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ABSTRACT

To learn first hand how the libraries of North Carolina, especially public libraries, function in spite of budget cuts, a hearing was held in Lumberton (North Carolina) to hear the testimony of interested parties from the state and national levels and specifically from the congressional district of southeastern North Carolina. While library budgets are being drastically cut, costs continue to rise, as the witnesses attest. At this hearing, the Library of Congress introduced "American Memory," a project that will use compact discs and laser video disks to make important collections from the Library of Congress available to researchers, teachers, students, and the public at local libraries and schools. American Memory, which will eventually exist as an online resource, is the library of the future. A demonstration of the technology and search strategies of American Memory was presented. Twenty-three other witnesses addressed the hearing, including representatives of the American Library Association; representatives of state, academic, public, and depository libraries; and patrons and users of the local county library. Additional submissions for the record include letters. (SLD)

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102d Congress
2d session

HOUSE OF REPRESENTATIVES

LIBRARIES AND LIBRARY SERVICES

FIELD HEARING

BEFORE THE

COMMITTEE ON HOUSE ADMINISTRATION

AND

JOINT COMMITTEE ON THE LIBRARY

ONE HUNDRED SECOND CONGRESS

SECOND SESSION

ROBESON COUNTY PUBLIC LIBRARY, LUMBERTON, NC

SEPTEMBER 21, 1992



Printed for the use of the Joint Committee on the Library

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FIELD HEARING ON LIBRARIES AND LIBRARY SERVICES

MONDAY, SEPTEMBER 21, 1992.

U.S. HOUSE OF REPRESENTATIVES,
COMMITTEE ON HOUSE ADMINISTRATION,
JOINT COMMITTEE ON THE LIBRARY,
Lumberton, NC.

The committee met, pursuant to notice, at 2 p.m., in the Robeson County Public Library, 101 North Chestnut Street, Lumberton, NC, Hon. Charlie Rose of North Carolina (Chairman of the Committee on House Administration and Vice Chairman of the Joint Committee on the Library), presiding.

Present: Representative Rose.

OPENING STATEMENT OF HON. CHARLIE ROSE

The CHAIRMAN. The Committee on House Administration, the Joint Committee on the Library will please come to order. The purpose of today's hearing is to receive testimony on libraries and library services from six panels of interested parties, both from the State, the national level, and from southeastern North Carolina; this congressional district.

In my capacity as Chairman of the Committee on House Administration and Vice Chairman of the Joint Committee on the Library, I want to welcome you and thank you for being here today. I want to especially thank Mr. Robert Fisher, the director of the Robeson County Public Library, for allowing us to use the auditorium and for his assistance in putting this hearing together. I also wish to extend my congratulations to the Robeson County community on the occasion of their public library's 25th anniversary.

The primary purpose in holding this hearing is to learn firsthand how the libraries in North Carolina, especially the public libraries, are managing despite budget cuts.

There is no better source than our Nation's libraries for learning about the past, so that we may improve the present and assure our future. Libraries are an invaluable and often overlooked resource. Where else, other than in a library, is knowledge and information accumulated and made readily and easily available to everybody?

Approximately 81 percent of public library funding comes from the local government; 9 percent from donations, fines and fees; 8 percent from State government sources; and only about 1 percent from the Federal Government. This 1 percent, although small in amount, is critical to the well-being of public libraries. Federal funds help to expand public access to library services through book-

mobiles, interlibrary loans, electronic networking and the renovation and construction of new library facilities.

Apart from the Federal funding that is earmarked for public libraries, there is also Federal funding for the Library of Congress. Using Federal dollars, this library, often called our national library, catalogs approximately 235,000 books and serials annually, which in turn saves our Nation's libraries about 370 million each year in cataloging costs. As the leader in preservation efforts, the Library of Congress performs a valuable service by preserving collections that would otherwise be lost forever due to the instability of acid-based paper and general deterioration.

The American Library Association, whose president is here with us today, reported that the Bush administration's budget cuts "are the worst since the 1970's and may be worse than during the great depression." No libraries were forced to close during the depression. In contrast, today we are experiencing library closings, shortened hours, library staff layoffs, and library services once offered at no charge are now either fee-based or cut out completely.

While library budgets are being drastically cut, costs continue to rise. In 1977 the average price of a hardcover book was \$19. It is now about \$40, and the average price of periodicals has almost quadrupled. Publishers are now keeping stocks of books for only about a year. This means that cuts in a library's book purchase budget today may mean forever losing the opportunity to acquire certain books.

Without a strong commitment on the part of Federal, State and local governments to effectively support our Nation's libraries, the continuance of the valuable services they provide may be further threatened.

There are several bills which are currently pending in the House which have a direct impact on the availability of the services America's libraries offer to the public.

Today, we will hear from representatives of the American Library Association, the State of North Carolina, the Library of Congress, one of North Carolina's University libraries, the eight county public libraries in the 7th congressional district, and one of the 7th congressional district's depository libraries. We will also hear testimony from several local patrons and users of the Robeson County Public Library.

Today's statements and proceedings will be made into an official congressional committee document. After its publication, copies will be available for distribution.

I'd like to begin the hearing with a special presentation by the Library of Congress of the new and exciting project called "American Memory." We will then proceed with the testimony of the witnesses as listed on the agenda that has been made available to you.

American Memory is the library of the future. Using compact disks, and laser video disks, important collections from the Library of Congress will be available for researchers, teachers, students and the public at their local library or school. Eventually, American Memory will exist as an on-line resource as well.

The CHAIRMAN. Carl Fleischhauer, the Library of Congress's coordinator of American Memory, and his colleague, Ricky Erway, will make the presentation. Carl, please proceed.

**PRESENTATION AND STATEMENT OF MR. CARL FLEISCHHAUER,
LIBRARY OF CONGRESS**

Mr. FLEISCHHAUER. Thank you, Mr. Chairman. The American Memory project is indeed in disk form today and, we believe in the context of the Library of Congress and also the congressional context—provided by Chairman Rose, we will move the Library forward into an age in which it can make collections available through computer networks. We really look forward to that. And, in part, you should think about what we have here as a forecast.

This menu is a metaphor for multiple collections—if it's hard to see in the back, it includes words like photographs, recorded sound, manuscripts, around the edge. This is the central intelligence of a library: the catalog. Let's go to the catalog for all collections (that is, all the collections we have ready just now in American Memory) and conduct a search.

We are searching using the word "Indians" today. This word gives you a good cross section of the types of material in our electronic affair. Of course, the Library of Congress subject term is North American Indians; but the noun "Indians" turns up in some of the full-text materials that we have, so we have just done a search this way.

The results show that there are 129 items, that is there are that many catalog cards that we found. We'll just pull a few of them up and let you take a look at what is available in a system like this. The first item is from a collection of congressional documents. These are from the proto Congress or the Continental Congress. And the particular item that we'll look at is a broadside or a printed version of a document. This is a printed version of a treaty. There we have it. We have here the full text, the searchable full text for a treaty that was carried out in 1786.

Since this is a historically interesting document from our rare book division, we can also bring up a facsimile image and give people access both to a historically correct reproduction of the document in the computer as well as the searchable text. These broadsides were printed by the Congress to inform people about their actions in a manner exactly like the report that Chairman Rose spoke of from this particular hearing.

Ricky, why don't we go back to the search screen and let's look at another example. Another collection that we have put into this system is a group of about 25,000 still photographs from a company that was in the post card business around the turn of the century. It was called the Detroit Publishing Company; and although located in Detroit, MI, actually had coverage of the entire United States. And the 25,000 glass plate negatives provide quite a nice resource for things of local interest around the United States.

We'll go first to a catalog card. Being good librarians, we keep a catalog record as the centerpiece; in this case I'll have to switch from the computer screen to the video screen. And the catalog card told me that this is a picture of an Assiniboine woman in Montana in about 1907.

Just to go for another example, we were looking for some of the Indians of the eastern United States since, of course, that is the subject of some interest in this particular area. The ones that we

could find, however, were not from North Carolina, but rather from Florida. This is a picture made in Seminole country, again, around the turn of the century.

If we go back to the catalog record, we can go to another example in a different part of the East. This is up in the Sault Ste. Marie, near the straits of Mackinac and it's a hand-tinted version in color of the black and white photograph made by this Detroit Company. It was sold suitable for framing, of Indians fishing on the Soo.

If we go back now to the computer screen, we'll look at a different type of item. And in this case we have a political cartoon—the Library of Congress' Prints and Photographs Division has about 6,000 political cartoons from various periods. We chose 500 of them which had something to do with Congress to make a special program for the bicentennial of Congress a couple of years ago. And this is one in which, of course, now the Indians that we found are no longer "real Indians," but rather the House and the Senate smoking a peace pipe, in this case with President Woodrow Wilson at the conclusion of a little fuss they had over who should pay tolls to go through the Panama Canal.

It's worth saying of computerized information now that you've gotten a bit of a taste of it, that it's possible to print out copies, it's possible to cut and paste these materials, and where we have a collection that might once have been handled in microfilm, we find in an electronic mode that it's possible to do more with it. It's also possible to search in an indexed way.

For the next example, we've got to change video disks because we are going to show you a motion picture, and Ricky's taking out the video disk that has the 25,000 still photo collection on it; and putting in a video disk with some very early films. We'll show you one example or at least parts of one. The films that we thought would fit in this American history setting are ones from the very earliest day of motion pictures.

These are in this case made by the Thomas Edison Company in 1901. The particular film we are showing was made at the World's Fair in Buffalo, the Pan American Exposition in Buffalo, New York. Notice that we get a kind of remote control on the computer screen, and now let's look at the film. This is, of course, silent footage. At this particular World's Fair, members of Indian tribes were brought to be put on display, I guess, the way exotic people sometimes are in these settings.

But the most anomalous thing, which is really striking from this film, is how a visual document can be a revealing thing about history. Once a day, they staged kind of a wild west battle, in which either the Army or men dressed as soldiers, fought a sham battle with the Indians in this classical amphitheater. It's impossible, I think, to look at this without thinking about the attitudes of the time about civilization and savages; and it gives you the kind of uncomfortable feeling we get sometimes when we remind ourselves of how grandpa looked at the world.

One of the things that's possible to do with a video disk is look at frames one at a time. Look at the video, where Ricky can advance it one frame at a time. It allows us to pour over the footage and, in fact, here again one can cut and paste and print. A system like this

begins to make visual materials of this sort much more usable in the study of history.

The one thing that our search for Indians doesn't give us is an example of a sound recording. And we do have a set of sound recordings, so we are going to jump out of our search set here and show you one.

The first group of recordings that we put together was a set of 60, 78 rpm records that were made during World War I; and right after World War I. A man in St. Louis recorded political speeches. This is just before radio; and the interesting thing for him, I think, was getting the voices of American leaders on records so people could hear them. This was just before radio made that idea obsolete.

We go from the catalog card, which identifies this as a speech by William McAdoo who was the former secretary of the Treasury. We'll give you a little taste of this. You'll notice we have a transcript. You follow along the transcript as you hear the voice. There is also a portrait photo that we'll pull up.

[Whereupon, a recording was played.]

Mr. FLEISCHHAUER. We've been in what we call the library reading room. Let us now look at the main menu for just a second. In the reading room in the computer, you search and find things in the way that I have demonstrated. Our electronic library, however, also has an exhibit hall; and I'll just mention this and show some of the titles. In a school situation we want to give people more introductory information or interpretive information, and what we've done is put together electronic exhibits to do that. The collections also have study guides and users' guides that go with them. And I think at this point perhaps in the interest of letting the hearing proceed, we should wrap it up.

Thank you very much. It will take us a minute to put this away, and, Mr. Chairman, we'll do it as quick as we can.

The CHAIRMAN. Thank you, Carl. Thank you, Ricky. Thank you very much. Off the record for a minute.

[Discussion off the record.]

The CHAIRMAN. Just a couple of announcements that I'd like to make, and you all take your time in what you're doing. The Congress has authorized the Library of Congress to donate the materials it does not need for its own collections to nonprofit tax exempt educational organizations. These organizations must send representatives to the Library to select items they can use and they're responsible for all shipping costs. Members of Congress can provide the use of their frank for shipping these items I might note, and your local Congressman can, if properly instructed by you, can go to the Library to select the items that you request. Because the amount of available materials of interest to public libraries and elementary and secondary schools varies greatly, eligible schools and libraries often designate someone in the Washington area to act on their behalf.

In 1991 North Carolina organizations received 838 surplus items through this program. Any institution interested in participating should give its representative a letter of introduction addressed to the Chief Exchange in Gift Division, Library of Congress, Washington, DC.

I went over that rather quickly. If there are people here that have an interest in the surplus or extra copy materials at the Library of Congress. I would invite you to write me a letter and tell me of your interest so that we might be able to get the letter of introduction first from you and then some indication of what are your continuing interests, and then I will arrange to have someone on my staff make a periodic visit to find out what will be available that might be of interest to you.

Second, I have sent to each of the eight county libraries in the district a packet of recently published materials that I hope will be of interest to you. I'd also like to put you on notice that later this year, or at the beginning of next year, we will have available a book recognizing the contributions of the American Indians. The book is titled "1992: Year of the American Indian; Congressional Recognition and Appreciation." It is a fitting tribute to honor the original inhabitants of this continent.

In addition to that, arriving in November we will have a book commemorating the 500th anniversary of the 1492 voyage of Christopher Columbus. The book is called, "Columbus in the Capitol." I will alert Hilary, and Andrea Turner Scott, my administrative assistant, to help me get adequate copies of these books for the libraries in this district.

Our first panel is composed of Dr. Marilyn Miller, the president of the American Library Association, Mr. Howard McGinn, the director of the North Carolina Division of the State Library, North Carolina Department of Cultural Resources, and Dr. William Ellis, the associate librarian for science and technology information at the Library of Congress, and Mr. Ken Berger, Reference Library, Duke University libraries. I thank you all very much for being here to participate in this hearing.

Dr. Miller has not been able to get here by now, but maybe she can come and participate in a later panel. So if we could go ahead and begin with your testimony. We'll start with Mr. Howard McGinn.

STATEMENTS OF HOWARD MCGINN, DIRECTOR, NORTH CAROLINA DIVISION OF THE STATE LIBRARY, NORTH CAROLINA DEPARTMENT OF CULTURAL RESOURCES; DR. MARILYN MILLER, PRESIDENT, AMERICAN LIBRARY ASSOCIATION AND CHAIRMAN, LIBRARY & INFORMATION SERVICES DEPARTMENT, UNIVERSITY OF NORTH CAROLINA AT GREENSBORO; DR. WILLIAM ELLIS, ASSOCIATE LIBRARIAN FOR SCIENCE AND TECHNOLOGY INFORMATION, LIBRARY OF CONGRESS; AND KEN BERGER, REFERENCE LIBRARIAN, DUKE UNIVERSITY LIBRARIES

STATEMENT OF MR. HOWARD MCGINN

Mr. MCGINN. Thank you, Mr. Chairman, and I appreciate this opportunity to appear before the Committee. I'd like to compliment you, too, for your leadership on the GPO WINDO proposal. I understand it's coming up for a possible markup this coming Wednesday, and I hope that it is passed this session.

I'd like to note, too, that there are three staff members from the State library here with me who can answer questions that I might

not be able to answer. Jane Moore assistant State librarian for library development, Charles Fox, who is director of our Library for the Blind and Physically Handicapped, and Ann Marie Elkins who is the State library consultant for libraries in southeastern North Carolina.

I have been asked to address three topics this afternoon: The Center for the Book, the National Library Service for the Blind and Physically Handicapped, and finally, general comments on the needs of libraries in southeastern North Carolina.

Let me begin with 'the Library of Congress' Center for the Book Program. I ask you to please keep in mind that the State Library of North Carolina has just begun to develop the State level programs for the center this year. In its national form, I believe that the Center for the Book is an extremely valuable program of the Library of Congress. In this age of electronic information, it is often forgotten that the book remains the singular most effective instrument of technology for recording, transporting, and accessing information, especially information that demands constant reflection or study. As we attempt to tackle the enormous problem of the illiteracy in our State and country, we need to remember that the ability of a person to understand words in books is necessary if that person is ever to understand the words on computer screens or on computer printouts.

The Center for the Book Programs help eradicate the fear of books. They help people understand the importance of books in their lives and in the culture of their communities. In North Carolina, the Center for the Book programs will concentrate on the celebration of our State's marvelous literary heritage—past, present and future. In November we will have the first North Carolina Authors' Day in Raleigh. People will be able to meet over 30 authors, hear authors read their own works, and speak to authors about the process of creating novels, poetry and dramatic works.

Beginning in January 1993, the State Center will sponsor the Kettering Foundation's National Issues Forum in three communities in the State: In Kenansville at the Duplin County Public Library, in Raleigh at Shaw University, and in Winston-Salem at the Forsyth County Public Library. We will be expanding this program in the fall of 1993.

Finally, there are nascent plans for the establishment of a North Carolina Literary Hall of Fame. The Hall of Fame will be patterned after sports halls of fame and will honor distinguished North Carolina authors, present educational programs, conduct seminars and conferences, and provide opportunities for young authors to develop.

I'd like to take some time now and talk about the National Service for the Blind and Physically Handicapped. The State Library serves as the agent for these Library of Congress services in North Carolina that also provides braille book service to the citizens of South Carolina through a contract with the South Carolina State Library. Perhaps no other program of the Library of Congress serves citizens as directly as does this program.

There is great concern in our State about the aging of the population and the large number of retired persons relocating to North Carolina, especially to the coastal areas, the resort areas, the

mountains, and the areas where there are major medical centers. The Library of Congress estimates that 1.4 percent of the national population is eligible to receive the services for the blind and physically handicapped.

In North Carolina, this percentage will sharply increase over the next decade because of the disproportionate number of elderly residents now living here or planning to move here. Because much of this service is also supported with State funds, the combined Federal and State expenditures will need to be sharply increased if we are to serve even a fraction of those eligible for these services. Please keep in mind that one need not be literate in order to listen to a book recorded on an audio tape. As a result, this service reaches every segment of the population.

Please let me mention two additional concerns I have regarding Library of Congress programs before I discuss general library needs. I feel that the increasing tendency of the Library of Congress to charge for services is misguided. Citizens have already paid for this information through tax dollars. We should not have to pay twice. In fact, there needs to be more access to Library of Congress generated information provided to citizens, corporations and State and local governments.

Much of the research conducted by the Congressional Research Service, for example, would be of enormous use to local businesses and governments as they attempt to cope with the wide range of problems such as toxic waste disposal or water quality or international trade opportunities. In an age demanding accurate information to solve community problems or develop local economies, policies that restrict information to Congress that may be of use to urban and rural communities, retards and, in fact, damages local economic and community development.

