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Library of Michigan Joins Department



By Martha McKee, Interim Public Information Officer, with thanks to A. Michael Deller, Director, The Library Network and Stephen A. Kershner, Executive Director, Michigan Library Association

On Monday, July 23, the Library of Michigan entered a new era. That afternoon, on the second floor of the Library of Michigan, Governor Engler signed the bill that transferred the Library from the Legislative Branch to the Executive Branch as part of the new Department of History, Arts and Libraries. The move becomes effective October 1, 2001.

The Governor, in his remarks, said "libraries are the glue that hold the arts and history together. It was appropriate that the name of the department was changed to reflect that fact."

At the same ceremony, Governor Engler named Dr. William M. Anderson as the director of the new department. Dr. Anderson is a historian, author, and educator. His most recent position was president of West Shore Community College of Scottville.

State Librarian Christie Pearson Brandau says, "I am very positive about the new department and what it will mean for libraries in Michigan. We will be working hard in the next few months to make a smooth transfer to the new department."

The transfer process began with Governor Engler's State of the State Address, *Building the Next Michigan*, given on January 31, 2001. In that speech, he outlined his vision for a new department that would combine culture, tourism, and the arts. The new department, the Governor explained, would be dedicated to promoting Michigan's "history and cultural tourism."

On May 29, the Governor issued an executive order creating the new department. The executive order merged the responsibilities of the Library of Michigan, the Michigan Historical Center, the Michigan Historical Commission, the Mackinac Island State Park Commission, the Michigan Office of Film and Television Services, and the Michigan Council for Arts and Cultural Affairs.

On June 28, 2001, the Michigan House of Representatives passed House Bills 4939-4957, legislation creating the Department of History, Arts and Libraries. On July 12, the Senate approved Senate Substitute for HB 4940. The substitute bill detailed changes for the continuation of the Legislative Council's website, which the Library of Michigan currently maintains.

House Bill 4940 contained amendments positive for the library community. The amendments included: one, revising the name of the proposed department to include the word "libraries;" two, maintaining librarians representing different types of libraries to positions on the Library of Michigan Board of Trustees; and three, including the Library of Michigan Board

Continued on page 2



Dear Friends,

I've put my column into a letter format this month to thank you for the support shown for the Library of Michigan these past few months. As most of you know, on October 1, 2001, the Library of Michigan will become part of the new Department of History, Arts and Libraries (DHAL).

We are just beginning the transition but already see opportunities as we join our new partners in history, arts and culture. The Library will be the largest agency in the department and as a result will be a strong advocate for libraries and for excellent library service in Michigan. The new department will give libraries a cabinet level voice and increased visibility.

There has been a lighthearted comparison between the name of the new department (DHAL) and the computer HAL in Arthur C. Clarke's novels. Jim Curtis, director of the Portage Lake District Library (Houghton), sent me the following excerpt from Clarke's book "2010: Odyssey Two":

HAL: "What is going to happen, Dave?"

Dave: "Something wonderful."

HAL: "I'm afraid."

Dave: "Don't be. We'll be together"

Thanks again for your support. Here's to new beginnings!

Christie

of Trustees in the selection of the State Librarian.

Additional language was added to clarify intent for using state aid for libraries and cooperatives, protecting these funds from intradepartmental transfers and administrative costs.

The Library of Michigan Board of Trustees and concerned library supporters throughout the state are pleased Governor Engler and his staff worked to address key issues of concern to the library community.

"I'd like to personally thank librarians and trustees from across the state for their encouragement given throughout this transfer process," said Brandau. "The cooperative directors, the Michigan Library Association, the Michigan Library Consortium, the Michigan Association for Media in Education, and especially the Library of Michigan Board of Trustees were all supportive of the Library of Michigan."

The full package of legislative bills and their amendments (HB 4939-4957) can be found at <http://www.michiganlegislature.org/find.asp> and searching under HB 4939-4957.

**Next month's
issue will feature
photos of this his-
toric event in the
life of Michigan
libraries.**

Focus on Giving



Jack R. Winegarden—A Dynamic Ambassador

By Sarah D. Watkins, Executive Director, Library of Michigan Foundation

Who is Jack Winegarden? First and foremost he is a believer. What does he believe in? Why, libraries of course. How can you tell? Well, you can tell by the large portions of time and attention that he gives to libraries though his work as a board member here at the state library, as well as for Genesee District Library in Flint where he has been a board member since its inception in 1979.

