

## INSIDE THIS ISSUE:

Book Review	2
From the President	3
Interview with a Librarian	4
Bill Memorial Library	5
CT Author Spotlight	6
Drupocalypse Now	7
Bed Bugs: Knowledge is Power	8
UELMA resources	10
The Road to Support Staff Minimum Salary	11

## 2013 Conference



The CLA 2013 Conference will be held on **April 29-30** at Crowne Plaza Hartford - Cromwell.

## If you could give just one book...

Recommended by Members of the CLA Board

### From Douglas Lord

*Reclaiming the Dead* by James Patrick Brotherton

Ever committed a sin? Under a veneer of fun, testosterone, and vampires, Brotherton's wonderful self-published novel delves into the meaning of mistakes and, importantly, redemption. Everyman Merton Daniels is down on his luck when he's inexplicably recruited as a vampire hunter. Readers will feel relief for the story's sad, tortured villain and happiness for Merton, though he's not the same man he once was. A compulsive, literate read.

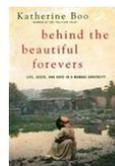


A friend who is a math professor suggested this book because he knows of my background in geography and my interest in history. This is a book about geopolitical history and the impact of place. Physical geography plays a lead role while looking back at the world in order to predict what may be coming. It is helpful to have a background in respect to the theorists he discusses. Not an easy read, more suited to be used in a college course. If you stick with it though, some very interesting ideas emerge.

### From Richard Conroy

*Behind the Beautiful Forevers* by Katherine Boo

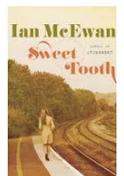
India has long been a source of fascination for Westerners. Many authors, notably Kipling and Paul Scott, tried to depict its very complex society, but never quite captured the essence of the depths of poverty suffered by its underclass. *Behind the Beautiful Forevers*, a non-fiction work by Katherine Boo digs deeply, and effectively, into what could be described as the backstory to the film *Slumdog Millionaire*. Like that movie, this book can be both very disturbing and very uplifting, but after reading it you will come away with a much better understanding of what life is truly like for the vast majority of the population that lives in the second largest country in the world.



### From Betty Anne Reiter

*Sweet Tooth* by Ian McEwan

Booker Prize winner McEwan's latest novel is a romance and a book about books set against a background of mystery and espionage at MI5 in 1970s Britain. Cambridge student Serena Frome is chosen to infiltrate the literary circle of a promising young writer in an operation code named "Sweet Tooth." She loves his stories and then she falls in love with the man. How can she conceal her undercover life? A study of betrayal and love.



### From Peter Ciparelli

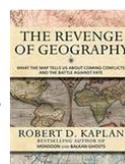
*The Art of Fielding* by Chad Harbach

Two of my favorite topics are the Civil War and the game of baseball. Chad Harbach has written a wonderful novel about one of my favorite topics, but he could've added a subtitle saying the "The Art of Fielding...", that is, handling or "fielding" everything that comes your way in life. This book deals with five main characters and how they are able to do just that. Baseball fans and those who enjoy a



### From Carl DeMilia

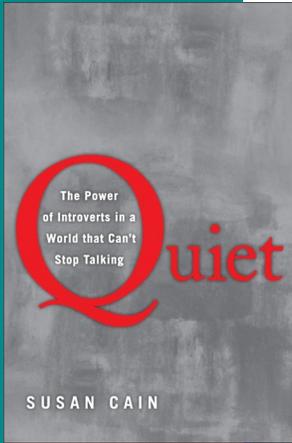
*The Revenge of Geography: What the Map Tells Us About Coming Conflicts and the Battle Against Fate* by Robert D. Kaplan



## Book Review

*Quiet: The Power of Introverts in a World That Can't Stop Talking* by Susan Cain (Crown Publishers, 2012)

Review by Shelley Goldstein, University of Connecticut



The title alone brings a smile to those feeling overwhelmed in a world where brainstorming and team environments often overlook the need to work independently and recharge privately. According to author Susan Cain, a Wall Street attorney and self-proclaimed introvert, at least one third of all Americans fall within this category. Her best-selling work indicates that introversion is not about being shy or withdrawn, but rather about how you are wired and how you react to stimulation. She is quick to point out that introversion has nothing to do with shyness or anti-social behavior.

“Introverts living under the extrovert ideal are like women in a man’s world,” she writes, arguing that there is an element of oppression for those who don’t possess the outgoing persona that our society seems to glorify. Cain states that although “introversion is viewed somewhere between disappointment and pathology,” some of our greatest achievers could be classified as introverts. An impressive list introverts include Darwin, Einstein, Bill Gates, Rosa Parks, Eleanor Roosevelt, and even Moses. While not lobbying for an introvert revolt, she suggests diversity so that introspection is valued as much as boldness.

