

DOCUMENT RESUME

ED 229 050

IR 050 250

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 TITLE California Libraries in the 1980s: Strategies for Service.  
 INSTITUTION California State Library, Sacramento.  
 PUB DATE 82  
 NOTE 32p.  
 PUB TYPE Viewpoints (120)

EDRS PRICE MF01/PC02 Plus Postage.  
 DESCRIPTORS Information Needs; \*Information Services; \*Library Cooperation; \*Library Planning; \*Long Range Planning; Objectives; \*Program Development; State Libraries; Statewide Planning

IDENTIFIERS \*California; California State Library; Library Funding

ABSTRACT

The product of consensus among representatives from all types of libraries in California, this document presents goals, objectives, and procedures for enhancing statewide library services in the 1980's in order to better meet the information needs of all people in the state. Nineteen objectives are described within four goal areas: (1) developing adequate and effective library and information services and informing people about them; (2) designing and offering services that link people with what they want to know through the widest means possible; (3) developing statewide cooperation among academic, public, school, and special libraries and other information agencies; and (4) ensuring that libraries receive financial and community support adequate to meet the library and information needs of the community. Procedures listed under each objective involve actions by a variety of institutions and organizations, particularly by the California State Library. It is noted that there is no legal mechanism to enforce the document's goals and objectives. Also included are a brief description of the California library environment, a list of persons involved in the creation of the document, a glossary of definitions and acronyms, and a detachable questionnaire to be used to register opinions of the document and indicate interest in helping to carry out its objectives. (ESR)

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# California Libraries in the 1980s: *Strategies for Service*

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### **Publishing Information**

The final draft of *California Libraries in the 1980s: Strategies for Service* was prepared by Claudia Buckner under the direction of Gary E. Strong, California State Librarian, on behalf of the Steering Committee for *California Libraries in the 1980s*. (See the Appendix for a list of committee members and other contributors.) The manuscript was edited by Mirko Strazicich of the Bureau of Publications, California State Department of Education, working in cooperation with Cy Silver, Principal Librarian at the State Library. The document was prepared for photo-offset production by the staff of the Bureau of Publications, with artwork and design by Cheryl Shawver McDonald. Typesetting was done by Lea Shimabukuro. The document was published by the California State Library, P.O. Box 2037, Sacramento, CA 95809.

Printed by the Office of State Printing  
and distributed under the provisions  
of the Library Distribution Act

1982

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# Foreword

W

hen work began on *California Libraries in the 1980s: Strategies for Service*, people throughout the state came forward to voice their interest in and commitment to excellence in library service. They were concerned about the fiscal limitations that all libraries face. They were excited by the new ideas California libraries have explored. And they wanted, above all, to preserve the outstanding level of service California libraries have achieved and to find ways to raise that level even higher.

Through extensive meetings and working sessions, members of the many committees formed to suggest recommendations for *California Libraries in the 1980s* selected the best ideas that had been tried. They took these ideas, blended them, and developed strategies that will give direction to library development for the next decades.

The strategies, which emphasize the fundamental importance of service to people and the right of each individual to obtain information, do not require massive infusions of public funds. Instead, they build on what already exists, what already works.

Beyond presenting workable ideas for library development, *California Libraries in the 1980s* has achieved another important result. It has brought libraries of all types together. For the first time,

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***The strategies... emphasize the fundamental importance of service to people and the right of each individual to obtain information....***



librarians and users of all types of libraries—public, school, academic, and special—have agreed on a set of goals and have agreed to cooperate further.

*California Libraries in the 1980s* is also a library agenda. Its objectives are the topics and issues for libraries to discuss individually, with their communities, and with other libraries.

Consequently, publication of *California Libraries in the 1980s* does not so much mark an end as it does a middle. It marks how far we have come and points out the direction in which we have agreed to travel. The journey will benefit every Californian.

