize this, it's too hard to know who to contact in the federal government to get information," Forman said. "USA Services will change the way the federal government responds to citizens."

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In the past, there hasn't been a government-wide measure of how long it takes for a US resident to get a question answered in the federal government, with response times varying widely, officials said. With help from a contractor, the six member USA Services team is attempting to generate an immediate response to all e-mail, with meaningful responses within two days. During a pilot program with the U.S. Department of Interior, USA Services was able to answer about 95 percent of the questions asked, with the rest sent on to the agency for future research.

"The fact is, we've been doing it in two days, so we pledged it," Jameson said.

Cutting Costs?: After the creation of the GSA Office of Citizen Services and Communications in June 2002, the cost of answering e-mail during this fiscal year, which started in October, has been about \$100,000.

Quick responses will be increasingly important, as GSA predicts that inquiries through FirstGov.gov (<http://www.firstgov.gov>), telephone calls, e-mail, and other methods will grow from 45 million in 2002 to 74 million in 2003, with further growth after 2003.

"We are dealing with in the neighborhood of 100 million citizens inquiries on an annual basis," said Stephen Perry, administrator of GSA. "We can easily see that number growing to 300 million, to 400 million. This is something the citizens are quite interested in."

Twelve US agencies, including the Department of Justice, the Small Business Administration and the Department of Labor, have signed up with USA Services to have questions answered through the new program.



May Business Meeting Karen Andrews

Members enjoyed a variety of salads and some delectable desserts at the annual Sierra Nevada Chapter business meeting. Carol La Russa, President, recapped the year's programs and thanked everyone for their contributions. Elections were held and new officers installed (see the roster on page two of the *Gazette*).

The highlight of the meeting was the visit by the San Jose contingent: SLA's President-Elect, Cindy Hill, accompanied by SLA's President, Bill Fisher. Bill has honored the chapter by coming to several SNC meetings over the last two years, and he joked that he had attended more of our programs than those of his own chapter!

Cindy and Bill took member questions about SLA, filling us in on why headquarters plans to acquire a newer building, SLA's increase in membership and positive financial outlook and other issues.

Moving on to the formal presentation for the evening, Cindy gave a superb talk on "Leading the Special Library in an Increasingly Global World." She described how her parent company, Sun Microsystems, had challenged their employees to work globally using temporary work "pods" instead of the traditional office. Cindy already had staff in Massachusetts and others who wanted to move to Oregon and Colorado. She decided to give it a try. As she gave up her own office, she adjusted to traveling and working in company drop-in centers of networked computers wherever she went. She also had to modify her management style to deal with long distance staff relationships.

Cindy's candor about how she made the transition endeared her to the audience. She had to find methods of cultivating staff cohesiveness and a sense of community among people spread across the country. How would she evaluate staff performance and foster loyalty when staff were thousands of miles away? Cindy's insights into how she dealt with these issues, her story of personal transformation and growth as a manager, left all of us inspired. Her willingness to try something radically new, to overcome her own doubts and insecurities, her desire to work with her staff in the most positive manner and her calm, approachable style led several people to confide in me after the meeting that they would love to work for her! Cindy's

presentation had quite an impact on all of us. I venture that each one of us went home that evening thinking about our own jobs and organizations in a new way, and pondered how we might handle upcoming radical challenges to the way we operate.



CSL Highlights

July 28, 2003

Suzanne Grimshaw

The bibliographic records of the California State Library (CSL) have appeared in the Melvyl Catalog of the University of California since 1988. Over the years, many librarians and library users have used the Melvyl Catalog as a convenient tool for searching the CSL collections, including the collections of the Sutro Library, a branch of CSL in San Francisco.

On August 1, the University of California will migrate from the legacy version of the Melvyl Online Catalog to the new version (<http://melvyl.cdlib.org>). The University plans to load all of the CSL bibliographic records into the new version of the Melvyl Catalog. However, only about one-third of the CSL records will have been loaded in the new version by August 1.

The records loaded as of August 1 represent titles which are part of the General Collection, the California History Section and the Sutro Library, and which were cataloged by CSL before 1990. No records from the Witkin State Law Library or the Government Publications Section will be loaded as of August 1, including all records for federal and state government documents.

