



# REFERENCE SECTION QUARTERLY

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[HTTP://NJLA.PBWORKS.COM/REFERENCE](http://njla.pbworks.com/reference)

## A MESSAGE FROM THE SECTION PRESIDENT

### Ref, Tech & Tango *Adult Services in Action*

I have fond childhood memories of a vacation my family took when we drove cross country to California. We traveled Route 66 and visited many tourist attractions along the way. It was fun to follow the signs along the way that indicated that it was only so many more miles until a certain attraction. And, if you missed the turnoff, there was another sign down the road that read, "You missed it! Turn back!"

So, did you miss it? Did you miss the Adult Services Forum on October 28 at the Monmouth County Library in Manalapan? If so, be sure to read this issue of the Reference Section Quarterly. One-hundred ten registered for what we hope will be the first of more Adult Service Forums each Fall. It was

fun to network with so many colleagues from around the state. It was encouraging to discover in the course of conversations and discussions in each program that all of us are dealing with similar challenges. What a great resource we have in each other for working through and solving Adult Services issues collaboratively! I hope you enjoy this special edition of the Reference Section Quarterly as we look back at several of the presentations that were given.

It's not too late to join the conversations that began during the Forum. I encourage you to become actively involved with the Reference Section. We hold meetings in libraries around the state focusing on various issues. Per-

haps you would like to spotlight something of interest going on in your library—we're open to invitations. Or, maybe you have a program you would like to present to us. I'd love to hear from you. Our next meeting will be in early 2010. Watch for an announcement.

In closing, I want to thank each and everyone who helped make Ref, Tech & Tango! such a success. Space does not permit me to list each and every name (I wonder which name(s) I might forget), so let me do it in broad brush strokes. Thank you, Monmouth County Library Headquarters in Manalapan for hosting us; Reference Section officers for your untiring work and support; our co-sponsors whose participation enriched the day—NJLA, the New Jersey State Library, the Administration & Management Section, the Information Technologies Section, the Readers' Advisory Roundtable and individuals who led programs; our special speak-

ers, Kathy Schalk-Green, keynote, and Marie Radford, afternoon general session; Twin Oaks Caterers; and, of course, all who registered and took time from busy schedules to attend and participate in the day's activities.

We're already talking about next year's Adult Services Forum. If you missed this year, you, along with the rest of us, have something to look forward to.

Again, I invite you to contact me, or any of the Reference Section officers, with your ideas for programs and libraries where we can meet to talk about reference/adult services. Be involved!

Our best wishes to all for a healthy and prosperous holiday season.

*David Calvanico*

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## KEYNOTE ADDRESS: ADULT SERVICES, OR HOW I LEARNED TO BELLY DANCE AT THE LIBRARY

Adults use resources from libraries – books, DVDs, CDs, getting answers to questions. But they also have experiences at libraries – coming together with others for music, art, to learn new skills. I learned to belly dance at the library.

Part of being an adult is taking care of oneself, finding our way in the world. Libraries are making it easy for people to find and sometimes redefine their work life through [Career Information Centers](#).

Another part of being an adult is taking care of others, whether it's our children or our elders.

The most important thing young children need is interaction with adults. Does your library's children's area provide comfortable seating for kids and adults to sit together to read, giggle or play as in Mount Laurel Library's [We Read Together](#) section?

I think the fastest growing area of new service is a focus on our

older customers. Do you spotlight large print and alternatives to traditional reading such as Old Bridge Library's [Senior Spaces](#)?

We can make our services easier for adults to use by concentrating more on *their* convenience, and less on relying on traditional methods of library service.

For example there's nothing sacred about labeling something as "Reference". Why not interfile reference and circulating materials together?

There's nothing sacred about the Dewey Decimal System. Some libraries are [abandoning this approach](#). Even if you don't want take that big leap, why not pull together popular nonfiction areas into high demand subjects zones, like Home and Garden, College and Career, Computer Information from Mount Laurel Library's [Trading Spaces](#) project?

It's all about making things easy

for the customer. In recent years I've changed both my pharmacy and my bank for reasons of convenience.