GARY E. STRONG

*California State Librarian*

*On behalf of the Steering Committee  
for California Libraries in the 1980s*

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# California Libraries Today

California's 24,013,200 people are served by thousands of libraries<sup>1</sup>:

- 168 public libraries, including 162 main libraries, 567 branch libraries, and 84 bookmobiles
- 175 academic libraries:
  - 29 state-supported libraries
  - 107 community college libraries
  - 39 private academic libraries
- 913 special libraries, including 59 operated by the federal government:
  - 19 libraries at U.S. Armed Forces installations
  - 132 legal libraries

<sup>1</sup>Most of the data are taken from reports of individual libraries published in *California Library Statistics and Directory, 1982* (Sacramento: California State Library). The data on community colleges are taken from the *1981-82 Personnel Directory of the Learning Resources Association of the California Community Colleges*. The data on health sciences libraries are taken from a July, 1982, survey made by the Pacific Southwest Regional Medical Library Service. Although more than 1,000 special libraries are estimated to be operating in California, the listing includes only those that submitted data to the *California Library Statistics and Directory*. The data on legal libraries are taken from the *1982 Directory of Law Libraries* and the California State Law Library's sources. No data are presented on the number of school libraries, even though it is likely that most of the more than 10,000 public and private schools have libraries. Reports indicate, however, that only a small percent of these school libraries have professionally trained library staffs.

457 health sciences libraries  
12 religious libraries  
157 libraries operated by profit-making organizations  
136 libraries operated by nonprofit organizations

- 93 state agency libraries:
  - 35 libraries at state institutions and schools
  - 26 legal libraries
  - 9 medical libraries
  - 23 special libraries
- 58 county law libraries
- Hundreds of school libraries
- 15 cooperative public library systems, including almost all of the state's public libraries
- A State Library that works with all libraries to coordinate service and extend the sharing of resources

Sheer numbers mask the variety found in California libraries. The largest public libraries are found in Los Angeles County—the Los Angeles City Public Library and the Los Angeles County Library. Each serves more than 2.5 million people. California's two smallest public libraries are also found in Los Angeles County—the Irwindale Public Library and the Vernon Public Library, which serve fewer than 1,000 people each. Between these two extremes there are nine public libraries, each of which serves over a half million people, and 20 public libraries serving populations that number less than 12,500 people each.

Academic libraries include those of the University of California at Berkeley and at Los Angeles, each with several million volumes, directly serving thousands of faculty members and tens of thousands of students. In addition, there are the libraries of the state universities and community colleges within driving range of everyone. At the other end of the scale are small private California colleges with student enrollments around 100 and library collections of fewer than 50,000 volumes.

Special libraries are the most varied group. They include libraries of large research centers, such as the Rand Corporation; large newspapers, such as the *Los Angeles Times*; private companies; and state agencies. Some of these libraries may be as large as those in many colleges. Some may be as small as a one-person staff overseeing a collection of a few hundred volumes.





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# Introduction

**P**eople turn to libraries for many reasons—to find answers to specific questions, to explore new ideas, to find out how to do something, or simply to enjoy themselves. Not everyone who comes inside the library doors necessarily wants a book. Occasionally, someone wants help in finding out about community services. Just as people come to libraries for a host of reasons, the people themselves are diverse and their needs many.

## **Libraries in a Changing World**

One out of every ten people in the United States lives in California. Californians speak any number of languages, with Spanish very much the second language of the state. Some have lived in California for decades and their families, for generations. Others have only recently arrived, some easily over interstate highways, others on overseas flights. They bring with them their own cultures and ideas, and the creative mix of these cultures and ideas has made California the dynamic state that it is.

The area in which they settle is as varied as the people. Spread out over a coastline 1,264 miles long, California boasts of some of the nation's largest, most sophisticated cities, some of its most

***At the same time that California libraries are reaching out to serve all citizens, they are facing the same pressures that public and private agencies must confront.***

scenic rural areas, and areas bursting with industrial and agricultural energy. Some places are isolated; others are in touch with cities around the world. Some small towns are rich resort areas; others are wealthy, from agriculture; still others house large numbers of senior citizens or non-English-speaking people. Others are struggling with unemployment and shrinking government revenues. California's cities are equally varied in their economies. Some depend on the aerospace industry; others, on electronics; and still others, on manufacturing.

People in all these places have needs for information. Libraries serve children, the handicapped, and the institutionalized. They also serve those who cannot gain access to ordinary library services because of geographical, cultural, or other circumstances. They serve Californians whose needs for information range from simple requests to the most complex questions.