For a book that advocates quiet, it certainly is making quite a bit of noise, both in print and online. The blogs are buzzing and book clubs are digging into the many points made that connect ideas of introversion to various theorists in the social sciences. Cain effectively explores our changing workforce and educational system. Noting that individual work places have shrunk by about 60% since

the 1970s, creating open spaces that presumably encourage interaction. Cain adds that the price paid has in fact, diminished concentration and productivity. She cites studies that show that group brainstorming sessions result in inferior ideas than those generated alone. Cain further argues that the tendency in schools to place children in “pods” and assessing them based on group performance is not in sync with test results which prove that introverts get better grades and routinely outrank extroverts on standardized tests. Steve Wozniak, founder of Apple, apparently sat in his cubical alone when working on groundbreaking projects and credits countless solitary hours for honing his skills. Although Cain often comes across as a harsh critic of collaborative work, she aspires to standards that more fairly recognize “people’s natural strengths and temperaments.”

The nine chapters in the book cover quite a bit of turf. Through lively anecdotes and research, Cain takes on a variety of philosophies and institutions, including motivational guru Dale Carnegie, Harvard Business School, charismatic multi-millionaire Tony Robbins, and Mega-Churches. She questions, “How did we go from character to personality without realizing we had sacrificed something meaningful along the way?” While humorously describing Robbins’ zealous retreats, she comments on the extent that individuals are willing to go to in order to obtain extrovert qualities. She adds, “We tend to think that becoming more extroverted not only makes us more successful, but also makes us better people.” In reviewing the team-driven atmosphere at Harvard Business School’s environment, Cain argues that while teams do have value in projects, it can also stifle creativity and isolate those who work best alone. In the evangelical world, the sense of community seems to be the guiding force, at times overlooking its spiritual component.

CONTINUED ON P. 3

Subsequent chapters in *Quiet* delve into whether introversion is a biological trait. Cain cites data from experiments by Harvard Professor Jerome Kagan who explored “reactive tendencies” among infants and found that those more sensitive to noise were likely to evolve into introverts. Cain is quite an advocate for introverted children and provides detailed guidelines for parents in the section “How to Cultivate Quiet Kids in a World that Can’t Hear Them.”

Despite the convincing tone of Cain’s writing, there are noticeable flaws. Her definition of introversion is very broad, even by her own admission. She goes well beyond Jungian thinking which coined the term in the 1920s. Cain’s category seems to include just about anyone who enjoys reading, relishes quiet strolls in the woods, tends to be philosophical or spiritual, hates small talk, and shies away from large parties. She attributes much of what is wrong with society with extroversion—from the current financial fiasco to the rise in mental health issues. There is some stereotyping, as in the chapter “Do All Cultures Have an Extrovert Ideal” which singles out Asians. There are also inferences that align ethical behavior with temperament. For example, “highly sensitive” toddlers are “more likely to be described by their parent as having high levels of moral traits such as empathy.” All in all, *Quiet* is a good read, for introverts they will feel validated; and extroverts, will get a glimpse at the workings for those that don’t easily open up in group settings. ♦



Connecticut’s professional organization of over 1,000 librarians, library staff, friends, and trustees working together: to improve library service to Connecticut, to advance the interests of librarians, library staff, and librarianship, and to increase public awareness of libraries and library services.

**CLA Today** is the newsletter of the Connecticut Library Association. Published every other month, it is posted to the CLA website. Please send submissions for future issues to editor Jennifer Datum at [editor@ctlibrarians.org](mailto:editor@ctlibrarians.org).

[www.ctlibraryassociation.org](http://www.ctlibraryassociation.org)

# Let go and do it

By Carl R. DeMilia, CLA President 2012-2013

Have you ever been in the situation when you know you should do a certain thing but hesitate because you think that everything will turn out badly? You worry and are anxious. You think you have no control over the situation. It’s going to be terrible. Then the moment arrives and after all the worrying and anxiety, the situation passes without the negative response or reaction that was anticipated.

So now you’re thinking, Carl, what are you getting at? In the last few months I have been reading the never ending saga of publishers and their inability to come to terms with an old ally – libraries. You know the story, unfair pricing, controlled distribution, restricted ownership and reduced access.

All of these actions seem to me to come from an irrational uncertainty of libraries. Why react to libraries in this manner? Publishers and libraries have historically had a symbiotic relationship. Publishers make content available, libraries purchase. Libraries open new possibilities to readers and create new markets for publishers. People who use libraries also purchase content for themselves and for others.

Back to the point I originally alluded to. While it may be scary to consider, publishers would be better off if they gave up their fear and anxiety of libraries and fully open their market to us. Let go of the view that libraries are a threat to the market. Have we ever been? If we had, no one ever told us. No, we have always been an ally, an asset. In the long run it will be beneficial for publishers to do this. It will work out better than they imagine. Publishers need to do the right thing. Relinquish their fear and realize libraries are allies, that we support them and can only help them.

ALA and state library associations have recently banded together to issue statements urging publishers and distributors to move to a more positive position regarding libraries. To support this effort, I signed CLA on to the Readers First grassroots petition and to the ALA statement spearheaded by the Indiana Library Federation, New Jersey Library Association and the Montana Library Association which strongly opposes publishers and distributors who set unfair conditions for the sale of e-content to libraries.

Hopefully through this united effort we can make them see that they have nothing to fear and all to gain.

Carl DeMilia is Director of the New Milford Public Library.