The [Monroe Township Library](#) in Middlesex County now has a drive through service both for return and pick-up of material. [Princeton](#) and [Plainfield](#) Public Libraries offer [RedBox](#) DVD rental services.

There are also simple solutions to providing convenience. Why not offer shopping baskets and carts to make it easier for customers to borrow lots of items?

Part of being an adult is recognizing that there's more in heaven and earth than are dreamt of in our philosophies.

We may not read graphic novels, but we know that the average age of these readers is 25-30 and offer this popular format to our patrons.

We may not video game ourselves, but we understand that video games are important to offer and lend at our libraries.

We might not tweet, but we know that social networking is important for the library to communicate with its customers of all ages. Offer [Twitter](#) and [Facebook](#) pages and add messages often.

We may be techno-wizards ourselves, but we respect our customers who choose to live gleefully "computer free".

It's all about offering adults choice and convenience. Make it easy for your customers.

Challenge yourself by visiting libraries, talking with colleagues, attending conferences and workshops. Continually search out new ideas, and put at least one into effect in the next month.

Your adult customers will love you for it.

*Kathy Schalk-Greene  
Acting Director  
Mount Laurel Library*



## TEXTING THE LIBRARY... FOR FUN AND PROFIT

The Adult Services Forum held at the Monmouth County Library Headquarters was the first of hopefully many future events that are devoted to the issues facing adult librarians today.

So many of the sessions being offered on Wednesday, October 28<sup>th</sup> sounded intriguing but I opted to attend the one called "QandA Texting". I am very interested in Virtual Reference, thanks in part to Professor Marie Radford (Rutgers University School of Communication and Information) who has been researching and speaking on this topic for several years. I am also the proud owner of a smart phone... which I use to make phone calls. Well, I have used the messaging feature, but mainly for incoming photos! Lately I've been reading everywhere that email has been replaced by text messages (SMS) – at least for the younger generation. So how would we corral that usage into the virtual reference scenario?

Leslie Kahn, Newark Public Library, and Jane Brown, Princeton Public Library, who are currently participating in a

pilot program, did a great job explaining just how simple it is. First of all, selected New Jersey libraries participating in the QandANJ live 24/7 chat service ([www.qandanj.org](http://www.qandanj.org)) program— may now offer text messaging reference services free of charge to the public (standard fees on individual phone plans still apply). Other libraries that subscribe to the software created by Mosio ([mosio.com](http://mosio.com)) do pay a fee to use and run the software, but all the patron needs is a cell phone! No computer required—a great benefit for have-nots and for households with more computer users than computers. The reference staff at the library receives the text on its computer screens, so reading and responding is quick and easy.

Newark Public Library seems to have embraced this technology in a big way and has invested in publicizing this new reference capability. Librarians have distributed book-marks, flyers, and business card-sized announcements that fit in your wallet – and, as a result of getting the word out, they have had quite a few queries

coming in by text—although by no means an overwhelming quantity. In some communities access to a cell phone is more commonplace than access to a computer, so this is an opportunity for more people to take advantage of virtual reference!

There are some physical and technical limitations when using text messaging to communicate. The SMS message can be no more than 160 characters. So your reply to a query must be very succinct...and may carry over into a second message. It is always good etiquette to ask customers if they want additional information before sending multiple responses so that you don't risk taxing any texting limit on their phone plans. And you want to include your source in addition to the answer, so allow space.

A dedicated phone number – 66746 – is entered by customers connecting them with the "text a librarian hub" (my terminology!). In the message area customers then text a prefix, a unique library-selected identification, which connects the text message that follows to the correct library. Without

the prefix in the first message it will not reach the reference librarian. For example, if you wanted to ask the reference librarians at Newark Public Library (NPL) a question, you would type **newarklib what are some good SAT test prep sources?** The computer at the reference desk would show that exact question... and, to assure patron privacy, without a phone number—but with an identification number to help the librarians to recognize follow-up questions from an individual person.