At the same time that California libraries are reaching out to serve all citizens, they are facing the same pressures that public and private agencies must confront. A sluggish national economy has forced cutbacks in the budgets of many special libraries in private companies. Serious inroads also have been made in the budgets of most public and academic libraries. Many school libraries have had to close. Some public library budgets have been cut by as much as 50 percent in the past few years. Still more cuts are on the horizon as all public agencies struggle to cope with shrinking revenues and a reluctance among voters to approve tax increases.

California's libraries have demonstrated creativity and a willingness to change in order to continue to offer the level of service they do. Firmly committed to the belief that Californians have a right to information, many libraries have joined together to explore how technological innovations can improve the storage and use of information. They have increased their continuing efforts to share resources. And they have looked for new ways to meet the information needs of Californians.

Libraries are responding to the challenge of the 1980s by closely examining themselves. *California Libraries in the 1980s* is one product of that self-examination.

### **How This Document Came into Being**

Work on *California Libraries in the 1980s* began in February, 1980, when the California Library Association, the California Library Authority for Systems and Services, and the California Library Services Board worked with the State Librarian to assemble a Steering Committee of individuals interested in planning for the future of libraries.

The State Librarian invited representatives from all types of libraries and from the public to join the Steering Committee. The Committee formed eight working groups to draw up early drafts of the document. The library community was asked to comment on the drafts. By December, 1981, hundreds of persons throughout California had attended meetings or sent in their written comments. The Steering Committee then met several more times and adopted the final draft on July 29, 1982.

*California Libraries in the 1980s* is the product of consensus. It represents the first time that all types of libraries in California have

worked together to reach agreement. It also reflects the commitment libraries have made to change thoughtfully with the times so that tomorrow's libraries serve tomorrow's needs.

### About This Document

*California Libraries in the 1980s* speaks to people's needs today and looks to the future. It stresses the goal of meeting the information needs of all people by:

- Developing adequate and effective library and information services and informing people about them
- Designing and offering services that link people with what they want to know through the widest means possible
- Developing statewide cooperation among academic, public, school, and special libraries and other information agencies
- Ensuring that libraries receive financial and community support adequate to meet the library and information needs of the community

In other words, libraries will pool their resources to improve services through cooperation and innovation. They also will continue to stress serving people's real needs, not simply what librarians think they need. Finally, libraries will reach out to people.

These ideas are not new. Almost every goal and objective in this document has been tried and found successful by one or more California libraries. Thus, *California Libraries in the 1980s* draws on the best ideas that work and provides an agenda for library service.

The term *library* is an elastic one. It includes the familiar public library. It also encompasses school libraries, research libraries, information agencies, libraries in private firms, and college libraries. Almost any agency or service that takes as its sole responsibility the storing and sharing of information fits the general definition of a library. (See additional definitions in the Glossary.) Some libraries have books, while others may have none. Some libraries are housed in large buildings, while others may be tucked into the odd corner of a business concern. *California Libraries in the 1980s* takes all of these into account. All of the objectives in this document have some bearing on every kind of library.

Preparing *California Libraries in the 1980s* has been a cooperative venture. While there is no legal mechanism to enforce the document's goals and objectives, its language reflects the reality that libraries must act. Throughout, *California Libraries in the 1980s* uses "will" to express what is expected of each library and information agency. That reflects the Steering Committee's expectation that libraries will carry out the objectives. The State Librarian will annually convene the leaders of all California library organizations to review the progress libraries are making to reach goals and objectives, reassess the objectives, and take the next steps that will lead further to accomplishing the document's goals.

While the primary audience for *California Libraries in the 1980s* is the library community, the ultimate beneficiaries are all of the people.

As libraries strengthen their cooperative efforts, as they examine their services, as they explore new ways to deliver services, they will keep alive a vital part of any community—its knowledge.



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# Libraries for People

*To meet the needs of all  
Californians by develop-  
ing adequate and effective library and  
information services and informing people  
about them*



► The State Library will work with library schools in California to design surveys which libraries can use to understand better the needs of people in their communities for library services. Existing data and data-gathering methods will be used where appropriate.