UC predicts that the reloading of all CSL records will be completed by early 2004. Until then, researchers and librarians should not use the Melvyl Catalog to search for CSL holdings. Instead, please use the CSL online catalog, available via the CSL web site (www.library.ca.gov) or via the Catalog's direct address: www.lib.state.ca.us. The Melvyl Catalog also includes a link to the CSL online catalog. The link is located on the "Other Catalogs" page of the Melvyl Catalog. If you have questions about the CSL records in Melvyl please contact Dennis Hagen (dhagen@library.ca.gov; telephone: 916- 653-4182) Senior Information Systems Analyst and CSL Catalog Webmaster, California State Library Information Technology Bureau.

Request This Title and My List Features in the CSL Web Catalog: The "Request This Title" feature was introduced in the CSL Web Catalog in May 2003. If you are an employee of the State of California, you can request titles in the Main Catalog by clicking on the "Request This Title" button that appears when

records display. Just complete the online form. A State Library staff member will contact you, usually within the next business day, with details about the item's availability.

If you plan to request several titles, you also have the option of using the My List feature. The "My List" feature allows you to collect specific records into a group, and then download or email the records. If you want to borrow the items you can email the list to yourself and then forward your list to the State Information and Reference Center (cslsirc@library.ca.gov).

If you have any questions about Request This Title or My List please contact Dennis Hagen (dhagen@library.ca.gov; telephone: 916-653-4182), Senior Information Systems Analyst and CSL Catalog Webmaster, California State Library Information Technology Bureau.

CULP and SERHOLD Discontinued on Melvyl: The California List of Periodicals (CULP) is a location list for periodicals held in public, special, community college, private academic, state and federal agency libraries in California. CULP was funded by an LSTA (Library Services and Technology Act) grant and produced by AT&T Library Systems in Santa Barbara.

SERHOLD is the National Library of Medicine's (NLM) database of machine-readable holdings statements for biomedical serial titles held by US members of the NLM-supported National Network of Libraries of Medicine® (NN/LM®) as well as selected Canadian and Mexican libraries.

CULP and SERHOLD were included in Melvyl because of financial support from the Library of California. In 2002, the Library of California announced that it would no longer fund CULP or the inclusion of SERHOLD in Melvyl. A survey was undertaken of UC staff to determine the importance of each of the non-UC sources to the UC community, the primary stakeholders for the union catalog. The survey indicated that CULP and SERHOLD were used primarily to make referrals in the community. In addition, librarians at the medical center libraries accessed SERHOLD directly, through the National Library of Medicine. Therefore, UC decided to exclude CULP and SERHOLD from the Melvyl Catalog.

The Library of California decided not to fund the inclusion of CULP and SERHOLD in MELVYL based on:

- budget cuts
- increased availability of full text databases
- CULP updating ended in December 2002
- Melvyl transition decisions
- OCLC access by public libraries
- SERHOLD access through OCLC

The Library of California (LOC) plans to fund the copying and distribution of the last issue of CULP (December 2002). CULP will be copied to CD and mailed out to libraries throughout the state that contributed.

If your library did not participate in CULP and you would like a copy of the CD please contact: Rushton Brandis, Technology Consultant, California State Library, Library Development Services, (916) 653-5471; email: rbrandis@library.ca.gov

Children's Internet Protection Act (CIPA): The Children's Internet Protection Act (CIPA) was passed by Congress in December of 2000. CIPA was part of a large federal appropriations measure (PL 106-554). The Children's Internet Protection Act addresses what has to be filtered and the need for an Internet safety policy. A school or library getting E-rate discounts and/or LSTA (Library Services and Technology Act) funding to provide internet access and internal connections must comply with CIPA or lose those federal funds. The Federal Communications Commission (FCC) is charged with enforcing CIPA for the E-rate program. The federal Institute for Museum and Library Services (IMLS) is charged with LSTA enforcement. The American Library Association has a CIPA web site at: <http://www.ala.org/cipa>

If you have questions about CIPA and E-rate or LSTA funds please contact: Rushton Brandis, Technology Consultant, California State Library, Library Development Services, (916) 653-5471; email: rbrandis@library.ca.gov

Library Distribution Act: The Library Distribution Act, established in 1945, set up a means of sending copies of agency publications to libraries. The purpose of this Act is to make state publications available to the public. All agencies must help make their publications available through this program; see Government Code Sections 14900-14911.

"State publication" or "publication" is defined in the Act to include any document, compilation, journal, law, resolution, Blue Book, statute, code, register, pamphlet, list, book, report, memorandum, hearing, legislative bill, leaflet, order, regulation, directory, periodical or magazine issued by the state, its legislature, constitutional officers or any department, commission or other agency thereof or prepared for the state by private individual or organization and issued in print, and "print" is defined to include all forms of duplicating other than by the use of carbon paper. However, the publications of the University of California and intraoffice or interoffice publications and forms are not included.