When you look around a board table, you generally see board members who are hardworking and dedicated. Sometimes though, one board member just seems to stand out. Sometimes, there is one board member whose dedication, painstaking efforts and overall output of time, talent and expertise sets them apart and they just shine. Jack Winegarden is that kind of board member.

Jack is a board member whose efforts have helped the Library of Michigan Foundation accomplish many things since he joined the board in early 1999. He was instrumental in creating the Board Development Committee. He has worked long and hard on development and implementation of the Strategic Plan. He has led the committee in assessing and amending the Foundation's Bylaws and Articles of Incorporation. He has worked as a team leader in creating new job descriptions for board officers and committee members. He has implemented board member self-assessments, board member code of ethics, board director responsibilities, and been instrumental in establishing executive director goals and objectives. He has assisted in developing the board retreat and in creating criteria for the new State Librarian's Excellence Award.

Additionally, he touts the good work and accomplishments of the Foundation throughout the state and serves as a positive, enthusiastic and dynamic ambassador wherever he goes—and he goes everywhere.

Jack is also a former mayor of Fenton, Michigan, having served in that capacity from 1969 to 1973. He has served on the boards of the Community Foundation of Greater Flint, Flint Executive Service Corps, Michigan Council of the Arts and many, many other nonprofit organizations. He was employed by General Motors for 34 years, retiring in 1987. He was also part owner of the historic Fenton Hotel for a time.

Recently, Jack and his wife of 48 years, Sybil, established the Jack R. and Sybil E. Winegarden Family Endowment Fund. Income from the fund will benefit the Library of Michigan's Service for the Blind and Physically Handicapped in honor of his granddaughter, Jennifer Colley, who is blind. And, being the great family man that he is, Jack has included his daughters, M. Cathy Colley and Diane E. Waltke; son, Frank E. Winegarden, and granddaughter, Jennifer Colley, as members of the fund's advisory committee.

In recognition of his significant help and immeasurable commitment to the Library of Michigan Foundation we salute Jack R. Winegarden—board member extraordinaire!

If you would like to make a gift to the Jack R. and Sybil E. Winegarden Family Endowment Fund you can do so by sending a check payable to the Library of Michigan Foundation to P. O. Box 30159, Lansing, MI 48909. Indicate Winegarden in the memo section of your check.

The Foundation also accepts gifts electronically from your Visa® or MasterCard®. If you would like to make an e-gift, simply go to www.libraryofmichigan.org, click on the Foundation's logo on the Library of Michigan home page, then click on the Donate Now button that will link you to Helping.org. Then, make your gift.



L I Y F
M I C H I G N
F U N T I N

Fund-Raising At Its Best

By Martha McKee, Interim Public Information Officer



There are many good books available on fund-raising for your library. Some you own, some you can get at your cooperative, most are available through interlibrary loan. In this issue of ACCESS we feature a public library that successfully raised funds and received enormous positive public relations to boot. This library isn't large, its service population is less than 6,000; but it is led by a director and board who recognize the power of positive public relations through fund-raising.

William H. Aitkin Memorial Library

In less than 18 months, The W.H. Aitkin Memorial Library, a class II library, located in Michigan's thumb, raised over \$600,000 to renovate their building. Yes, that's 600k you read, not 60k. Aitkin serves a population of 5,200 citizens who live in the City of Croswell, the Village of Applegate, and parts of Buel, Worth, and Lexington Townships. It boasts over 40,000 materials in the collection and is a member of the White Pine Library Cooperative.

Library Roots

The roots of the William H. Aitkin Memorial Library go back to 1912 when the Croswell Free Library and Reading Room opened in two rooms above the J.L. Frostick Barber Shop.

In 1930, the library's name was changed to the William H. Aitkin Memorial Library. William H. Aitkin was a prominent banker, lawyer, and state senator from Croswell. He died in 1927, and his wife, Hattie, and son, Melvin, presented the William H. Aitkin Memorial Fund to the city to build a library building, which was dedicated on March 23, 1931.

Expanding Over Time

In 1959, the library built an addition to the original building that increased the size of the library. The library expanded in 1981 to the basement of the building, where the Children's Collection is located. In 1987, a Young Adult Room was created in the basement.