## Interview with a Librarian by Douglas Lord

**B**eth Crowley will soon complete her first year as Director of the [E.C. Scranton Library](#) in Madison. An alumnus of Southern Connecticut State University, Crowley earned a B.A. in Communications from the University of Connecticut and worked for six years as a copywriter and catalog producer in the direct marketing

field before becoming a librarian. *CLA Today* caught up with her over a cup of Twinings Earl Grey.

### How's the directorship going?

Wonderful, though directing an association library after coming from the municipal world (Groton Public) is a bit like trying to drink water from a fire hose. I've had to learn a lot about human resources, pensions, trust funds and HVAC maintenance.

### What's your biggest challenge?

The expectation for a new director is for institutional change, and my challenge is to manage the 'what' and the 'when' of that. I like having the ability and authority to make decisions and move the library forward, and I feel a strong sense of ownership and responsibility for the library, my employees, and the community we serve. This is what keeps my passion and enthusiasm for my job high.

### What's going on at E.C. Scranton?

Lots, and you'd better believe I'm using my marketing, writing and graphic design experience every day to inform and educate our residents about it. We're providing digital content like [Universal Class](#) and an outreach program for older adults called Teen Tech Help at the Senior Center. I'm putting together a team of staff who will go into the community to offer classes on e-books and digital services and hiring a position to increase our adult programming offerings, including help for job seekers and creative expression classes. We're also working on a longer-range expansion plan to include more gathering space and places for children to build pre-literacy skills.

### What do you think we need to do as a profession?

While I like that libraries grow and evolve to meet the new informational needs of our patrons, we fall short when it's time to communicate and market our unique value to our potential customers. How many times does someone come in and say, "I didn't know the library had (insert whatever thing we've been doing forever: free wifi, technology, programs) now." Perhaps it's my advertising background, but I see my library as a 'business' that I continually try to grow and my patrons

as 'customers' to be won over and then retained. Between Amazon, Starbucks and organized sports, libraries face a lot of competition when it comes to demands for people's time and patronage. The 'Field of Dreams' approach won't work. Just because there is a library doesn't mean everybody will come or appreciate it. We can't be self-effacing and 'nice' when it comes to asking for what we need from our funders.

### Talk to me about the New England Library Leadership Symposium.

The [New England Library Leadership Symposium](#) (NELLS) has been the most significant and profound experience of my professional career. It's an immersive, 5-day experience that develops leadership skills. I was a participant in 2008 and was honored to be the Connecticut Mentor in 2011. Interacting and listening to the other participants, sharing their passion, enthusiasm, and ideas boosted my morale and my enthusiasm for the profession. It also affirmed my commitment to being a librarian and library leader. As a mentor during the 2011 session, I realized that I enjoyed coaching and helping inspire other librarians. This has allowed me to fully embrace library leadership, letting go of the more hands-on work in exchange for the bigger picture planning and relationship-building aspects of the job.



*“The ‘Field of Dreams’ approach won’t work. Just because there is a library doesn’t mean everybody will come to it - or even appreciate it.”*

CONTINUED ON P. 7

# Bill Memorial Library by Hali Keeler, Director

The identity of the Bill Memorial Library is a little schizophrenic. On the one hand we are the first public library in Groton, founded by Frederic Bill in 1888 “for the people of the town of Groton”. On the other hand we are now one of three independent public libraries in a town of 40,000, having been joined in 1896 by the Mystic and Noank Library, and in the 1950’s by Groton Public Library, the municipal “town” library. The Bill now primarily serves the City of Groton [population 10,000], a subdivision of the Town.

However--we are the smallest of the three in square feet, collection, circulation and budget. We are tucked away in an historic neighborhood that is off the beaten path. We are frequently confused with Groton Public [we are alphabetically first in the phone book]; we are also confused with the Bill Library in Ledyard—our donors were brothers. I often say that is we had a nickel for every mistaken phone call we would be a very wealthy library.

In spite of this—or perhaps because of it—we like to think of ourselves as “the little library that could”. We can’t be all things to all people, but what we can do, we do very well. The past 35+ years have seen the BML make a stunning rebound from a dusty relic to a vibrant 21<sup>st</sup> century library in a unique historical setting. And in many ways we are no different from any other library: we are all struggling in today’s economy to do the best we can. We provide books, computers, and programming with limited funds. But in our position as smallest of the 3 libraries in Groton, we are committed to getting our name out by thinking outside the box.

In addition to the usual library functions, we:

- match volunteer readers with day care centers and nursery schools for enrichment
- collaborate with the a local daycare for library education and programs.
- maintain a year round non perishable food collection basket



- provide service to the home-bound
  - provide programs for all ages [with no program room!]
  - partner with Literacy Volunteers
  - send newsletters and e-blasts to keep our patrons up to date
  - partner with a local restaurant to host our lunchtime book discussion group - they provide the food, we provide the “thought”
  - repurposed our card catalog to create the “Catalog Café” coffee bar
  - sponsor and collaborate with local artists to create an annual outdoor art festival
  - host Sing Along with Santa—our “signature” annual event that includes music, stories, cocoa and cookies
  - host a summer story program series at the local beach
  - provide “Nature Backpacks” for loan
  - give our new patrons “Welcome to the Neighborhood” bags w/ library and local info
  - send Welcome to the Neighborhood letters to new home owners in the area
  - use library note cards to send congratulatory and condolence notes.
- complacent - shake it up
- Try face out book displays
  - Take your programs on the road—outside under a tree, local park, etc
  - Add music to programs [toy instruments, shaker eggs, guitar or keyboard]
  - Collaborate with neighboring libraries -- to get the word out; to co-sponsor programs; or just to network
  - Make yourself a part of town events –parades, fairs, etc
  - Write notes; send holiday cards; check up on patrons who haven’t been in lately

We believe that the Bill Memorial provides leadership by creating an atmosphere of professionalism and friendliness—with only 2 FTE and 3 part time staff! At Bill Memorial, the patron is the most important part of what we do and our service model reflects this. We call ourselves “The Library That Smiles” which exemplifies our commitment to excellent customer service, greeting most patrons by name. We practice relationship based customer service and build lasting connections.

