



APALA Newsletter

Asian-Pacific American Librarians Association
- Affiliated with the American Library Association

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Cultural Diversity: President Sharma Interviewed by Library Administration and Management Association*



After a decade of unprecedented demographic change in the American population, we in the library profession have certainly

been sensitized to the needs of our ethnically diverse user communities. We support the concepts of recruiting and retaining minority librarians in our institutions and associations. We talk about "empowering the emerging majorities," we create diversity committees and task forces, devise projects, hold workshops, conduct research, write, publish, and confer.

Is it all just rhetoric of political correctness, or do we truly believe that librarianship cannot survive successfully without making diversity an integral part of all that we do? Are we committed, as individuals and as an association, to moving beyond words to meaningful action?

LAMA has placed the concerns of ethnic minorities on its agenda, incorporating diversity-related goals in its planning, establishing a Cultural Diversity Committee and an Ethnic Affiliates Liaison Program, sponsoring programs and forums, and appointing members of the ALA ethnic caucuses to LAMA committees. It is essential that LAMA, the division devoted to developing vision, leadership, and administrative skills, aggressively champion diversity. As ARL Diversity Consultant (and LAMA member) Kriza Jennings notes, the most important

factor in the success of diversity programs is commitment at the leadership level. She also stresses that such programs must focus on results.

What more might LAMA, the profession, and we as individuals do toward this end? What should we do differently? Better? The following are the views of President Sharma:

1. What can leaders in our profession, whatever their ethnic background, do to demonstrate genuine commitment to supporting diversity? Give one or two examples of successful efforts.

Diversity and multiculturalism are the talk of the nineties in America, but they are not being implemented effectively in the field of library and information science. According to Dr. Kathleen de la Pena McCook,¹ only 85% of enrollees in ALA-accredited library schools are minorities. This includes 2.7% Asian/Pacific Americans. There are many well qualified and experienced Asian/Pacific Americans, but not one is directing a US library school, and only a handful are library administrators; a majority work in technical services. Among the 600-plus faculty members of library schools, only 17 are Asian/Pacific Americans. Few have been appointed to or elected to committees or offices in ALA and its divisions, SLA, and other professional organizations. As leaders of these organizations, we should alert our associations, journals, and library directors to this major problem. We cannot afford to have ethnic discord in the United States. We

must educate employers to hire the best possible professionals and to reward the contributions and achievements of skilled, hard-working librarians/library educators who are members of ethnic minorities. At the same time, we must encourage more people of color to enter library work and assure them that they can advance in it. As Chair of the Country Resource Panel of India of the ALA Education Committee, I have guided and encouraged many Indian librarians to attend ALA accredited library schools to improve their qualifications and learn about American librarianship.

2. How can ALA members, especially those who are not members of the caucuses or people of color, network with members of the caucuses? What do you see as the benefit of such networking?

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From the Desk of the Editor...

Greetings!

Yes, the APALA Newsletter has a new look again!! We have included a photo of the President on the front page. You may submit a photo with your news now. Although black and white's are preferable, color prints are welcome too. Your photo will be returned to you upon request. The numbers of pages in this issue have been increased to 12. The APALA Newsletter now has more news and information with the objectives to better serve our readers.

In this issue, the regular "Message from the President" column is replaced by a special article written by President R.N. Sharma. The article was published in the Spring 1994 issue of the *LAMA Journal*. The original article includes viewpoints of presidents of other ethnic library association such as the Chinese American Librarians Association, Black Cacuses, and Reforma when they were asked by LAMA President Carol F. L. Liu to provide comments on cultural diversity.

The APALA meeting at the ALA Mid-winter meeting was a successful one. Please mark your calendar for the APALA Annual Meeting to held in Miami Beach in June.

The APALA Newsletter is a member forum to exchange news. It is important for all members to support the Newsletter by submitting any news to the Editor. I hope you will enjoy reading this issue of the APALA Newsletter, as always, I welcome comments and suggestions to improve the quality of the Newsletter. This Newsletter belongs to every member of APALA.

Until next time, I look forward to hearing from you,

Wilfred W. Fong
Editor

publishing, and mentoring, but they have not been rewarded and/or promoted to leadership positions. ALA and LAMA should take the lead in making such appointments, from which the profession will most certainly benefit.

4. What strategies can you suggest for integrating diversity into the overall agenda of ALA and its units? What do you see as the responsibility of the caucuses in this effort? What responsibility does the rest of ALA have in this area?