► The State Library will coordinate the efforts of all libraries to analyze the results from their surveys and to develop library services and programs. The State Library also will update *Information Needs of Californians*.<sup>2</sup>

► Each library and library system will prepare a statement defining its primary users, their rights to access, and the degree to which library services and resources should be available. Library users will contribute toward drafting the statement. In addition, the statement will cover such barriers to access as:

- Potential users' age and culture
- Demography
- Fiscal, administrative, and legal restraints
- Physical environment

► The California State Library will make sample statements available and will also help libraries and library systems that need assistance in drafting their own. It will also collect copies of adopted statements from public libraries as they submit their annual reports.

► The Steering Committee will prepare guidelines to help libraries identify and remove physical, language, cultural, and other barriers to using library services. Each library and library system will use the guidelines to identify what types of people do not use library services and why. Each library and library system will encourage those who do not ordinarily use the library to participate in developing programs and services that will remove such barriers. Further, each library and library system will evaluate how buildings, signs, and interior arrangements help or hinder the users in understanding and using their libraries.

<sup>2</sup>*Information Needs of Californians*. Sacramento: California State Library, 1979.

***E***ach library... will encourage those who do not ordinarily use the library to participate in developing programs and services that will remove... barriers.



**All libraries will publicize their services to their communities.**

► The Steering Committee will set up a task force of librarians and individuals from diverse organizations and communities. Called the California Library Services Task Force, it will help guide the implementation of the goals and objectives listed in *California Libraries in the 1980s*. The task force will develop methods that can be used to involve citizens in planning at the state and local levels for tax-supported libraries. It will also inform local and state governing bodies about people's needs and concerns.

► The California Library Services Task Force, along with the California State Library and library schools, will devise ways to increase the number of library users who are involved in the planning and operation of libraries. Among the ideas to be considered are:

- Establishing local committees to advise and assist libraries
- Developing guidelines for involving people in all types of libraries
- Appointing a state consultant to identify successful programs that involve users in library planning and operations
- Educating communities about libraries as a source of life-long learning and information
- Exploring and expanding the role of Friends of the Library groups and volunteers
- Studying ways of increasing the number of gifts, donations, and bequests to libraries

► The California Library Association will establish an award system to recognize libraries with effective programs involving users in planning and operations.

► The California State Library will include in the *California Library Statistics and Directory* information on the specialties and resource-sharing policies of all school, public, community college, academic, and special libraries in the state. Representatives from each of these types of libraries will be appointed by the State Librarian to assist the California State Library in this task.

► The California Library Services Task Force will develop educational and training programs for the public so that they may understand information systems and their use. The task force will also distribute information on successful programs to other libraries. The task force will also prepare a directory in simple English and in the other major languages of California library users that will list public library services and programs and how they relate to the services and programs of other libraries.

► Each library will set up a program to educate people, especially decision makers and community leaders, about the role and operation of libraries and other information agencies and their relationship to other institutions.

► The California Library Association and other library groups will advocate state legislation requiring the teaching of library skills in California public schools.

► All libraries will publicize their services to their communities. The California Library Association will set up a clearinghouse to assist libraries in taking advantage of successful public relations programs developed by other libraries in the state. The California Library Association will also develop methods to evaluate the efficiency and cost-effectiveness of various public relations programs.

***Each library will set up a program to educate people ... about the role and operation of libraries and other information agencies. ...***

► The California Library Association and other organizations will:

- Monitor legislative activity.
- Inform libraries and library users of legislative actions.
- Prepare brochures informing library users of their rights.
- Encourage library boards, Friends of the Library, and other groups to involve people in the legislative process.

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# Serving the People.

*To design and offer services that link Californians with what they want to know through the widest means possible*





***Libraries and other information service agencies will provide information to non-English-speaking Californians in their own language.***

▶ Working with the California State Library and other library agencies and organizations, libraries will conduct surveys to find out what the public thinks about how easy their library is to use and what their library offers. Each library staff will then use that information to analyze the library's services.

▶ Each library and library system will use information gathered about the needs of its community to design a library service plan that will, among other things, cover the following:

- Adequate collections
- Service hours
- Kinds of services offered and response times
- Policies and procedures for delivering services
- Physical design of the library as it affects service
- Staff training
- Reduction of barriers (See Objective 1.)

▶ The California Library Services Task Force will draw up guidelines that will increase efficiency in responding to requests.

