



# BayNet



Bay Area Library and Information Network

Winter 2006

## President's Message

by Susan Garbarino  
University of California, Berkeley  
Giannini Foundation of Agricultural Economics Library

BayNet is going strong. With the new Executive Board firmly in place, we have gotten the year off to a great start and have some exciting library events planned for the next few months. The 125+ Bay Area Libraries that belong to BayNet represent a vast array of library collections and services that contribute to the Bay Area's rich intellectual and cultural life. Our recent and upcoming events both highlight these resources and present programs on timely topics such as digitization, copyright and content searching.

This year's first BayNet event was held in one such unique Bay Area library on October 20th with a very successful tour of the Society of California Pioneers Library in San Francisco <http://www.californiapioneers.org/library.html>. I have seen this library from the outside many times on my way to South of Market destinations and always wondered what was inside. The Library contains over 10,000 items with many primary materials relating to California history as well as The Lawrence and Houseworth database <http://www.californiapioneers.org/lh/> of almost 1500 historical photos of California and Nevada from the 1860's. Thanks to Mary Morganti of the California Historical Society for organizing this event.

This fall, BayNet again offered a member's discount to the popular Internet Librarian conference held in Monterey Oct 24-26th. For many members this perk alone makes their BayNet membership dues worthwhile. Thanks go out to Brigid Welch of Menlo College for handling the paperwork for this which I know was significant!

I am pleased to announce that BayNet has a new web

weaver. Stephen Upjohn joined us in October. He is a current student at San Jose State's School of Library and Information Science and has already attended an Executive Board meeting as well as taken over maintaining the BayNet web site.

### And now for upcoming events.

On February 7th, BayNet plans on co-sponsoring a dinner meeting with SLA featuring a program on podcasting and videocasting with Marcus Chan, Benny Evangelista and James Irwin from the San Francisco Chronicle. This promises to be a wonderfully informative program discussing a new technological application in libraries.

On February 24th, BayNet has invited California State Librarian Susan Hildreth to speak about recent developments in librarianship, including the new CAtalog program for California, which will allow searches of California public library holdings via Google or Yahoo. Thanks to Carol Simmons of the Daly City Public Library for planning this event.

Finally, the BayNet Annual meeting will be on May 2, at the World Affairs Council with Carrie Russell from ALA's Office for Information Technology Policy who will speak on "Copyright in the Digital Age." Carrie is the author of Complete Copyright: An Everyday Guide for Librarians (published by ALA, 2004). Thanks to Joyce McLean for planning this event.

We are always looking for contributors to the newsletter, perhaps you'd like to write a profile of your library or about some new initiative that you're involved in? If so, please contact our newsletter editor, Sarah Marks at [smarks@ggu.edu](mailto:smarks@ggu.edu).

Also we are always looking for ideas for programs; feel free to contact any Executive Board member with your suggestions. By the way, Executive Board meetings are open to all interested members, dates and times are posted on the BayNet web site. Looking forward to a busy winter and spring!

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## Welcome to BayNet's New WebWeaver

by Sarah Marks  
Golden Gate University

Stephen Upjohn, a student at San Jose State University's School of Library and Information Science has recently taken over as BayNet's newest WebWeaver. Stephen began attending SJSU in fall of 2003 and he expects to be done by August 2006. Stephen has a BA from Harvard University where he majored in Visual and Environmental Studies, which, he says, is Harvard's way of saying Art. "For me that meant lots of classes on Film and Video making as well as some Electronic Music, in addition to all those more traditional liberal arts classes." Stephen also has a Professional Certificate in Telecommunications from the UC Berkeley Extension Program.

When asked about his scholarly and professional ambitions, Stephen states that he is "interested in eventually working in an Academic Library, preferably at a large University." His intentions have been slightly altered by his coursework thus far: "I had planned to be a reference librarian but have over the past two years I have become quite interested in the more technical side of librarianship, (i.e. databases, html, xml, digital archives, etc...)"