ALA must take the leadership role in integrating diversity into the profession. It can start by appointing more minorities as chairs and members of important committees. Nominating committees should select ethnic professionals as candidates for top association positions. LAMA should monitor the integration of diversity into all professional organizations, even suggesting the names of emerging leaders. Also, there is still discrimination in hiring practices in our field; LAMA and ALA should prepare guidelines for employment, and review administrative appointments to ascertain if the guidelines are being followed. The plan should be to achieve full integration of diversity within five to ten years. This "revolution" will result in a healthier atmosphere and attract more ethnic minorities to the library field.

5. What opportunities can LAMA provide for the professional development of librarians from culturally diverse backgrounds? What one opportunity have you had that, in your view, was the most beneficial?

More professional development seminars and workshops on leadership and emerging topics should be planned for librarians
(continued on page 3)

Cultural Diversity

(Continued from page 1)

America is changing, making networking increasingly vital and beneficial for all of us. It improves the profession and makes its practitioners more productive. ALA members should commit themselves to extending the hand of friendship and promise of cooperation, encouragement, and fair partnership to all ethnic professionals. Only then will we succeed in our mission of effective networking.

3. What are the two most important things that can be done to help people of color move into leadership positions in LAMA and in ALA?

Teamwork and encouragement to people of color to come forward and apply for leadership positions. Many ethnic profesisonals who possess leadership skills have contributed to the development of the profession through achievements in such areas as writing,

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Editor: Wilfred W. Fong
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Cultural Diversity

(Continued from page 2)

from culturally diverse backgrounds. Scholarships and grants should be awarded to help promote attendance by alleviating the major problem of funding. Librarians of different culture backgrounds who have demonstrated leadership ability should be invited to conduct and/or speak at these seminars. I have successfully directed a number of libraries and have spoken at various Asian Libraries and library educators from South Asian countries have sat together under the same roof with American colleagues to discuss common problems. The opportunity to plan, raise funds, and bring people of different ethnic backgrounds together was beneficial to me because it demonstrated that diversity is possible and meaningful, if we desire it and work together to achieve it. APALA has been very successful in attaining diversity, and we can do likewise in ALA and our profession - where there's a will, there's a way!

NOTE

¹McCook, Kathleen de la Pena. "Diversity Deferred: Where Are the Minority Librarians?" *Library Journal* (November 1, 1993).

*Reprinted with permission of LAMA President Carol F.L. Liu and *LAMA Journal*.

APALA Committees News

Membership Committee

Co-chairs of the Membership Committee, Ms. Rosario P. Galura and Ms. Sushila Shah, urged all members to renew their 1994 membership. Please send all renewals to: Ms. Sushila Shah, APALA Membership Committee, Macalester College Library, 1600 Grand Avenue, St. Paul, MN 55105. (Phone: 612-696-6701; Fax: 612-696-6689). A membership application/renewal form is on page 7 of this newsletter. Feel free to make copies of the form for yourself or your colleagues.

Recruitment and Scholarship Committee

If you would like to offer suggestions and contributions towards the recruitment and scholarship of APALA, please contact David T. Liu, Chair, 1993-94 APALA Recruitment and Scholarship Committee, Library Director, Pharr Memorial Library, 200 S. Athol Street, Pharr, TX 78577-4806. (Phone: 210-787-1491 and Fax: 210-787-3345)

Members News

Lihseh Lin Ko is Branch Librarian at the Richard County Public Library located in Columbia, South Carolina, with a growing international population. The Richard County Public Library (RCPL) has a four-acre main library and nine branches. In order to serve the different ethnic minorities better in the future, the RCPL has initiated a program, "A New Start in A New Country - Beginning at Your Library." The Chinese patrons have been chosen as the program's primary target audience. The program, conducted in Chinese, is to acquaint the audience with the library services and some basic library skills. For more information about this program and its future plans to include other ethnic groups, please contact Lin Ko at 803-731-8552.

Christine K. Oka co-authored an article entitled, "Learning to Instruct on the Job: Team-Teaching Library Skills," published in *The Reference Librarian*, no. 40 (1993), pp. 53-62, with Cheryl LaGuardia, Adan Griego, Michael Hopper, and Lisa Melendex.

Dr. Norma N. Yueh was appointed Executive Officer, Center for Intercultural Education, and Professor of Library Service, Ramapo College, Mahwah, New Jersey.