For costs and other information, check out the website at [www.textalibrarian.com/](http://www.textalibrarian.com/) or consult with Beth Cackowski, [cackowski@sjrlc.org](mailto:cackowski@sjrlc.org), to learn more about the pilot program of QandANJ.

Thanks to Leslie Kahn for her help... a true reference librarian.

*Elizabeth McDermott  
Library Assistant  
Red Bank Public Library*





## OUTREACH 101: ME PLUS YOU!

Allan Kleiman (Library Consultant(s)-on-Call), who currently works at the South Plainfield and Montville Public Libraries, led a spirited discussion that focused on a variety of practical outreach and programming ideas that can be used in libraries of all types for “special populations” ranging from Gen X to the elderly. He challenged his audience to add to his list of 25 ideas. Here is his list:

- 1) Establish senior day at your library in May. Have a “Tea” for the oldest person in town.
- 2) Start an oral history project on community life in the 1950s, 1960s and 1970s.
- 3) Celebrate Veterans Day by inviting members in the community who served in WWII, the Korean War, the Vietnam War, the Gulf Wars, and Afghanistan.
- 4) Invite local NJ book dealers and have a “language” book fair.
- 5) Have a video gaming night for “singles only,” 20-30 year-olds, families or baby boomers.
- 6) Partner with a local bank to sponsor pre-retirement financial planning (for all ages).
- 7) Invite the NJ Talking Book Library and other organizations and have an “Abilities Fair.”
- 8) Develop a book discussion group featuring book titles of interest to those in their 20s or 30s, or for singles.
- 9) Sponsor or co-sponsor with a community organization a program on Chinese New Year, Kwanza, Jewish Book Week, Hispanic Heritage Month, Women’s History, Black History, etc.
- 10) Develop fun programs for the Baby Boomers, like, “Remembering the Beatles.”
- 11) Invite the local garden club to exhibit a different flower each month in the library and develop an exhibit/program around it.
- 12) Work with your Teen Advisory Board to develop story reading at the local nursing home, senior center or assisted living facility.
- 13) Organize a Socrates Café for singles only in the evening and during the day for seniors.
- 14) Develop a presence in Second Life for Gen X and Gen Y. Ensure that the library has a presence on Facebook, Twitter, and ???
- 15) Take a book talk or book discussion group and hold it at Starbucks.
- 16) Poetry Workshops, Writing, Reading, Discussing, and Slams (in the library and off site, too).
- 17) Develop a “Senior Space,” but what would an area for Gen X and Gen Y look like?
- 18) Movie screenings, “foreign” film clubs, nostalgia movie night, indie film night, documentary nights, and more!
- 19) Establish a Senior Services Advisory Board as well as a Gen X and Gen Y Board, too.
- 20) Have a “classic car” night in your library’s parking lot.
- 21) Pick a year! Develop a program around it. Can be used for all generations!
- 22) Reach out to your local music, dance, judo, and karate schools to do demos at the library (and recitals, too).
- 23) Offer classes on résumés (in various languages), interviewing, job searching, etc.
- 24) Work with your local hospital to offer programs on health, wellness, nutrition, brain fitness, and more!
- 25) Develop workshops for starting your own business in cooperation with SCORE or your local community college.

Now it’s your turn. What ideas do you have?

*David Calvanico  
Head of Reference  
Mount Laurel Library*



## MANAGEMENT ISSUES IN ADULT SERVICES

Panel moderated by Christine Hill, Director of Willingboro Public Library and consisted of a panel representing three different libraries: Joseph Da Rold, Director of Plainfield Public Library; Leslie Kahn, Department Head of Newark Public Library and Deb Poillon, Director of Cape May County Public Library.