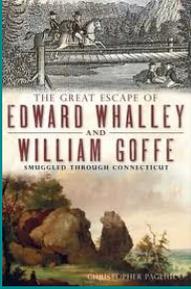
Much of what we do can easily be emulated, and there is virtually nothing we have done that has cost us anything but a little time and effort. The Bill Memorial Library is limited by space and budget so we have little choice -- we create from the inside out. Think about what makes your library unique, and what works for you: it will be well worth the effort. ♦

What else can you do? Here are some other things that worked for us:

- Repurpose what you no longer use; rearrange the furniture, move displays – don’t become

## Spotlight on ... a Connecticut Author

### Christopher Pagliuco



“Cancel cable and get rid of your cell phone. When you are doing those things, that is when you could be thinking and writing.”



**W**hat is the title of your book? What is it about? Is it your first? How did you come to write it?

*The Great Escape of Edward Whalley and William Goffe- Smuggled Through Connecticut.*

It is about two men who played leading roles in the English Civil War. They ultimately served on a jury that tried and executed English King Charles I. In 1660, after Oliver Cromwell died, the English invited Charles II to return to the English throne. Charles II charged Whalley and Goffe with treason for murdering his father. The two men fled for their lives to New England and hid for about twenty years. This book tells that tale.

When I was in college I stumbled upon the story and just couldn't believe that New Englanders would harbor men who sentenced a king to death over 100 years before the Revolution. It made me wonder, was New England ever loyal to the crown? As I investigated the answer, the book took shape.

**When, why, how did you become a writer?**

I started writing articles for local publication in 2007 when I got out of grad school. I began doing it to express my love of history and for intellectual stimulation. After refining my writing ability I took on larger and larger topics. This book is the largest so far.

**Who are your influences, what writers do you admire?**

Nathaniel Philbrick for one. I also tried to mimic the style of a Marc Aronson book. I admire Sarah Vowell and Bill Bryson (although this book is not written in their style) and would like to head in that direction.

**What are your work habits, when and where do you write, etc.?**

I mostly wrote between 8 and 11 at night after my daughters were in bed. I use a laptop and will type anywhere.

**We all hear about "writer's block." How do you get your creative ideas to flow from your thoughts to the page, and what do you do to get back on track when that flow is blocked?**

I largely didn't experience writers block because this was nonfiction. The material to write about was always there. I just had to put it in order and decide how to best communicate it. I think of it like sculpting. You start forming the general shape using crude tools and gradually refine it, finishing with sand paper. In that way I start with the chapters, move on to paragraphs, then particular sentences and finally specific words. For the most part if I was having trouble I would just think and think and think some more about the problem. Usually if I go for a run it all comes to me.

**After you've finished an early draft of a book or a chapter, how much time do you spend going over it to edit and rewrite do you do before showing it to someone else?**

I probably review my work 3 times before it goes to personal friends who edit my work for content, style and grammar. In the end, it is important not to get caught up on perfection, just keep bulldozing through the material. You can go back anytime.

**What advice would you give to aspiring writers?**

Cancel cable and get rid of your cell phone. When you are doing those things, that is when you could be thinking and writing.

**What is on your book shelf now?**

I am starting Bill O'Reilly's new Lincoln book  
**What book do you wish you had written and why?**

I don't actually wish I had written any book. I was motivated to write this one and it turned out as I had envisioned. I consider myself a history teacher who writes. It is fun for me. There are obviously some great books out there but they aren't my thoughts. I couldn't have written them.

**You recently gave a lecture at the State Library. How was that experience for you, and are you willing to do other library events?**

It was a great experience with an educated audience. I would be happy to do other events. ♦

# Drupocalypse Now

By Sharon Clapp, Web Resources Librarian,  
Connecticut State Library

I called the soft launch day for [www.ctstatelibrary.org](http://www.ctstatelibrary.org) “Drupocalypse” because the launch of a redesigned website always causes a lot of angst. Summarizing all that I’ve learned through the process is nearly as challenging as facing the “Drupocalypse”, but I’ll give it my best shot.

The major project was to move content from the over 3,500 static html pages on the old [www.cslib.org](http://www.cslib.org) site to a new site that was better organized and more friendly to today’s web users. The underlying project was to change platforms - to stop relying on a combination of FrontPage and ASP and to use a technology that would allow us to integrate, brand, and build upon the many aspects of our existing web presence.