▶ All libraries and information agencies will prepare collection plans based on the information gathered through the survey of the community's needs and the library's services. All libraries and information agencies will cooperate to develop resource-sharing arrangements. They also will explore ways of working together to acquire resources. (See also Objective 11.)

▶ Where needed, libraries and other information service agencies will provide information to non-English-speaking Californians in their own language.

▶ The California State Library will coordinate a program to identify new technologies that can benefit library users and to evaluate the effectiveness of the technologies.

***The... Task Force will explore and recommend additional ways to (use) computerized information and referral systems.***



► The California Library Services Task Force will explore and recommend additional ways to deliver services, including:

- Toll-free telephones
- Cable and two-way television
- Teletext and telefacsimile
- Computerized information and referral systems
- Computerized catalogs

► The California State Librarian will appoint a committee of librarians actively involved in the California Library Authority for Systems and Services (CLASS), the Research Libraries Information Network (RLIN), the Online Computer Library Center (OCLC), and the University of California's on-line catalog project. The committee will build on the work undertaken by CLASS by further investigating the possibility of linking existing data bases through dial-up terminals and interchangeable and transferable accounts. The committee will closely examine the interlibrary loan modules of CLASS, OCLC, RLIN, Autographics, and others, and will prepare a report giving specific recommendations for action.

► Public libraries will set up programs to inform citizens of general informational resources. School libraries will offer basic instruction in library skills. Community college and academic libraries will provide training in research skills. When appropriate, special libraries will instruct individuals in the use and unique applications of their resources.

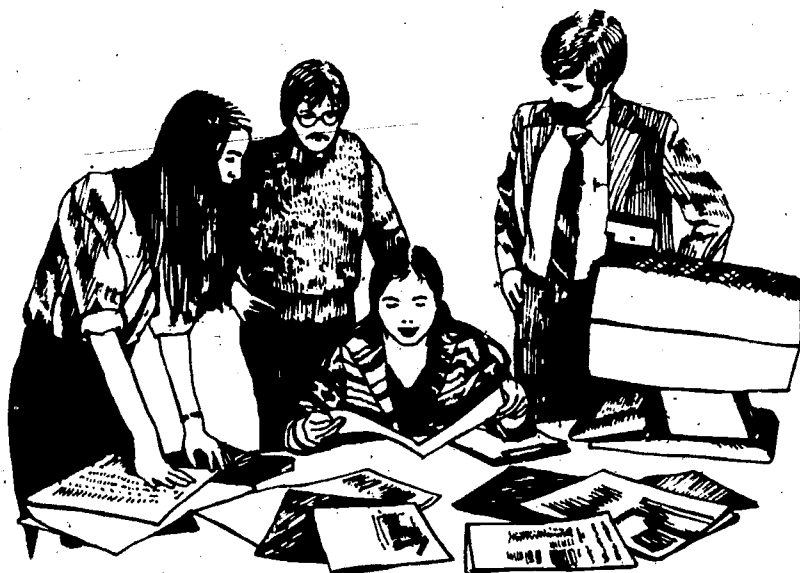
► The University of California, the California State Library, and other statewide organizations will take the lead in conducting, promoting, and making research available.

► Researchers will share their results through the use of professional journals and established clearinghouses such as the Educational Resources Information Center (ERIC). Professional organizations will design and carry out programs that encourage research as an important part of library planning. They will also make the results of research available by including special sessions in their conference programs.

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# Toward Improved Libraries

*To develop statewide co-  
operation among academ-  
ic, public, school, and special libraries and  
other information agencies*



***All libraries and information agencies will cooperate to develop resource-sharing arrangements.***

► All libraries and information agencies, including academic, school, and special libraries and commercial information services, will work with each other to develop resource-sharing agreements. They will notify their communities of any such agreements.

► The California State Library and CLASS will prepare a plan for statewide library cooperation and submit it for review by the Steering Committee. The plan will include:

- Guidelines for local and regional cooperative activities
- Recommendations for standard procedures
- A description of the roles and responsibilities of libraries and existing cooperatives, including their varying abilities and restrictions
- A schedule for carrying out the plan

► All cooperatives that receive state funding will be required to share information on the results of their cooperative activities. Methods used by individual libraries and cooperatives to communicate with each other will be surveyed by CLASS.