Handicap Access Sparks Renovation

In January 1997, the library board met with library director Jennifer Jones to discuss plans for making the library handicap accessible. At that fateful meeting, the group decided to expand their thinking. They met again, this time with input from staff and commu-

nity members. Their goal: to develop a building needs assessment. Relying on the resources at their library and the cooperative, they made a wish list of library building improvements.

"The renovation would never have happened without visionary board members," says Jones. "Their commitment and enthusiasm made all the difference."

The library used funds left over from the break-up of the Blue Water Library Federation to hire an architect, William Vogan, to turn their wish list into reality or, at least, into a 2-dimensional reality. "We needed to show folks what we were talking about before they would commit their support," says Jones. "No one wants to give money blind."

The price tag of \$600,000 was daunting to say the least. "We never expected to raise the entire amount," says Jones, "but we decided to act as if we could." Their first break came when the Herrick Foundation, located in Bloomfield Hills, offered them a grant of \$100,000. The grant was based on the condition that the library raise the other \$500,000 from the community; and raise it by June of 1999. "I don't know why \$500,000 seemed less intimidating than \$600,000," explained Jones, "but somehow the hope of winning that grant made us feel we could do it. If they believed we could do it, then we believed it too."

Fund-Raising Starts

The city stepped forward with a pledge of \$100,000 from its general fund. Now the library needed to raise \$400,000, a daunting figure for a small town in rural Michigan.

Fund-raising slowed, and hopes began to fade. Then, in the fall of 1998, the library board enlisted the help of Mr. Robert Wait, former president of the Eastern Michigan Bank and former board member. Wait had the kind of clout in the community the library needed, and the ear of those individuals and companies with deeper pockets than most library users.

Wait assembled a new fund-raising group. This group called on their peers, making those personal contacts so necessary to successful fund-raising. \$325,000 in pledges was raised, \$225,000 in the last five months of the campaign. Success was close at hand.

Community Fund-Raisers Helped

The library sponsored community fund-raisers, including a quilt raffle, Bucks For Luck at local restaurants, and a penny drive with school children. "You've got to have fund-raising events for this kind of project,

even if they don't raise much money," advises Jones. "We believe our fund-raisers were key to promoting our cause."

By Memorial Day weekend 1999, the library still lacked \$20,000 to meet their goal. June 1 was their grant deadline. Tensions mounted. Jones went home for the holiday, hoping her library board could convince the city to donate the last amount.

On Tuesday, the library re-opened to unbelievable news; two donors stepped forward with the final \$20,000. The grant was saved and the renovation was on.

One of the last-minute donors was the late Katherine Graham, former owner of the Washington Post, who sent \$10,000 based on the fact that her husband's grandfather was a businessman in Croswell's early days! "We were surprised, but delighted to receive a contribution from Mrs. Graham," says Jones, "as they no longer have any connection to the town. I think her gift is a testimony to the emotional power of libraries."

New Addition Opened

In June 2000, the new addition was opened, doubling the size of the library, and including the handicapped renovations that started the whole shebang.

In April 2001, phase II of this building project was completed with the renovation of the John and Lois Donovan Meeting/Reading Room. The original 1931 portion of the building was renovated back to that time period to create this new room. The room is named after Lois and the late John Donovan, who donated a large amount of money to the library renovation project.

"It still amazes me how much the community cares about the library," said Jones. Contact Jones at (810) 679-3627 for further information and advice. Visit the library's website at <http://www.greatlakes.net/~wmaidkin/>.

Resources for Fund-Raising

The American Library Association provides a terrific fund-raising bibliography at <http://www.ala.org/library/fact24.html>. Another ALA website <http://www.ala.org/lama/committees/frfds/grants.html> features *Selected World Wide Web Sites for Library Grants and Fund-Raising* by Penny Kyker.

It may be, however, that your best resources reside in your library and on your board. Brainstorming was the beginning of the Aitkin suc-

cess story. Try it in your library and you may unleash innovative, creative ideas for your community.



Reading Area in the New Addition



Renovated John & Lois Donovan Meeting/Reading Room.



ALA 2001: Diversity

By Jo Budler, Deputy State Librarian

If I was asked to choose one word to describe the American Library Association Conference I just attended I would choose "diversity." Not only is the city of San Francisco itself a study in ranges of ethnic groups, economic levels, and architecture, but the subject of diversity also showed up in almost all the programs I attended.