No proprietary system could fulfill our vision as well as an open source solution with a modular architecture like Drupal. Drupal has been compared to “Lego” bricks in the way that it snaps together to allow you to build whatever you want through the use of modules - many of which come in “out of the box” core modules and many of which may be added post-installation as contributed (a.k.a., “contrib”) modules.

In the current environment, libraries have to achieve their goals as inexpensively as possible. This factor was doubly true for State Library in a time of ever-tightening budgets. So we knew that we’d have to try and save the money once paid to cover website editing software licenses. Fortunately, in the web world, some of the highest quality software is not only open-source (i.e., you can view and modify the code yourself) but costs nothing to use. Drupal - both core and contributed code - is free.

The reason we chose to use Drupal instead of another free and open-source content management system, such as Wordpress or Joomla, was that it was the right tool for our particular job, which was the construction of a “digital branch”. We needed a toolset flexible and powerful enough to form the technical basis of that digital branch. Drupal fit that criteria. Finally, we - like so many organizations before us - chose Drupal because of the community of developers actively engaged in the Drupal project. Our organization couldn’t underwrite the training, mentorship, support, and consultation with experienced professional Drupal developers that might have been ideal for a Drupal project of significant complexity. By tapping

into the Drupal community, however, we not only gained access to thousands of free software code packages, but the support of other Drupalists, both online and in-person. In-person, you can attend local meetups and conferences known as “camps”. These events are usually free to attend. There is a site (built on the powerful Drupal “Organic Groups” module) -- <http://groups.drupal.org>— wherein you can join any number of Drupal interest groups. There are online forums/discussions built into the system. I participate in the Drupal Libraries group (and the Drupal4lib listserv), the Drupal for Government group, and Connecticut Drupal groups. The name of the game is sharing. Drupal site builders and developers are generous with their knowledge because it also benefits them. In order for a collaborative project to survive and thrive, the community must grow. With the rapid rate of change in online technologies this type of interplay with the community is one of Drupal’s often-overlooked added values for librarians working on the web.

*Next month: Read about the Drupal migration process and the things we learned from our Drupocalypse*



## INTERVIEW WITH A LIBRARIAN CONTINUED FROM P. 4

**What are you reading?** *The Casual Vacancy* by J.K. Rowling. Generally I read historical fiction but I also love a good ghost story or dystopian novel. Recently I’ve been reading [Amish crime fiction](#).

**You get to have dinner with any two people. Who, why, and what’s on the menu?**  
*The Dalai Lama*. I gravitate towards many of the Buddhist teachings and philosophies and would love to talk to him about maintaining inner peace in the midst of chaos. After all, I am raising three young children while working full-time! *Stephen King*. I have been reading his books since I was a teenager and he remains my favorite author in terms of writing style and skill. His short stories are amazing and I would love to talk to him about his book *On Writing: A Memoir of the Craft*. *Serving:*

Gourmet grilled cheese with brie with raspberry champagne chutney.

### Hobbies? Pets?

Hiking, writing, photography and collecting beach glass. I enjoy watching reality TV shows like [Extreme Cheapskates](#) with my daughter. Believe it or not we have a lot of great discussions about life during these shows! I have a dog and two cats – all rescues.

## Bed Bugs in Libraries: Knowledge is Power

By Stephen Cauffman, Division of Library Development,  
Connecticut State Library

The Connecticut Library Consortium (CLC) coordinated a well-attended, half-day forum that took place on December 5 at Russell Library in Middletown. At the event, five speakers shared their expertise and insights in dealing with the issue of bed bugs in libraries.

First up was noted bed bug researcher Gale E. Ridge, entomologist at the Connecticut Agricultural Experiment Station in New Haven, which is part of the Connecticut State Department of Entomology. Gale put bed bugs in a historical framework; they have been around literally for thousands of years. After being nearly eradicated in the 1940's they've made a comeback due to changes in trade and travel, pesticide use and resistance. Also ignorance and stigma has aided to the resurgence, when, for example, consumers purchase commercially available spray treatments that don't work, i.e. 'snake oil,' that irritate bed bugs causing them to disperse further thus making them harder to eradicate.

Gale described bed bugs as 'shy;' they hide, come out to feed on blood, then they hide again. Although they are small, nymphs being the size of a grain of sand, they are visible to the naked eye. Fortunately, bed bugs do not transmit diseases. People have different physical reactions after having a bed bug feed on them; some people have no reaction, some get an itchy welt, while others get a rash. Gale said there is no way to determine if one of those conditions is specifically from a bed bug. Likewise, the bed bug itself looks similar to other bugs and proper identification of the insect is crucial. She said that in addition to hiring a trained professional, heat treating, with products such as a PackTite heating unit, and freezing are very effective for killing bed bugs.

Charlie Mastroberti is owner of Quest Pest Control. He explained how they use dogs, which have extreme sensitivity to scents that allows them to sniff out bed bugs and identify problem areas within a building. Handlers need to continuously reinforce

training so that the dog remains able to sniff out only live bed bugs during an inspection. It takes a dog and handler about an hour to inspect a medium-sized library such as Russell Library. Should a library need a K9 inspection, he recommends more frequent inspections until no bugs are found, then less frequent inspections, such as twice a year. He said that since libraries are not conducive to an infestation he stays away from chemicals and prefers larger-scale heat treatments which have proven effective. If a library has not had an outbreak, he suggests that they might consider getting an inspection, say every other year, just to be on the safe side.