Finally, the state of library services in Southeastern North Carolina. The public library systems in the southeastern counties are excellent. They are meeting a wide variety of community needs that range from their role as school libraries to the provision of information required by local businesses. The modern public library is an information supermarket that continues to provide traditional services, such as children's programs and reference services. But the Statewide access to the Internet and sophisticated electronic databases have given these libraries, no matter how rural, access to an entirely new range of information and products of information and services that are needed if their communities are to prosper in an information driven global economy.

Because of this rapid expansion of the services, I suggest that while the needs of public libraries are many, three needs require special attention: First, personnel. There is a critical shortage of librarians, especially librarians of African-American, Native American and Hispanic heritage. There is also a critical shortage of children's librarians. Congress needs to increase scholarships so that we might be able to begin to meet these important personnel needs especially in our rural counties.

Second, there is a chronic shortage of funding for books, periodicals, database access and other information resources. An information supermarket without inventory will go out of business. An in-

formation electronic highway without vehicles is a wasteful investment.

Finally, facilities. The same population trends mentioned above are placing severe demands on library buildings. The amount of money needed to retrofit older buildings in order to comply with the ADA legislation will be significant. But the most serious need will be for new facilities. The only source of funds for buildings outside of local contributions is LSCA Title II funds. In North Carolina there are no State funds. This year the State library will have less than \$490,000 in LSCA Title II funds to distribute Statewide. That amount doesn't build many libraries.

If North Carolina, especially rural North Carolina, is to fully enter the information age, it needs to assure that the information infrastructure already provided by public libraries is upgraded and properly funded. NREN and all of the other marvelous electronic highways will be useless if there are no on-ramps to provide access.

Thank you for your attention. I will be happy to answer any questions you might have.

The CHAIRMAN. Thank you very much, Mr. McGinn. We'll hear from our panel, and then we'll have some questions for all of you.

We are very happy that Dr. Marilyn Miller, the president of the American Library Association and chairman of the Library and Information Services Department, UNC at Greensboro, is with us now. Thank you for coming, and we'll be happy to hear from you at this time.

STATEMENT OF DR. MARILYN MILLER

Dr. MILLER. Thank you, Congressman Rose. I was on time for my speech in New Delhi, India, but could not seem to get to Lumberton, North Carolina.

I am Marilyn Miller, professor and chair of the Department of Library and Information Studies at the University of North Carolina, Greensboro. I am also president of the American Library Association, (ALA) the oldest and largest library association in the world. ALA is a nonprofit educational organization of more than 55,000 librarians from all types of libraries, library educational faculties and students, library trustees and other friends of libraries dedicated to the improvement of library services.

Before I begin my statement, Congressman Rose, please let me express the appreciation of the American Library Association for your leadership and dedication to the development of the Government Printing Office WINDO/Gateway, the Government Act. We hope, as I'm certain that you do also, that within a short time this proposed legislation will be a reality assuring the American public equitable and reasonable access to Government information.

There are presently three distinct library systems in this country. The academic library system serves the research and teaching needs of higher education in community colleges, 4-year colleges and universities, the latter including most of the greatest research libraries in the world.

The second system serves the general public from cradle to the grave, welcoming all who wish to use its resources. This public library system has been well-defined as the open university of the

people, the protector of a democratic society because of its insistence on open access to all ideas in recorded history.

The third and newest system to develop is a system of school library media centers. This system in 90,000 schools serves, according to the latest published Government statistics, over four million K-12 students weekly. One of the major attractions of the school library media center, when managed by competent staff, is that the center has the capability of reaching all of the students and teachers in an organized program of service.

These three library systems have developed to maturity in the past 40 years under the direction of a highly educated and well-trained workforce of professionals and paraprofessionals. Although as detailed below, our library systems are in great financial difficulties, our libraries are still the model for the world. Librarians in every country of the world are now talking as we do here and have talked for the past half a century. Libraries and access to information, we all say, are the keystone to research and development, are the strength of a democracy, and are intrinsic to universal education and literacy. In other words, libraries are strategic to the development of any society as well as strategic to the development of the institution in which they reside.

Sometime in the past 15 or so years, however, we began to realize that our industrial society was giving way to an age increasingly dominated by technology and information. In our brief lifetimes, we have seen incredible changes in information technology. Paper is no longer the main information storage medium. We have moved to microfilm to magnetic and now to optical technology.

As you have just seen from the demonstration of American Memory, we have moved from a time where we could store only a few hundred characters per cubic inch. We can now store billions of characters, and we can transmit billions of words per minute via glass fibers. It is predicted that 100 trillion words per minute is within our reach.

The implications of these changes are having a formidable impact upon libraries. Libraries still are the repositories of millions of pieces of paper we call books and which we have treasured for over 400 years as the most convenient, portable, useful and democratic way to record our history and development. And books and journals and newspapers will remain a mainstay of libraries as the free flow of information for the foreseeable future. They must be managed and made accessible with integrity.

At the same time, and with decreasing funding and increasing prices for print resources, librarians are attempting to move ahead wisely into the electronic information environment. As American Memory demonstrates so well, the librarian's task of managing access, focusing on delivery of information and the education of users to become competent in all of these new technologies is indeed awesome. And I might note that librarians in rural North Carolina schools are wrestling with these challenges just as seriously as are the librarians at UNC-Chapel Hill, Duke, Yale and the New York Public Library Systems.

The students at the avant-garde elementary school in Orange County and using the electronic media centers in the New Guilford County middle school or the new year-round primary school in

Greensboro will be the twenty first century students in the State's system of community and 4-year colleges and private and public universities. In addition, they will be making sophisticated demands upon our State's public libraries and they move through the educational system.

Libraries in the United States are part of our society's infrastructure. They are as essential to the education, productivity and well-being of our Nation as are an adequate transportation, police force, fire protection and health maintenance facilities. As part of the Nation's infrastructure, libraries are facing some of the same economic problems as are the other elements. Indeed, the attached pages detailing the financial disaster facing American public libraries at the same time that demand for library service is increasing must give us pause. Nationwide reduced hours, shrinking collections, cuts in services, and staff cutbacks are becoming more common throughout the country and reflect the crisis approaching institutions that have been underfunded for 2 decades.

We must also listen carefully to the school librarians who report that the bulk of their collections are older than the students in the school. We must also be alert to the university librarians who talk about eroding purchasing power because of inflation, flat budgets, more diverse demands because of diverse student bodies, and the constantly increasing prices of journals.

Librarians are working toward programs of networking, resource sharing and cooperative collection development, but we cannot do the entire job alone. We need help in alerting communities to the negative effect on life in a democracy without adequate and responsive library systems. We need to retain the help and concern of local, State and Federal Government's in maintaining the Nation's information pipeline that is our Nation's systems of libraries. The library is our only social institution that guarantees equity of access to information for all residents from cradle to grave.

Thank you for giving me the opportunity to share these thoughts with you.

FINANCIAL CUTBACKS THREATEN ALL ASPECTS OF LIBRARY SERVICE

REDUCED HOURS

- By 1990 only 22 percent of public libraries were open more than 50 hours per week; only 40 percent were open 40 hours a week or more.
- Library hours in Portland, OR have been reduced by 30 percent over the past 2 years in Detroit, MI by 23 percent.
- In Massachusetts 20 library branches have closed since 1989; the Worcester Public Library, serving a community of more than 150,000 closed all but one branch in fiscal year 1990.
- In rural Shasta County, CA the public library was forced to close for most of 1988; today only 3 branches with severely limited hours serve the county's 143,000 residents.

SHRINKING COLLECTION

- Chicago Public Library's book budget has plummeted more than 70 percent this year.
- The Wilton, ME Free Public Library suffered a 33-percent cut in its books and magazine budget and all funds for adult literacy or children's reading materials have been eliminated.
- In New Rochelle, NY the public library lost half of its book budget in 1991 despite record circulation and attendance figures.

- Newark, NJ library has stopped placing book collections in public schools, nursing homes, senior citizen centers, hospitals and prisons.

CUTS IN SERVICES

- In Atlanta, GA, some 30,000 "at risk" children no longer receive visits from the Story Caravan, an effective public library program aimed at improving language skills. Funding cuts for the Atlanta system have also removed access to books for 1,400 residents of senior citizen centers.
- In central New York's Finger Lakes region, discontinuation of bookmobile service eliminated library services for some 95,000 residents.
- The entire range of children's programs at branch libraries in Brooklyn, NY has been cut toddler and preschool story times; arts and crafts programs; day-care centers and school-class visits; after-school films, and "read-alouds."

STAFF CUTBACKS

- In Bridgeport, CT, 30 of 68 library workers were laid-off recently.
- Twenty-two percent of Massachusetts libraries have laid off staff since 1989.
- Staffing has been reduced by 1/3 in Nassau Co., NY from 100 to 66. Whole departments have been eliminated.

INCREASING DEMAND

Even as their budgets shrink libraries face a continuing increase in the demand for their services. In the 1980's, libraries expanded their services to meet the growing needs of an ever more diverse constituency. Basic library services now include:

- literacy classes for individuals and families
- AIDS and other health information services
- vocational counseling and job referrals
- electronic networks for community agencies and professionals
- tutoring and after-school programs for latch-key children
- English-as-a-Second Language classes for recent immigrants
- economic development databases for emerging business
- talking books for the blind
- performances and exhibitions
- bookmobiles for isolated communities, prisons and daycare centers
- educational videos for home schooling and senior citizens
- lectures and book discussions for out-of-school adults
- summer reading programs for rural and inter-city youths.

While the demand for service continues to expand, the costs of providing these services rises.

- The amount of information in books and databases is doubling every 5 years, and the price of this information is increasing astronomically; the average price of a hard cover book more than doubled from \$19 to \$40 between 1977 and 1990, while the average price of U.S. periodicals increased almost 400 percent.
- The advent of the electronic information age has compelled libraries to invest in new information formats, such as videocassettes, compact discs, computer software, and on-line databases, as well as new information technologies, in order to keep pace with the needs of users;
- Young people, families and senior citizens increasingly seek out library resources for home study, community support, and self-improvement;
- Municipal libraries are responding to urban problems by setting up job referral centers, homework centers in troubled neighborhoods, and computer networks for groups working on economic revitalization and housing reconstruction;
- A growing number of foreign-born residents and their children use the library in the process of acculturation;
- Community groups are seeking the establishment of special cultural resource centers in libraries for groups whose heritage is not represented in existing collections.

The CHAIRMAN. Thank you very, very much, excellent statement. Dr. William Ellis is associate librarian for science and technology information, the Library of Congress. Dr. Ellis, thank you for coming, sir.

STATEMENT OF DR. WILLIAM ELLIS

Dr. ELLIS. Mr. Chairman, I want to thank you, sir, for providing us the opportunity to make this statement on behalf of the Library of Congress. I want also to heartily subscribe to the excellent statement that was made by Dr. Miller and thank her for it. My remarks will focus more narrowly on the Library of Congress.

Our Nation's current economic technological, and intellectual life reflects a perplexing mix of achievement and missed opportunity. Although our graduate programs and scientific and technical fields are second to none, some of our elementary and secondary education systems produce students unprepared for the workplace, or for higher education. A number of American industries are world leaders, while others are losing their competitive edge in the global marketplace. Even as exotic new occupations proliferate, many American workers lack the technical training required to make them fully functional in these new jobs.

Everywhere there is advancement but also stagnation. The world of libraries and information services typifies this condition. We now have more information than ever before in a myriad of formats but much of it is not readily available. This is particularly true of science and technology data, the information of greatest strategic value to us.

Libraries and information services in the science and technology fields face these common problems: One, the increasing unmanageable volume of information and its accelerating rate of growth. Two, inadequate use by their patrons of available pertinent information and the supporting information services and products. And three, the lack of adequate capabilities for multidisciplinary searches.

Changing information technologies offer us hope in solving these problems. The power and speed of computing machines is advancing exponentially and will continue to do so. Computers will add more friendly interfaces and more nimble analytical capabilities. Similarly, telecommunications capabilities will become much more robust. What takes hours now to transmit at current common speeds will take minutes or less by the mid-1990's.

As organizers, preservers, and mediators of the research record, libraries and information services are using these changes to develop new information strategies. Allowing researchers, instructors and students to make far better use of available information. Participating in this collective enterprise of transforming our information infrastructure, the Library of Congress has initiated several projects.

For example, we are using the National Research and Education Network, NREN, which is an expansion and consolidation of existing computer networking facilities across which enormous amounts of information will be shared for research and educational purposes. Here in the area of scholarly communication, we employ a number of specialists in the Congressional Research Service, CRS, to provide public policy analysis for the Congress. The analysts are using the hundreds of information sources and scholarly discussion groups which have emerged on the Network. Our legal and copyright specialists, the American Folklife Center staff, and others

expect to use the Network to extend their consultation with research and policy development communities, such as the Research Triangle. Modern libraries typically rely on network computer-based catalogs and other bibliographic citation sources to identify materials to meet users' needs. The Library of Congress makes our records widely available through existing on-line systems.

The Network will also become increasingly important in the dissemination of appropriate elements of the Library of Congress' collections throughout the United States. One example is our foreign language materials— $\frac{2}{3}$ of our collections—and these are unique to this country. We have the largest collections of Slavic, Hispanic, Chinese, Japanese, and Korean materials outside those Nations. This information is a significant international source for scientists, economists, policymakers and other scholars in this country.

In addition, our overseas operations offices coordinate the acquisition of hard-to-find materials for 97 American research institutions, among them Duke University and the University of North Carolina at Chapel Hill. As our fourth president, James Madison, wrote: "Knowledge will forever govern ignorance; and a people who mean to be their own governors must arm themselves with the power which knowledge gives." At the Library of Congress these words are carved at the entrance to the Madison building; we take them seriously.

With the advent of new information technologies, the Library of Congress will join with others in the library and information services community to use these technologies to make advances in education, continue our progress in science and technology, and turn information into knowledge for the public good.

In closing, Mr. Chairman, I want to thank you, sir, for your continuing support for these efforts which enable us to serve as America's national library, thank you.

The CHAIRMAN. Thank you. We are just getting started this year, next Congress we'll stay busy.

Mr. Ken Berger, reference librarian, Duke University libraries, we thank you for coming to Robeson county, and we look forward to hearing from you.

STATEMENT OF MR. KEN BERGER

Mr. BERGER. Thank you, Congressman Rose. I have been asked to speak about the library of the future. Though I find it somewhat reassuring after hearing the speakers before me and watching the American Memory project presentation to see that my comments will be more likely redundant than radical.

The "University Without Walls" has become a popular expression of learning experiences unrestricted by the boundaries of particular educational institutions. Adapting this expression to the library of the future, the "Library Without Walls" is an accurate method of visualizing the changing information environment. Access to materials and information—statistical data, novels, pictures, audio and visual materials, etc. need not in a technical sense, be tied to any specific physical location. Nor will it be necessary, by the same token, for individuals to access those materials and that information by physically visiting a specific site.

Picture the typical student in the 21st century. Full textbooks and articles will be available on their home computers, most likely through network access. If the student has to view a movie or listen to a tape, the same capability will be there. Assignments will be completed on-line, with computer assistance available as a supplement to the teaching and research processes.

Picture the typical business person in the 21st century. This individual can already access company files and business software, communicate almost anywhere around the world and call up a bounty of statistical, textural and directory data using current technology and services—from home and office computers. Developing technologies and databases make it reasonable to believe that in the future virtually all the person's information needs will be met without leaving the home, let alone going to or calling a library.

What is true for the student and business person is true for other information seekers, and it is true for other traditional library user groups as well. But what will it take for this information environment to occur?

It would seem that four developments have to take place. First, the general availability of high quality, affordable computer equipment.

It is no secret that the personal computer is improving moment by moment, with larger memories, faster processing speeds, and better audiovisual capabilities, at cost efficiencies envied by other industries. There are already tens of millions of home computers in this country.

Second, there must be a database of information, a "national" database, that is widely accessible. Bibliographic searching is commonplace, but for years memory capacity was a barrier to large text storage and retrieval. This is no longer the case. Full-text searching and retrieval of articles from magazines, journals and newspapers is now possible. And as for books, just look at the revolution caused by CD-ROM disks. When an individual can have dozens of reference works and hundreds of books in full text on just a few thin disks sitting on a shelf, how can one fail to see the implications for libraries?

There is another issue involved in the creation of a "national" database. Publishers must see the economic advantage of making their products available in digitized form. Market forces are already at work as many publishers use computers to create their products, and many require authors of books and articles to submit their manuscripts on computer disk. Reduction of production cost at input can and will be met at the output end. Some journals are now produced only in computer forms, lowering production expenses, and, perhaps more importantly in the research fields, recognizing the needs for faster distribution of information. With libraries initiating draconian cuts in serial and book budgets, publishers might be very interested in offering alternative ways of distributing and charging for their products, such as fees for on-line access to specific books and articles.

The availability of the database at one end must be tied to the realization of the third factor. The creation of networking links to these sources of information. Some links are already there. Aca-

demics use Internet, providing electronic communication with other scholars, with the catalogs of universities and special libraries and with hundreds of specialized bulletin boards of the latest information of importance to researchers. Businesses are linked to databases of financial information through services like Dow Jones. Lawyers use LEXIS for its library of court cases and legal literature. College students and public library users, usually through their libraries, have tapped into the bibliographic and data files provided by on-line giants, such as DIALOG and BRS. Unless anyone doubt that the on-line revolution is hitting the home market, just look at the success of those services aimed at that market, such as Compuserve, Prodigy, Genie and America On-line. Millions of Americans are shopping at home, reading news articles and movie reviews, checking encyclopedia articles, following the stock market, playing games and making travel arrangements without ever leaving their home—or visiting their library.

Even with the availability of adequate equipment, a database of information and networking access, there is still one factor left—of crucial import to the library profession and institution. That is the individual's ability to make effective use of this wealth of resources without the assistance of a human being. Several of the on-line services, and especially those aimed at the home consumer market, are demonstrating talent for making their systems more "user friendly" and "intuitive." That is, they are, searching for the right information and retrieving the right information, so easy that those who are minimally computer literate can achieve success with their products.

They have a long way to go; that is why they all have help lines to provide human responses to their customers' questions. Even with all the computerized end-user services in college and university libraries, no one is getting rid of their reference staffs. They will, of course, get better; and user success, at least in the eyes of the user, doesn't always mean performing the best search possible. But there will always be those who are not satisfied with their own searching effort—not unlike those we have traditionally trained to use indexes, bibliographies and card catalogs—and will require—demand—the help of information professionals.

Libraries will still exist in the 21st century. Whether the community is the academic institution, the corporate entity, or the civic body, libraries have demonstrated their value for a wide variety of group events: Debating issues, discussing and experiencing culture, teaching, and recreation. These activities will continue. Additionally—in a more traditional vein—libraries will still serve as repositories for many special materials, especially those which are archival in nature. To reassure those of us who fear the loss of our earliest reason for existence, yes, the library will continue to provide collections of books and periodicals for those who want to check them out.