► The California State Library and CLASS, working with library schools in California, will prepare a plan to evaluate cooperative library activities, their cost-effectiveness, and the ways those activities serve the needs of people. The University of California will be requested to conduct research on the potential for cooperation among libraries and information agencies in California and to report on the benefits and drawbacks.

► The California State Library will become a clearinghouse for information on cooperative activities and will make this information available to libraries and people throughout the state. The California State Library will continue to publish and promote a directory of library cooperatives, programs, and services. It will maintain a list of speakers and other experts willing to work with libraries and the public. The list will also contain information on their fees. The California State Library will continue to include information in its *California State Library Newsletter* about national and international cooperative library activities and will

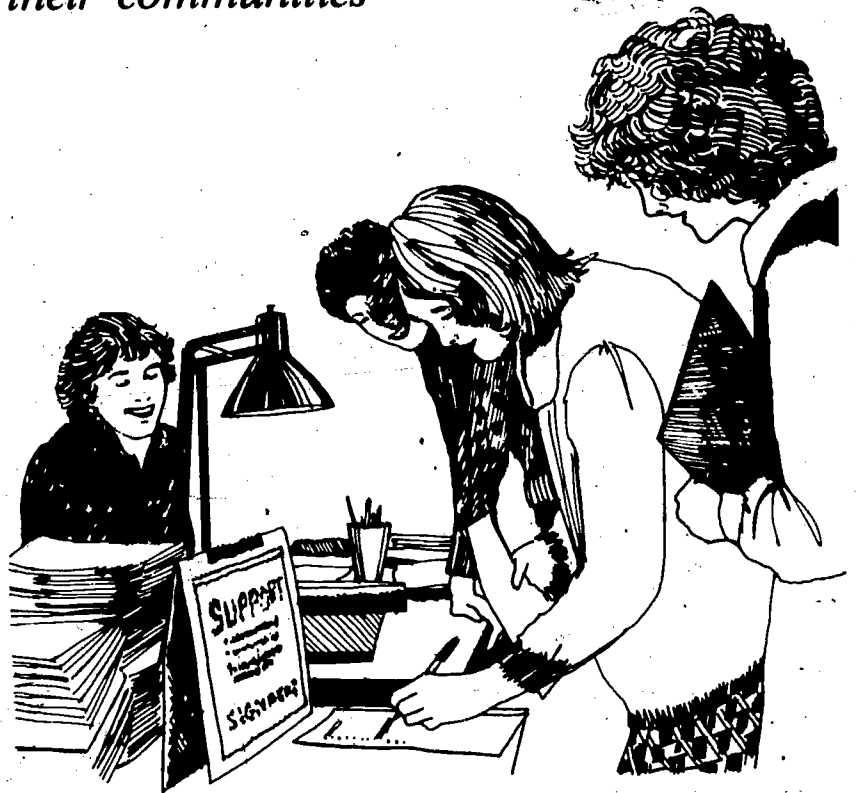
ask library organizations to submit news items. The California Library Association and CLASS will do the same in their newsletters:

► Each library in a cooperative will inform its communities of the cooperative resources available to them.

► Each library and professional organization, including academic, public, school, and special libraries and other information agencies, will identify legal obstacles to cooperation and make recommendations for appropriate legislation.



**Goal D:** *To ensure that libraries receive financial, community, and political support adequate to meet the library and information needs of their communities*



► Each library and library group will develop and adopt a method of determining the basic costs of meeting each of the identified needs for information in their individual communities. Each California library will work to have defined within its organizational structure a budget that is sufficient for carrying out its primary functions.

► The California State Library will maintain and improve the present services of its Funding Sources Information Center. Libraries and library groups will strive to coordinate their grant-seeking efforts.

► The California Library Services Board will work with professional associations to prepare an agenda for full funding of the California Library Services Act.

► Each library, as appropriate, will regularly provide elected state and federal legislators with information about its accomplishments in meeting the needs of its community and about its needs for support.

► The California State Library, the California Library Services Board, CLASS, and other library organizations will define those financial, governmental, and legal efforts necessary to ensure adequate support for the statewide program of library cooperation to meet the needs of the various communities by making desired knowledge and informational sources available.

► The professional library associations will move to coordinate their efforts of maintaining and increasing government support of library and information services. The California State Library and the professional associations will use information gained from surveying needs of the community to propose legislation to provide improved support for services and resources.

