REFERENCE WORK, BY MAIL

From our subterranean library at system headquarters, reference service is available to all borrowers at member libraries and to bookmobile patrons!

With our fast-growing central collection, scheduled to exceed 100,000 volumes within a few years, plus the use of State Library books on inter-library loan, readers in Clinton, Essex and Franklin counties have at their beck and call many more books than they see on the shelves of their local library.

That's where the reference service comes in! The little white "request" cards pour in regularly, along with phone calls and assorted bits and scraps of paper with cryptic notations. The standard "request" card is used for all varieties of requests, from simple titles to specific factual information or subject book material.

There are many pitfalls in trying to match book and reader when you're communicating by mail instead of person-to-person. Of course, simple title and author requests can be handled with dispatch - that is, if they're complete and accurate. It's the subject requests that call for imagination and long-distance mind-reading!

One day last month a fragment of paper with "color philosophy" scrawled on it, along with the requester's name and address, appeared in the stack of requests. Consultations among staff members and a rather ineffectual try at long-range telepathy produced a book on race relations which was promptly mailed out to the young lady who sent in the request. This clarified her thinking quickly, for what she actually wanted was a study of the psychological effects different colors have on people. She got it, too! But the incident clearly demonstrated to us that, in reference work, one guess is not as good as another.

All too many people try to "simplify" the librarian's work by making their requests about a broad and general field - asking for a book about constitutional history, perhaps, when what they really want to know is the number of amendments to the constitution. And most dictionaries could answer that one!

Detective work is in order when someone asks for a book "about". What the patron asks for and what he wants are not always included in the same book. Recently a young boy asked for a book about birds - and there are many of those - but what he really wanted to know was what to feed the baby bird he rescued that morning. The moral of this story is simply this: every little item or fact that you can squeeze out of your patron and on to the little white "request" card will be to your advantage and to his! You'll then get quicker and better book and reference service to pass on to your patron.
Here are some specific suggestions:

1. For title and author, be as accurate as you possibly can. There are 15,000 books published in the United States alone every year, so that a casual approximation wastes a lot of time. Whenever the date is known, include it. That's a great help, even if it's only to say "new".

2. When a specific book is asked for, note on the "request" card whether the patron wants it reserved if it's not immediately available, since the State Library holds requests for two months, or whether he would like a substitute book on the same subject, or whether he wants neither of these alternatives but just wants to forget the whole thing!

3. For a subject request, try to elicit the specific information wanted; the purpose if it's relevant to finding the right information; and the level of the request - high school, college, general reading, technical or professional.

And if we don't send the right book, please do let us know! There are thousands more to choose from!

LIBRARIANS' MEETINGS

The spring Librarians' Meeting was held April 8 in the auditorium of Plattsburgh Public Library. Miss Marion H. Vedder, Associate Library Supervisor, Library Extension Division, spoke on "Making Your Annual Report to the State". Miss Vedder explained the reasons for the different areas of report-making and amplified existing information on current problems, answering questions from member librarians on various phases of doing annual reports.

Attending were Mrs. Arthur Tremblay, Dodge Memorial Library, Rouses Point; Mrs. Courtnay Morton, Black Watch Memorial Library, Ticonderoga; Mrs. Marion Mason, Paine Memorial Library, Willsboro; Mrs. P. F. Fitzpatrick, Peru Free Library; Mrs. Blanche Isham, Keene Valley Library Association; Mrs. Frank Peterson and Mrs. George F. Thompson, Keeseville Free Library; Mrs. David Minnich, Harrison Junior High Library, Malone; Mr. David Minnich, Wead Library, Malone; Mrs. Paul Vogan, Mooers Free Library; and Mrs. Loretta Hubbell, Chazy Free Library. Mr. R. Edwin Berry, Mrs. Rose Waddell, Mrs. Mary Emily Tuttle, Mrs. Jane Llewellyn, and Mrs. Mary Leggett were present from Headquarters.

The next meeting will be held May 6, at 10:00 a.m., at the Tupper Lake Public Library. Mr. Berry and Mrs. Leggett will review books of current interest. Some of the titles to be reviewed are "I Love Galesburg In The Springtime", by Jack Finney; "The Extremists", by Mark Sherrin; "The Even Temperature In The Cave", by Mary Nash; "The Censors And The Schools", by Jack Nelson; "The Water Beetle", by Nancy Mitford; and "The Sixth Column", by Roger Burlingame.
May we remind you at this point to hold open the day of June 10! Miss Margaret C. Hannigan, Public Library Adult Services Consultant, Library Extension Division, will discuss book selection policies at the meeting to be held in the auditorium of Plattsburgh Public Library on this date. Miss Esther Helfand, Young Adult Services Consultant, Library Extension Division, will also be a speaker.