And what are the implications of this library of the future? Certainly too many to anticipate, let alone list here. Among the most obvious are: People will have much less contact with other people. Charging structures for information delivery will change; after all, how can libraries justify their funding levels when former users are bypassing their physical institutions? Public policymakers will

have to consider the needs of the information/computer equipment disadvantaged; not everyone will be able to, or might want to, afford computer equipment and subscription costs, and the library will serve these needs. And finally, no matter how user friendly or intuitive computer retrieval systems become, or how effective they are for plowing through the ever growing mass of published material, there will always be a place for the ever helpful public service librarians. Thank you.

[The prepared statement of Mr. Berger follows:]

PREPARED STATEMENT OF KEN BERGER, REFERENCE LIBRARIAN, DUKE UNIVERSITY LIBRARIES

A YEAR 2010 DRAFT PLAN FOR THE DUKE UNIVERSITY LIBRARIES PREPARED BY KEN BERGER AND RICH HINES

WHERE WE WILL BE IN 2010?

- I. The Academic Library in 2010
- II. The Academic Library User in 2010
- III. Functions of the Academic Librarian in 2010

WHERE WE ARE NOW (IN RELATION TO WHERE WE WANT TO GO).

- I. The Academic Library in 1992
- II. The Academic Library User in 1992
- III. Functions of the Academic Librarian in 1992

HOW WILL WE GET THERE?

- I. The Resource Base
- II. Equipment
- III. Access Capabilities
- IV. Finances
- V. Staffing and Budgets
- VI. Traditions

PART ONE: WHERE WILL WE BE IN 2010

I. THE ACADEMIC LIBRARY IN 2010

1. Users seldom come into the library building; if they do, it will be for:
 - assistance with special problems
 - casual/recreational reading (primarily in paper format)
 - access to special equipment
 - access for those who lack appropriate equipment and/or expertise
 - contact with people
 - study hall
 - functions (e.g., wine and cheese parties)
 - instruction, group and individual (though some will be done via remote access or off-site visits)
2. Nearly all serials will appear in digitized format (all will probably be produced using computer technology)
3. A high-percentage of monographs will appear in digitized form, though much casual/recreational reading will still appear in paper format
4. Networking (the) standard
 - remote electronic access to a wide variety of formats and information through networks will be the norm; the market will force a high degree of standardization
5. CD-ROMS will have passed away as networking provides the primary distributed access to large databases and text files
 - CD-ROMs may have a niche as access to information for who may need a portable information resource (who may customize disks for specific needs while not able to access networks)

6. Full text retrieval will be at least as standard as retrieval of bibliographic information is today

7. Library staffing way down as labor intensive aspects of the library institution decrease (section on "Functions of the Academic Librarian 2010" for more on this point)

8. Front end systems for accessing databases will be much more intuitive, greatly reducing the need for information intermediaries

9. Individual access to high quality computer equipment-screens which facilitate easy reading and the use of varied media-a given for every member of the university community

10. Library acquisition, personnel and maintenance costs way down

11. Library out of direct charge loop for access to databases and information services

- users will have their own accounts
- university/library will serve as brokers to obtain special rates will information services

12. Library and librarians will serve gateway role and as a facilitators to those who need special assistance and/or access to esoteric materials

13. Library will continue to serve as an archive/museum for special materials (e.g., manuscripts, rare books, primary source items)

14. Memory/storage capabilities dramatically up; costs equally reduced

15. Large percentage of library holdings converted to digitized form

16. Advanced technologies and techniques (e.g., cluster and vector analysis) are used to index materials providing the capability to search efficiently and successfully through the large databases which will be available

17. There will be new licensing and use fee structures

- which will be reflective of the larger user base and lower-cost per use
- assessments will be more directly tied to the information user

II. THE ACADEMIC LIBRARY USER IN 2010

1. Will have easy access to high quality computer equipment

2. Will have ready access to information networks

3. Will expect to be able to access computerized information systems with minimal instruction

4. Will expect to have access to all required readings online

5. Will expect to have access to all relevant reference materials online

6. Will expect to have access to most other materials, in most formats, online

7. Will not expect to have to enter library building or require librarian assistance, except for:

- access to special/esoteric materials
- some training
- information counseling
- assistance with difficult questions

8. Will accept assumption of use costs for information access comparable to present support of library activities (as built into cost of attending the university)

III. FUNCTIONS OF THE ACADEMIC LIBRARIAN IN 2010

1. Facilitators/PIGs (Professional/Personal Information Guides/Gurus)

- training users
- providing access to esoteric materials
- information (technical/reference) counseling
- seeking out new information resources, and keeping users aware of them (though this may be a transparent operation)

2. Market Analysts

- surveying users to determine their needs and how well we meet those needs

3. Brokers

- negotiating access to information resources, equipment and lower costs

4. Conservators

- identifying materials for conversion to machine-readable format

5. Researchers and Designers (R&D)

- evaluating and improving existing systems and services, and development new resource capabilities

6. Reference
 - providing answers to difficult questions (Note: difficulty lies in the eyes of the requester)
7. Archivists
 - collecting, organizing and providing access to primary source and special materials (e.g., manuscripts and rare books) which may not be appropriately preserved and accessed only in digital form
8. Developers/Producers
 - assembling and creating new information resources and databases, most likely form unique, local resources, for additional to the local regional national/international databases accessible through networks

PART TWO: WHERE WE ARE NOW (IN RELATION TO WHERE WE WANT TO GO)

I. THE ACADEMIC LIBRARY 1992

1. *People will seldom come into the library —*

1. Not true for those who have information needs; however there is presently little networking. Users do take advantage of telephone reference; Infoline (The Reference Department's bulletin board service which enables people with computers and modems to leave questions, make interlibrary loan requests, check library hours, etc.); dial in access to BIS (the online catalog); and ask for access to CD-ROMs remotely. Several have KI (Knowledge Index—a low cost, end user bibliographic searching service offered by Dialog) accounts. Many people (especially faculty) are already into networks. Many people use library primarily for reserve readings, study hall, light research (we believe)—many of their information needs need not be handled by presence in the building.

2. *"Nearly all serials will appear in digitized format and will probably be produced using computer technology"*

We are experiencing the infancy of the electronic journal phenomenon now. Note also access to full-text through online search services such as Dialog and Nexis. Nexis: there are least hundreds, maybe thousands of journals available now (e.g., MacIntosh Libraries, an annual compilation of articles on the use of MacIntosh computers in libraries). Current access is primarily through Reference mediation and provision.

3. *"A high-percentage of monographs will appear in digitized form, though much casual recreational reading will still appear in paper format"*

Some are already available. For example: the Bible, the words of Shakespeare, the complete Sherlock Holmes, and the Library of the Future (hundreds of works of literature). As with journals, many more are being produced in electronic form so the databases are being created.

4. *"Networking (the) standard-remote electronic access to a wide variety of formats and information through networks will be the norm; the market will force a high degree of standardization"*

Look at all the Bitnet addresses in the Duke phone directory. Look at the library's LAN (local area network) and the university's network (Dukenet). Look at the existence of Compuserve, Genie, America Online, Prodigy, KI, Dialmail, BRS AfterDark—all aimed at the casual, nonprofessional searcher and user, as well as the more sophisticated audience. And the proliferation of E-mail and electronic bulletin board services. Standardization is not nearly there, but participation is already widespread.

5. *"CD-ROMS will have passed-away as networking provides the primary distributed access to large databases and text files —"*

CD-ROMS provide distributed access to databases and text that will be increasingly provided by networking. It will be much more cost effective to log into a particular database at point of need than to build up an extensive, expensive collection of CD-ROMs—which cannot be updated as frequently.

6. *"Full text retrieval will be at least as standard as retrieval of bibliographic information is today"*

See No. 2 and No. 3 for new access to serials and monographs in full text. Users already want not just the citation—they want the document. It is even today some-

times cheaper to occasionally download an article than to regularly subscribe to the journal. (There is no analysis of this.) In any case, the desire is there.

7. *"Library staffing way down as labor intensive aspects of the library . . . decrease . . ."*

Staffing still at relatively high level reflecting human intensive aspects of acquiring, processing, preserving and providing access to materials.

8. *"Front end systems for accessing databases will be much more intuitive, greatly reducing the need for information intermediaries"*

Presently there is virtually no standardization across formats and platforms. We currently have formats for OCLC, Innovaq, Dialog and other online systems, a variety of CD-ROM systems, etc. There has been some standardization within product lines, e.g., Dialog and Silver Platter each present a variety of databases with the same search interface. But standardization is still in its infancy.

Intuitive (i.e., user friendly) systems have been partially developed. They will get better as we improve user studies and artificial intelligence (AI); there is much potential for library input.

9. *"Individual access to high quality computer equipment—which facilitate easy reading and use of varied media—a given for every member of the university community"*

Increasingly the case and an assumption of the university's plan. But there are still many library users (and staff!) who do not have access to equipment which makes reasonable use and access to existing and developing computerized information resources a possibility.

10. *"Library acquisition, personnel and maintenance costs way down"*

Acquisition and personnel costs continue to rise dramatically; a reflection of our mode of maintaining current services and availability of resources while costs make this impossible.

11. *"Library out of direct charge loop for access to databases and information services—"*

Library currently absorbs costs of materials, processing and most computer retrieval (CD-ROM and online). Very few costs (other than as part of university budget) are passed on to users.

12. *"Library and librarians will serve gateway role and as facilitators to those who need special assistance and/or access to esoteric materials"*

Already extensively involved as facilitator for users: teaching old and new library use techniques; finding answers to questions; locating and obtaining esoteric materials. All very labor intensive.

13. *"Library will continue to serve as an archive museum for special materials (e.g., manuscripts, rare books, primary source items)"*

We do this very well already.

14. *"Memory storage capabilities dramatically up; costs equally reduced"*

Already the case. Storage capabilities (especially CD-ROMS) make possible entire books on disk. A gigabyte of storage is not impossible, where 128K was a lot 10 years ago. And there is the Rolls Royce analogy (if automotive technology had kept pace within microcomputer technology, the car would cost \$25 and get 100 mph!).

15. *"Large percentage of library holdings converted to digitized form"*

See No. 2 and No. 3 above. Still a minute percentage.

16. *"Advanced technologies and techniques—are used to index materials, providing capability to search efficiently and successfully through the large databases which will be available"*

Full text access opens up possibilities for retrieving information, but it is slow and inefficient (i.e., brings up too many false hits). True efficiency in this regard not yet here

17. *"There will be new licensing and use fee structures—reflective of the larger user base and lower-cost per use—assessments will be more directly tied to the information user"*

Copyright a big problem. Even some databases permit location and retrieval, but not use of the material. There are some document delivery services (CARL, Dialorder, ISI, etc.) which build copyright fees into service. Obviously an area of potential. We are currently absorbing most costs of computer searching (CD-ROM and online), but users have been also accepting more (e.g., KI and Compuserve).

II. THE ACADEMIC LIBRARY USER IN 1992

1. *"Will have easy access to high quality computer equipment"*

Some have access to computer equipment, not much of it of high quality.

2. *"Will have ready access to information networks"*

Some have access to networked systems, e.g., Dukenet, Bitnet/Internet, Compuserve, etc.; but we have a long way to go.

3. *"Will expect to be able to access computerized information systems with minimal instruction"*

For the most part users manage some level of command of systems, but many need instruction beyond online help, and most are not using systems with much efficiency.

4. *"Will expect to have access to all required readings online"*

This is just now being investigated—no expectation at present, though this service would be well received.

5. *"Will expect to have access to all relevant reference materials online"*

Parallels No. 4.

6. *"Will expect to have access to most other materials, in most formats, online"*

Parallels No. 4.

7. *"Will not [normally] expect to have to enter library building or require librarian assistance—"*

We handle all the special situations now: "access to special/esoteric materials," "some training," "information counseling," and "assistance with difficult questions."

8. *"Will accept assumption of use costs for information access comparable to present support of library activities—"*

They accept present cost structure (with most library costs passed through general academic fees), but they don't like being charged for searches (only a small percentage of our computerized searches are charged to users). Many have accepted costs of personal access to KI, Compuserve, etc.

III. FUNCTIONS OF THE ACADEMIC LIBRARIAN IN 1992

1. *"Facilitators PIGs (Professional Personal Information Guides Gurus)"*

We are already training users in traditional and computer oriented techniques. We provide access to esoteric materials; we provide information counseling, but could do a better job without our and users having to deal with more trivial aspects of information retrieval (e.g., how to look up a serial). We also try to keep users aware of new developments.

2. *"Market Analysts—surveying users to determine their needs and how well we meet those needs"*

We do very little of this now. Surveying techniques would benefit from professional (nonlibrary!) input. Good surveys of user needs would contribute much to our efforts to achieve the library of the future

3. *"Broker—negotiating access to information resources, equipment and lower costs"*

We do some of this in contract negotiations, but could do more at national and regional levels.

4. *"Conserverators—identifying materials for conversion to machine-readable format"*

We currently identify materials for preservation, though usually in paper of microfilm formats. Beginning to look at digital options.

5. "Designers—assisting in the evaluation of existing systems, working toward improvements and developments of new systems"

Have a lot of experience, especially in online catalogs. Very little in CD-ROMs, sort of in online systems. Have tended to let others design, and then we criticize the results.

6. "Reference—providing answers to difficult questions (Note: difficulty lies in the eyes of the requester)"

Of course!

7. "Archivists—collecting, organizing and providing access to primary source and special materials—which may not be appropriately preserved and accessed only in digital form"

We do this now.

8. "Developers/Producers—assembling and creating new information resource and databases, most likely from unique, local resources, for addition to the local regional, national, international databases accessible through networks"

Very little experience here, other than things like OPACs (online public access catalogs) and locally created ones such as the TSDB and Jim Coble's Serials database searching software. We have Infoline, and include online versions of some of our holdings, but this is created within a set structure, inputting traditional information format.

PART THREE: HOW DO WE GET THERE?

1. THE RESOURCE BASE

1. The Plan

More and more serials are available in full text format online, and even monographic materials and reference sets are appearing in digitized format (e.g., "Library of the Future" and several encyclopedias), but we can speed up the process by:

- lobbying publishers to produce their materials on computers so that digital records are created
- asking for access to those records, through subscriptions, site licenses, etc.
- approaching present online vendors (CompuServe, Dialog, etc.) about making more of these materials available
- targeting closed set publishers (e.g., the "Collected Works of—) about creating online databases of the publications within the set; may involve, in some instances, on contracting to do the work so that a commercial product would be created
- working to form cooperative arrangements with publishers and libraries for creation of these databases
- saying on a certain period of time (allowing for notification of publishers), refusing to add any new journal subscriptions unless we can subscribe to, or have access to, the journal databases (if an academic department is insistent on getting a title which doesn't conform, the department will have to pay for it!)
- as a corollary to the preceding point, setting a yearly goal of replacing 10 percent of our holdings of journal titles with digitized alternatives
- lobbying through vendors such as Yankee to get publishers to market their databases (created in the publishing process)
- identifying older, high use materials for conversion to computer-readable formats

2. The Effects

- cost of purchasing library materials will decrease
- cost of accessing materials will rise
- cost of processing library materials in traditional forms (i.e., cataloging and labelling) will decrease
- cost of processing library materials in new formats (i.e., conversion to computer-readable formats) will rise
- ILL activity will decrease as networked access to materials increases
- needs for quality computer equipment and network access greatly increased
- space needs will diminish as fewer materials are added and more are converted or replaced
- costs for memory storage capabilities will increase, but will reflect the general decrease in per megabyte costs
- new areas of staff activities will be

- (1) lobbying with publishers for access to materials in new formats
- (2) converting materials
- (3) identifying and producing new databases

II. EQUIPMENT

1. The Plan

—the need for widely available high quality, multimedia capable computer equipment requires that the university make a major expenditure in this area; this is a crucial aspect of the plan. for without this equipment the library of the future will never be realized

—must be in place so that replacement services are available before the services they replace are removed. in order for users to gain appropriate acceptance through experience

—musts be available to the R&D staff as well, throughout the development process; will necessarily include peripherals such as scanners, software, multimedia, modems/network connections, etc.

—financing is a university responsibility, as the "product" under development is intended, ultimately, to be accessed by all members of the university community and not confined to a library building

2. The Effects

—will make the information services available to all who are connected; if it isn't an all encompassing approach, it won't work

—equipment costs very high (catch up as well as get ahead)

—costs will include not only the equipment, but will involve installation, training, maintenance and service

—cost to library as such minimal, but significant for university budget

III. ACCESS CAPABILITIES

1. The Plan

Networking:

(1) network the entire campus (complete spine)

(2) all library and information networks have to be compatible with the university network

(3) must have access to gateway services (e.g., Internet, FirstSearch, CompuServe, and America Online)

(4) charge for services through university accounts

Front End Systems/Gateway Facilities

(1) investigate existing products (DRA, Ohio State University's system, America Online, etc.) as part of search for appropriate product

(2) definitely not a one-person project; needs to be, ultimately, developed with organization(s) with enough resources to create a system which will be widely accepted (standard!)