Jane Cullinane, Head of Preservation at the Connecticut State Library, spoke about the effects various eradication treatments on library materials. She noted that libraries have collections of materials that includes more than books and that many items that are not paper based. Different parts of a library's collection may need to be treated for pests in different ways. Should a library detect an insect in an item, the item should be put into a plastic bag to isolate it, but if not careful, other conditions can arise that cause further degradation of material, such as condensation which can occur if the sealed plastic bag is put in a hot environment. Jane said that heating to eradicate bed bugs is okay for a library's circulating collection, while freezing is a better strategy for rare and valuable items, such as historical documents.

Chris Angeli, Head of Circulation Services at Russell Library, spoke about Russell's experience dealing with bed bugs, including how they discovered them, how they addressed the issue, and the reaction when public became aware. They have regular K9 inspections and have been replacing chairs and desks with furniture that is less accommodating to bed bugs. Circulation staff is the first line of defense and they bag and isolate any suspect items. They also treat everything from their book drop in a PackTite heating unit. They have been and remain very up-front

CONTINUED ON P. 9



The panel during the Q&A (l to r): Gale Ridge, Charlie Mastroberti, Andrea Obston, Jane Cullinane, and Chris Angeli



with the public and are willing to explain their proactive measures, even going so far as to demonstrate their PackTite for anyone who is curious.

Andrea Obston, Owner of Andrea Obston Marketing Communications and Adjunct Professor of Public Relations at Quinnipiac University, spoke about strategies to maintain the trust of library staff and the local community when dealing with a crisis, such as the discovery of bed bugs in the library. She talked about *one-time crises* and the much more prevalent *slow growing situations* and noted the importance of 'golden hour,' the first 48 hours after a crisis which sets the stage for how the event will play out. In the "Ten Commandments of Crisis Communication," she stressed the need for the library to heed the warning signs of a crisis, to communicate through one person, to get out in front of a crisis, to tell the truth, and to avoid keeping the media at bay.

In talking about various tools, Andrea distinguished between a *press release* which is sent to media, put on the library's website, and promoted in the library's social media posts, and a *press statement*, which is short, released only in response to a question from the media, copied to stakeholders and influencers, and not posted on the library's website or social media outlets. The post crisis stage is when the crisis is no longer the focal point of library management's attention, trust is restored, and things return to business as usual, though there still needs to communicate and follow-up. On reflection of actions taken during a crisis, there should be a willingness to acknowledge mistakes and build support structures so that the library can better deal with another crisis.

The forum concluded with a question and answer period and demonstration of a PackTite heating unit. We are lucky to have the high level of expertise exhibited by this panel of speakers and kudos to Jennifer Keohane at CLC for arranging this worthwhile event. Attendees left the session knowing more about bed bugs and how to deal with them and with strategies on

how to successfully manage in a crisis. Knowledge is power indeed.

Handouts from the presentations are at: <http://www.ctlibrarians.org/displaycommon.cfm?an=1&subarticlenbr=31#CLRBuildingsB> or this shorter link: <http://is.gd/gZArur> CLC will be making videos of the sessions available to CLC member libraries. ♦

## JUST ONE BOOK CONTINUED FROM P. 1

great work of fiction will not be disappointed.

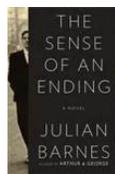
### **From Jill Adams**

*The Snow Child* by Eowyn Ivey  
The Alaskan wilderness in the 1920s is the harsh setting for this magical tale of a childless couple who build a snow child from fresh snow. The next morning the snow child is gone and when they see a young girl running through the trees their lives are forever changed. A new look at an old fairy tale.



### **From Beth Crowley**

*The Sense of an Ending* by Julian Barnes  
Winner of the 2011 Man Booker Prize this slim novel is so deeply thought-provoking and intensely eloquent it reads like a much longer book. As the story follows the life of middle-aged Tony Webster, we are asked to consider how time and aging affect our memories and what happens when we discover we are not who we think we are?



### **From Brandie Doyle**

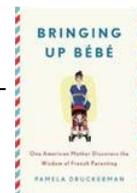
*Ready Player One* by Ernest Cline  
Set in the year 2044, *Ready Player One* describes a nostalgic scavenger hunt in a



virtual universe. You don't have to be a gamer or understand 1980's references to enjoy it -- it's also a suspenseful romance with an unlikely and loveable hero, a teenage boy named Wade Watts.

### **From Jennifer Datum**

*Bringing Up Bebe: One American Mother Discovers the Wisdom of French Parenting* by Pamela Druckerman



There seems to be a trend in the U.S. lately of comparing ourselves (unfavorably) to the French. I didn't let this stop me from reading this enlightening parenting guide written by an American woman living and raising a baby with her husband in Paris. She examines the somewhat unwritten techniques that French parents use regarding sleeping, eating and many other aspects of child rearing that help her with her struggles with being a new mom. Reading this book will make you examine your own style, and you may come away with some handy tips.