COMMUNITY LIBRARIANS' COURSES

The first session of the training course for community librarians offered by Library Extension Division began Monday, April 15, at the Lake Placid Club. Mrs. Lillian Orsini, Assistant Professor, School of Library Science, State University of New York at Albany, is teaching the course in Children's Services. Present at the first session were Mrs. Pearl Maicus, Au Sable Forks Free Library; Mrs. Florence Lamb and Mrs. Russell, Lake Placid Public Library; Mrs. Frank Peterson and Mrs. George F. Thompson, Keeseville Free Library; Mrs. Grace Simmons and Mrs. Grace Littlefield, Tupper Lake Public Library; Mrs. Blanche Isham, Keene Valley Library Association; Miss Lora Crouch, Lake Placid Club Library; Miss Margot Clark, Westport Library Association; Mrs. David Minnich, Harrison Junior High School Library, Malone; Mr. David Minnich, Wead Library, Malone; Mrs. Arthur Tremblay, Dodge Memorial Library, Rouses Point; Mrs. Loretta Hubbell, Chazy Public Library; Mrs. Courtnay Morton, Black Watch Memorial Library, Ticonderoga; Mr. Henry G. Sherousse, Jr., Associate Library Supervisor, Library Extension Division; and Mr. Berry, Mrs. Doh, Mrs. Leggett from Headquarters.

TRUSTEES' MEETING

An all-day luncheon meeting of the Board of Trustees of the Clinton-Essex-Franklin Library will be held Saturday, May 18 in the Terrace Room of the Hotel Witherill, Plattsburgh. Trustees will receive further details at a later date.

REGENTS' APPOINTMENT

The Regents of the University of The State of New York have appointed R. Edwin Berry, Director of the Clinton-Essex-Franklin Library, to the Public Librarians' Certification Examination Committee. The announcement came from Dr. James E. Allen, Jr., Commissioner of Education, The University of the State of New York. Mr. Berry will attend a meeting of this committee in Albany on Friday, May 10.

ALBANY CONFERENCE

Mr. Berry attended the Conference on Library Provisionals of the National Education Improvement Act of 1963, held in Albany, April 18, 19, and 20. The conference, sponsored by Library Extension Division, discussed various aspects of total library service. Among the speakers were Emerson Greenaway, Director
of the Free Library of Philadelphia; Francis R. St. John, Chief Librarian of the Brooklyn Public Library; and Harold S. Hacker, Director of the Rochester Public Library.

STAFF CHANGES AT HEADQUARTERS

Mrs. Frederick Tuttle is resigning her position as Principal Clerk to move to Alexandria, Virginia with her family. Mrs. Tuttle was one of the original staff of the system, and helped to create the actual substance of a library system from the initial idea. Headquarters' staff and member librarians alike will certainly miss her help and encouragement. Members of the Headquarters staff gave a farewell party for Mrs. Tuttle on April 30, and presented her with a gift.

Mrs. Jane Llewellyn has been provisionally appointed to replace Mrs. Tuttle as Principal Clerk. Mrs. Llewellyn came to the system in 1955 and has been a Senior Library Clerk on the bookmobile since September, 1957.

Mrs. Madge Mehan has a provisional appointment as Bookmobile Senior Library Clerk, replacing Mrs. Llewellyn. Mrs. Mehan has worked for the library since April, 1958.

Mr. James Cross has joined the staff at Headquarters with a provisional appointment as Clerk.

LIBRARY OBSERVES NATIONAL LIBRARY WEEK

The Clinton-Essex-Franklin Library joined with other libraries in the United States in observing National Library Week. Three exhibits were on display in Plattsburgh business establishments. At Montgomery Ward's, the emphasis was on books to help in the varying phases of home-making, gardening, etc.; at Frederick's the display called "Arts, Artists, and Artisans" featured books on the different types of creative art and the people who created them; and the theme of the display at Booth's Insurance Agency was "Books for the Business Man".

Sample press releases, posters, and bookmarks were sent to all member librarians. The Plattsburgh Press-Republican printed a full-page pictorial section, emphasizing the services the system offers to its member libraries. Newspapers, radio and television stations throughout the area cooperated in "boosting" libraries as a vital part of community service.

Dr. M. Frances Breen, Librarian at the Benjamin F. Feinberg Library, State University College at Plattsburgh, and Mr. Berry, Director of the system, discussed cooperation in buying books and other library materials on television station WPTZ, Plattsburgh. They were interviewed by Mr. Bird Berdan on his daily program "On The Local Scene", Tuesday, April 23. Mrs. Barbara Doh of Headquarters appeared on the same program, Thursday, April 25. Mrs. Doh told McCloskey's "Blueberries For Sal" to an obviously engrossed audience of three children, Wendy Johnson, Cheryl Picard,
and Jonathan Kern.