Addresses of APALA Officers:

President: Dr. Ravindra N. Sharma, Director, University of Evansville Libraries, University of Evansville, 1800 Lincoln Avenue, Evansville, IN 47722. (Phone: 812-479-2485/Fax: 812-479-2030)

Vice-President: Erlinda J. Regner, Chicago Public Library, 400 N. Franklin, 4th Floor, Chicago, IL 60614. (Phone: 312-747-4414/Fax: 312-747-4975)

Secretary: Susan Gail Shiroma, Government Documents Librarian, New York University Libraries, 70 Washington Square South, New York, NY 10012. (Phone: 212-998-2602)

Treasurer: Wilfred W. Fong, Assistant Dean, School of Library and Information Science, University of Wisconsin-Milwaukee, P.O. Box 413, Milwaukee, WI 53211. (Phone: 414-229-5421/Fax: 414-229-4848/Internet: wfong@convex.csd.uwm.edu).

Acknowledgement

Many thanks to Dr. Hwa-Wei Lee, Dean, Ohio University Libraries, for his support on the printing and mailing cost of the APALA Membership Directory.

APALA Constitution Amendment Proposal

The Constitution Committee has proposed to amend Section 2 of Article II (Officers and Duties) of the APALA Constitution in accordance with the APALA Constitution/Bylaws, Article VIII: Amendments.

The objective of this Constitution amendment is to enhance the unity and strength among the Asian American Librarian professionals. The voting of acceptance of this amendment will be held at the APALA Annual Conference (during ALA) in Miami Beach. The following is the proposed amendment:

- 2a. The President or the Vice-President shall under Section 1, Article II have the authority to negotiate and make arrangements with the sister organizations like the Chinese American Librarians Association (CALA), for taking such steps/action to minimize duplication and/or conflict in carrying out the mission and goals of APALA and other associations as the forums for professionals of Asian origin.
- 2b. The actions of the President/Vice President shall extend toward achieving stronger cooperation relating to membership, conference cooperation and such other matters relating to APALA, CALA or any other similar organization composed of members from Asia.
- 2c. In planning any such cooperative measure with another professional organization, the President/Vice-President shall present the plan during the APALA Mid-Winter each year for approval by the APALA members present and voting.

Any questions should be directed to Dr. A.F.M. Fazle Kabir, Chair, Constitution Committee, Associate Professor, School of Library and Information Science, Clark Atlanta University, 223 James P. Brawley Dr. S.W., Atlanta, GA 30314-4391. Phone: 404-880-8701; FAX: 404-880-8222

Mark Your Calendar APALA Annual Conference

APALA will hold its annual banquet on **Saturday, June 25, 1994** from 7:00pm to 10:00pm featuring Asian dances and fashion parade during the ALA Annual Conference in Miami Beach. Advanced tickets are \$10 and on-site registration is \$12. Contact Dr. Julita C. Awkard, Health Science Librarian, Florida A&M University, Box 136 FAMU, Tallahassee, FL 32307. Phone: 904-599-3872; Fax: 904-561-2293.

On **Sunday, June 26, 1994** from 9:30am to 12:00pm, APALA will meet for their annual program. The theme for this year's program is "Linking Asian/Pacific Collections to America." The annual membership meeting is scheduled on Monday. More details about these meetings will be published in the June issue of the *APALA Newsletter*.

ALA Minority Fellow

Applications are now being accepted for the ALA Minority Fellow at the ALA Headquarters in Chicago.

Qualifications include: 1) an applicant must be a librarian/information professional; 2) a member of the four ethnic minority groups; 3) must have had at least three years of professional experience; 4) must be a citizen of the United States; 5) and must be a member of the ALA at the start (September 1994) of the fellowship. To obtain more information about the program, contact SooYoung So at 800-545-2433 ext.5020. To receive application materials with a full description of the program, contact:

American Library Association Office for Library Outreach Services 50 East Huron St. Chicago, IL 60611 1-800-545-2433 ext.4294

The postmarked deadline for applications is April 15, 1994.

Rewew your membership and remember to notify APALA when you move. Send change of address to:

Sushila Shah, Co-Chair
APALA Membership
Committee
Macalester College Library
1600 Grand Avenue
St. Paul, MN 55105
Phone: 612-696-6701
Fax: 612-696-6689

ALA Library Fellows

Applications are being accepted through March 15 for the 1994-95 Library Fellows Program. The joint program of the American Library Association (ALA) and the United States Information Agency (USIA) will place approximately ten U.S. citizens overseas beginning in September 1994. While 20 positions are listed, funding will permit approximately ten placements.