(3) should be seen as a learning experience, so that the system can be tried and evaluated constantly, and it should be easily modified to allow improvements as often and as soon as necessary

(4) it is not enough to have digitized data—users must be able to quickly and successfully find what they are looking for

an effective, intuitive front end system is crucial to the ultimate success of the system

will need to explore developing indexing techniques (e.g., vector/cluster/contextual analysis)

investigate adding fields to cataloging record (abstracts, indexes, tables of contents) as possible alternatives to LCSH (Library of Congress Subject Headings) in improving access to information; begin with a pilot a project of converting Reference Collection materials' tables of contents and indexes

(5) will need staff to assist users throughout the process; role will diminish as availability of resources and effectiveness of front end systems increase

(6) will need staff for continued access to esoteric materials

2. The Effects

—will vast improve user access to information

—will vast reduce need for users to be in the library building

—will involve intense development efforts, but few taken by the library staff alone

as much of the university network has been completed, and the rest is planned, this does not add any new networking costs to the university

IV. FINANCES

1. *The Plan*

- users have university accounts which are directly charged, as appropriate, for accessing information resources
- university provides financial support to users through subsidies, allocations to departmental and individual budgets, grants and in negotiating lower (group) rates and licensing fees
- ultimately the library is out of most of the cost assessment loop
- potential for grant support for a truly revolutionary plan

2. *The Effects*

- library costs significantly lowered (effect will be especially noticeable as there is no longer a need to purchase CD-ROMs and the number of online searches plummets)
- users cost will increase, but will directly reflect actual use, and, especially after group rate and subsidy offsets, may not vary much from current assessments for library support
- grant support would serve to offset much of the development, acquisition, equipment and transitional costs
- need to support outside users greatly diminished (note that the concept of the "TRLN Library" would be rendered obsolete)

V. STAFFING AND SERVICES

1. *Staffing*

- will need to be augmented through early transitional phases, but over time would be dramatically reduced
- labor intensive aspects of present-day processing would be reduced as fewer materials come in traditional formats; staff could be redirected toward conversion projects and public service support
- systems staff would be increased, but under the general umbrella of the university as a whole (especially for equipment and network installation and support)
- little change in special collections staffing for some time
- administrative staff would be reduced over time (there will be fewer people to administer)

2. *Budgets*

- personal costs may rise at first, but will eventually go down
- materials budget for traditional formats will go down; for nontraditional formats it will rise, but over time the increase will be probably be less than if we continue in our present mode
- costs for maintenance of present collection will diminish
- costs for maintenance of university network and equipment will not impact on library

VI. TRADITIONS

1. *"Library" will still:*

- provide assistance with special problems
- acquire and provide access to special/esoteric materials
- acquire and provide access to casual/recreational/avocational materials
- hold special events (e.g., wine and cheese functions)
- group and individual instruction (but not necessarily tied to the library building)
- information counseling
- study hall (though student access to the information world at their desks may reduce this need)

2. *The effects of these continued services/facilities/materials are:*

- less space will be required
- fewer staff will be required, but many will have to be technologically sophisticated, mobile and flexible
- many tasks are ones which will already do well
- may need special equipment for reference, instruction and counseling

The CHAIRMAN. Thank you all very much. I especially appreciate the last point you made, and I think there is a challenge there for all of us, especially library professionals, to make sure that they are a part of that future and that they are involved. I'm reminded of the fact that Alexander Graham Bell offered the telephone to the Western Union Company, and I have it in a file somewhere, the response that Western Union sent back rejecting the telephone as being unnecessary because people had a hard copy of what they needed to say to each other in the form of a telegram, why would they want anything else other than just the printed page. And the fax machine is causing havoc to the postal service. It costs a Congressman 29 cents to mail, to put a stamp on a letter. We can fax you a letter for less than 10 cents because of the communication rates that we have. The public service libraries need to be a part of this future.

And I'll go ahead and layout my comment now, and this is really directed at my next two panels. I want all the local libraries in my district to be thinking about this. If somebody has thought of what I'm going to ask you and has written it down, put it in a letter and send it to me or Hilary Lieber at the Joint Committee on the Library.

Mrs. Miller, in your testimony and I'll lead up to my idea, you say: "The students at the avant-garde elementary school in Orange County and those using the electronic library media centers in the New Guilford County middle school or the new year-round primary schools in Greensboro will be the 21st century students in the State system of community and 4-year colleges and private and public universities. In addition, they will be making sophisticated demands upon our public libraries as they move through the education system." So what I'm learning from you from that, that I didn't know, is that there is some very advanced electronic library media centers in places like Guilford County.

Dr. MILLER. All over the State. I mean we are not great numbers, but they're happening. They're popping up. Librarians are automating their circulation systems. They're automating their catalogs. They're buying encyclopedias on CD-ROM at all levels.

The CHAIRMAN. Well, then I'll back down a little bit and put it this way to my eight that are here. I think we ought to form a committee of librarians from this congressional district and that we ought to compare ourselves to the resources of Guilford County and other places like that; and if we are way behind the curve and these things are not being made available in this area, I think some of us that have access to foundation money and other sources should try to bring some of that money into our system. I know that those things can be terribly challenging to young minds, especially eager young students in science and math and technology areas and that for a minimum of investment we can do the same thing here.

Mr. MCGINN. Mr. Chairman, may I comment on that for a second?

The CHAIRMAN. Yes.

Mr. MCGINN. North Carolina is the only State that by the end of this year will provide almost 100 percent access to the Internet for libraries across North Carolina, including public libraries.

The CHAIRMAN. That's great.

Mr. MCGINN. So, in fact, we are used as the model for most of the States. I spent a lot of time helping other States decide how to do this. The key to this development has been the willingness of various States agencies, especially the University of North Carolina, to cooperate with the State library in offering this access so that the public libraries across North Carolina—academic libraries, corporate libraries and so forth, will all have access to the Internet if they don't already have access at this moment.

The CHAIRMAN. That's terrific. Dr. Miller, your predecessor at the American Library Association had said that in bad economic times library use goes up. Could you explain this statement?

Dr. MILLER. Well, I think we found this true in the 1930's and we are finding it true now. People take advantage of career counseling; they take advantage of resources that help them to prepare resumes that help them, how-to-do-it books; they have more time on their hands; they do self-study projects and that is true circulation is up in libraries all over the country by adults as well as children. Sixty-six percent of the American public used a public library last year.

The CHAIRMAN. Mr. McGinn, are you familiar with the electronic library media center that she's talking about in New Guilford County?

Mr. MCGINN. No, sir, not that specific library.

The CHAIRMAN. Have you seen it?

Dr. MILLER. No, I have not. It has just opened this fall. I have been to the one in Randolph County serving children in grades five through seven. Every child has an electronic mailbox. All of the facilities I described for the New Guilford school are available to—

The CHAIRMAN. Every kid has an electronic mailbox?

Dr. MILLER. That's correct. The squawk box system has met its demise in the school. The principal no longer gives information over the intercom.

The CHAIRMAN. What I'm thinking is let's go look at what they've got at Guilford, let's put it together, let's put one in each of the counties—I will figure out how to pay for it, so don't you all worry about that. I'm not saying the local community has to pay for it. If it's something that would be useful, like a bookmobile, if you had a mobile electronic library media center. I don't know if that's even going to work. Is that a concept? Those are things that I'd like to explore with you and my library directors at some future point. I obviously believe mobile offices are a good idea, and I think book mobiles are a great idea. Why not a mobile electronic library media center? Thank you.

Mr. McGinn, how active is the North Carolina Center for the Book program, and what types of activities are planned that the public libraries in my district can participate in?

Mr. MCGINN. Sir, just beginning in this year, as one of the most recent subscribers to the Center for the Book, we will be taking programs such as the National Issues Forums developed by the Kettering Foundation, two local libraries; in fact, we have two scheduled, one in Kenansville and one in Winston-Salem, as well as at Shaw University. Then we will be expanding that next year. We are also working with North Carolina authors to come to local

public libraries for book signings, to teach creative writing, for seminars, conferences, and so forth.

The CHAIRMAN. Great.

Mr. MCGINN. We are concentrating on two areas: Our literary heritage, and also training new writers.

The CHAIRMAN. That's all terrific.

Dr. Ellis, is the Library of Congress considering optical disc imagery as a means of sharing the contents of its collections with the Nation?

Dr. ELLIS. Yes, sir. We have a number of ODI, that's optical disc imaging projects at various stages of development. Books, periodicals, maps, charts, motion pictures and other materials, as well as computer software in the libraries collections, are all candidates for imaging.

And among these, our staff informs us there are more than 10,000 items relating to North Carolina. Once these materials have been scanned and hence digitized, they may become a part of the evolving national digital library.

The CHAIRMAN. Carl Fleischhauer brought me a copy of the CD-ROM on the Civil War, and I've got it up and running in my office; and it's incredible.

Mr. FLEISCHHAUER. It's sensational, yes.

The CHAIRMAN. And 1,100 of the Matthew Brady Photograph collection is in there and about 20 are of Fort Fisher, which I pulled out and copied and sent down there to see if they had them. I didn't realize that when Matthew Brady finished his collection, he was pretty well broke; but you all gave him \$25,000 for all his pictures.

Dr. ELLIS. Yes, sir, as you can imagine if you can make such materials available to every school child——

The CHAIRMAN. Incredible——

It made me want to go to history class again. Well, that's great, and I hope you'll all help me have an index or catalog of the current status of that. What does the Library of Congress have available or what is available in optical disc storage? Librarian Billington came to me earlier this year and told me that because of his connections with the Russian Federation and Mr. Yeltsin that he had been offered the opportunity to collect the archives of the Communist Party and the KGB. How is that proceeding? Have you any involvement with that?

Mr. ELLIS. My involvement with that has only been indirect as a member of the librarians management team, but I'm pleased to report to you that by using the Network, as well as other commercial services, we have begun to disseminate an electronic surrogate version of a major LC exhibition of documents from the archives of the former Soviet Union. America On-line which is one of these commercial services has more than 3,000 subscribers in this State. So we have started to make some of those materials already available. We have had an exhibit in the Library because of the Librarian's connection as a professional historian in that area.

The CHAIRMAN. Excellent.

Mr. Berger, we have a copy of your paper entitled the Academic Library of the Future. We would like to make that a part of our record here if that's all right with you.

Mr. BERGER. That was coauthored with a colleague of my mine at Duke University, Rich Hinos.

The CHAIRMAN. I hope that we can both be optimistic about reaching the goals that you have cited. I think we are well on the way to it and there are some exciting things happening.

Mr. BERGER. I think it's going to happen whether or not we are a part of it.

The CHAIRMAN. I think that's absolutely right. I was at a digital equipment company exhibit the other day where they showed us a computer chip that operates at between 100 and 400 megahertz, and they are just churning them out now. And you talk about processing this information faster.

Mr. BERGER. Absolutely.

The CHAIRMAN.—It's just going to mushroom. Thank you all very, very much for your participation as our first panel. We excuse you now. You're welcome to stay and listen to the rest of our hearing. If you have to leave, we'll understand. Thank you all very, very much. Our second panel is Mr. Robert Fisher, the director of the Robeson County Public Library; Jerry Thrasher, the director of Cumberland County Public Library and Information Center; and Mr. David Paynter, the director, New Hanover County Library. And thank you all very much, and we'll start with Robert Fisher, our host.

STATEMENTS OF ROBERT FISHER, DIRECTOR, ROBESON COUNTY PUBLIC LIBRARY; JERRY A. THRASHER, DIRECTOR, CUMBERLAND COUNTY PUBLIC LIBRARY AND INFORMATION CENTER; AND DAVID PAYNTER, DIRECTOR, NEW HANOVER PUBLIC LIBRARY

STATEMENT OF MR. ROBERT FISHER

Mr. FISHER. Thank you, Congressman. I'd like to first of all point out the presence of the director of the Pembroke State University Library, Eleanor Bridges, and the director of the Robeson County Community College Library, Marilyn Locklear-Hunt(sic), whose presence I think emphasizes the cooperation that exists among all of the libraries here in Robeson County.

The Robeson County Public Library is an affiliation of libraries. Robeson County, in the city of Lumberton, formed the library in 1967. Ten years later, the Gilbert Patterson Memorial Library in Maxton joined the system. In 1983 the people of Fairmont formed a library and joined also. In 1986 the Library Board in Rowland voted to become part of the Robeson County Public Library. In November, 1987, the Library Board in St. Pauls signed an agreement to become a member. And last year the Town of Pembroke opened the newest library in the County, which became the sixth member of the affiliation.

The CHAIRMAN. Let me stop you right there. The Robeson County Public Library is an affiliation. Is each separate library owned locally?

Mr. FISHER. Yes, sir, and each has a contract with the Robeson County Library Board of Trustees.

The CHAIRMAN. I'm sorry, go ahead.

Mr. FISHER. "Affiliation" is the correct word when referring to our "group" of libraries. It comes from Latin and means "to adopt as a son." Our libraries are a family of cousins who are supported by the county government and each town library. To a large extent, they are independent yet have agreed to operate toward the betterment of this us all—and Congressman that means anyone in the county can use any of those libraries.

The public library is an essential community resource. It combats poverty and illiteracy by providing support to the educational system—both formal and unstructured. It serves the handicap through such services as the liaison with "talking books." And it is a source of information on just about any subject you'd seek to investigate. It is a resource for life long learning, and it is available to all segments of our society.

Well over 3 million books have been loaned to the people of Robeson county since 1968. In the last 10 years, 400,000 pieces of information have been given to those using our libraries. In the last 10 years, close to a million people have visited our libraries.

The public library's mission is and will continue to be one of service. It provides resource material to students at all ages and on all level. On a typical afternoon, after 3 o'clock, it is difficult to find an empty chair at the library. Most will be filled by students doing research. It sometimes can be a little more noisy than you would expect at a library, but it is very encouraging when we consider that that is the future of our community. They are working for themselves, they are working for us as a whole, and most importantly, they are working with each other in a cooperative effort.

The library provides recreational reading for people of all ages. It provides business information, such as demographic data, resource material for investing in stocks, reference material to locate manufacturers and distributors, and tax forms and information.

It is the local history depository and research center. It is a source of genealogical material. It is a link to world-wide information via the computer, telefacsimile, and interlibrary loan. And it is a meeting place and center of cultural activities.

Libraries have been known as storehouses of knowledge, but we are more like a dispensing agent of information.

There are 73 library systems in the State of North Carolina. Robeson County, in the latest statistics supplied by the State Library, serves the 17th largest population area. However, of the 73 library systems in the State, the Robeson County Public Library ranks 69th in local support, 71st in personnel expenses, 62d in staff per capita, and 66th in the number of books held per capita.

Is that an indictment of the local government bodies for their lack of support? No, it is a statement concerning their lack of ability to support our libraries. Robeson County's tax rate is 99 cents. The 1 cent levy equivalent is \$215,000. Wake County's 1 cent levy equivalent is \$1,946,818. Rowan County, whose tax rate is 50 cents, and whose population is close to Robeson County's, is 1 cent levy equivalent is \$380,000, \$165,000 more per penny than Robeson County's.

Of the 99 cents that the Robeson County Board of Commissioners taxes the citizens of Robeson County, 89 cents has to be used in ways already mandated by State and Federal laws—mainly for the

Department of Social Services and the public schools. The County Commission has 10 cents to run all the other departments and services.

The CHAIRMAN. Let me stop you right there. This does not have anything to do with why, but that is an incredible statement. Incredible when you consider that 50 cents out of every tax dollar goes to Medicare and Social Security, about 20 cents goes to defense, about 15 cents goes to interest on the national debt, and so all that's left is 15 cents, which is what is available for everything else in the Federal Government. So you say it in a dramatic way that the hands are tied rather dramatically at the county level, hands are tied very dramatically at the Federal level right now, too. Go ahead.

Mr. FISHER. Yes, sir, and I do have a document from the Department of Social Services. It gives the total cost and the county cost of the Department of Social Services annual budgets from 1981 to the present, and I'll leave that with you.

Robeson County is one of the State's lowest per capita income rates and one of the State's highest unemployment rates. It is a poor county monetarily. It does not have a tax base to do more than it is already doing. That means one thing. The library service the citizens of Robeson County are receiving cannot be the equivalent of library services provided in the more wealthy counties. Dedication and hard work can only do so much. Library resources cost money.

There are 105,000 people in Robeson County, but only 60 percent of them live in an incorporated community with a library service and only 20 percent live in a community that has a library that is open more than 30 hours a week.

The needs of the Robeson County Public Library include better facilities and longer operating hours in the community of Fairmont, Rowland, St. Pauls, and Pembroke to start with, and larger facilities and more operating hours for the library in Lumberton. The library in Maxton is an outstanding example of what a small library facility should be like, however, it took the 25 or the 20-year savings of the Friends of the Library, a tornado and State financial help to build it.

The CHAIRMAN. How did the tornado help? Would you explain that?

Mr. FISHER. We had a very small library that—when Red Springs was hit by the tornado it went through Maxton also and damaged the small library in Maxton, and it was a catalyst—it also needed funds from the County, the town of Maxton and another fund drive of the citizens of Maxton to complete it. We would prefer to do without the tornado. There are no savings, and local government funds are needed elsewhere. In fact, Fairmont and Rowland only have adequately sized libraries because Southern National Bank donated two buildings to the Robeson County Public Library. Pembroke is presently housed in a rented storefront.

Those facilities need to be improved to accommodate an adequate book collection. And funds are needed to expand operating hours so that more people have access to the library.

Our library system is 25 years old. The method we use to check out books and account for them is older than that. A computerized

system will vast increase the value of our collection of material because more of the citizens would be aware of what we have available for them.

The lack of local resources and the need for informed citizens is the prime reason for the continuing of Federal and State aid to public libraries. Thank you, Congressman.

The CHAIRMAN. Thank you, sir. Mr. Jerry Thrasher, director of Cumberland County the Public Library and Information Center. Welcome, sir.

STATEMENT OF MR. JERRY A. THRASHER

Mr. THRASHER. Thank you for this opportunity to address this hearing on public libraries and library services.

This year the Cumberland County Public Library and Information Center budget totals \$4.3 million to serve 275,000. The overwhelming majority of our funding is from local county government with 89 percent. State funding is 7 percent and Federal funding is 4 percent.

The only reason our Federal funding is so high at 4 percent is because we operate the North Carolina Foreign Language Center. We receive a special LSCA grant to operate the Center with a small amount coming from local county funds.

Without this grant, our Federal funding would amount to less than 1 percent of our total budget. Although this is a very small amount, we have been able to initiate new services and increase access to information formats with it.

I think the national government should be playing a much larger role in the financial support of local public libraries. Public libraries are receiving about all that is possible from local government. Local governments have been straining the last few years to meet other financial obligations due to Federal and State mandates.

If the dissemination of information and ideas is a critical factor for individuals and their families to function in a democratic society, then it is paramount for the Federal Government to ensure that all citizens have free access to information through a national system of free public libraries.

The amount of information and reading materials needed by our citizens should not be limited arbitrarily by the economic health of our local community and government. All of our citizens, whether they live in Charlotte, Fayetteville, or Lumberton, must have access to basic and enhanced information resources to carry out their civic and personal responsibilities.

To this end, I recommend that a new funding mechanism for the Nation's public libraries be explored that would include Federal grants beginning at \$1 per capita in 1995 and reaching \$5 per capita by the year 2000. For North Carolina, this Federal support would begin in 1995 at \$6.6 million for public library services and construction. Nationally, the Federal funding would start at \$248.7 million in 1995 based upon the 1990 census.

A second issue I wish to address concerns information technology. The information explosion is overwhelming the public libraries limited resources of equipment, staff, materials and facilities.

Capital funds are needed to purchase needed technology that is commonplace in most academic libraries, be it a microcomputer, CD-ROM, modem, fax, microform or audiovisual equipment.

Funds are needed to retrain current library staff in these new technologies and to hire new library professionals. Unfortunately, recruiting qualified library staff with masters' degrees is getting increasingly difficult.

As information continues to explode around us, public libraries have less funding to purchase it. Budgeted money for the purchase of library materials is stagnant or declining.

With our current "hold the line budget" in Cumberland County, we had to cut our book budget 13 percent and our audiovisual budget 28 percent to pay for necessary utilities, supplies and other operational expenses.

Our materials budget needs to grow, not only to keep up with publishing costs, population growth, and increased library use, but to take on the increased cost of gaining access and using electronic databases.