### **From Sally Tornow**

*Illuminations: A Novel of Hildegard von Bingen* by Mary Sharratt



I have to admit I started *Illuminations* with great reservations – religious fiction is not normally my first choice of genre, but after reminding myself of the joy of reading *The Red Tent*, and having a very strong recommendation, I plunged in and was immediately caught up in the fictionalized story of a 12<sup>th</sup> century nun. Historical fiction IS one of my favorites and this was a particularly good example because not only is it a fascinating story, it taught me something brand new. Hildegard was an extraordinary woman who managed to be a woman of self-actualization in the 12th century and her story deserves to be told as eloquently as Sharratt has done. ♦

# Uniform Electronic Legal Material Act

by Jonathan C. Stock, Chair

Connecticut Bar Association Law Librarians Section

The act applies to electronic legal material that has been designated official. Four categories of basic state legal material are specifically named in the act, including the state constitution, state session laws, codified laws, and agency regulations which have the effect of law. The state has discretion to include any other publications it desires.

On November 27, the Southern New England Law Librarians Association (SNELLA and the Connecticut Bar Association Law Librarians Section) jointly sponsored a program on the Uniform Electronic Legal Material Act. You will find immediately below several links. The first is to the CT-N broadcast. Below that are included links to the support electronic handouts. There was a second portion of the program on electronic legislative research using the Connecticut General Assembly website. Chris Graesser, Legislative Library Director, lectured. Links to key sections of the website included in her presentation are also provided.

CT-N Recording Nov. 27, 2012  
<http://www.ct-n.com/CTNplayer.asp?odID=8420>

## UELMA Materials

The Uniform Electronic Legal Material Act (UELMA)  
<http://www.aallnet.org/Documents/Government-Relations/2011Oct-UniformElectronicLegalMaterialAct-Final.pdf>

American Association of Law Libraries  
 Links to UELMA Resources  
<http://www.aallnet.org/Documents/Government-Relations/UELMA>

UELMA Frequently Asked Questions  
<http://dl.dropbox.com/u/34589460/CLE/UELMAFAQs.pdf>

UELMA Resources  
<http://dl.dropbox.com/u/34589460/CLE/UELMA%20Resources%20-%20CT.pd>

## Connecticut General Assembly Legislative Research Materials

Legislative Appointments  
<http://www.cga.ct.gov/lib/documents/Legislative%20Appointments.pdf>

How to Find a Bill  
<http://www.cga.ct.gov/lib/documents/FindABill.pdf>

Legislative History  
[http://www.cga.ct.gov/lib/documents/Legislative\\_History\\_101.pdf](http://www.cga.ct.gov/lib/documents/Legislative_History_101.pdf)

Search the CGA website  
<http://www.cga.ct.gov/lib/documents/SearchtheCGAwebsite.pdf>

Using Quick Search  
<http://www.cga.ct.gov/html/billhelp.pdf>

Users Manual  
<http://search.cga.state.ct.us/adv/HelpADV.pdf>

Convert Acts to Statutes  
<http://www.cga.ct.gov/lib/documents/ConvertActToStatute.pdf>

Compile Legislative Histories  
<http://www.jud.ct.gov/lawlib/Notebooks/HowTo/CompileLegislativeHistories/cgaleghist.htm>

# The Road to Support Staff Minimum Salary Guidelines in CT

By Sandra Smith Rosado, MLS

Minimum salary guidelines are a positive way to promote the value and professionalism of a career path, as well as to support decent salaries and help workers earn appropriate wages. The Connecticut Library Association (CLA) has supported a minimum salary guideline for entry-level MLS librarians for many years. While it is not a guarantee of a specific salary for a CT librarian, it is a guideline used by many employers to help them choose a competitive salary for a position requiring the MLS. But librarians are only about 1/3 of the library workforce – no minimum salary guideline existed for the other 2/3 of library workers in CT: the support staff. Desperate library directors posting job ads often asked for guidance – if there was a salary guideline for librarians, why wasn't there one for support staff?

The CT Library Association Support Staff (CLASS) section has always been an advocate for library support staff issues, and CLASS decided to take on the minimum salary guideline issue. Started in 1970, the section has been particularly active since 1996, running workshops and then full-day paraprofessional conferences since 1999. Statewide awards for “Support Staff of the Year” and “Supporter of Support Staff of the Year” were instituted in 1999. The section created core competencies for support staff in 2001, encouraged the CT State Library to collect support staff salary data from public libraries in their annual statistics reports, and ran its first support staff salary survey in conjunction with the CT State Library in 1998. The 1998 LTA salary survey was the first step on the road to the minimum salary guidelines. Support staff in all library types were surveyed (academic, public, special and school).

Data was needed to make a fair and useful salary recommendation, and data on support staff salaries was in short supply, as noted in this summary report of CLASS salary surveys.

“*Library Mosaics* magazine, which ceased publication in 2005, used to do a national support staff salary survey (the last one reported was in 2003) and response rate had traditionally been very low. ALA started a national ‘non-MLS salary survey’ in 2006. This lists salary ranges by 62 library job titles, broken out by state, but the response rates have been extremely low, and no hourly rate is reported... .