Stipends for Library Fellows are \$33,000 per year. Travel expenses (fellow and one dependent) to and from the host country will be reimbursed. Health insurance and a small housing subsidy are provided. Eligibility requirements are U.S. citizenship, language skills of the host country (desired and sometimes required), and education and experience in library or information science or other fields directly related to the needs of specific projects with demonstrated competency as required.

To obtain more details regarding specific projects, i.e., the proposals submitted by the host institutions, or to apply, send resume with a cover letter, briefly stating desired position, foreign-language skills, subject expertise and maximum placement service length (there is no application form) to: **Robert P. Doyle, Director, Library Fellows Program, American Library Association, 50 East Huron Street, Chicago, IL 60611. Telephone 800-545-2433, ext. 3200.** See center insert in the January 1994 or February 1993 *American Libraries* for additional information on the program.

The USIA, an independent agency within the executive branch, is responsible for the U.S. government's overseas cultural and information programs, including 153 libraries in 95 countries, the Fulbright scholarship program, the Voice of America and the WORLDNET satellite television system.

Chinese American Librarians Association

The Chinese American Librarians Association has announced their 1994 Annual Conference to be held on Monday, June 27, 1994 from 2:00pm to 4:00pm in Miami Beach, Florida. The theme of the Conference is "Customer Service: A Multicultural Approach." Three speakers have been invited to participate in the Conference: Professor Roy T. Chang, Cataloging and Access Coordinator, Western Illinois University Library, will speak on "The Internet: Access for All"; Ginny Gong, Community Human Relations Advocate, Montgomery County (Maryland) Public Schools and National President Organization of Chinese Americans (OCA), will present "Partners in the Emergence of the Librarians as Tomorrow's Community Centers"; and Raymond Santiago, Assistant Director, Miami-Dade Public Library System, will address on "Collection Development for a Multicultural Community."

The Annual Banquet will be held on Monday, June 27, 1994, from 6:30-10:30pm at the Bamboo Garden Chinese Restaurant at North Miami Beach. This banquet will feature a ten-course Chinese buffet dinner with traditional Chinese programs and karaoke sing along entertainment. The cost is \$20 per person before April 30, 1994 and \$25 per person after April 30. Contact Linda Tse, Vice President, Chinese American Librarians Association, Multicultural Librarian, Montgomery County, Department of Public Library, 8901 Colesville Rd.,

ALA Annual Conference Registration - Early Bird Special

A special "Early Bird" registration fee is available to ALA members who register for the 1994 ALA Annual Conference before May 1. The conference is scheduled for the June 23-30, in Miami Beach.

Registration forms are available in the January issue of *American Libraries* and in the Preliminary Program that will be mailed to all members in early April. The reduced rate of \$90 is a \$13 savings over on-site registration. Payment can be made by cash, check or credit card.

CORRECTIONS:

In the column of "Message from the President" in the December issue, on page 1, column 2, paragraph 2 should read, "Asian/Pacific American Librarians have been part of the profession for over forty years but only a handful of them have administrative positions in libraries. A majority of them work in technical services..." Also on page 2, column 3, line 8, the first word should read "nominated to lead these associations." Apologies go to President R.N. Sharma.

ALA Customer Satisfaction Poll/Survey

The American Library Association (ALA) will attempt for the first time ever to take a national "snapshot" of library customer satisfaction by asking libraries to participate in a national survey.

"Customer service is the heart of our profession," said ALA President Hardy R. Franklin in announcing the survey. "Sometimes that means asking questions as well as answering them."

Libraries of all types are encouraged to distribute the eight-question survey for a minimum of 12 hours during National Library Week, April 17-23. "Libraries Change Lives" is the theme for the annual observance which celebrates the contributions of libraries and librarians.

"We know that libraries have millions of satisfied customers," Franklin explained. "This survey is an attempt to document that fact, to learn how we can serve better and let our customers know we care what they think."

Libraries are asked to report their survey results by **May 15** to the ALA Public Information Office. All responses are confidential and will be used solely for the purpose of compiling a national picture of library customer satisfaction to be used for promoting library use and support.