Under the Act the State Printer shall print a sufficient number of copies of each state publication. To facilitate the distribution of state publications, the State Library is charged with issuing a list of state publications.

Problems with the LDA:

- There are no consequences if agencies do not make their publications available through this program.
- The Act has not been updated since 1972 and does not reflect current document production practices including digitization.

The California State Library has received an LSTA grant to coordinate a statewide conference next spring to address LDA issues and propose solutions.

If you have questions regarding the LDA please contact Janet Coles (jcoles@library.ca.gov; telephone: 916-651-6813), Senior Librarian in charge of California documents, California State Library, Government Publications Section.

CSL Online Databases for California State Agencies: The State Library is continuing the rollout of the Ebscohost, RAND California and Newsbank databases. The contracts for all three databases have been renewed to June 2004. CSL is using IP (Internet Protocol) addresses to connect state agency computers to vendor web sites. If you would like to access the Ebscohost, RAND California and NewsBank databases through your agency's library computer(s), or if you have any questions about the databases rollout please contact Sabah Eltareb (seltareb@library.ca.gov; telephone: 916-654-0040), Senior Librarian in charge of the Databases Rollout, State Information and Reference Center, California State Library.

Build your resumé

There are still some openings available if you would like to expand your skills or develop talents that you don't get to use at your regular job. The SLA organization helps groom people for the tasks, so if you've always wanted to try something new or get some experience in a different area, this is the place to start! We provide all the necessary software, guidance, postage, supplies and support. Current openings are listed below.

Build friendships

Working with chapter members gives an incredible boost to your morale and confidence. Call and talk to me if you are wondering what it would be like to take on a position or if you want to discuss what would work best for you. Did I mention that we are a flexible group?

Advisory Board positions (one-year appointment)

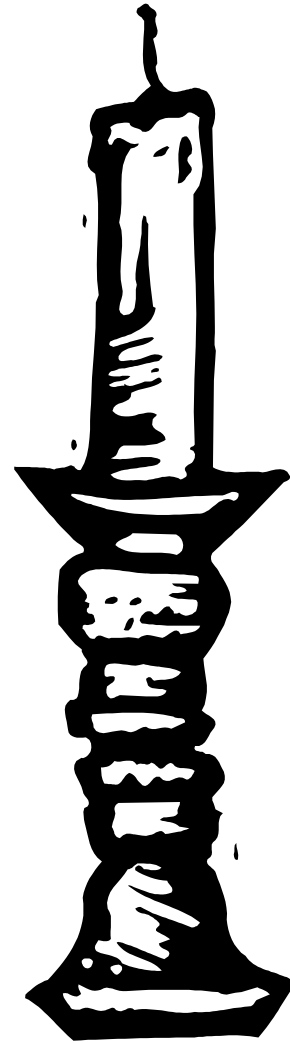
Archivist: We are seeking someone to take over as Archivist. The Chapter's papers will likely be housed in the State Library, so it would be wonderful if someone there would volunteer to add new material for us. This is generally done only once a year.

Career Guidance and Affirmative Action: Seeking someone interested in promoting the profession of special librarianship, and encouraging and attracting members of under-represented groups to pursue careers in special librarianship.

Consultation: Recommend qualified Chapter members to serve as local consultants; provide expert advice in establishing or expanding special libraries.

Database Manager: Maintain current information on chapter members and produce directory, name tags, mailing labels, or information reports as required. Training provided on use of InMagic software.

Networking: Plan informal opportunities for chapter members to network, such as a tour of a local library or a lunchtime gathering at a restaurant in the region. We take care of all the publicity; you come up with the ideas and make the reservation contact. Would you like to try organizing one get-together in your area? This is a job that could be shared.



Bylaws: Seeking someone to review our Bylaws and compare them with the new SLA "Guidelines" and recommend any changes as we migrate to the new format.

Nevada Opportunity: The Executive Board is seeking an Education Director for Nevada. The duties are to promote continuing education in Nevada, generally by coordinating one meeting or workshop annually, and to act as a liaison between California and Nevada members. The latter involves publicizing Nevada members' activities in the Chapter newsletter.

The positions above are structured to be doable and not overwhelming for any one person. Call me (530/752-1627; klandrews@ucdavis.edu) for more information, and consider volunteering for one!