Marshall Keys, consultant and former director of NELINET, the OCLC Network which serves the Northeast, presented a program on library service in a 365/24/7, Gen-X environment. He spoke about change and defined the characteristics of companies that adapt to change and, ultimately adopt practices that make them successful. It was interesting to hear the observation that those companies who fail to adapt to technological challenges almost always blame this on everything but their own inability to change!

Although Keys encouraged the audience to incorporate technology into their library service plan, he also cautioned against adopting technology without giving careful thought to its pitfalls. Here we were, listening to this talk in Silicon Valley where the computer world has gathered in force to conduct its research. How fitting that Marshall's warning was issued in California where the power outages have had a devastating effect on all lives, including the computer research industry.

For this reason and, more importantly, because our customers have diverse needs, we must keep an eye on the future so we are prepared to take advantage of opportunities when they become available. At the same time we cannot abandon the traditional services that our library users have come to expect and demand.

Mark Your Calendar Now

How can we maintain excellent library service in the fast-paced, changing world in which we live? This was the topic of Marshall Key's presentation at ALA in San Francisco. He will give a similar talk for all interested library trustees and staff in the Forum at the Library of Michigan on November 15, 1:00-4:00 p.m.

This session will be videotaped and will be available for interlibrary loan after January 1, 2002.

Carol McAllister Fills New Library of Michigan Position

By Martha McKee, Interim Public Information Officer

An Ann Arbor native and University of Michigan graduate, Carol McAllister is happy to be practicing her profession as Librarian Trainer at the Library of Michigan. "It's an exciting opportunity to use what I've learned about in-house continuing education, and to add to my long-distance training skills," says the Library Development Division's newest employee.

McAllister's primary responsibility is to promote distance education tools such as video-conferencing, the Internet, and satellite downlinks, both at the Library of Michigan and in libraries across the state. Her secondary responsibility is to train Library of Michigan employees on the use of the Internet, on-line databases, HTML, and other technologies. She also acts as a resource for Michigan libraries in distance training.

"I will also be coordinating the statewide Continuing Education Catalog, which I hope to turn into a web-based, as well as a print-based product," says McAllister.

McAllister's most recent position was Internet Librarian for General Motors' International Product Center. That post gave her a solid foundation in the use of the Internet as a learning tool. Previously she served at the Okolona Branch of the Louisville Free Public Library in Kentucky. While a student at the UM's School of Information she worked in the Kresge Business Administration Library.

"I'm open to any and all suggestions from the field," she says. "I'm here to help." Contact Carol at cmcallis@libraryofmichigan.org or (517) 373-4836.

Nancy Robertson Assumes New Role

In June 2001, Nancy Robertson, Curator/Rare Book Librarian at the Library of Michigan, added to her duties as the new head of Technical Services. Robertson came to the Library of Michigan in July 1995. She has served as the interim head of the division since June 2000.



Digital Divide – Do Library Grants Work?

By Sheryl Mase, LSTA Library Specialist

Michigan has been selected as one of four states to be studied in a research project being carried out by the team of Joe Ryan, John Carlo Bertot, and Charles McClure for the Institute of Museum and Library Services. The study, titled *Public Library Internet Services: Impacts on the Digital Divide*, investigates the effect on the digital divide by the introduction of the Internet into public libraries. The study seeks to determine the importance of federal funding to libraries in that effort.

The term “digital divide” distinguishes between those who have access to, and can effectively use, new information technology, such as the Internet, and those who do not.

Research is categorized into these areas:

- Impact on the public library
- Impact on the community
- Use of funding
- Role of the state library
- Evaluation and measurement
- Policy recommendations

Ryan visited Michigan in June and talked to Bob Raz, Director; William Baldrige, Library Manager, Information & Support Services; and Bill Ott, Head of NIS, Grand Rapids Public Library; Dan Siebersma, Director, Lakeland Library Cooperative; Liz Winche, Board Chair, Lakeland Library Cooperative and Director, Muskegon County Public Library; Suzanne Bailey, Director, Thompson Home Public Library (Ithaca); Charlotte Simmons, Director, Howe Memorial Library (Breckenridge); Marlene Fockler, Director, Seville Township Public Library (Riverdale); and State Librarian Christie Pearson Brandau.