Mr. Berry was the speaker at the April 25 meeting of the Plattsburgh Kiwanis Club. Using the title "What Hides Behind The Bookmobile?" as his introduction, Mr. Berry told his audience of the multiplicity of operations at Headquarters that back up the bookmobile program. He stressed the fact that bookmobile service is only part of the over-all program of the Clinton-Essex-Franklin Library, outlining the large portion of the program that is directed towards serving the needs of the twenty-seven public libraries that belong to the three county system.

BOOKMOBILE SCHEDULE CHANGES

Spring changes in bookmobile schedules go into effect May 6. Copies of new schedules are available at Headquarters and on both bookmobiles. Newspapers, radio and television stations in Clinton, Essex, and Franklin counties, as well as key persons in each community having a bookmobile stop, will be notified of all changes within their area.

BOOK REPORTS

New forms to be used for monthly book stock reports are being sent to all member librarians. A letter from Mr. Berry explaining the forms will be enclosed.

NEW FILMS AVAILABLE

A new group of films is available for loan to member librarians for use by organizations in their communities. These films come from the New York State Division for Youth and include material on education for family life, delinquency prevention, youth guidance, and recreation promotion. Information on specific titles can be obtained from Headquarters.

Films from the National Film Board of Canada which may be borrowed through Headquarters from April 5 to June 15 are:

Pay-Dirt Angling. Thrills of fishing for Arctic char, northern pike, and grayling. Color. 28 min.
Stampede Stopover. The Calgary Stampede, Canada's action-packed annual rodeo. Color. 13 min.

MEMOS FROM MEMBER LIBRARIES

AU SABLE FORKS FREE LIBRARY - The Au Sable Forks Free Library is now at its new location on Main Street at the store formerly occupied by Mr. Izzit. Trustees of
the library and local high school students helped Mrs. Pearl Maicus, librarian, move the books and equipment to the new library. An Open House for the new and larger building is tentatively scheduled for May.

As part of the observance of National Library Week, Mrs. Maicus planned a window display on "New Worlds of Enjoyment in Books". Mrs. Maicus also spoke at the April 24 meeting of the Parents' Auxiliary of the Holy Name School in Au Sable Forks. Her topic was "Your Child and the Public Library". A selection of children's books chosen to show the many resources of a public library was on display after the meeting for parents and teachers.

CHAMPLAIN FREE LIBRARY - Mr. Malcolm McClellan, 86, of Champlain, died Thursday, April 18, in the Cedar Hedge Nursing Home. Mr. McClellan was well-known to residents of this area as he had been the former librarian at Champlain Library for more than twenty years.

CHAZY PUBLIC LIBRARY - Members of the local Girl Scout Troop, Pamela Church and Moira Beall, held a story hour for Chazy children, Saturday, April 27, under the direction of Mrs. Loretta Hubbell, librarian. Mrs. Hubbell also had a special exhibit of books on gardening as part of her program for National Library Week.

KEEZELEY LIBRARY ASSOCIATION - Mrs. Blanche Isham, librarian, was guest speaker at the Local Home Bureau Unit. Mrs. Isham spoke on "Working Women".

Mrs. Robert Clifford is the new substitute librarian at Keene Valley.

KEENEVILLE FREE LIBRARY - A new project is underway at Keeneville Free Library. Mrs. Frank Peterson, the librarian, has started a small collection of framed reproductions of paintings for loan to library patrons. So far, the experiment has been very successful.

An exhibit of books on summer sports is a current feature at Keeneville Library.

The Kiwanis Club of Keeneville held a Ladies' Night at the library as a kick-off meeting for the local cancer drive.

PLATTSBURGH PUBLIC LIBRARY - Miss Emma Walter, librarian, announced the appointment of a new trustee to the Board of the Plattsburgh Library. Mrs. John C. Colver is replacing Mrs. James Slattery who has resigned because of ill health.

During the month of April, articles and pictures in the Plattsburgh Press-Republican highlighted the different services available at the Plattsburgh Public Library. Mrs. Charles W. Jacques, teacher at Morrisonville School, brought her sixth grade students to the library during National Library Week. Miss Laura Ingalls, Administrative Assistant, did a special review of Wylie's "Triumph" for the April 25th issue of her weekly book review column in the Plattsburgh Press-Republican.

DODGE MEMORIAL LIBRARY, ROUSES POINT - Mrs. Arthur Tremblay, librarian, has scheduled a story hour to be held at the library every Tuesday afternoon at 3:45. Mrs. Robert O'Boyle, teacher at Champlain Central School, alternates with Mrs. Tremblay in preparing this program for Rouses Point children.