The survey is printed on page seven, and a camera-ready copy is available from the ALA Public Information Office. Libraries are encouraged to customize the survey by adding their name or logo or asking additional questions. Estimated time for filling out the survey is about three minutes.

ALA President Franklin has chosen "Customer Service: The Heart of the Library" as the theme for his 1993-94 presidential year. A national teleconference, "Archiving Breakthrough Service in Libraries," is scheduled for May 12.

Breakthrough Customer Service

"Achieving Breakthrough Customer Service," a video teleseminar presented by the ALA will be broadcast live to more than 500 meeting sites on Thursday, May 12.

James L. Heskett, UPS Foundation Professor of Business Logistics at the Harvard Business School, will present a new model for customer service in all types of libraries. Other presenters will be announced.

"Our nation's libraries are like any other organization -- they have to use the best models and tools to remain a vibrant force in the community," said ALA President Hardy R. Franklin. "This teleseminar offers librarians the opportunity to learn about customer service strategies from one of the world's leading experts. The fact that the breakthrough service model will be presented through release of a library management system makes it extraordinarily valuable for our members."

The teleseminar will create an electronic classroom allowing participants at downlink sites to exchange ideas and experiences during local breakout sessions. Each

participant will take home a breakthrough service audit that will assess service performance along the key aspects of the breakthrough model. At various points in the program, Heskett will answer questions from remote sites and debrief the breakout exercises.

The four-hour program will be based on a business model for customer service developed through years of research at the Harvard Business School. This model will be customized to library management systems using case studies from public, school, academic and special libraries. The program will demonstrate that improvements in customer service create impressive gains in productivity and generate service excellence that leads to better patronage and support.

Early bird registration, **before March 15**, is \$34.95 for ALA members and \$39.95 for nonmembers. Groups rate are \$29.95 for 5-24, and \$19.95 for groups of 25 or more. Add \$10 **after March 15**. For registration information, contact ALA, 50 E. Huron St., Chicago, IL 60611. Phone: 800-545-2433, ext. 5052. To organize a local meeting site, contact Cheryl Cummings at Kathleen Gilroy Associates (KGA), in Cambridge, MA., at 617-354-5204.

ALA "Rally" Campaign: Free Multimedia CD

The ALA will take its campaign to collect testimonials about how "Libraries Change Lives" online in 1994. More than 10,000 letters and 45,000 statements in support of libraries were received during the 1993 campaign. Two electronic mailboxes have been added to receive statements of support: Internet: sup-lib@uicvm.uic.edu or Bitnet: sup-lib@uicvm.

The theme for the National Library Week, April 17-23, will again be "Libraries Change Lives" and libraries are encouraged to collect statements of 100 words or less about how the library has made a difference. Libraries that submit 25 or more testimonials will receive the Encarta Multimedia Encyclopedia compliments of the Microsoft Corporation. Names and statements of no more than 100 words should be sent by **May 15** to: ALA Public Information Office, 50 E. Huron St., Chicago, IL 60611. For more program and promotion ideas, see the 1994 "Libraries Change Lives" booklet available from ALA Graphics. Phone: 800-545-2433, press 8.

How to do it

The customer satisfaction survey designed by ALA is intended as a tool to be used by all types of libraries, one that will generate direct feedback from those we value most — our customers.

Some tips for administering your customer service survey:

1. You may customize the survey by adding your library's name and logo in the space provided or by adding other questions that are pertinent to your library. Public libraries should "white out" the reference to students and faculty in Question 8. School and academic libraries should take out the reference to age.

2. Decide who will distribute the survey form. You may wish to recruit students or other volunteers for this task.

3. Decide when to distribute the form. We suggest that you distribute it for at least 12 hours during National Library Week, April 17-23, 1994.

4. Decide where to distribute the survey forms and who should get them. You may wish to station someone at the library main entrance or — at a grocery store. You may also hand out at speaking engagements. Or, send to all faculty members.

5. If necessary, you may leave survey forms and pencils on a desk with a sign inviting library users to respond. This should be in a supervised area.

6. Send a press release to local/campus media to make people aware that you are conducting a customer satisfaction survey. You may also want to send a follow-up release — "Library users give high marks for service" or "80 percent of library users say they want more hours."

7. Hold an orientation session for your survey team. Team members should be instructed to be encouraging — "We will really appreciate this" — but not overly persistent if someone clearly does not wish to participate. Have plenty of pencils to give out.