He also spoke with members of the Public Library Funding Initiative Group and the Action Team for Library Advancement Statewide.

The report is scheduled for fall publication, and will be available from the Library of Michigan website. If you have comments you would like to share with Joe Ryan, e-mail him at jryan@mailbox.syr.edu. Other states selected in this study are Florida, Pennsylvania, and Colorado.

Michigan Statutes Annotated Undergoes Major Revision

By Nancy Whitmer, Law Librarian

One of the important publications detailing the statutory law of Michigan has just undergone a major transformation into a brand new format. Those libraries that own a set of the *Michigan Statutes Annotated (MSA)* have probably already received the new *Michigan Compiled Laws Service* published by Lexis Nexis.

As many of you know, *MSA* is a set of over 70 volumes containing the laws enacted by the Michigan legislature, as amended, along with annotations to help you and your patrons understand how these laws have been applied to real life situations. Lexis Nexis has chosen to remodel this publication to make it more competitive with Michigan’s other set of annotated statutes, the *Michigan Compiled Laws Annotated (MCLA)*, published by West Group.

Michigan Statutes Annotated users will notice right away that the section numbers look different. Now the law is organized into the same chapters and section numbers used in the *MCLA* and in the *Michigan Compiled Laws* online (<http://www.michiganlegislature.org/law>). The annotations also have a new look. They have been expanded to include references to

many more secondary sources.

Loyal *MSA* fans will be happy to see that some of the old familiar features remain unchanged. For example, the new set is to include an annotated version of the Michigan court rules, as well as an advance legislative service where public acts of the current year will be printed.

In April, 2001, the publisher stopped updating the *MSA*. The Library of Michigan Law Library, however, will keep the *MSA* permanently, along with all superseded volumes and pocket parts back to 1936. So if you decide not to keep your set, and one day a patron needs to see something exactly as it appeared there, the law library is ready to supply what you need. The Law Library maintains a historical collection of all Michigan statutory material as a service to all Michigan citizens.

For more information contact Nancy Whitmer at nwhitmer@libraryofmichigan.org.

MLA Conference Features Name Speakers and New Job Desk

By Jean Raber, Michigan Library Association Membership Services Coordinator

Top-name authors and a new conference feature—a Job Desk that will help prospective employers and job seekers connect—are among the highlights slated for this year's Michigan Library Association Annual Conference. The conference will be held in Lansing, November 7-9.

Speakers include Calvin Trillin, author, reporter and humorist, along with John Berry III, editor in chief of *Library Journal*, children's authors Nancy Garden and Donna Jo Napoli, and academic librarian Mary Reichel

Trillin, a columnist for nearly 40 years, author of best-sellers *Remembering Denny* and *Messages From My Father*, and winner of an Audie Award for best humorous audiotape, will speak at the All-Conference Banquet, the evening of November 8.

Berry is a veteran of both academic and public libraries. He served as a young adult and reference librarian in the public arena, and as the assistant director of the library at Simmons College, Boston. Berry received the Lippincott Award for distinguished service to the library profession from the American Library Association in 1992.

Nancy Garden, President's Program speaker, is the author of several controversial novels for young adults, including *Annie on My Mind*, *Holly's Secret* and *The Year They Burned the Books*. Her presentation will be made November 8, at 10:30 a.m.

Mary Reichel, Academic Librarian's Luncheon speaker at noon on November 8, is the university librarian at Appalachian State University in North Carolina and president of the Association of College and Research Libraries. Reichel's publications include *Conceptual Frameworks for Bibliographic Education: Theory into Practice*.

Donna Jo Napoli is the speaker for the Teen and Children's Services Divisions Luncheon at noon on November 8. Napoli is known for her surprising and provocative retelling of fairy tales and myths. Her books include *The Magic Circle*, the Hansel and Gretel story told from the witch's point of view; *Sirena*, the story of the sirens in Homer's *Odyssey*; and *Song of the Magdalene*, a new take on the story of Mary Magdalene.

The Job Desk, to be staffed by library student vol-

unteers, will provide an opportunity for job seekers and employers to meet and exchange information. Proposed hours for the Job Desk are 9 a.m. to 6 p.m. November 7-8 and November 9 from 9 a.m. to noon.