I asked Stephen the question I suspect many librarians frequently get asked: what motivated him to go to library school. "This is a tough one," Stephen says as he starts to explain his multifaceted decision to enter library school. "I had to change careers because I was becoming concerned that my current job as an audio and video technician for conferences, classes, and large events will eventually become too physically demanding. What with 16 hour days, little sleep between shifts, and constant deadlines it is a job that I can not imagine myself doing at age 60." He continues by explaining that as a student worker at Harvard Business School Library he "enjoyed the people and the atmosphere." While collecting music has prompted his interest in "cataloging techniques, digitization, and database development as a means to keep track of and preserve my collection," his love of history and science makes him aware of preservation needs. "I am interested in a very wide variety of subjects and love to learn new things and thought that being a reference librarian would allow me the chance to satisfy that need

while also helping others," Stephen further clarify his yen to join the profession. Finally, he notes his attraction "to the radical activism and love of learning common to so many librarians and figured that these were the sort of people that I could get along with for decades to come."

Stephen is of course interested in new technologies in the library world, but he states that he is also "concerned by the implications for privacy that many of these new technologies bring, and I want to keep abreast of any and all changes." Stephen goes on to describe his other topics of interest: "I am very interested in the preservation of past knowledge be it by digitization or other more traditional means. I am currently working on digitizing some audio tapes for the Holt Labor Library many of which are interviews with old trade unionists and Socialists which are fascinating and would have been lost for ever if they had been left to decay." Other interests include (thankfully for BayNet) working with HTML and XML. "I am interested in Science and Law and may pursue a career as a librarian in one or both of these areas."

When not working on LIS coursework or the BayNet website, Stephen enjoys hiking and music, although he does not play or sing himself. He also enjoys animals, in particular cats! Please join me in welcoming Stephen to BayNet!

## Save the Date

February 24, 2006

by Carol Simmons  
Daly City Public Library

BayNet is pleased to announce a fabulous event scheduled for February 24th 2006. Please save the date for a talk by Susan Hildreth, the California State Librarian, to speak to Baynet members from 2:00 to 4:00 pm in the Koret Auditorium at San Francisco Public Library. Susan's speech will cover both the economic value of libraries to their communities and also the new CA catalog. There will be an opportunity to ask Susan questions on anything regarding libraries in California. This event will be free.

For more information on Susan Hildreth, please read the article "The Future of Libraries" in this issue!



## The Future of Libraries

*Kristi Bell, Head of Technical Services,  
Daly City Public Library*

*Tom Goward, Westlake Branch Manager,  
Daly City Public Library*

On Friday, September 23, 2005, the Library Staff Development Committee of the Greater Bay Area sponsored a forum titled The Future of Libraries. Speakers included George Needham, Vice President for Member Services at OCLC; Joan Frye Williams, consultant and well-known library futurist; and Susan Hildreth, State Librarian of California.

In a joint presentation, Needham and Frye Williams looked at the current Library trends of self-service, disaggregation ("splintering"), and collaboration and how these trends are predicting the future of libraries. Hildreth followed with a look at the California State Library and its approach to these three trends.



### **"Self-Service Does Not Equal No Service"**

When looking at self-service, Frye Williams made the point that self-service needn't be seen as synonymous with "no service," and would better be conceptualized as "self-directed service." Patrons believe that self-service is faster and that it makes them feel that they are "...in the driver's seat." Self-service should not be seen as a replacement for direct human services, but as an addition that provides alternate services. Today's patrons seek convenience (or the perception of convenience) over quality. Too often patrons perceive having to ask for help as either a personal failure or a failure of our customer service systems. She suggested making libraries easier to use by providing consolidated service desks, "point-of sale" wireless transactions, adequate signage in real language, self-check, and roving staff to answer questions for patrons as they occur.

### **Disaggregation as a Trend**

George Needham pointed out that we are currently experiencing a splintering of information into "micro-con-

tent." As people become their own information gatherers, they are often looking for the "terse conclusion" rather than the exhaustive reference. Information is being broken apart from its traditional collected formats into bits of information that people collect into personal libraries or "life caches." Therefore, there will likely be less reliance on content resellers in the future. From the purchase of individual songs (instead of albums) in order to build your personal music collection, to the individual publishing of online articles (instead of whole journals), it's important to observe that this pattern in society will ultimately affect libraries.