8. Make your survey visible. Post signs saying, "We want to hear from you. Please fill out a Customer Satisfaction Survey today." Have a large box clearly identified ("Return surveys here. Thank you.") to collect surveys.

9. Have a "coding party" with your survey team tabulating the results.

10. Record the total number of responses to each question and send the results by **May 15, 1994**, to: Customer Satisfaction Survey, ALA Public Information Office, 50 E. Huron St., Chicago, IL 60611.

(Note: Comments are primarily for your use. Send only those that you feel are particularly insightful or might be useful for ALA's legislative/publicity efforts.) ●

(Add your library's logo or reproduce on library letterhead)

Customer Satisfaction Survey

Let us know what you think.

Our library staff wants to meet your needs. Please take a moment to answer these questions and let us know how we are doing. Place a check mark by the answer that applies.

1. How satisfied are you with our books and other services?

Extremely Very Satisfied Somewhat Not at all

2. How helpful is our staff?

Extremely Very Helpful Somewhat Not at all

3. How easy is it to find what you need?

Extremely Very Easy Somewhat Not at all

4. How important is the library to you?

Extremely Very Important Somewhat Not at all

5. How often do you visit the library or call for information?

Weekly Monthly Four times a year Twice a year Once a year

6. How often do you ask a librarian for help?

Weekly Monthly Four times a year Twice a year Once a year

7. Are there other things you would like the library to offer?

More books More hours More reference materials
 Other (please explain below)

8. Are you? Under 18 18 or older

Student Faculty/other

Please share your comments or suggestions about how we can improve our services to you.

Your name and telephone (optional) _____

This survey is being conducted in cooperation with the American Library Association and other libraries across the country for a national "snapshot" of library customer satisfaction. Thank you for taking time to comment.

Internet

Have you ever tried to acknowledge a source from internet in your publication? There has not been, of course, a standard bibliographic format for such sources nor other electronic information sources, e.g. multimedia encyclopedia or Prodigy online encyclopedia. As these types of information sources are not uncommon in today's libraries and research process, it is important to use a standardized format for bibliographic references. Interested readers should consult *Electronic Style: A Guide for Citing Electronic Information* by Xia Li and Nancy B. Crane (ISBN 0-88736-909-X, 99pp., July 1993, \$24.00) published by Meckler, 11 Ferry Lane West, Westport, CT 06880. Phone: 203-226-6967; Fax: 203-454-5840.

In accordance with Vice President Al Gore's policy on advocating the information highway, ALA and several other library groups have joined more than 60 organizations in announcing a new coalition and unveiling a blueprint for America's 21st-century information infrastructure. The Telecommunications Policy Roundtable called on vital issues of communications policy. The coalition's statement, "Renewing the Commitment to a Public Interest Telecommunications Policy," outlines a series of principles, and introduces them with this credo: "We believe that the following principles must guide policy making in order to ensure that future generations inherit an information infrastructure which enhances the quality of life for everyone." The coalition's seven principles are:

- 1) Universal access - In our information age, everyone has a right to affordable news, education, and government information. Information that is essential to the functioning of citizens in a democracy should be free.
- 2) Freedom to communicate - Information is a two-way street. The design of the new networks should aid two-way audio and video communication from anyone to any individual, group, or network.
- 3) Vital civic sector - The new networks should allow all groups and individuals to freely express their ideas and opinions. The new networks should include a way for us to build communities.
- 4) Diverse and competitive marketplace - No one should ever control both the wire or wires into our home and the content of the programs that go over those wires.
- 5) Equitable workplace - Workers must be valued and protected in the new electronic workplace. Nondiscriminatory practices must form the core of the new information marketplace.
- 6) Privacy protection - Privacy should be carefully protected and extended.
- 7) Democratic policymaking - Every American deserves to be heard on this complex set of issues.

Government Information Locator Service

The US Government Office of Management and Budget (OMB) is promoting the establishment of an agency-based Government Information Locator Service (GLIS). OMB is requesting comments on the GLIS draft design concept which is available on the FedWorld bulletin board, 703-321-8020 and the document is also

downloadable from the Internet via anonymous File Transfer Protocol from 130.11.48.107 as /pub/gils.doc (Microsoft Word for Windows format) or /pub/gils.txt (ASCII text format). OMB states that the public would be served by GILS directly or through intermediaries such as public libraries.