In order to run this workshop more like a forum, the panel addressed several tough questions, gave their points of view, and then opened up the topic to discussion from the audience. Their first topic, "Is Reference Dead?" evoked a strong response. The panel all agreed that reference is certainly not dead, but has indeed changed. Leslie Kahn took the point of view that the role of libraries is to help people "make their way in life," and that reference librarians play an integral part in doing this. Joe Da Rold felt that reference has morphed, and in his library the main reference role has split into several "personalities." In addition to the traditional reference model, his library has designated separate depart-

ments to handle local history requests, computer or IT assistance, and literacy concerns. He also brought up the fact that although statistics may show a decline, that may be because patrons are accessing information in ways that are not traditionally counted; such as accessing library web sites and databases from home. Deb Poillon agreed that reference is different now; questions are harder and librarians also offer far more practical life advice such as helping patrons with obtaining foreclosure information and other community services. Everyone agreed that librarians may not do as much "ready reference," but their services and expertise are in demand in many other ways; customer service skills are needed more than ever, and reader's advisory has taken on a much larger role for reference librarians.

The panel then took on the issue of alternatives to the physical Reference Desk. Some libraries are offering assistance to patrons as soon as they enter the library, either through Welcome Desks

or greeters. Other libraries are asking patrons to make appointments for help; especially with topics such as local history; while still others ask librarians to move out from behind the desk and "rove" to seek out the "lost soul" who needs help. Libraries are all struggling as to how best to meet the needs of patrons. The importance of really good signage was stressed as an effective yet passive way to assist patrons. As all libraries have their own unique culture, not all techniques will work the same way and experimentation is encouraged.

To the question "Is Dewey Dead?" Christine Hill mentioned that the Dewey system is not just purely for classification, but is an inventory tool that is used to keep track of what libraries own. In this unique way, libraries differ from bookstores. A number of libraries are using a "modified Dewey," where specific areas of interest are pulled from the regular collection and are labeled. Success in doing this with medical and health resources, as well as job and career materials and graphic novels was noted. Libraries are

putting more reference materials into circulation and working on signage to help patrons browse in non-fiction. Christine Hill noted that although research constantly states that patrons come into the library to browse more often than coming in for a specific book, she mused as to whether this was really accurate from her practical experience.

The session's last topic, "Is Outreach Cost-Effective?" clearly hit a soft spot with the panelists. Deb Poillon's library provides services to the home-bound which may indeed "cost," but are so loved by the community that they are worth keeping active. Most librarians felt that outreach is just another integral part of what they do; visiting schools, community organizations, and street fairs are services that may "cost" the library in staff time, but they absolutely strengthen the presence of the library in the community as a whole.

*Susan Lipstein  
Reference Librarian  
Hillside Public Library*



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E-mail your event info to:  
jlichtenwalner@scotlib.org

or

mmaziekien@bccls.org.

## BEYOND THE BESTSELLER

A panel discussion about marketing more than your backlist turned into a lively exchange of ideas about various topics from display ideas, Reader's Advisory techniques, online resources, finding topics and even directing patron traffic flow to maximize the exposure of older items.

The panel consisting of Joanne Herb, Brenda Mulhabier, Ilene Lefkowitz and C.L. Quillen of NJLA's Reader's Advisory Roundtable presented 5 of their ideas and challenged the audience to come up with 5 of our own. In the lively back and forth, there was no dearth of ideas, questions, comments and experiences shared.

One suggestion to market collections was to jazz up displays, for instance a display of cookbooks could be broken down to those featuring appetizers, main courses and desserts with recipes pulled out and copied. Use of props was encouraged. C.L. told us of a recent cookbook display that featured a little table set for a picnic under a poster of Emeril encouraging patrons to READ.

The use of shelf talkers was encouraged as a way to make books stand out on the shelf. No need to get elaborate. Old reviews from Publishers' Weekly can be cut out, put onto index cards and attached to shelves. Or solicit patron comments on pre-printed cards like the Ottawa Public Library does, then attach these to shelves.

For those who just can't come up with display ideas, the panel suggested various themes: color books, staff picks, readers' recommend, If you like... and more.

One of the more intriguing ideas is to use a reading map, a device that extends the reader's experience with a book to include history, environment, culture and politics that the character would be experiencing. Joanne described a possible reading map that could be put together for a book called "Lincoln's Dreams," a novel about the Civil War. Because of the theme, the book allows exploration in multiple directions such as history of the Civil

War, biographies of war figures, battle and historical atlases, non-fiction works about dreams and books about time travel. Maps can be featured on the library website or can form the basis of a multi-media display featuring books, movies, CDs, websites and other library resources.