Let me emphasize that I think it is important that electronic databases developed by the Federal Government must be available to all public libraries free of direct costs. I believe that government information will be printed less in the future and often will only be available in an electronic format. Public libraries will continue to be a main source of access for needed government information, especially for the economically disadvantaged.

Finally, there is an urgent need to build many modern full-service public library facilities in North Carolina and around the Nation.

In Cumberland County, we have an \$11.4 million bond referendum scheduled for November 3 to build 5 needed branch libraries. Our community leaders have a strong commitment to public libraries and the essential quality of life benefits derived from them. But this is not the case throughout North Carolina or the Nation.

The Federal Government must encourage local communities to build modern public libraries that meet State and national standards with matching dollar for dollar financial grants. The current LSCA Title II construction grants are too small to warrant the increased paperwork, time and regulation.

In summary, public libraries need a Federal mandate with adequate funding to provide essential information services to the citizenry. This increased Federal funding is needed to help local communities secure the needed equipment, staff, materials and facilities to make sure our democracy will continue to work during the Information Age. Thank you.

The CHAIRMAN. Thank you, sir. Incredible. Very good.

Mr. L.E. Pinkerton, is he here? Mr. Pinkerton representing Brunswick County Library. All right. Mr. David Paynter the director of New Hanover County Public Library.

STATEMENT OF MR. DAVID PAYNTER

Mr. PAYNTER. Thank you, Congressman Rose.

The CHAIRMAN. Happy birthday.

Mr. PAYNTER. Are you going to give us a birthday present?

The CHAIRMAN. This place is 25 years old, but I suspect you may be a little older than 25, but we are delighted that you are here.

Mr. PAYNTER. Thank you. By any measure, public libraries in North Carolina are a success story. In New Hanover County we serve directly 69,000 registered borrowers or 58 percent of the total County's population. It is a service which is highly appreciated and one which is considered an important factor in the quality of life in New Hanover County. This could be said of all our public libraries.

Yet we, as virtually all public libraries, find ourselves with diminished resources at a time of unprecedented use. Much of the problem in our county relates to increasing costs of funding services mandated by the State or Federal Government. Whatever new revenue New Hanover County receives from a growing tax base has been absorbed by increases in medicare and social service program. This is not to impugn the worth of these services, but the net result is that there is less available for nonmandated services such as public libraries. Mandates from Congress must come with revenue. The lack thereof is the equivalent of taxation without representation.

The CHAIRMAN. Here, here.

Mr. PAYNTER. This contraction of fiscal support is occurring at a time when libraries need to be making a transition from a book oriented collection to a much broader based information universe. I'm not belittling the importance of book collections since I believe books and reading are essential to our existence. However, we are seeing increasingly sophisticated demands placed upon us by the public which requires us to expand the means by which we provide information services. It is in this area that I see a significant role for the Federal Government.

For example, Federal funds through the Library Services and Construction Act, have been invaluable to my library. Title III funds provided the incentive for my county to automate basic library services. Smaller grants have enabled us to introduce new technology such as fax machines, computer software and CD-ROM products. At the State level, LSCA funds have enabled North Carolina to link its library resources in a well-defined State network. Funding needs to be maintained in this area and incentives provided for libraries to share their resources beyond their primary constituency. If the latter is not done, resource sharing will become increasingly restricted.

Another area in which Federal funds are a powerful incentive for moving library services forward in a community is in providing matching funds for construction. Throughout North Carolina these funds have resulted in the establishment of modern library facilities. However, having received a large Federal LSCA construction grant, I would like to emphasize a need to streamline the paperwork. Many library systems simply do not apply for the funds because of the excessive regulations involved. Likewise, many contractors will not bid on project because of this factor.

Looking to the future—

The CHAIRMAN. Let me interrupt you. The paperwork, you have to send the paperwork—

Mr. PAYNTER.—to the State Library. State library handles—

The CHAIRMAN.—handles it.

Mr. PAYNTER.—handles the LSCA construction grants.

The CHAIRMAN. And you were complaining about the paperwork, so it's somewhere in the Federal bureaucracy, probably at the Department of Education.

Mr. MCGINN. Yes, sir.

The CHAIRMAN. The Department of Education is probably what generated the paper requirement.

Mr. PAYNTER. I don't think Howard is trying to make our lives difficult for us.

The CHAIRMAN. Next year I'll be the Chairman of the Joint Committee on the Library, and I'm going to start out by holding some hearings on things such as that. I don't want to interrupt you again.

Mr. PAYNTER. Looking to the future, the development of a National Research and Education, NREN, has major implications for all libraries. NREN must include linkage to public libraries in order that they have access to the tremendous information resources NREN will make available.

As we concentrate on the future, we must not lose sight of the past. By serving on the board of the North Carolina Preservation Consortium which is working to develop plans for preservation of materials in all types of libraries throughout the State. Much of their work has been made possible by grants from the National Endowment for the Humanities. I hope there will continue to be an active Federal role in assisting libraries to address this significant issue.

In conclusion, North Carolina is a library rich State. We have made great progress over the last decade in improving all levels of library service. We now face difficult fiscal times but also a future with great potential. This is not the time to reduce support of libraries but rather the time to provide them with the resources and flexibility to fulfill an increasingly complex role. The LSCA program has been a catalyst for change in libraries. As we enter the 21st century, this role needs to endure. Thank you.

The CHAIRMAN. Thank you. We'll see you in Washington in January so you can make that speech again. We will call on you—let me just briefly ask you, and this is my lack of knowledge. And I apologize for it, but in Fayetteville and New Hanover and Robeson, is there a formal link between you and the public school libraries, or are you just there available for students to come in and to use your resources?

Mr. PAYNTER. We do not have a formal link other than sort of professional networking. I feel that we are the school library after 3 o'clock though, which probably everyone else here in this room feels is the same.

The CHAIRMAN. How about Cumberland?

Mr. THRASHER. I agree. There is no formal connection between us and the school system. We do network informally among ourselves. I even have a school librarian on the Public Library Trustee Board so that helps with communication as well, but there is no formal—

The CHAIRMAN. If a high school library needed a particular book, you don't have an arrangement whereby it could be brought out

here, the child that was interested or student that was interested in the subject matter would go to the library to check it out?

Mr. THRASHER. They would normally direct the child to the library, public library.

Mr. FISHER. We have a close working relationship with the directors of the community college, the university, the public school media consultant, a coordinator and myself and we have formed a group of people to try to talk back and forth as to what their needs are and how each of us can help each other.

The CHAIRMAN. That's a great idea.

Mr. PAYNTER. Congressman Rose?

The CHAIRMAN. Yes.

Mr. PAYNTER. I think all of us are trying to make our collections more accessible. We want to be electronically connected to our school libraries within a year or so.

The CHAIRMAN. Have you identified a commonality of needs in that electronic arena? Is there a, you know, if you tell me to go to the grocery store and get you some milk, I'll ask you do you want whole milk, 2 percent or skim and then—it doesn't really matter what grocery store you go to. Have you identified your specific interests in electronics, or are you still kind of slowly moving along there? I know you don't need surplus junk that doesn't work from the government, so I'm not talking about fostering that off on you. There is a lot of that around and a lot of that is available. Some of it you may be interested in.

Mr. PAYNTER. I think we all need—I don't know if this is an answer to your question—but communication charges are a concern and every time you use another line up for a link with the school, you're paying a charge to that and maybe there is a Federal role in that area.

The CHAIRMAN. OK, all right.

Mr. THRASHER. We do have some networks already established, of course, the State Library is set up to the North Carolina information network. And almost all public libraries, especially in this area, are tied into that for E-mail so each library has their own mailbox per se, and we can send each other messages on that across the State. And also many of us have access to Internet. But having access is one thing but being able to navigate it is another, and that's why I addressed the issue of retraining library staff. This is a new technology a new medium, a new format that we have to learn how to use efficiently and effectively for the benefit of our customers.

Also there are numerous fee databases out there which we use and we are charged for them, but we do not charge the customer for that fee but the information databases are just, you know, there are just hundreds of them out there and trying to keep abreast of them is a big enough job in itself.

The CHAIRMAN. OK, anything else?

Mr. FISHER. Just to build on what Jerry said. We do use a lot of electronic databases. We work with the State, but we are at that point where we need to get our books on an electronic tape. We are at the very beginning.

The CHAIRMAN. Thank you all very, very much. I very much appreciate your being here. Two out of six panels and I've got to drive back to Washington, so I will stop asking so many questions.

Ms. Amanda Bible, Director of Columbus County Public Library; Mr. Michael Taylor, director of Pender County Public Library; Ms. Maureen Fiorello, director of Onslow County Public Library; Ms. Jamie Hansen, director of Bladen County Public Library; Mr. Bobby Wynn, director of the Chesnutt Library at Fayetteville State. Thank you all very much.

I don't know that you all have prepared statements for us. You've heard the drift of what we've been talking about. If you could take the drift of what we've been talking about and just add to it in your area, of course. I want to hear from our county people about their resources so Ms. Bible, please proceed.

STATEMENTS OF AMANDA BIBLE, DIRECTOR, COLUMBUS COUNTY PUBLIC LIBRARY; MICHAEL TAYLOR DIRECTOR, PENDER COUNTY PUBLIC LIBRARY; MAUREEN FIORELLO, DIRECTOR, ONSLOW COUNTY PUBLIC LIBRARY; JAMIE HANSEN, DIRECTOR, BLADEN COUNTY PUBLIC LIBRARY; AND BOBBY WYNN, DIRECTOR, CHARLES W. CHESNUTT LIBRARY, FAYETTEVILLE STATE UNIVERSITY

STATEMENT OF MS. AMANDA BIBLE

Ms. BIBLE. Thank you for the opportunity to speak about the impact of the LSCA funds on our county. And I want to say that I heartily support the statements that have already been presented.

Columbus County Public Library system was established in 1921. The library is a department of county government and it consists of a headquarters library, four branches, bookmobile service and home bound service. Eighty percent of our funding comes from local sources. We have over 30 percent of our population, 49,107, who are registered library borrowers.

Library services and construction act funding over the past 18 years has made a significant difference in our library service. It has made the difference between poor and very good library service in Columbus County in many ways. I will enumerate these. No. 1, we were able to begin and to continue an excellent outreach program for children in head start and day care centers as well as in the library. No. 2, through the years, we have been able to add many kinds of audiovisual equipment and material for public use and for use in our programs. No. 3, we have been able to greatly expand our aging book collection, especially in the areas of children's book and large print books. No. 4, we were able to purchase a bookmobile so that we could continue to provide library service in our large rural county. No. 5, we have been able to purchase and renovate a building for the headquarters library, and we have built two new branch libraries, but our headquarters library does need expanding. Number six, we have been able to link all branches of our library system with fax machines. Number seven, we are in the process of setting up an on-line automated network linking the high school library and the community college library with the public library and its five branches. Number eight, our library also

directly benefits from State library services that are funded by LSCA, especially the North Carolina Information Network and the film collection.

Our needs continue to increase while local and State support decreases. Our greatest need is funding for library material. While our budget increases, because of increased cost of utilities and telephone use and because of small salary increases, our materials budget continues to be reduced. We are not able to add material in microformats or in electronic formats, nor are we able to purchase adequate books to meet our needs. Neither are we able to purchase electronic equipment to make this information available to our public. Without the continued support provided by LSCA fund, the quality of library service in Columbus County will certainly decline.

The CHAIRMAN. Thank you very much. What an insight.
Mr. Michael Taylor.

STATEMENT OF MR. MICHAEL TAYLOR

Mr. TAYLOR. Thank you, Mr. Rose. I was very glad to learn of your position on the Joint Committee on the Library. We are all thrilled in this area to have this access to you. And thank you for taking the time to hold this hearing to allow the library community to share with you the contributions which the Federal Government has made, the development of libraries in the United States.

When we look at the funding level of LSCA for the entire country and use the old cliché of preparing for the cost of just one piece of military hardware or even other domestic programs, we might wonder how so little money spread throughout the country could make any difference.

Throughout the history of our profession, librarians by necessity have had to develop frugality and resourcefulness. Certainly, there are wealthy pockets throughout this country with well-endowed libraries, but they are the exception. I think most of us would agree our district is probably closer to the rule.

We benefit from LSCA in many ways. One way is the enrichment grant that amounts to \$3,254 this year for Pender County or about 11 cents per capita. That is less than it would cost to mail a postcard once a year to each resident. However, even this small sum has challenged us in ways that have been beneficial for our citizens.

To answer my own question, "how can so little money make any difference?" Let me say that the LSCA funds received on the local level as enrichment grants have provided the seed money to develop special collections, such as audio and large print books that serve populations with special needs. Another example is a bilingual children's book collection for the growing number of Hispanic children who are learning a new language while their parents pursue the American dream. This collection also serves the students in our school system who are all being instructed in Spanish.

In the past, we have dedicated LSCA funds to develop a stronger nonfiction children's collection to supplement educational resources of the public schools. Likewise, we have used LSCA in locally lean years for reference materials that assist high school students.

These materials have also helped college students who commute to class while holding down jobs locally and sometimes have difficulty scheduling sufficient time in the college library. And I might add, like Columbus County, we also purchased a bookmobile. We also include that.

In the last several years, we have focused on computerization so that our citizens could benefit from all the advantages it offers. A few years ago, our local government denied capital outlay funding to all the departments. However, we were able to purchase CD-ROM drives with LSCA money so we could move ahead in our plan to automate our cataloging and book ordering functions.

We have received a golden opportunity when the North Carolina Division of State Library, with LSCA grants, funded a project to convert the bibliographic records of library systems through computer format. It was targeted to the smaller library systems, which to date had not been able to acquire the resources necessary to accomplish this. Not only did the State library support the project through LSCA funds, but we were able to budget our local share with LSCA funds. With this more abstract preliminary work accomplished, when we approached the local government with the request to fund the purchase of public access catalogs, they were more cooperative, perhaps because they can anticipate immediate benefits.

Because of LSCA and State Library's leadership, we now have the potential to implement a fully automated system. By applying for a LSCA automation grant, we are in position to entice more funding from a financially strapped local government. We have come to respect LSCA because it has been a reliable long-term partner in library development at the local level. I may not know what other line items in my budget will be from year to year, but LSCA, however small, has been a stable source of funds with which we can plan multiyear projects.

Last, and perhaps most visible on the local level is LSCA's contribution to our physical facilities. Twice in Pender's history LSCA played a major role in persuading local authorities to fund a new facility for our main library. Back in the early 1960's, a LSCA construction grant allowed our library to occupy the first building in our county, actually designed and built for this function.

Recently, after stalling for years, our commissioners told library boosters they would match another grant for a much needed enlarged building. LSCA came through with \$250,000 a significant sum. And buoyed by such a large Federal commitment, our local commissioners ended up tripling the match. This Federal grant was highly publicized in the news media and capped a long grass roots building campaign in the county.

Our new main public library is often touted as a source of pride. While library funding is primarily the responsibility of the local level with additional financial incentives from a State level, Federal funds have played a more subtle, yet important role. They have encouraged innovation, provided better service to segments of society whose special needs may be overlooked, assisted computerization, and stimulated library construction. Our facility has been improved, our collection has been enriched, and through the computer networks which LSCA has funded, our rural county has been

linked with bibliographic records of the larger world and given access to the information contained in other libraries.

Information is power. We work within a government whose founders decided to trust the people with power. While the role which freedom of the press plays is much more publicized perhaps better understood than the role of free libraries, the role of libraries is no less important. Libraries serve as our Nation's memory, the storehouse of ideas, our collective consciousness, a free university for independent learning available to anyone.

Think of the consequences if the information found in libraries was not available to the public, or if it had to be purchased. I never hear complaints about libraries ever being overfunded or that libraries are a waste of money. Because the free exchange of ideas is so important, the Federal Government should continue investing in this democratic institution, despite the executive branch which has not been so supportive recently. Congress has maintained LSCA funding. I hope it will continue to maintain as well as to strengthen its commitment to the free flow of information to the people and support the role libraries play in the democratic process in this country. Thank you for this opportunity to share with you.

The CHAIRMAN. Thank you, sir, excellent, excellent. Ms. Maureen Fiorello how close am I?

Ms. FIORELLO. I think you said it right the first time.

The CHAIRMAN. Thank you very much for coming.

STATEMENT OF MS. MAUREEN FIORELLO

Ms. FIORELLO. I'd like to address the impact of the military on the Onslow County facilities. The population of Onslow County has increased from 18,000 in 1940 to over 149,000 in 1990. Most of this increase can be traced to the establishment of a Marine Corps Base at Camp Lejeune. Approximately 80 percent of the people are military, military dependents or military retirees and their families.

This impacts not only our patron database, but also our staff turnover rate. Our three branches are not exempt from this situation. Our branches are slowly running out of space. A bond was put on the ballot in November of 1990 to support the funding for new branch facilities, but it was defeated. Two of our branches are currently located in noncounty owned facilities.

The Town of Richlands was the site of the first public library in Onslow County. A branch of the library is still there in a building which it shares with the county museum. Both facilities have outgrown their space. The county is in the process of planning a new facility that will house both agencies.

Sneads Ferry branch started in August 1979 in the community room next to the Sneads Ferry Fire Department. In October 1981, it moved to the old fire department building on State Road 1515. And in October 1991, thanks to a donation from the First Citizens Bank, we moved to their old building. Although, we did not gain in space, we did gain in parking areas and the property is now county owned.

The Swansboro branch, one of our two most active branches, is located in one wing of the Swansboro Town Hall, which was built in the early 1900's. The library building is inadequate both in size

and wiring for a modern library facility. The Town Hall is now in the process of renovating its facility and is in need of more space for their departments. We are in desperate need of a suitable facility for this branch.

White Oak Township is the most rural area. Because of the rapid growth, the library needs to build a new branch here.

I'd like to address another topic that is special for libraries and that is on overdue materials. We were able to automate our library system in 1989, and one of the benefits of our automated system has been the return of overdue books. We do not have an overdue fine. We assume that patrons would return their books when the computer showed that they were long overdue. This has not been the case.

In July 1992, we decided to change our system of notifying patrons. Two notices would be sent, the first one when the book was 2 weeks overdue. Four weeks later a bill for the material would be mailed and the charges entered into the patron's account. Patrons who do not return their books are not allowed to check out books if there is more than a \$10 charge on their record. This would not be possible with the old manual system.

We are excited with the increase in the number of books returned after bills are received. We are able to fill more reserve requests and have seen and increase in payments received. We have also seen a decrease in the number of overdue notices that are printed. This saves us postage, paper and staff time.

We are proud of the progress our library has made over the years and look forward to more innovating ideas to be implemented. Funds to allow us to progress are an important aspect. LSCA and State aid funds help in providing the services that are needed. Thank you.