The Job Desk volunteer staff will maintain an indexed set of notebooks of job seeker registrants and a set of notebooks listing available positions statewide. The notebooks will be indexed by type of library.

Registration for employers and job seekers is preferred before October 26. Check the MLA website's Annual Conference section for downloadable forms and further instructions:

<http://www.mla.lib.mi.us/index.htm>.

For more details on any of the information in this article please contact me at (517) 694-6615, extension 26 or raberj@mlc.lib.mi.us.

LSTA Grant Status

Library Services and Technology Act (LSTA) competitive grant applications for FY 2002 are currently being reviewed. We received 88 applications, for a total of \$5,548,306 requested.

In the Collaboration and Partnership funding area, we received 23 applications totaling \$965,383, with a cash match total of \$392,684; for the Library Services to the Underserved funding area, we received 33 applications totaling \$1,694,496; and for the Technology and Networking funding area, we received 32 applications totaling \$2,888,427.

The peer review process occurs during July and August with a complete fiscal review of the finalists during September. The awards will be announced and recipients notified in October 2001.

Library of Michigan Thanks Ebook Contributors

A super-size thank you to the following libraries, schools, and organizations for their generous donations to the Mel ebook collection. Among them, they raised close to \$117,000! Their contribution helps all of us improve library service for our patrons.

Bay de Noc Community Library

Genesee District Library

Great Lakes Christian College

Lapeer County Library

Michigan Library Consortium members:

Albion College

Alpena Community College

Andrews University

Calvin College & Seminary

Cleary College

Concordia College

Cornerstone University

Eastern Michigan University

Elisabeth Ann Johnson High School

Hillsdale College

Kalamazoo College

Kellogg Community College

Kirtland Community College

Lake Michigan College

Lake Superior State University

Lansing Community College

Lapeer Community Schools

Mary Grove College

Michigan State University/

MSU-DCL

Mid-Michigan Community College

Northern Michigan University

Northwestern Michigan College

Oakland University

Ovid-Elsie Area Schools

Saginaw Valley State University

Spring Arbor University

University of Michigan-Ann Arbor

University of Michigan-Dearborn

Walsh College

Washtenaw Community College

Wayne State University

Western Michigan University

Michigan Public Health Institute

Mideastern Michigan Library Cooperative

REMC 13

Shiawassee District Library

Suburban Library Cooperative

Superiorland Library Cooperative

All Aboard for Trustee Problem-Solving

By Martha McKee, Interim Public Information Officer

The Library of Michigan has a new trustee training video tailor-made for boards who want to improve their problem-solving skills; and what board doesn't? *Welcome Aboard: Problem Solving for Library Boards* is a 24-minute video that features four problem-solving situations common to today's library boards. The video was developed by the Massachusetts Trustee Education Project.

A library director who wants more money than was allotted is the first situation highlighted. In the second scenario, the board must handle book censorship and materials selection complaints. In the third scenario, the board expresses concern regarding the director's hiring practices. The last situation examines the lack of formal staff evaluations and channels for staff complaints. Even if the problem your board is currently facing is not featured, each scenario brings forth methods of solving any problem.

The video is best viewed in a group with time to discuss each scenario. For each situation, the companion handbook offers several possible decisions that could be made. Each option has a consequence listed and the basic principle on which the consequence is based. The video can be viewed in its entirety or divided into four parts, as best suits your time constraints.

This new video is available through interlibrary loan from the Library of Michigan. Its call number is Z681.5 W45 1990. Be sure to ask for the participant booklet as well.



Samples Anyone?

By Naomi Krefman, Federal Programs Manger

Last week, I had a phone call from a new public library director. He explained that his library didn't have an electronic counter and asked whether I had ideas on how he could count the number of visits made to the library during the year. I suggested that he use a technique known as sampling.

Sampling involves determining an annual estimate by counting visits during a typical week and then multiplying that count by 52. A typical week is a time that is neither unusually busy nor unusually slow. When sampling, avoid holidays, vacation periods for key staff, or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. October is considered a good month to gather the count. If the library is closed several days during the year, the multiplication factor may need to be reduced from 52 to obtain a better estimate.

Sampling can be applied for gathering many library statistics. It is most relevant to data that remains fairly consistent throughout the year, such as library visits, reference transactions, and number of electronic resources used in a typical week. It is not easily applied to data that vary greatly, such as children or adult program attendance.