Some perennial hot topics were raised during our discussion: interfile nonfiction and audiobooks with books, put new books in the back of the library to get patrons to walk back into the stacks, do away with a new book section completely, interfile mysteries with

fiction and how to classify authors who write both fiction and mystery all came up for discussion.

The session gave us the opportunity to share experiences and talk about ideas that have worked while encouraging us to experiment and find our styles. I took away some good ideas and resources that I will be experimenting with in the months to come.

*Lisa Florio*  
*Reference Librarian*  
*New Providence Public Library*



PHOTO TOP LEFT: JOANNE HERB, BRENDA MULHABIER, ILENE LEFKOWITZ AND C.L. QUILLEN OF NJLA'S READER'S ADVISORY ROUNDTABLE PRESENTED 5 OF THEIR IDEAS AND CHALLENGED THE AUDIENCE TO COME UP WITH 5 OF OUR OWN. PHOTO TOP RIGHT: A PANEL DISCUSSION ABOUT MARKETING MORE THAN YOUR BACKLIST TURNED INTO A LIVELY EXCHANGE OF IDEAS ABOUT VARIOUS TOPICS FROM DISPLAY IDEAS, READER'S ADVISORY TECHNIQUES, ONLINE RESOURCES, FINDING TOPICS AND EVEN DIRECTING PATRON TRAFFIC FLOW TO MAXIMIZE THE EXPOSURE OF OLDER ITEMS. PHOTO BOTTOM LEFT: ONE SUGGESTION TO MARKET COLLECTIONS WAS TO JAZZ UP DISPLAYS, FOR INSTANCE A DISPLAY OF COOKBOOKS COULD BE BROKEN DOWN TO THOSE FEATURING APPETIZERS, MAIN COURSES AND DESSERTS WITH RECIPES PULLED OUT AND COPIED. PHOTO BOTTOM RIGHT: THE SESSION GAVE US THE OPPORTUNITY TO SHARE EXPERIENCES AND TALK ABOUT IDEAS THAT HAVE WORKED WHILE ENCOURAGING US TO EXPERIMENT AND FIND OUR STYLES.



## HOW TO STREAM YOUR PRESENTATIONS OVER THE INTERNET

Interviewed over Facebook:  
John Porcaro  
Virtual Services Librarian  
New Jersey City University

**Lisa:** You recently presented at the first Adult Services Forum on October 28<sup>th</sup>. What was your presentation?

**JP:** My presentation was on webcasting in libraries. I initially wanted to name it "Webcasting Is Easy!" because, at its essence, it is a very easy technology to use when you have the right tools. I think we went with "How to Stream Your Presentations over the Internet".

**Lisa:** Can you tell us a little more about webcasting?

**JP:** Basically, webcasting is broadcasting something over the internet that goes on in your library. Think "Jetsons" with their video phones.

**Lisa:** How can webcasting be useful to libraries?

**JP:** There are lots of times this technology can be applied: you can webcast your programs and

concerts for the public to watch from home if they can't attend. Meetings of professional organizations can be webcast so those who can't get out of their library can still attend (and all the resources I gave as examples have a chat box, so even those without a cam or microphone at home can still participate). One idea that attendees brought up was that their Teen Advisory Board would love to be involved in a library event-over-the-internet. University Libraries can webcast training sessions. School libraries can webcast events to multiple classrooms. And the most relevant idea I gave: libraries can digitally record all of these casts, for easy viewing/archiving later.

**Lisa:** What are the costs involved with this technology?

**JP:** To demonstrate how easy and cheap it is to webcast, I brought in a video camera that was over 10 years old and a VERY old laptop and we web-streamed the entire program right from there. This was to not only encourage everyone that "this can be done!" but also

to show "this can be done for very little money!"