Pan Asian Repertory

The multi-award-winning Pan Asian Repertory Theatre, widely known for presenting works of Chinese, Japanese, Korean, Indian and Asian American backgrounds, was open to the public for a special free performance as part of the Asian Studies Conference at the Ramapo College of New Jersey on Friday, October 29, 1993.

The appearance of the Repertory was part of the 22nd annual meeting of the Association of Asian Studies Mid-Atlantic Region, October 29-31, 1993 at Ramapo College. The three-day conference drew more than 250 specialists in Asian Studies from five states. The one-hour performance of the Repertory included highlights from three of their most famous productions: *Cambodia Agonistes*, *Letters to a Student Revolutionary*, and *A Song for a Nisei Fisherman*.

According to Linglin Shih, community liaison for the troupe, their goal is to enlighten audiences about the cultural heritage of Asians, "the diversity of our artists", and the wide range of contributions made to America by Asian people.

The Pan Asian Repertory Theatre was founded by Tisa Chang in 1977. Ms. Chang was born in China and graduated from the High School of Performing Arts and Barnard College. The Pan Asian Repertory, now considered the premier professional Asian American theatre company in the US, tours nationally and internationally. The company has mounted over 52 full productions, including 20 world premiers.

For further information about the Pan Asian Repertory or the Asian Studies conference program, contact Dr. Norma Yueh, Executive Officer, Center for Intercultural Education, and Professor of Library Service, Ramapo College, Mahwah, New Jersey, phone: 201-529-7578.

Paid Advertisement



LIBRARY DIRECTOR

QUEENS BOROUGH PUBLIC LIBRARY

The Queens Borough Public Library, the city library system with the highest circulation in the United States, seeks a dynamic leader to guide it into the next century. The Library is comprised of 62 branch libraries and a central library, employs over 1200 staff, has a collection of 9.5 million items and circulation exceeding 13.2 million annually. The annual operating budget is more than \$45 million.

The Director must have the vision and skills necessary to provide creative, progressive leadership and strategic direction for the achievement of programs and services that respond to rapid change. A unique blend of imagination, administrative and budgetary ability, library and information science knowledge, will ensure our continuity in the communities we serve and maintain our preeminent position as a library leader.

The Director serves at the pleasure of the Board of Trustees and is responsible for planning, developing and implementing library services for the two million citizens of Queens, the most ethnically diverse library constituency in the country. The Director also works in partnership with the Queens Library Foundation and its Board of Trustees in the furtherance of fundraising and development efforts.

The successful candidate must possess a desire to be part of an organization that values service, people, integrity, responsibility, innovation and teamwork. Qualified applicants must have demonstrated success in managing a complex and diverse organization. Significant accomplishments in the library and information profession as well as excellent managerial and interpersonal skills, coupled with the understanding and ability to work effectively with governmental and community leaders, are needed. The Director must be a skilled communicator for public forums including the media, legislators and the community-at-large.

Required: an ALA accredited MLS and several years of progressively responsible library managerial experience. Highly desirable: significant experience in a large or medium sized urban public library, or in a sizeable library system. Nationally competitive salary package. Excellent benefits.

The Search Committee requests that your resume, plus an informative cover letter, be sent in confidence to our search firm, address below, or FAX 212-997-1127. Nominations, also, are most welcome. Preference deadline: March 31, 1994, although resumes will be accepted until decisions are made.

GOSSAGE REGAN ASSOCIATES

25 West 43rd Street (Suite 812), New York, NY 10036

Attention: Wayne Gossage

Queens Borough Public Library is an equal opportunity employer

REFERENCE LIBRARIAN/AREA STUDIES LIBRARIANS. University of Oregon Library. Faculty status, renewable contract. Provides general reference service in the humanities & social sciences & specialized reference service in the areas of Southeast Asian and Pacific Island Studies. Serves as the liaison to faculty & students in these area studies programs. Responsibilities for collection development include Southeast Asian Studies, Pacific Island Studies, and one or more other social science disciplines. Participates in library instruction programs, including subject-oriented presentations, credit classes, and general orientations. Some evening & weekend hours required. As appropriate, serves on Library and University committees, assists in the preparation of grant proposals, performs special projects, and other related duties. Required: ALA-accredited MLS degree; excellent oral & written communication skills; demonstrated familiarity with a wide variety of electronic information, including CD-ROM, online, and Internet resources & strong familiarity or academic background in Southeast Asia and/or the Pacific Islands. **Salary:** \$25,000 min. Appointment beyond the minimum salary will be dependent upon qualifications, prior experience, and academic rank. Benefits include choice of medical plans (Blue Cross/Blue Shield or HMO options), fully-paid state or TIAA/CREF retirement plans, 22 vacation days, and low staff tuition rates. Applications received by 5:00pm, March 15, 1994 will receive priority consideration. For more complete information or to apply, call or send cover letter, resume, and names of four references to: Ms. Laine Stambaugh, Personnel Librarian, 1299 University of Oregon Library, Eugene, OR 97403-1299, (503) 346-1895, (503) 346-3094 (FAX). The University of Oregon is an AA/EOE, ADA-compliant institution strongly committed to cultural diversity.