[The prepared statement of Maureen Fiorello follows:]

PREPARED STATEMENT OF MAUREEN FIORELLO, DIRECTOR OF ONSLOW PUBLIC LIBRARY.

IMPACT OF MILITARY ON ONSLOW COUNTY FACILITIES

The Marine Corps established an amphibious training base at Camp Lejeune, NC in 1941. Because of this base location, the population of Onslow County has increased steadily since that time. In 1940, the population of Onslow County was 18,000. By 1950, it grew to 42,047. The 1990 figures for Onslow County is 149,838 as reported by the U.S. Census Bureau. Approximately 80 percent of the people are military, military dependents, or military retirees and their families. Active duty military give the county a very transient population which is relatively stable in number.

The military influence is pervasive throughout the county. Onslow County population tends to be younger than the average because of the number of young military than any other county in North Carolina. Males greatly outnumber females. The educational level in the county is higher than it would be without the military presence. Onslow County enjoys a more cosmopolitan population than most of the surrounding counties because of Camp Lejeune.

While Camp Lejeune is in many ways a governmental unit of its own with schools, churches, post office, social services, clubs and recreational activities, many military families use county programs and facilities. This is especially true of the large number of military families who are living off base.

Because of the military influence, we issue more library cards during a year than other counties with a stable population base. That also means withdrawing the applications of those who leave the area. It is a time consuming process to keep our application cards and data base current. It is also costly to continue to process new library cards. Problems crop up in locating people who may have moved with library books in their possession. After unpacking their belonging, some return our

books by mail; others just forget to return these materials. We are constantly trying to increase our collection and find we need to replace lost items as well.

Staff turnover is a big problem. We have hired some very fine people who are militarily connected, trained them to our system, then find they have orders to leave the area and we start all over again. This can be very expensive. It takes time for a person to learn what is expected of them in a new position. On the other hand, we have gained from the many new ideas that these same people bring to the library. Another problem concerning staff turnover is the low salary. People stay for a while but then transfer to other agencies that offer higher salaries.

Our three branches, Richlands, Sneads Ferry and Swansboro, also are affected by the military presence. We are slowly running out of space in these locations and are in need of new facilities. A bond was put on the ballot in November 1990 to support the funding for new branch facilities but it was defeated. Two of the branches are currently located in noncounty owned facilities.

Richlands Township covers the west-central part of the county and includes the incorporated town of Richlands and the rapidly growing area of the county known as Southwest. Richlands Township is still a predominately rural area. The town of Richlands was the site of the first public library in Onslow County, a branch of the library is still there in a building which it shares with the county museum. Both facilities have outgrown their space. The county is in the process of planning a new facility that will house both agencies.

Stump Sound Township covers the southern portion of Onslow County and includes the unincorporated areas of West Onslow Beach, Sneads Ferry, and Verona as well as the incorporated towns of Holly Ridge and North Topsail Shores. Sneads Ferry is also growing rapidly as a gate to Camp Lejeune is adjacent to this community. The library started in August 1979 in the Community Room next to the Sneads Ferry Fire Dept. In October 1981, it moved to the old Fire Dept. Building on State Rd. 1515. And in October 1991, thanks to a donation by the First Citizens Bank we moved to their old building. Although, we did not gain in space, we did gain in parking areas and the property is now county owned. This branch has consistently high circulation numbers and is our busiest branch.

Swansboro Township, located in the northeastern section of the county, contains the incorporated town of Swansboro and the unincorporated area of Hubert. Hubert is located at another back gate to Camp Lejeune. One of the two most active branches of the Onslow County Public Library is located in one wing of the Swansboro Town Hall which was built in the early 1900's. The library building is inadequate both in size and wiring for a modern library facility. The Town Hall is now in the process of renovating its facilities and is in need of more space for their departments. We are in desperate need of a suitable facility for this branch.

White Oak Township, which includes part of Hoffman Forest, is one of the most rural sections of the county although its character is starting to change as more housing developments and commercial ventures move into the area. This township includes the unincorporated areas of Belgrade and Silverdale. Because of the rapid population growth in this township, the library needs to build a new branch in this area.

We were able to automate in 1989 and one of the benefits of our automated system has been the return of overdue books. They are a problem for most libraries and a successful solution has yet to be found. One previous Director of the Onslow County Public Library, decided that overdue fines would not be charged. This policy has continued through the years. Patrons were not forced to return their books. A study was done which found that as many books were returned in the long run as well as in systems that had overdue fines.

When the automated system was put in place, it was thought that patrons would return their books when the computer showed that books were long overdue. This has not been the case. Our overdue policy was to send out three notices. After that, nothing was done since it was difficult to prove that the patrons had not returned the books. This would need to be done to take them to court and that is expensive and time consuming.

In July 1992, it was decided to change our system of notifying patrons concerning overdue books. Two notices would be sent; the first one when the book was 2 weeks overdue. Four weeks later a bill for the material would be mailed and the charges entered into the patrons account. Patrons who do not return their books are not allowed to check out books if there is more than a \$10 charge on their record. This would not have been possible with the old manual system. We are excited with the increase in the number of books returned after bills are received. We are able to fill more reserve requests and have seen an increase in payments received. We have also seen a decrease in the number of overdue notices that are printed. This saves

us postage, paper and staff time. Patrons are willing to pay for the lost materials since we are willing to reimburse them if the materials are then found. Since the cost of books is steadily increasing, we felt that we needed to be more forceful in requesting the return of materials.

We are proud of the progress our library has made over the years and look forward to more innovating ideas to be implemented. Funds to allow us to progress are an important aspect. LSCA and State Air Funds help in providing the services that are needed.

The CHAIRMAN. Thank you. Very, very good.

Ms. Hansen, director of Bladen County Library.

STATEMENT OF MS. JAMIE HANSEN

Ms. HANSEN. Thank you, Mr. Chairman. I'd like to tell you a little bit about what Bladen County Library is providing to its patrons because of LSCA funding and local funding. Bladen County Library serves one of the largest counties in land area in North Carolina, however Bladen County is one of the smallest in population. Our population dropped in the last census to 28,663. Of course, that meant that our LSCA funding also dropped because it is based on population. However, we are pleased that 12,599 people in Bladen County have library cards, and we circulate 237,609 items, that includes video tapes.

Bladen County Library offers home-bound service, we were one of the first libraries in North Carolina to provide service to home-bound patrons, those who are in rest homes, in family care facilities, and in facilities for the mentally and physically handicapped.

We also have a children's program; we provide adult programing, all on a volunteer basis. We have a bookmobile which has recently expanded its service and now offers patron stops at several of the apartment facilities for low-income people in Bladen County. We are doing that with a bookmobile that was built in 1975. I hope it lasts long enough to expand to the other housing developments in some of the other towns, but it's a battle between the rust and the paint.

We have two branch facilities. At one time these were independent town libraries, one in Clarkton and one in Bladenboro. The Clarkton one is in a bank facility, which was given to the town by Waukauvia (sic) Bank when it left Clarkton. Bladenboro is in a building which was built by the WPA.

Both of these branches elected to be become part of the county system very wisely, and they therefore no longer have to maintain their own collections but are able to share the main library's collection. The Clarkton branch is automated; Bladenboro will be soon. And our main branch is also automated. We have automated circulation. All this we did on a shoestring.

The library provides for a very poor and primarily rural county. We offer meeting facilities; we offer audiovisual equipment; we offer videotapes free, we offer books; we offer audio types for people who don't like to read or for people who don't have time to read. We offer a fax service now; again, through the State library. We have been able, while all around the country libraries are closing their branches and while they are cutting hours, we have managed to maintain our hours, even though we lost one full-time staff position. We are one of the few libraries of our size who has Sunday

hours, Saturday hours, all day, and evening hours, twice a week. And we have not luckily had to cut those yet.

We are getting ready to add, again through LSCA, CD-ROM capabilities to our public access computer system. Our genealogy collection is one that is used by people from all over the country. I'm constantly amazed at the number of people from California, from New Jersey, from Texas who come to Bladen County because their ancestors lived there at one time.

We currently operate, at the current time, two outreach vehicles, a home-bound van, which was built in 1981, and a children's program van, which is called the busy bus. It was built in 1979. They also are running a race with the bookmobile to see whose transmission will fall out first. Actually, all the transmission fluid leaked out the bookmobile the other day, so I hope that the hose is back on.

We are very pleased that in the last year, we have been able to expand our outreach program from a mini grant from the State library. We are now providing a story hour one day a week to children who are coming to the health department for examinations and shots, maybe it will make their visit with the doctor and the nurses a little bit more pleasant.

We are also providing a depository collection at the health department for mothers, primarily targeted toward the teen mothers of whom we have a great many in Bladen County. We hope very soon to expand our depository collections to include the county jail. We've never been able to do that in the past, and now Federal regulations require that there be reading material provided in incarceration facilities. We will be able to do that. We hope to expand depository collections to other facilities, county facilities, in which people have to sit and wait. If they have to wait, then they ought to have something to read and we will be leaving books and magazines in Department of Social Services and food stamp offices and several others.

We would not be able to do any of these things had we not received Federal money. If it were not for LSCA, I doubt that the Bladen County Library would even exist.

The CHAIRMAN. Thank you.

Ms. HANSEN. And I thank you very much for the opportunity to share some of our facility.

The CHAIRMAN. We are going to give you some more opportunity later, but next year.

Mr. Bobby Wynn is the director of the Chesnutt Library at Fayetteville State University, a depository library in this congressional district, and I'm going to ask him to, if you'll do what the dear lady from Onslow County did and sort of skip—we are going to put your whole statement in the record—but hit the high points for us, but tell us exactly what you'd like us to hear.

STATEMENT BY MR. BOBBY WYNN

Mr. WYNN. For the past several years, libraries have experienced some very tough economic times. The devaluation of the dollar, inflation, predatory pricing in the publishing industry, and State

budget shortfalls have significantly diminished the purchasing power of library budgets.

Within the University of the North Carolina system the adverse effect can be seen in the number of volumes acquired by the university libraries in the past 6 years. During this period, the acquisition of books has dropped from 30 to 55 percent for each institution. Also, the total number of journals received by the UNC system institution is lower now than it was 6 years ago.

At Fayetteville State University this has meant a 45-percent increase in the cost of journal subscriptions and 15-percent decrease in the number of journals received. There have also been reductions in the number of operating budgets and elimination of library positions. While it is possible to have quantity without quality, it is not possible to have quality without quantity defined in relations to the mission of the institution.

In this environment, the Depository Library Program represents a significant resource to libraries by disseminating government information free of charge to the general public.

Nevertheless, maintaining a depository program has inherent cost which have traditionally been borne by the library. The library must provide space, furniture, equipment, supplies and personnel to operate depository program in accordance with GPO guidelines. Therefore, libraries have a vested interest in the policies which guide the Government Printing Office.

Historically, government information has been distributed to libraries in a paper format and in more recent years in both paper and in microfiche. As government agencies make the transition to an age of electronic information, libraries are also making that transition. Some agencies, just like some libraries, are much farther along than others.

The ability to provide information in an electronic format brings the depository program to a crossroad. There is a window of opportunity to make government information and integral part of the library collection thereby making it more accessible to the public. Presently, vague Federal guidelines are restricting equal access to government information. These restrictions include the lack of standards in the dissemination of information and charges being imposed on libraries for access in on-line government databases.

The Depository Library Program should be restructured so that the Government Printing Office takes a more active role in promoting the use of government information. Many government agencies are operating under the premise that disseminating information free of charge in an electronic format is not required under title 44 of the United States Federal Code. If Depository Libraries are going to be charged fees for accessing government information merely because it's being offered in a different format, then access to that information is being restricted. Title 44 needs to be revised to state explicitly that electronic information is included in the depository program.

The CHAIRMAN. We totally agree with you on that. That is a big problem, go ahead.

Mr. WYNN. The Government Printing Office should act as the central broker for the dissemination of government information. In that role the GPO could develop directories informing depositories

of the information available, the format and provide assistance to the depositories in the use of these technologies. The GPO should establish standards that would apply to all government agencies for the collection, storage, access, bibliographic control, and distribution of information.

Also, the GPO should require and establish standards for documentations which accompanies electronic data. This documentation should be provided to the depository without charge and written in a style that can be understood by the general public. The public expects and demands that computer technology be user friendly and cost effective.

Depository libraries cannot provide free and unrestricted access to government databases for the public if there are significant telecommunication costs or other fees associated with the use of the databases. Frequently, this information is provided free of charge to the depository in its raw form, but requires additional access tools such as an index or additional software to be used cost effectively. Using access services such as Dialog and BRS to retrieve free government information is restricted because libraries have to absorb the cost or pass it on to the patron. Information that cannot be delivered to the public in a usable form has little value.

Also, there is an additional need for depository librarians to become proficient in the use of electronic information. Librarians must be able to demonstrate these databases and provide basic assistance to the patron. Staff development workshops need to be developed—need to be made available to satisfy this need. Most small libraries do not have enough personnel to allocate one person as a systems analyst librarian, a CD-ROM librarian or local area network specialist. This task is normally assigned to someone on the staff who also has a full workload.

The government depository program has been a very important program in closing the gap between information rich and information poor in this country. The Federal Government has a responsibility to assure that the public has equal access to information disseminated by its agencies. Therefore, a balance must be struck on how the depository program will provide information. Two bills now before the Congress go a long way in establishing the type of standards needed to make government information more accessible to the public. The first is House Resolution Number 2772 referred to as the WINDO bill and the second is Senate Bill Number 2813 requiring that Internet and NREN be among the electronic networks providing access to the Congressional Record and Federal Register sponsored by Senator Gore and the House Resolution is sponsored by you, Congressman Rose. Establishment of an electronic gateway to the GPO databases without charge and using the available electronic networks is the right direction for the depository program to go. Libraries can accommodate these changes if they receive adequate support from the Government Printing Office. Thank you.

[The prepared statement of Bobby Wynn follows:]

PREPARED STATEMENT SUBMITTED BY BOBBY C. WYNN, DIRECTOR OF LIBRARY SERVICES, CHESNUTT LIBRARY, FAYETTEVILLE STATE UNIVERSITY

For the past several years, libraries have experienced some very tough economic times. The devaluation of the dollar, inflation, predatory pricing in the publishing industry and State budget shortfalls have significantly diminished the purchasing power of library budgets. Within the University of North Carolina System, the adverse effect can be seen in the number of volumes acquired by university libraries in the past 6 years. During this period, the acquisition of books has dropped from 30 percent to 55 percent for each institution. Also, the total number of journals received by UNC system institutions is lower than it was 6 years ago.

At Fayetteville State University, this has meant a 45-percent increase in the cost of journal subscriptions and 15-percent decrease in the number of journals received. There have also been reductions in operating budgets and elimination of library positions. While it is possible to have quantity without quality, it is not possible to have quality without quantity defined in relation to the mission of the institution.

In this environment, the Depository Library Program (DLP) represents a significant resource to libraries by disseminating government information free of charge to the general public. The publications received through this program are extremely valuable and it would be very difficult, if not impossible, to purchase out of the library's budget. It would be hard to imagine the library without access to information such as the U.S. Census Reports, the Federal Register, Congressional Record, Code of Federal Regulation, the National Trade Data Base, and the Commerce Business Daily just to name a few.

Nevertheless, maintaining a depository program has inherent cost which have traditionally been borne by the library. The library must provide space, furniture, equipment, supplies and personnel to operate the depository program in accordance with GPO guidelines. Therefore, libraries have a vested interest in the policies which guide the Government Printing Office's implementation of the Depository Program.

Historically, government information has been distributed to libraries in a paper format and in more recent years in both paper and in microfiche. As government agencies make the transition to an age of electronic information, libraries are also making that transition. Some government agencies, just like some libraries are much further along than others in this transition. One must also realize that when information is available in an electronic format, the cost to the depository library will rise because of the need for additional equipment, space, supplies and staff development. Therefore, libraries need to have an option in choosing the type of format in which they want acquire the information.

The Depository Library program is at a crossroad in this age of electronic information. There is a window of opportunity to make government information an integral part of the library collection thereby making it more accessible to the public. Presently, vague Federal guideline are restricting equal access to government information. These restrictions include the lack of standards in the dissemination of information and charges being imposed on depository libraries for accessing online government databases.

The DLP should be restructured so that the Government Printing Office takes a more active role in promoting the use of government information. Many government agencies are operating under the premise that disseminating information free of charge in an electronic format is not required under title 44 of the United States Federal Code. In fact nearly 40 percent of government agencies do not distribute information in any format. If depository libraries are going to be charged fees for accessing government information merely because it is being offered in a different format, then access to that information is being restricted. Title 44 needs to be revised to state explicitly that electronic information is included in the Depository Program.

The Government Printing Office should act as the central broker for the dissemination of government information. In that role, the GPO could develop directories informing depositories of the information available, the format and provide assistance to users. The GPO should establish standards that would apply to all government agencies for the collection, storage, access, bibliographic control, and distribution of information. Also, the GPO should require and establish standards for the documentation which accompanies electronic data. This documentation should be provided to the depository library without charge and written in a style that could be understood by the general public. The public expects and demands that computer technology be "user friendly" and cost effective.

Depository libraries cannot provide free and unrestricted access to government databases for the public if there are significant telecommunication costs or other fees associated with the use of the databases. In addition, the cost of supplies such as paper, ribbons and printers can be prohibitive. Frequently, this information is provided free of charge to depositories in its most raw form but requires additional access tools such as an index or additional software to be used cost effectively. Using access services such as Dialog and BRS to retrieve free government information is restrictive because libraries have to absorb the cost or pass it on to the patron. Information that cannot be delivered to the public in a usable form has little value.

Also, there is an additional need for depository librarians to become proficient in the use of electronic information. Librarians must be able to demonstrate these databases and provide basic assistance to the patron. Staff development workshops need to be made available to satisfy this need. Most small libraries do not have enough personnel to allocate one person as a systems analyst librarian, CD-ROM librarian, or local area network specialist. This task is normally assigned to someone on the staff who already has a full workload.

The government depository program has been a very important program in closing the gap between the information rich and information poor in this country. The Federal Government has the responsibility to assure that the public has equal access to information disseminated by its agencies. Some libraries are ready for the infusion of electronic data and some are not. Therefore a balance must be struck in how the Depository program will provide information. Maintaining a depository program is an expensive operation. Two bills now before the Congress now go a long way in establishing the type of standards needed to make government information more accessible to the public. The first is House Resolution number 2772 referred to as the "WINDO" (Wide Information Network Online) bill sponsored by Congressman Rose. The second is the Senate bill number 2813 requiring that Internet and NREN be among those electronic networks providing access to the Congressional Record and Federal Register sponsored by Senator Gore. The establishment of an electronic gateway to the GPO data bases without charge using available networks is the right direction for the depository program to take. Libraries can accommodate these changes if they receive adequate support from the Government Printing Office.