**Lisa:** You say it is easy to use – is it *really* easy?

**JP:** Yes, it really IS easy: Start with a video camera or a webcam and microphone. Connect the cam to your computer via USB or Firewire. Go to one of the many (free) webstreaming sites (such as [stickam.com](http://stickam.com), [ustream.tv](http://ustream.tv), and [tinychat.com](http://tinychat.com)) and broadcast! See how easy that was?

**Lisa:** Once libraries create webcasts, what should they do to let people know about them?

**JP:** Of course, we should never have the "Build it and they will come" mentality for anything we do in libraries. Proper marketing of the webcast will ensure a successful broadcast event, and to that end, those sites I gave you make it very easy to set up a URL which you can then advertise to your potential users. We have set up a URL for NJLA's webcasts at [www.stickam.com/njla](http://www.stickam.com/njla) and this is where we will hopefully be streaming many conferences

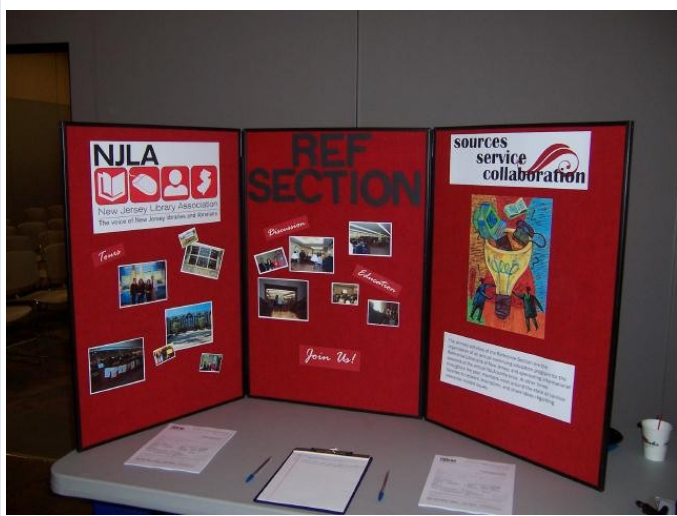
and events in the future.

**Lisa:** What are your predictions for the future of webcasting in libraries?

**JP:** I predict that Librarians, always on the front lines of awareness and users-of-the-newest-technology, will again be at the front of the pack and webcasting long before the rest of the learning and info-related professions do. In 10 years, the line between digital and in-person participation in programs and conferences will blur more and more, and webcasts will become part of the norm of digital participation. Every library should at least try it once or twice, if for nothing else, to become aware that this technology exists.

**Lisa:** Thanks for presenting this at the Adult Services Forum and for telling those of us who missed your presentation all about it here!

*Lisa Coats  
Reference & Instruction Librarian  
Monmouth Univ. Library*



### Forum Topics In Our Next Newsletter:

Dr. Marie Radford's Closing Session from the Forum

What's on Your Wall? Successful Art Programs for Libraries  
with Meg Ruisch

Creating, Marketing and Maintaining Your Adult Services  
Graphic Novel Collection  
with David Lisa

. Recreating Reference and the Role of Libraries  
with Karen Parry

## TWO TYPES OF REFERENCE LIBRARIAN (AND I AM ONE OF THEM)

### A Reference Observation

I would like to start by making a bold, nay, simply dichotomous statement that I hold to be true. Some may agree. Some may not. There are definitively and without question two types of reference librarian: Full-Time, and Part-Time.

### Every Library Has a Bit of Hogwarts in It

Full-Timers (henceforth known as FTs) are “in the loop”. They know when the entire “New Books” display has been moved the day it happens, because they were there at the meeting. Part-Timers (henceforth known as PTs) direct our dear patrons, to where it was last week. And, yes, we do have a wonderful notebook at the reference desk just for staff to let us know just when such things will occur. It has saved me many an embarrassing moment. My first question of my shift will be one I am absolutely sure I can answer, without even batting an eye. I direct them to the “New Books” display. As they gingerly walk back to me and say they haven’t found it, I smile politely and wonder if they just didn’t see the large “New Books” sign that has been there for at least the 4 years. Then, my partner in crime for the day gently tells them (and me) where they have been moved to. I am sure that I am not the only PT who feels that arriving sure-footedly for your shift is more like one’s first time at Hogwarts. You have to be aware of where you are going. The stairs like to change.