Advertising Rates: Quarter-page: \$50.00 (3 1/2" x 4 1/16") Half-page \$100.00 (Vertical—3 1/2" x 9 1/8") (Horizontal—7" x 4 1/16) Full-page: \$150.00 (7" x 9 1/8").

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Due dates: February 15 - March issue • May 15 - June issue • August 15 - September issue •

November 15 - December issue.

ASSISTANT PROFESSOR. The School of Library and Information Science at the University of Wisconsin-Milwaukee is searching to fill a vacancy in the tenure-track position of Assistant Professor of Library and Information Science to teach courses in cataloging/classification, bibliographic control, bibliographic networks, technical services and library automation, and to conduct research. A Ph.D. in Library and Information Science is required. Practical and/or teaching experience in an institution comparable to UWM. Evidence of research activity is required. Record of scholarly publications and research. Three letters of reference. Minimum salary is \$32,000 for an academic year (9-month) appointment plus additional compensation for possible summer teaching and generous fringe benefits. The University of Wisconsin-Milwaukee (UWM) is a major university committed to academic excellence and located in the commercial and industrial hub of the state of Wisconsin. The campus is in a pleasant, residential neighborhood on Milwaukee's northeast side, only a few blocks from Lake Michigan. It is one of the two "doctoral cluster" campuses in the 13-campus University of Wisconsin System, and has a student enrollment of over 24,000. Both the University and the School are committed to increasing the diversity of the faculty, staff, and student body and strengthening sensitivity to diversity throughout the institution. We take affirmative action to ensure equal opportunity. As part of this plan of action, the School is particularly interested in receiving applications from qualified female and minority candidates. Deadline of application is April 15, 1994. The starting date is August 22, 1994, or is to be negotiated. Send letter of application, resume, and three letters of reference to: Dr. Virgil Diodato, Chair, Search and Screen Committee, School of Library and Information Science, University of Wisconsin-Milwaukee, PO Box 413, Milwaukee, WI 53201. Phone (414) 229-4707 Fax: (414) 229-4848 Internet: diodato@convex.csd.uwm.edu. THE UW-MILWAUKEE IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.

SLOAN SCHOOL LIBRARIAN (Associate Head Librarian of Dewey Library). RESPONSIBILITIES: Designs, develops, and implements services to faculty, staff, and students of the Sloan School of Management. Works closely with Sloan School Administration, its faculty, and student body in developing services for them. Collaborates with Associate Librarian for Information Services on implementation and planning for service initiatives; trains reference staff of Dewey Library on major reference resources in management and business; does outreach to Sloan School teaching and research staff; provides reference service. Develops and manages Management and Business collections in collaboration with the Collection Manager of Dewey Library. QUALIFICATIONS: ALA-accredited MLS and considerable knowledge of management/business collections and reference services gained through increasingly more responsible experience in academic or research libraries required. Undergraduate or graduate degree in Business or Management highly desirable. Candidates must demonstrate creative approach to providing services; capacity for change in a dynamic environment; well developed communication skills; and familiarity with current library technologies and their applications to services. HIRING SALARY RANGE: \$37,000 - \$42,000. The Massachusetts Institute of Technology Libraries offer excellent benefits, including tuition assistance, a children's scholarship program, and a relocation allowance. MIT is a smoke-free campus. Applications received by **March 15** will receive priority consideration. Complete applications, which consist of a cover letter, resume, and the names and addresses of three current references should be mailed to: Search Committee for Sloan School Librarian (APN), The Libraries, 14S-216, Massachusetts Institute of Technology, Cambridge, Massachusetts 02139-4307. MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and ethnic minority candidates.

ASIAN/PACIFIC AMERICAN LIBRARIANS ASSOCIATION
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Please keep us up-to-date. Send us your news.

I would like to report the following:

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