The CHAIRMAN. Thank you very much. One of my staff people from the Joint Committee on Printing is here, and I want John Merritt to see this, Bernadine, please. That's excellent. You have some ideas we strongly support. I don't argue with anything you said, but we need to spend some more time talking about that, your interphase with the Government Printing Office. I need to talk about that, and you helped me remember that.

After the first of the year, I want to get back with you as a group, if possible, maybe in a regional way and let's talk more about some specifics that we need to work on. But I hope this has been an opportunity for you, not only to know that there are resources available and that I have some specific ways to support you in this, but maybe you can learn from listening to each other about your various experiences. I know you have a lot of work to do and probably don't have much time to sit around and brainstorm with each other. But thank you all very much for taking the time to come here. All of your testimony is just absolutely magnificent.

Our next panel is a local panel of interested individuals. These people will make a very brief statement to us if they're still here and have been able to stay. Honorable Henry McKinnon, Jr., Ms. Gayle Bigelow, Ms. Candace Wooten and Ms. Maitland Hunt.

The CHAIRMAN. Judge?

Hon. McKINNON. How are you, sir?

The CHAIRMAN. If you have a prepared statement that you could share with us, we'd like to have it. If you don't, we understand.

STATEMENTS OF HONORABLE HENRY McKINNON, JR.; GAYLE BIGELOW; CANDACE WOOTEN; AND MAITLAND HUNT.

STATEMENT OF HONORABLE HENRY McKINNON, JR.

Mr. McKINNON. I speak as a patron of this Robeson County Public Library where we are now meeting, and my use of it most recently has been in my time in retirement, considerable interest in local historical research. I found this library to be almost the only resource I need and with its excellent historical, genealogical section and its interlibrary loan program, I can stay right here and do anything I want to do. I join with Ms. Hansen from Bladen in pointing out it's somewhat of an interstate operation with more than 50 percent of the people who use this historical genealogical collection coming back from other States seeking their roots in Robeson county. And they are universally impressed with what we have here and some professional people have also observed that part of the library and are equally impressed with our excellent local history section.

In my visits here I see retirees like me using it for general recreation, for investment research, tax research which improved their minds and projects of their own. I'd say the general population especially the students carrying out their work projects, assignments in the school, and most excitingly, I see the younger children here learning what books and reading are about.

I think this library as well as all the ones that we are hearing deserve support from the Federal level down through the community level, and I offer my support in that way, thank you.

The CHAIRMAN. Thank you, Judge. We are going to certainly make that an effort in the new budget cycle. When you're Chairman of the House Administration Committee they give you two extra jobs to serve on. One they put you on the Joint Committee on the Library and then the Joint Committee on Printing, and for 2 years you're the Vice Chairman of one and the Chairman of the other. Right now, I'm the Chairman of the Joint Committee on Printing, the Senator from Kentucky, Mr. Ford, is the Vice Chairman, and next year that will switch. If I'm back in office next year, I will be the Chairman of the Joint Committee on the Library—I'm the Vice Chairman now—and Senator Claiborne Pell from Rhode Island will be the Vice Chairman. Hilary Lieber is the staff person for the Joint Committee on the Library. While we are very interested in both, our main responsibility next year will be concerns about the library. Thank you very much for your insight. It's very, very helpful.

Mrs. Gayle Bigelow.

STATEMENT OF MS. GAYLE BIGELOW

Mrs. BIGELOW. I'm Gayle Bigelow. My family is from Robeson County, and I have lived here in Lumberton most of my life. I'm married and I'm the mother of two children, Jonathan who is 9 years old and Katy who is 4 years old. That's probably the most important thing you will ever know about me. When I began to think about the—

The CHAIRMAN. I have a 5-year-old.

Mrs. BIGELOW. Then you know what I mean.

The CHAIRMAN. Yes.

Mrs. BIGELOW. We come here almost weekly to check out books and tapes for them. They have participated in preschool programs offered here and the summer programs offered here. We come to the special concerts that are offered here and the holiday programs. My son has played in musical auditions in this very auditorium. This library is integral to our family life, and it has enriched our lives greatly, the library and the librarians. My children know them on a first name basis. Katy, who is 4, goes to the childrens' library and reads the books on the childrens' table, and now she's not able to read, but in her mind she is already a reader. My 9 year old goes to the card catalog; he finds the books he's interested in; he checks them out; he takes them home; he reads them. They are both on their way to being productive citizens of our society. They know how to read. That can't be said about all the children in this county.

Because I'm a working mother I sometimes come here in the evening hours to return books and to check out books. I also use books here related to my work as a speech pathologist with the public schools. And I see students here in the evening hours using this library to learn how to research papers in the same way that I learned 20 years ago how to use libraries. I went on to college and graduated and it's my hope that they will do the same thing and use the skills that they learned here in this library. I honestly believe that without this library their education would not be complete. Their public school library is not open in the evening hours for them to use.

Our libraries have been easy targets for cuts in funding and in this case, I'm listening; I'm wondering if we've just never gotten the funding.

The CHAIRMAN. That's right.

Mrs. BIGELOW. And I'm very disappointed about that I have to say.

The CHAIRMAN. That's the answer. You have just never gotten the funding.

Mrs. BIGELOW. And now this year, we have received cuts in funding, and I feel very strongly that this library, for instance, should be open every night of the week for our students and it's not. We should have computers for our students who are here who want to be productive citizens and we do not have those things.

We have gotten very little money this year from the Federal Government, and it's just not enough to meet our needs. We have many needs and just listening, I'm wondering why we've been left out. I know I sound like the dog that's biting the hand that feeds me, but I really do hope that we can get more for our students and our children because we are talking about the ones that are ready to participate. Thank you for letting me speak.

The CHAIRMAN. We will have some questions on our own and maybe find some answers to what you've raised.

Ms. Candace Wooten, a Lumberton High School student.

STATEMENT OF MS. CANDACE WOOTEN

Ms. WOOTEN. Good afternoon Congressman Rose, library personnel and concerned citizens. My name is Candice Wooten and I'm a junior at Lumberton Senior High School.

I have fond memories of the Robeson County Public Library. When I was younger, my sister and I participated in the library's summer reading programs. I remember the craft and movie hours, story time and recreational activities. My mother left the library on many occasions with boxes of books.

These early experiences instilled in me an appreciation of the services provided by the Robeson County Public Library. My family utilizes the library's services frequently. The library is a priceless asset to Robeson County. It provides educational materials for students and educators, information for our local industries and materials for leisure-time activities. The Robeson County Public Library also plays an important role in the preservation of local history and the promotion of cultural events such as Live On The Lawn 1992.

Our library is excellent. Mr. Fisher and his staff should be commended. With additional resources, however, our library could be even better. For example, I did a research project on the book "Salem Possessed" by Paul Boyer and Stephen Nissenbaum. This book was in demand by students from five other AP U.S. History classes at various high schools throughout the county. There was only one copy of this book in the library and it had been checked out. I had to travel to the Cumberland County Public Library to check out this book, and there were only three copies of it there. With additional resources, I'm certain this problem could be eliminated.

So to all concerned citizens, supporters of the library and especially you, Congressman Rose, please continue to support this vital asset of our community. Thank you.

The CHAIRMAN. Thank you very much. Well done.

Ms. Hunt.

STATEMENT OF MS. MAITLAND HUNT

Ms. HUNT. I'm Maitland Hunt and I am happy to be a part of this congressional hearing. I'd like to share with you what the library and its services mean to me and how I utilize these services. I am a retired educator. I retired July 1 of this year, and at present I just use the library right now for reading for pleasure.

But I'd like to go back if I may, to when I was in graduate school. I could not always stay on campus and use a library there because I worked. I commuted to class, and I took care of a family. So I depended on the public library. When I needed a book or material on a particular topic or subject this is where I came. If the book was not here, the library staff would make every effort to make it available by getting it from another library. Having these services close to home made it possible for me to complete the required graduate work.

Another way I used the library is by bringing children to the library, especially on Saturday mornings. These children complete school assignments, research for projects, or just read for pleasure.

Many of them do not have reference books at home. They may have to use the library because they do not have time at school to complete an assignment that requires using reference books.

I see the library as an extended arm of our public schools. When the school's library door closes at 3 or 3:30 p.m., Monday through Friday, on Saturdays, and during the summers, the public library is the main educational institute that is left for our children to continue their reading and interest in school and education. Our tax dollars are well spent when they go toward supporting the public library. To have cuts in funding would be taking a giant step backwards, especially when we are trying desperately to put Robeson County higher on the educational totem pole, thank you.

The CHAIRMAN. Thank you very much. I thank all of you very, very much. Excellent, excellent testimony for our libraries.

Our fifth panel is composed of Mr. John Masters, Ms. Prescilla Leazer, Ms. Betty Hasty, Ms. Elizabeth Hunt and Ms. Nila Chamberlain.

Mr. Masters.

STATEMENTS OF JOHN D. MASTERS, PRESCILLA LEAZER, BETTY HASTY, ELIZABETH HUNT, NILA CHAMBERLAIN.

STATEMENT OF JOHN D. MASTERS

Mr. MASTERS. After moving to Robeson County 9 years ago, I obtained three licenses: My drivers license, my hunting license and my library card. I enjoy all three privileges, but I end up using the benefits of the library card 10 to 1 over the combined time devoted to the other two. I use the card to obtain research material, the interlibrary system on topics ranging from American old west history to current census information, not to mention my light reading material. I think so much of the Robeson County Library System that I have given back to the library in a modest way by moderating for the last 5 years events sponsored by the library, the annual quiz ball. I contribute two periodicals every month. They're out there right now in the current reading section, and I performed for 6 months voluntary janitorial services.

The library to me is the epitome of what it is to be an American in my estimation, that's free access to declassified information by any citizen here in the United States. It's critical. This library creates one crucial environment where positive, intelligent people can get and be exposed to new ideas from one another. This library is used as a meeting place for concerts, cultural events, and various board meetings of worthwhile organizations. My wife, in her capacity as a member of the local Morehead Scholarship Nominating Committee, has interviewed the cream of the county's high school seniors right here in this very room.

Needless to say this library lead by its Board of Trustees and fine director, Robert Fisher, has filled a void here in Robeson County. Staffed by intelligent individuals who care, provides a humidity controlled environment for traditional paper print media as well as the purposes previously outlined above.

You'll have to excuse me, I went to a Tennessee ball game and I lost my voice.

The CHAIRMAN. But you won.

Mr. MASTERS. Yes, sir, we won. But the library should also be looked at as an in-place asset upon which America in general and Robeson County in particular will enter the 21st century. Its mission of purpose must be enhanced to accommodate the needs of the seemingly shrinking pool of present and future thinkers, leaders, statesmen, and computer literate individuals needed to just maintain our society and prevent it from ever approaching the dark ages of which we extracted ourselves only 500 years ago. Congressman Rose, the committee of which you are vice chair is more important than a lot of people think, and I urge you to keep up the good work and thank you for your time.

The CHAIRMAN. Thank you, sir.

Mr. MASTERS. You'll have to excuse me, I have to pick up two young patrons and they can't wait.

The CHAIRMAN. We will make available to you a copy of this. The transcript of this is turning out to be in my opinion, a remarkable publication, and we will make sure we have a large supply sent down here when it's ready. Thank you, sir.

Mrs. Prescilla Leazer.

STATEMENT OF MS. PRESCILLA LEAZER

Mrs. LEAZER. Thank you, Congressman Rose and your staff. Good afternoon. I am Prescilla Barry Leazer. I am the mother of two children, and I am referred to as the lady with all those children because of my involvement with the youth of our community. Our daughter, Tara, was a student body president at Lumberton Senior High School and now a graduate student at North Carolina Central in Durham, North Carolina. Our son, Marcus, was secretary/treasurer of the North Carolina State 4-H council, and is a freshman at North Carolina Central in Durham also.

I am telling you this because I credit this great library and its very helpful and cooperative staff for the many building blocks in their foundation. As a result of the many hours spent in the reading programs, the story hour, the movie hour, the craft activities and the achievement programs. And because this library allowed us the opportunity to promote our Girl Scout involvement by decorating the display window with our "Girl Scout Around the World" exhibit, we were able to solicit funds from the local clubs and organizations to help fund the trip to the home place of Juliette Low in Savannah, Georgia, for our girls.

We use this library also to research a costume for our ebony pearl dance routine for the Robeson County International Thinking Day Program, which is an annual Girl Scout celebration. This routine eventually won us a first place trophy at PSU's Heritage Day. One of our brightest moments came when Mrs. Jean Davis, our son's art teacher, used this room to display some of her student's art work.

Some of my sustaining memories are the look of complete happiness and enjoyment on the face of our dear deceased friend, Dirk Defrees (sic), when he came with us to a play presented by the Robeson County Little Theater that was held in this room. The second one is the look of belonging on Tara's face when the theater

for young people professional touring company performed in this very room and used students from the audience to participate, and she was chosen. The third one was the look of satisfaction on Marcus' face when he saw one of his teachers at a jazz concert held in this room.

When my husband Samuel reluctantly agreed for us to host a Labo Japanese exchange student through our 4-H Program, one of my first trips was to this library to travel to Japan so we could help Tapa (sic) have the best visit possible in the United States. And after he arrived in Robeson County, one of his first outings was the library to find books to enhance his English reading skills.

Because of this, I encourage all of the support you can give this great educational tool to continue to help prepare all of our youth for our global society. Thank you.

The CHAIRMAN. Thank you. That was excellent.

Mrs. Betty Hasty.

STATEMENT OF MS. BETTY HASTY

Mrs. HASTY. Thank you. I am Betty Hasty, chairman of the Gilbert Patterson Memorial Library Board in Maxton. Maxton is small rural community of 2,500 people, which has had a strong educational ethic, and the library has played an important role in the community for many years. Until 15 years ago the Gilbert Patterson Memorial Library was supported entirely by donations.

In 1977, our library joined the Robeson County Library System and is presently an affiliate of this library. Services to the Maxton citizens were greatly increased with this action.

A long-time dream of building a new library, which would include a cultural center, was realized in 1985. This \$250,000 project was financed with city, county and State legislative grants of 40,000 each. The remaining \$130,000 was raised from private gifts and donations. Now a commitment like this is proof of the value that local citizens put upon a library.

The library today is the center of educational and cultural activities in our community. It supplements the school libraries and provides after school hours, places for children to study and do research. Many of our children have no access to books at home, and the library provides them books tapes, videos for the home use. There are also special reading and study programs for the children.

The library is used by adults from all segments of the community and business population. As a part of the county and State library system, people from our small community have access to materials available in these larger libraries; a tremendous advantage for a small town.

Culturally, the library's use is being expanded every year. Our library seeks to provide a well-rounded fine arts program in our cultural center. In conjunction with the Fine Arts Council, the Music Committee of this Robeson County library, the Friends of the Library, and individual groups, we have been able to have concerts, art shows, community programs. One of which we used all the choirs from churches throughout the community and it was outstanding, and it also introduced many new people to our library. Civic groups hold meetings, training conferences, workshops and

planning sessions, and our library is truly a center of vitalized community activity. We've really come a long way since books were gathered and donated from homes in the community so they could be circulated throughout the town to the general public.

Our needs are many. Money is always short, and while the city and county government support the operation of the library, additional funds must be raised for some part of both operation and maintenance each year, and special projects and cultural programs depend entirely upon donations.

An immediate need is the need to computerize the county system and give far better access across the county to existing books and materials. I thank you so much for allowing us to talk.

The CHAIRMAN. Thank you, Ms. Chamberlain.

STATEMENT OF MRS. NILA CHAMBERLAIN

Mrs. CHAMBERLAIN. Hello, I'm Nila Chamberlain and I want to thank you, Mr. Rose, for coming home to our county. I have always been aware of your personal touch. I've written to you before, and I have received responses and you do care enough to send your very best and that's you yourself. So thank you for being here.

The CHAIRMAN. Thank you.

Mrs. CHAMBERLAIN. I serve as the arts education supervisor for the public schools of Robeson County, and I teach art history and art appreciation for the local University. And my comments today will be brief and in two areas.

The first area is personal. Like many of the people who have spoken to you, I have children and we have used this library personally. I have a daughter who is now a sophomore at Carolina, who has used this library many times for research purposes. I have a son who is soon to be 15 and who is, I'm sorry to have to brag, an excellent writer. And he uses this library for research to do his short stories and novels at his young age. And we have lots of promise there. And just yesterday he was bemoaning the fact that the library wasn't open when we were here for the reception for him to check out a book. So I, too, call for longer hours; we need them.

Personally I use the library to check out books, obviously, but I also enjoy the books on tape. I, like you and many others, spend many hours on the road travelling and I think this is one of the greatest services that they have available, to be able to read two books on a trip to wherever makes me feel good about myself and enables me to stay up with what's going on in literature. Movies are available for us here. We don't have to pay large ticket prices to go to the local theater, we can simply check out a video, for the classics in particular. And this is a good way to help my children again to read things very quickly to become more familiar, very quickly, with some of classics. And as a classroom teacher its a good way to supplement what is actually being taught in the classroom. So that is something that we need more moneys to buy more videos and more books on tape.

I suppose I quickly need to get to my work as the arts education supervisor. If you look around you, you see our most current art exhibit. This opened yesterday as a part of the 25th anniversary

celebration and you're really only seeing half of it. There is another half in the small auditorium next door. And this represents the work of the artists from this county and surrounding counties. It was juried by Danielle Bowles from the North Carolina Museum of Art, and we are quiet pleased with this exhibit. Many of the corporations in this area have supported this through purchase selections.

We do this cultural effort with the support of the community, but we could not do any of this if the library were not here to meet our needs. The John Brady art classes are taught here, September through May. John comes here from Charlotte and teaches adults and children. The adult classes are free of charge through the sponsorship of the library and local corporations' sponsorship.

We have the Sunday afternoon concert series, which is well attended. Yesterday was a sell out so-to-speak, all chairs were taken. And this is usual for us. Thanks to the library.

Another unique feature in visual art—the library purchases paintings for check out by the patrons. In other words, if you wanted real art on your wall as a citizen of Robeson County you can have it. You don't have to buy, let's say something that pretends to be a print. You can have real art on your walls, you simply check it out as a book from the front desk, and I think this is a unique feature and that comes from a unique director who has good ideas.

This library serves as a meeting facility. It is a rehearsal facility. I work directly with the civic center and with, of course, the public school theater productions, and we often use this stage as a rehearsal facility when the other stages are in use. It meets our needs quite well and the staff is very cooperative.

And this really brings me to the final part of my comments about this library. I may need some water in a moment here, I'm getting a bit dry. But I would want to stress the personal contact that the staff in this library offers our community. It's TLC, tender loving care for us, and I appreciate that. The children who come to this library will find it user friendly. It is not an ivory tower. I have lived in other communities where the books were not meant to be touched, and that is not the situation in this library.