***Library organizations will define those financial, governmental, and legal efforts necessary to ensure adequate support... to meet the needs of the various communities...***

► A California Library Management Task Force, made up of representatives from the California State Library, the California Library Services Board, and other groups (such as the Special Libraries Association and the California Library Association), will work with experts to design services for people who are not their primary users.

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# Goal E

*To ensure that libraries are staffed by competent people who understand and are sensitive to their communities*



► All library professional groups will be asked to submit to the State Library minimum qualifications for library positions. The California Library Management Task Force will recommend minimum qualifications for library positions. The California State Library will forward these recommendations to all California libraries; information agencies, and appropriate accrediting bodies.



► All California libraries will offer equal pay for work of comparable worth.

► Every five years the California State Library will survey salaries and benefits of comparable positions inside and outside the library community.

► The California Library Management Task Force will develop and adopt a paper on the issue of promotion plans and career ladders for library staff.

► The California State Library and other agencies will develop workshops, seminars, or other educational presentations which will give library employees an opportunity to develop an understanding of and sensitivity to the needs of their own community. The California State Library will collect materials from these efforts and make them available to all libraries in the state.

► The California Library Management Task Force will develop specific continuing education and staff development programs in library skills, including public relations and promotional techniques. Workbooks, scripts, and videocassettes for these programs will be available to all libraries. The participating libraries will forward their evaluations of the programs and the materials to the Task Force.

► The Task Force will offer educational programs for library personnel in how to identify community needs for information and how to train people to help themselves. (See also Objective 1.)

► The California Library Association will prepare guidelines for involving users in staff training and program planning. (See also Objective 4.)

► Libraries will survey their communities to determine what languages and idioms library staff must use to communicate with members of the community. Libraries will train or actively recruit personnel who can speak these languages and idioms. They will also report to the California State Library as part of the data reported for the *California Library Statistics and Directory* the number of languages spoken by members of their staffs.

***The Task Force will offer educational programs for library personnel in how to identify community needs for information and how to train people to help themselves.***

# Appendix

## *Contributors*

Many individuals contributed time and thought to the development of *California Libraries in the 1980s*.

### **Steering Committee**

The following individuals served on the Steering Committee. The state-wide organizations they represented are indicated.

**Carol Aronoff**, California Library Association

**Bob Bellanti**, Medical Library Group of Southern California and Arizona

Northern California and Nevada Medical Library Group

**Donna Brown**, Library Development and Standards Committee, California Library Association

**Suzanne Burrows**, California Media and Library Educators Association

**Christa Buswell**, California Library Services Board

**Barbara Campbell**, California Library Association

**Gail Cook**, California State University and Colleges' libraries

**Bonnie Crell**, Library Development and Standards Committee, California Library Association

**Ethel Crockett**, California State Library

**Louise Duich**, Friends of California Libraries

**Dian Gillmar**, Special Libraries Association

**Edward J. Hess**, Private academic libraries

**Roy Kidman**, Private academic libraries

**Steve Klein**, Congress of California Public Library Systems

**Hans Larsen**, Learning Resources Association of California Community Colleges

**Rita Lipkis**, California Library Services Board

**Curtis May**, California Media and Library Educators Association

**Ron Miller**, California Library Authority for Systems and Services

**Albert Milo**, REFORMA (The National Association of Spanish-Speaking Librarians)

**Regina Minudri**, California Library Association

**Madge Overhouse**, California Library Authority for Systems and Services

**Pat B. Piper**, Law libraries Southern California Association of Law Libraries

Northern California Chapter, American Association of Law Libraries

**Brian Reynolds**, California Citizens Coalition for Library Awareness

**James A. Riddles**, Private academic libraries

**Stephen R. Salmon**, University of California libraries

**Aileen Schrader**, Friends of California Libraries

**Helen Sebby**, California Media and Library Educators Association

**Gary Strong**, California State Library

**Helen Waldron**, Special Libraries Association

**Phillip Wesley**, California State University and Colleges' libraries

**Binnie Tate Wilkin**, Black Caucus Chapter, California Library Association

**Amanda L. Williams**, California Association of Library Trustees and Commissioners

**John H. Woods, Jr.**, California Library Services Board

#### **Working Group Members**

The following individuals, together with members of the Steering Committee, participated in the eight working groups that drew up early drafts.