In other statewide data, the CT State Library asks a question about “Library Technical Asst. salary or range” in their Public Library Statistics. In the most recent data (2007-2008), only 46 towns (25%) reported salary as an hourly wage...” (Brooks)

Once CLASS had the 1998 salary survey, the section began advocating for a support staff minimum salary guideline. However, it was not that easy! The CLA committee that set the MLS salary guidelines (now called the Career Development Committee) wanted more information before they would tackle this task. It was thought that since support staff jobs are so varied it would be difficult to assign one reasonable salary for all jobs, which can range from shelving clerk to high level positions such as catalogers and department supervisors. Partly to address this issue, CLASS created a list of core competencies for support staff in 2001 which was endorsed by the CLA Executive Board. Another reason setting support staff salary guidelines is harder

than MLS guidelines is because there is no minimum criteria to base it on, such as the ALA-accredited MLS degree. Nothing happened for another few years so...

A second salary survey was run in 2003. Modifications were made to try to make the survey better. The results showed that salaries rose, but one of the problems was that support staff jobs are called by so many different names it was hard to compare apples to apples. (Job titles included library assistant, library technical assistant, library technician, clerk, manager, director, and even librarian - not requiring an MLS - as well as many others.) Now CLASS had more salary data, but did not yet have a committee willing to take on the task of recommending a salary structure. CLASS was asked to supply different data – such as sample job descriptions for several levels of support staff.

CLASS was busy with other things, including running the annual support staff conferences with a dwindling number of volunteers. For a while the section almost went out of existence for lack of officers. The group persevered, but there was little extra time or energy to pursue the minimum salary guidelines. Then in 2008 CLASS ran a third salary survey and collected even more data. A summary article of all three salary surveys with data spanning a decade was published (see Brooks article in Resources below), and CLASS decided to work closely with a new chair of the Career Development Committee who was ready to take on the minimum salary guideline challenge. In 2009 one CLASS volunteer performed the mammoth task of compiling three sample job descriptions based on competency sets for an LTA level I, II and III - this was a critical milestone in the process as we

CONTINUED ON P. 12

## CONTINUED FROM P. 11

could not move forward without it. These competencies were compiled from everything appropriate that could be found online at the time, including:

- ALA's Foundations of Library Service Competencies
- ALA's Communication and Teamwork Competencies
- ALA's Technology Competencies
- ALA's Access Services Competencies
- ALA's Adult Reader's Advisory Competencies
- ALA's Cataloging and Classification Competencies
- ALA's Collection Management Competencies
- ALA's Reference and Information Services Competencies
- Supervision and Management Competencies
- CLA's LTA Competencies
- State of New Jersey Civil Service Commission job descriptions for library workers

The sample job descriptions were approved by the CLASS board and forwarded to the Career Development Committee. Another member of CLASS joined the Career Development Committee to participate in the process of establishing the support staff salary guidelines – this was a good collaboration between two different arms of the CLA organization. Using the baseline information from the three previous CLASS salary surveys and tying it to the three sample job descriptions, as well as taking the established MLS salary guideline into account (which is set based on a variety of professional salary data), a range of three minimum salaries was set by the committee – the end of the road was in sight. This range was presented to the CLA Board and passed, becoming effective July 1, 2012. Fifteen years later, CLASS had achieved its goal! (The guidelines DO help – one support staff tells the story of how her supervisor had been looking for a way to increase her salary but could not find enough data to support the request. As soon as the guidelines were published, the supervisor used the information to convince their fiscal administrators to significantly in-

crease the staff member's salary to meet the minimum salary guideline!) These new guidelines can be found online (see Resources below). CT joins only a few other states that have delved into the support staff minimum salary arena. While several states have MLS minimum salary guidelines (such as ME, MA, NJ, PA, TX, VT and WI), only a very few have any kind of support staff salary guidelines (including NJ, which has had such guidelines for over 23 years, and ME, which has a model based on a "livable wage"). Now that CLA supports a full range of minimum salary guidelines, from HS educated LTA through entry-level MLS, it is expected that they will all rise together each year in lock-step based on cost of living increases or other economic criteria, in the same way the MLS salary alone has been calculated for many years.

CLASS is planning to run another salary survey this year since it has been 5 years since the last one. Although it will be too early to see if the minimum guidelines have had much effect on actual salaries, the three sample job descriptions can now be used by each survey-taker to identify the one that most closely matches their own job, making the evaluation of the survey results more useful. And in another five years, the support staff salary survey may show that library workers have benefitted from this road trip CLASS began in 1998.

### Resources:

Brooks, Sandy. "Support Staff Salaries in CT, 1998-2008". Library Worklife: HR E-News for Today's Leaders (April 2009, vol.6, no.4) < <http://ala-apa.org/newsletter/2009/04/13/support-staff-salaries-in-ct-1998-2008-a-report-based-on-3-class-salary-surveys/> >  
ALA/APA Improving Salaries/Status - Resources website - <http://ala-apa.org/improving-salariesstatus/resources/>  
CLA LTA Salary Survey Documents - [http://www.ctlibraryassociation.org/content.php?page=Archived\\_Documents](http://www.ctlibraryassociation.org/content.php?page=Archived_Documents)  
CLA Minimum Salary Guidelines - <http://www.ctlibrarians.org/displaycommon.cfm?an=1&subarticlenbr=23#jobsCLAMin>

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