Dr. Marilyn Miller commented about the library being the University Without Walls, and about the library being the University of the Mind; and my final point on the Robeson County Public Library would have to do with our being the butt of much humor in the State.

The newspapers write about us as an ignorant people, and on a positive side I see us as on the verge of a renaissance. In our arts education program in the county schools this is our theme, an arts renaissance. The local newspapers recently have spoken to the fact that by any standard our arts education program is outstanding, we are quite proud of that. But I see the whole county being on the verge of a renaissance. To be there we have to have lived through the dark ages. And I think we have. But for the renaissance to develop, we know that the middle class developed financially, and that came about in part through the discovery of the compass and through the discovery of tacking; the ability to sail against the

wind and not have to sit in the harbor until the winds were perfect and times were comfortable to venture out.

I say this because the times may not be comfortable for us to venture out financially to the renaissance that we need. A renaissance that will come if you will fund us with computer moneys to do the networking, and all of the fine programs that you have heard other people speak of. We need these tools for our renaissance. We are not an ignorant people here. We have many fine artists I can speak of, and many fine citizens. So I thank you for coming and I'm looking for the renaissance.

The CHAIRMAN. Thank you, very much for your excellent statement and contribution to this hearing. Thank you all very, very much and I will excuse you now.

Our sixth panel is Mr. Murchison Biggs, Ms. Mary Benton Carroll, and Mr. James H. Moore Sr. Thank you all for coming.

We are glad to have you all for your brief comments and we'll conclude the hearing with you. We saved the best for the last and you've been here about two and a half hours now so Mr. Biggs, thank you, sir.

Mr. BIGGS. Congressman, I don't have a prepared statement.

The CHAIRMAN. Somehow that doesn't bother me. I have a feeling that you'll be able to say whatever is on your mind without a prepared statement.

Mr. BIGGS. Do you suppose I can say what I really want to?

The CHAIRMAN. Yes, sir, I believe you can. Go right ahead.

STATEMENTS OF ISLEY MURCHISON BIGGS, MARY BENTON CARROLL, JAMES H. MOORE, SR.

STATEMENT OF MR. ISLEY MURCHISON BIGGS

Mr. BIGGS. You know, first I want to clear up a minor point in reference to this library. While it is 25 years old, as the Robeson County Library, as I was saying, while this institution is 25 years old, and its identity as the Robeson County Library, it really is the direct outgrowth of the Library of the city of Lumberton which I remember as a child quite well. It was located on the second floor of the fire station. I noticed the lady from Bladen County comment on the use of the fire station, seems that that's a right popular thing in small towns.

You know, the fire department and the library is always the last thing that gets any money. And so I suppose that's why they get lumped together in old buildings. At any rate, I want to clear that up because I think that you should know that this library has not been limited to the use of the city—citizens of the city of Lumberton in its formal existence people from out of the county came in to use it, and gradually it was believed that a county library system had to be formed and many of the people who were genuinely, the promoters of the Lumberton Library came together and, with other citizens of the county formulated this library.

I want you to be aware that this thing has a history that goes back in my own memory as a child at least to around 1932. Because I can remember when I was about 8 years of age visiting that library when it was then under the tutelage of Ms. Johnny Wil-

liamson, who was a lady who for many, many years, kept, as we say the library for the city.

Second thing I want to say is that, you know, as shocking as it may seem to most people, libraries really don't cost much if you take a look at what they've produced. The Lumberton Library and the Robeson County Library has operated on a, for the size and scope of its operation, a tremendously limited budget for years. The Federal Government doesn't spend much money on libraries. The State government doesn't spend much money on libraries, but just hearing what you heard here this afternoon, Congressman, it's obvious that what's spent produces big, big results.

Now, I think that this may impact hard upon your task as Chairman of the Joint Library Committee, because as you mentioned earlier in this meeting; the hands of the Federal Government are, to a large extent, tied by the chains of the deficit. And the hands of the local and State governments are, to a large extent, tied by a stagnant economy. And the question is where will we get the money.

Now I would suggest to you, sir, without being critical of any grant program or any particular group that has received a grant. I would suggest to you, sir, that if it were possible for someone to set priorities on money spent, Federal moneys of all kind spent in Robeson County, in terms of what sort of results are produced by the expenditure of that dollar. I believe you'd get more bang for a buck out of the library than you do any money you spend or ever will spend.

I use this library. I've been associated with it through myself and my family for many years. My mother was honored by being, having a room named in this building after her. She was a contributor to the genealogical historical study section, and it's right interesting that we share a common heritage again with Bladen County. Miss Wanda Campbell, the former clerk of superior court down there was interested in the same things as my mother and they were great friends. It's interesting that she has made a contribution there in the same fashion so that people from all over the country come and use these libraries in search of their family roots. This largely historical product of the cotton family of the 1850's when so many, many people from our area immigrated to Georgia and Florida and Alabama and Mississippi and Texas, seeking new lands to farm and leaving the members of their family here, and we are interrelated with so many, many of those pioneers.

I don't know if there is a whole lot more I can say except to urge you to see if you can get the people in Congress, Mr. Rostenkowski and a few more to give us a little bit more of a priority on their want list.

I want to say something further in that regard. You know it's awful hard for people who use and know and love libraries without denigrating people in political life. It's awful hard for us to get our message across somehow. We are always the last on the totem pole. I would say to you that I rarely have seen too many members of our local or State government in or near this library, and you are the first congressman that I've ever known that even indicated he had the slightest interest in one. Now that may be a compliment.

The CHAIRMAN. What's rare still is to find one that had any jurisdiction over subject matter because there are not many of us.

Mr. BIGGS. Now if you can find us some way that we can awake the conscience of the people who are in political positions or responsibility. I think we can do a great deal more with our dollars spending them in this direction than in many of the directions which we've chosen in the past.

The CHAIRMAN. We totally agree with you, thank you.

Mr. BIGGS. Thank you, sir.

The CHAIRMAN. Thank you Very, very much. Very, very much.
Ms. Mary Benton Carroll.

STATEMENT OF MS. MARY BENTON CARROLL

Ms. CARROLL. Congressman Rose and members of this great organization. I am from Rowland and our library there is affiliated with the public library of Robeson County. I think Mr. Fhsher has said just about everything that could be said about our libraries since they are affiliated. And after that you had John Masters which doesn't leave too much for me to say about Rowland Public Library.

I am a retired teacher, and I can assure you that the people of Rowland really appreciate the library. They appreciate it and it is used to its greatest extent by senior citizens, young adults, and the children also. They like to go in for the story telling hour, they like the films, they like the videos, and also they enjoy the reading program this year. Miss Jackson is our librarian and she is so interested. And in the meantime she has a son, George, that does quite a bit of art work. And I must say it's beautiful.

We hope that some day if we can get enough funds she said that she would be glad if we could have our library open for 5 days a week, and maybe in the morning from maybe 8:30 a.m. until 12:30 p.m. on Saturdays. But it takes funds and we know that, and we need funds there for quite a few things which we would like to have, but know that funds are short. I served on the town council for about 10 years, I did manage to get some funds from them, but now they are short and it's kind of hard for us to do it.

Our children who go in from time to time who have to get out reports and things of that sort are high school students. They appreciate the library. And that's one thing that I preach to my children, at least at my church school, is to attend the library, use the materials because for so long we didn't have it.

Once upon a time the high school kids at our high school had to have some books and they had to go all the way to Fayetteville to find these books, and had to go to Florence for some of them. But now they can come right here and it means so much to them. They're constantly asking why the library can't be open on Saturday mornings so we can use them, because they feel that they need to, and if we learn to be a reading people we'll know that we can go places. Places that we will never go, but we can go through reading and that's what we try to do; is to encourage them to read, to use your library and read because that is very important.

If you're a good reader it's natural you can be a good student mostly anywhere if you just read. As I said, we do need quite a lot

of repair, but we know it takes funds to do it. I went the other day and Ms. Jackson was told me to look up at the walls. I looked at the walls. I've been on that committee ever since it was first started. And I told her well maybe one day we are going to get some of these things done. We hope not to be like the Jericho walls that come tumbling down. We're hoping some day that we can do just a little bit better than that. And I'm glad to be here today and thank you for inviting me; you and Mr. Fisher. He called me and said just say a few things Ms. Carroll. I said yes, I sure will. So we appreciate it so much for being here today.

The CHAIRMAN. Thank you Ms. Carroll; very, very much.
Mr. James Moore, Sr.

STATEMENT OF MR. JAMES MOORE, SR.

Mr. MOORE. Thank you, Congressman Rose and your staff for the invitation to come and speak to you this afternoon. Being the last person on the very last panel there's truly not much that I can say. I do, however, work with the city of Lumberton and I use the library on two different levels, one being professional and the other personal.

On a professional level we use the library's reference section quite a bit to research topics and get information. Although the material that's available in the library are somewhat limited at this time, we do always manage with the help of the staff to find the information that we are searching for. We also use the library to dispense information relative to city functions, community meetings, what have you, as well as this meeting room from time to time for events that the city sponsors.

On a personal level, I use the reading materials for myself occasionally. I have two children who have used the video selections especially; and I sort of refer to those as my child sitting videos. I use the Sesame Street learning to read materials and so forth for the children. They have helped them a great deal in getting prepared for school and their alphabet and counting and what have you. Also the fairy tales are for their entertainment at home.

The children's library, of course, is used by my 10 year old for science projects and doing book reports and what have you. Any recommendations that I would make certainly would be for the expansion of the children's library so that more books can be shelved as opposed to what they have right now. And, of course, computerization of the library itself. Thank you for the opportunity.

The CHAIRMAN. Thank you, Mr. Moore, and I want to thank all our witnesses for the excellent job they've done today.

We will leave the record open for a week. If you have other comments that you would like to make a part of this record, if you give them to Mr. Fisher and if Mr. Fisher will convey them to me in Washington, we will make them a part of this record. Thank you all for being here today. The hearing is adjourned.

[Whereupon, at 4:53 p.m., the hearing was recessed to reconvene at the call of the Chair.]

ADDITIONAL SUBMISSIONS FOR THE RECORD

LETTER FROM JAMES E. MARTIN, ROBESON COUNTY MANAGER, ROBESON COUNTY
BOARD OF COMMISSIONERS

September 25, 1992.

Re: Addendum to Record of Library Public Hearing.

THE HONORABLE CHARLES G. ROSE III,
*United States Congress,
Washington, DC 20515.*

DEAR CONGRESSMAN ROSE: The County Commissioners of Robeson County, in order to provide the citizens of the county with the necessary services, set the tax rate at 99 cents \$100 valuation.

The estimated local cost for the Department of Social Services accounts for approximately 40 cents of the 99 cents tax rate.

The public schools of Robeson County receive 49 cents of the 99 cents tax rate. This leaves approximately 10 cents from the property taxes to fund the remaining county departments and services.

Sincerely,

JAMES E. MARTIN,
Robeson County Manager.

LETTER FROM MAURICE TATE, LIBRARY DIRECTOR, BRUNSWICK COUNTY LIBRARY

September 14, 1992.

THE HONORABLE CHARLIE ROSE, CHAIRMAN,
*Committee on House Administration,
Suite H-326, U.S. Capitol,
Washington, DC 20515-6157.*

DEAR CONGRESSMAN ROSE: Thank you for your invitation to testify at a hearing focusing on libraries, in Lumberton on September 21. As I explained to your assistant, I shall not be able to attend because of another commitment in Raleigh that day.

I was pleased to read that the House voted to restore LSCA funding. The Brunswick County Library currently receives only about \$5,000 per year in Federal money which must be spent for a special project so the project must be a small one. In past years, we have used our LSCA grant to buy large print books for senior citizens, and math and science materials for students. But the price of each of those volumes averaged nearly \$20, without processing or shipping included.

On July 1, the Brunswick County Library became an official department of county government, and the County has big plans for expansion: new buildings for branch libraries in the Leland and Oak Island communities, and renovation of the southport and Shallotte libraries. Then we shall have to find funding sources to buy materials for all those new shelves. Perhaps you can help!

Public libraries are particularly important in Brunswick County, because there are so few cultural and educational alternatives. Even recreational facilities depend on daylight and good weather. Our schools offer very limited services to the children: school libraries are only open during school hours. Public libraries are the only incentive offered to children to read during the summer. Children who don't keep up their reading skills when school is out can drop back by several months in reading ability. Of course, this shows up in our pitiful test scores, and our unemployment rate.

Thank you again for the invitation, and thank you for your interest in public libraries.

Very truly yours,

MAURICE TATE,
Library Director.

TOPICS TO BE ADDRESSED BY THE PEMBROKE STATE UNIVERSITY

TOPICS TO BE ADDRESSED SEPTEMBER 21, 1992:

Use

Depository library is an asset to the area, used by:

1. PSU students staff, faculty.
2. grant researchers.
3. health professionals.
4. social work personnel.
5. public school personnel.
6. the legal community.
7. employees of program offices funded by the Federal Government (eg., LRDA)

Expense

Cuts and/or no relief have been experienced. Needs are for:

1. personnel to assist with processing and providing reference service.
2. equipment with which to access data, some of which is available in electronic format only (eg. Census on CD),
3. means of housing materials (shelving, microform and CD cabinets)
4. support for operation of software

Request

1. relief from cutbacks.
2. additional funds for expenses cited above.
3. support for passage of the GPO Gateway/Windo (S. 2813, H.R. 2772), which will support affordable access to government information

LETTER FROM MICHAEL Y. TAYLOR, LIBRARY DIRECTOR, PENDER COUNTY PUBLIC LIBRARY

September 23, 1991.

THE HONORABLE CHARLIE ROSE,
*United States House of Representatives,
2230 Rayburn House Office Building,
S. Capitol St. & Independence Avenue SE.,
Washington, DC 20515.*

DEAR MR. ROSE: I want to thank you for holding the congressional hearing on libraries in Lumberton recently and extending an invitation to me to appear as a witness. You posed the possibility of future communication among library directors and yourself in connection with the Joint Committee on Libraries and I wanted to let you know of my interest in participating.

The area of Pender County, which is part of your district, is the most affluent and fastest growing section of our county. We have a very active Friends of the Library organization dedicated to our branch library in Hampstead of over 400 families. I meet with the Board of Directors on a regular basis and I look forward to sharing with them your interest and involvement in libraries. Our Hampstead Branch was built in the early 1980's and we will soon be launching a lobbying campaign to triple the size of the facility.

The shipment of books from your office has arrived and are greatly welcomed. Thank you again.

Sincerely,

MICHAEL Y. TAYLOR,
Library Director.

LETTER FROM DAVID M. PAYNTER, LIBRARY DIRECTOR, NEW HANOVER COUNTY PUBLIC LIBRARY

September 23, 1992.

THE HONORABLE CHARLIE ROSE,
*Congress of the United States,
 House of Representatives,
 Committee on House Administration,
 Suite H-326, U.S. Capitol,
 Washington, DC, 20515-6157.*

DEAR REPRESENTATIVE ROSE: I appreciate the opportunity to be able to talk about library concerns at your Hearing in Lumberton, North Carolina. It's very reassuring to me to know that we have a Congressman who understands and is concerned about the plight of libraries nationwide. I apologize for having to leave the meeting early but unfortunately, I had to chair a meeting in Wilmington at 5:30 p.m.

I hope you will be able to attend our dedication ceremony early in the spring of 1993 when we open the Myrtle Grove Branch Library. We would be honored to have you as our featured speaker.

Thank you again for your invitation. I'm looking forward to your future efforts on behalf of libraries in North Carolina.

Sincerely yours,

DAVID M. PAYNTER,
Library Director.

LETTER FROM JERRY A. THRASHER, DIRECTOR, CUMBERLAND COUNTY PUBLIC LIBRARY AND INFORMATION CENTER

October 5, 1992.

THE HONORABLE CHARLIE ROSE,
*2230 Rayburn House Office Building,
 Washington, DC, 20515.*

DEAR CONGRESSMAN ROSE: Thank you for the opportunity to speak at your congressional hearing in Lumberton on September 21.

I thought it was a very productive meeting in which everyone was very pleased to have an opportunity to express their concerns about public libraries and access to information for all of our citizens.

I also wish to thank you for the publications you sent the library for our collection including:

- Constitution of the United State of America,
- Biographical Directory of the United States Congress, 1774-1989,
- The United States Government Manual, 1991-92,
- How Our Laws Are Made,
- Congressional Directory, 1991-92,
- Our Flag,
- Guide to the Records of the United States House of Representatives at the National Archives, 1789-1989, Bicentennial Edition.

These publications will be a welcome addition to our library collection. Thank you again for all you are doing for public libraries in North Carolina.

Your truly,

JERRY A. THRASHER,
Director.

LETTER FROM LINDA A. HEDGPETH, CLERK TO THE BOARD OF COMMISSIONERS, ROBESON COUNTY BOARD OF COMMISSIONERS

October 8, 1992.

THE HONORABLE CHARLES G. ROSE III.
United States Congress,
2200 Rayburn House Office Building
Washington, DC 20515.

DEAR CONGRESSMAN ROSE: The Robeson County Board of Commissioners in regular session Monday, September 21, 1992, adopted the attached resolution in reference funding of the public library system.

On behalf of the Robeson County Board of Commissioners, may I take this opportunity to thank you for your continued support of Robeson County.

Sincerely,

LINDA A. HEDGPETH,
Clerk to the Board of Commissioners.

RESOLUTION

The Robeson County Board of Commissioners at a regular meeting held September 21, 1992, at the Robeson County Administrative Building, 701 North Elm Street, Lumberton, NC., adopted the following Resolution:

That Whereas, the Honorable Charlie G. Rose III, U.S. Representative for the Seventh District, conducted public hearings to consider methods of improvement of the funding and maintenance of the public library system; and

Whereas, a hearing was held at the Robeson County Public Library on September 21, 1992, at 2 p.m.; and

Whereas, the Robeson County Board of Commissioners appreciates the interest, support, and participation of all parties at this hearing; and

Whereas, the Robeson County Board of Commissioners would like to suggest that consideration be given to a formula for funding of the rural library system, that takes into account the low tax base and high tax rate of a county such as Robeson County; and

Whereas, Robeson County Board of Commissioners believes that the effort, and/or ability to fund a public library system should be considered in any funding formula developed.

Now, Therefore, Be It Resolved, the Robeson County Board of Commissioners expresses its appreciation to Charlie G. Rose III, U.S. Representative for the Seventh District, for his efforts to develop a fair and equitable funding for public library system, and request that he give due consideration and include to the effort, and/or ability of a county in any funding formula developed to fund public libraries.

BOBBY DEAN LOCKLEAR,
Chairman, Robeson County Board of Commissioners.

ATTEST:
 Linda A. Hedgpeth, Clerk

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