Because counting visitors can be tedious and time consuming, I have heard from some directors that they solicit the help of students and volunteers. Some use members from their friends group or their board, while some work with the local high school's business or government department. I suggest that individuals work short shifts when counting to avoid distraction and maintain focus, resulting in a more accurate count. In a smaller library, it can be a great opportunity for the person taking the count to also serve as a greeter, welcoming the visitor to the library, and perhaps to distribute a written customer satisfaction survey or informational material.

Libraries with automated counting systems can also use the sampling technique. The count provided by the system may need to be adjusted because the "electric eye" cannot distinguish library visitors from staff, or persons who enter repeatedly chasing in and out after a toddler. By taking an actual count for one week, or even for one day, and then comparing that count to the number provided by the electric counter, a percentage can be determined that can then be applied to the annual automated count. The result will provide a better estimate of library visits.

Gathering quality data and evaluating your library's position can indicate your library's strengths and the areas you wish to develop. My conversation with the new director is just one example of the type of con-

sulting we offer regarding library data and statistics. We at the Library of Michigan welcome your inquiries and we will consult with you on a variety of topics related to library statistics. Whether your questions involve techniques to gather data or how to analyze data already gathered, please contact me at nkrefman@libraryofmichigan.org or (517) 373-5510.



STATE LIBRARIAN'S

EXCELLENCE
AWARD
2001

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State Librarian's Excellence Award

On November 7, 2001, the Library of Michigan Foundation will award the first State Librarian's Excellence Award to a Michigan library that best exemplifies excellence in customer service. The recipient library of this prestigious award will receive a check for \$5,000 and a distinctive trophy. Two Citations of Excellence will also be awarded. If you would like your library to be considered, the criteria can be viewed by going to the Library of Michigan's website at www.libraryofmichigan.org and clicking on Library of Michigan Foundation. This will take you to the Foundation page where you will find an icon for the State Librarian's Excellence Award. Simply click on the icon and you will be taken to the Criteria for the State Librarian's Excellence Award. The deadline for nominations is September 30th.

If you have questions, you can contact the Foundation office at (517) 373-1297 for additional information.

Sturgis - National Slam Poetry

Karrie Waarala, Sturgis Public Library, will compete in the National Poetry Slam* in Seattle this summer. Waarala earned her spot for the second year in a row on the Kalamazoo Poetry Slam Team. Those of you who attended the Rural Libraries Conference will remember Waarala, who performed spontaneously after Stone Circle. "I'm happy to be representing Kalamazoo and librarians everywhere at the National Poetry Slam," said Waarala.

A poetry slam, described as "a lyrical boxing match," is a competition among poets who perform their work live, and who advance to a higher level of competition according to their score. For details of this year's national competition, see <http://www.nationalpoetryslam.com/nps2001.html>.

Allendale Michigan Librarian Receives ALA Award

Mildred L. Jackson, associate librarian at the Grand Valley State University Zumberge Library, Allendale is the recipient of the 2001 Phyllis Dain Library History Dissertation Award presented by the American Library Association (ALA) Library History Round Table.

Jackson received the award for her work entitled, *Do What You Can: Creating an Institution, Ladies' Library Associations in Michigan, 1850-1900*. Said award chair Robert Martin, "The dissertation makes a distinct contribution to understanding how ladies' club culture fostered literacy, library development and print culture."



Ann Arbor @ UM Library Wins Diversity Award

The University of Michigan Library was chosen by the ALA Office for Literacy and Outreach Services Advisory Committee to participate in Diversity Fair 2001. Their entry is entitled Diversity and University Raising Awareness in Higher Education: The Role of the Library.

The Diversity Fair celebrates the extraordinary examples of diversity in America's libraries and demonstrates possibilities for other libraries in search of diversity in action ideas. Participants shared their diversity initiatives at the ALA annual conference, July 16.

St. Clair Shores

St. Clair Shores library director Art Woodford chronicles life in the Motor City in his recent book, *This is Detroit, 1701-2001*. The 250-page book contains 300 photographs and is geared towards anyone interested in learning more about our state's largest city.

If you have a news item you would like to contribute, please contact Martha McKee at 517-373-5578 or email: mmckee@libraryofmichigan.org

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