**Dixie D. Adeniran**, Director of Library Services, County of Ventura

**Ethel N. Ambrose**, Coordinator of Children's Services, Stockton-San Joaquin County Public Library

**Barbara Anderson**, Director, San Bernardino County Library

**Helen Asher**, Roseville Community Hospital Medical Library

**Sandra Belanger**, San Jose State University

**Marge Boyd**, Technical Information Center, Intel Corporation

**Mary Jo Brazil**, Governor's Office of Planning and Research

**John Church**, Administrator, Resources Center, State Department of Education

**Susan Curzon**, Adult Services Coordinator, Los Angeles County Public Library

**Al DeCaprio**, San Bernardino County Library

**Lisa Dunkel**, Langley Porter Neuropsychiatric Institute, University of California, San Francisco

**Sherry Duroy**, Ernst & Whinney, Los Angeles

**Nancy Emmick**, San Jose State University Library

**Rosemarie Falanga**, Information Consultant, Institute for Family and Personal Dynamics, Lafayette

**Lucy Flagg**, Senior Librarian, Agnews State Hospital

**June Fleming**, Assistant City Manager, Palo Alto

**Lelde B. Gilman**, Biomedical Library, University of California, Los Angeles

**Eleanor Goodchild**, Former Director, Library Services, Los Angeles County Harbor-UCLA Medical Center

***F**or the first time, librarians and users of all types of libraries—public, school, academic, and special—have agreed on a set of goals and have agreed to cooperate further.*

**California's libraries have demonstrated creativity and a willingness to change in order to continue to offer the level of service they do.**

**Martha Hale**, Associate Director, Community Analysis Research Institute, University of Southern California

**Luella Hemingway**, San Jose State University

**Buff Hirko**, Solano County Library

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#### **Other Participants**

The following individuals submitted written comments or conducted some of the many discussion meetings. Many others contributed similarly.

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*While there is no legal  
mechanism to enforce the  
document's goals and  
objectives, its language  
reflects the reality that  
libraries must act.*

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# Glossary

## *Definitions*

The following definitions are taken from the California Library Services Act (Education Code Section 18710).

**Academic library.** A library established and maintained by a college or university to meet the needs of its students and faculty, and others by agreement

**Jurisdiction.** A county, city and county, city, or any district which is authorized by law to provide public library services and which operates a public library

**Library system.** A public library system which consists of two or more jurisdictions entering into a written agreement to implement a regional program

**Public library.** A library or group of libraries which is operated by a single public jurisdiction and which serves its residents free of charge

**School library.** An organized collection of printed and audiovisual materials which (1) is administered as a unit; (2) is located in a designated place; and (3) makes printed, audiovisual, and other materials as well as necessary equipment and services of a staff accessible to elementary and secondary school students and teachers

**Special library.** A library maintained by an association, government service, research institution, learned society, professional association, museum, business firm, industrial enterprise, chamber of commerce, or other organized group, the greater part of whose collection is in a specific field or subject; e.g., natural sciences, economics, engineering, law, history

## *Acronyms and Initialisms*

The following acronyms and initialisms are used in this document.

**CLASS:** California Library Authority for Systems and Services

**ERIC:** Educational Resources Information Center

**OCLC:** Online Computer Library Center

**RLIN:** Research Libraries Information Network

# Questionnaire

Fulfilling the goal of better meeting the needs of all Californians means also meeting *your* needs. Many people have contributed ideas to this document. We also want to hear from you. Please complete the questionnaire and return it to Gary E. Strong, State Librarian, California State Library, P.O. Box 2037, Sacramento, CA 95809.

1. What are the most important services your library should provide? What are the community needs they respond to?

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2. Do you want to participate in helping carry out the objectives of *California Libraries in the 1980s* in your area? If you do, list your name and address:

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3. a. Which two or three objectives in *California Libraries in the 1980s* do you feel are *both* the most important and the most feasible?

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b. What are your suggestions to strengthen them?

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4. What additional goals, objectives, or strategies would you have wanted to see in this document?

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5. What do you think of *California Libraries in the 1980s* so far?

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Affix  
Postage  
Here

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