Collection Development, and For the Love of My Sanity. Please Give Me Time Off-Desk Change is necessary and keeps one flexible and in tune with what’s current. It’s one reason I love to do reference work. Our FTs have many responsibilities other than working the reference desk, and they need some quiet off-desk time to do it. I know. As a PT, I was once given the honor of weeding and updating part of an old collection. I had my plan: look through the latest available catalogs, analyze each tome for relevance, edition, age, and

circulation, toss the outdated, and order new. After three weeks I had gone through only about 30 books. All of these tasks took my attention away from reference. You can’t concentrate at a busy reference desk for long to do much of anything properly that isn’t immediate and patron-driven. I had a supportive FT staff above me, and I was given extra hours off desk. Books weeded, money spent, deadline met, collection – just a beautiful sight.

### Musical Chairs, Reference Style (And You Thought You Last Played That At An 8<sup>th</sup> Birthday Party

FTs have a vital role that often calls them away from reference. Collection development, webinars, QandANJ.org, pro-

fessional meetings, scheduling, ILL, book discussion groups, phone calls, and so on. Which is why we PTs exist. To be the face of the library while the wheels turn smoothly behind us, keeping the great machine running. Often I start a shift with Librarian A, who goes to lunch, replaced by Librarian B until Librarian C is out of a meeting, and finally look over and see Librarian D who is finally done with QandANJ.org. I have asked the other Reference Librarian, “Alana, is there a Mensa meeting here tonight?” just to find

“You can’t concentrate at a busy reference desk for long to do much of anything properly that isn’t immediate and patron-driven.”

Britney staring back at me. A few minutes later, I inquire “Britney, is the Star Trek reenactment group meeting here this month, or did they decide to move to a bigger venue?” To which Charles replies “No, there are still coming here. And feel free to call me Charlie.” I have stopped using most proper names unless I am staring at the librarian directly, and even then it might not be safe. I’ve never been good with names anyway. In truth, this is the real reason that I never know when Mensa meets. I have to yet to receive an invitation.

### What PTs Should Avoid

PTs should make no judicial decisions about any papers, newsletters, professional journals, personal notes, scraps with

call numbers on them, or even paper cups, (usually almost empty) which are found at the desk when we begin our shift. These items are sure to be the most important information that our Director/Mayor/Local University Physicist needs, even if it looks like call number 031.02 BOT. It may be the basis for a new mathematical formula to surpass all of string and chaos theory. This theory would be the newest, most radical paper ever written, to be nominated for the Nobel Prize in Physics. And that can never happen if you toss that innocuous looking scrap. This is why PTs cannot covet any space that is shared. You know less about what’s going on there that day than those who came before you. And that’s okay, because at least you know enough to ask someone else. Even if you forgot their name.

Reference librarians are resourceful and cunning about a number of things. We find, deliver, produce, direct, and stay alert and mentally flexible to serve our communities. We share these commonalities with our FT colleagues, yet we operate on a different level. How we go about things, only a Mensa member can figure out. Comedies of errors often erupt like a Star Trek reenactment. But we keep our cool. If we miss meetings, we catch up. We know where to find the unknown. We get the job done. And we do it well.

*Teresa Cuesta  
Reference Librarian  
Monroe Twp. Public Library*





## NJLA: REFERENCE SECTION

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## NJLA REFERENCE SECTION MISSION STATEMENT

The section fosters professional development and networking opportunities for reference librarians. Members plan continuing education programs, including a major workshop during the year, programs at the annual NJLA Conference, opportunities to interact with colleagues and tours of specialized libraries or collections.

It is the goal of this newsletter to provide a forum for New Jersey reference librarians, from public, academic and school libraries, to read and write about the issues that they face.

## REFERENCE SECTION MEMBERS AT THE MONROE TOWNSHIP PUBLIC LIBRARY

Topics of discussion included the Adult Services Forum and the upcoming 2010 NJLA Conference. We hope to see you at our next Reference Section Meeting!