### **Collaboration Creates New Patterns**

In today's world it's simply easier for people, technologies, and economies to connect. This causes a diffusion of responsibility as the scale of the Web cuts across geography. Old standards fall away and the points of intersection can become momentary, based on extremely narrow commonalities rather than being based upon a larger field of endeavor or deeply held philosophies. In this environment the ability to collaborate seamlessly with other, non-traditional library partners becomes a necessity. Libraries should aim to get over the "Edifice Complex" of seeing themselves as a building and reach out to patrons and organizations within the community via tools such as supermarket kiosks, direct linking from other websites, and by embracing the role of educators both in the library and within the community. Previous assumptions about our purpose and focus should be abandoned for information driven decision-making as libraries move to meet the demands of the future. We need to demonstrate our value, acknowledge and use our popularity, but also beware of nostalgia as we discover connections both beyond the library community and within our own ranks.

Frye Williams suggested some publications and online resources useful in doing our own trend spotting including Business Week, Library Futures Quarterly, Progressive Grocer, Technology Review, and USA Today. Exclusively online resources included Cites & Insights (<http://cites.boisestate.edu/>), Top Technology Trends (<http://www.ala.org/ala/lita/litaresources/toptechtrends/>), and Trendwatching.com (<http://www.trendwatching.com/>).

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## ***The California State Library Looks Ahead***

California State Librarian Susan Hildreth spoke about the State Library's approach to the immediate future. She went over the budgeting process and discussed three missions of the State Library: oversight of the State Library Services, state-funded programs, and federally funded programs. Goals in State Library services include making available services to state employees, developing electronic and digitized collections, creating state web-portal design and development, and providing services tailored to the various State Agencies. Current state-funded programs include the Public Library Fund, California Library Literacy Services, Family Literacy Services, The English Language/Literacy Intensive (ELLI), and Mobile Library Literacy Services. Under the California Library Services Act (CLSA), originally passed in the 1970's, the State Library also strives to support and facilitate Direct Loan, Inter-library Loan, System Reference, System Communications and Delivery, System Advisory Boards, and (though not currently funded) a State-wide database. Federally funded (LSTA) programs include the support of State Library operations, statewide or state-targeted programs, and competitive grants.

The State Library is also looking at the issues of self-service, disaggregation, and collaboration. Self-service is being explored via several pilot-projects. In San Jose, for instance, the public library is working on discovering the best approaches to sorting materials using new technologies. Berkeley Public Library is focusing on RFID technologies, while the Live Homework Help service has been created to reach out and meet the needs of California's stu-

dents. The trend toward disaggregation (in this case, the movement from the local library as a single unit/entity to a scattered resource) is reflected in the development of the California Libraries Catalog and with AskNow, a program in which librarians serve patrons from all across the state online. Collaboration is reflected in the move to a statewide Summer Reading program, whereby libraries have shared the development of program themes, programming ideas, and materials. Currently, California Library Literacy Services, Americorps, and Partnerships for Community Learning programs along with various programs created with the Bill and Melinda Gates Foundation are clear manifestations of collaborative efforts to provide services to residents of California. Hildreth also reminded us of how the environment in which most libraries exist - long budget cycles, control of funding by outside agencies, etc. - makes change hard and slow.

## ***Trying to Predict the Future is Always a Gamble***

Ultimately, the three presenters agreed with Ms. Hildreth's statement that, quite simply, "Collaboration is a key to remaining relevant in the 21st Century." George Needham expressed the view that librarians have a long history of being successful collaborators within the library community and that it is merely a matter of applying those skills to a wider realm in the future. He felt that "... now the profession is getting proactive rather than reactive." He also stated that despite the risks inherent in trying to predict the future, "You need to have some vision: good, bad, or indifferent, to inform the decisions that you are making today in order to impact the future."

## **From the Editor**

by Sarah Marks  
Golden Gate University



Thanks to all who submitted articles for this issue! It is exciting to meet new members through their articles recounting events, offering opinions, and describing professional experiences. I was especially excited to hear from two hybrid librarians willing to share their work experiences for "The Hybrid Experience." It is fitting to examine their experiences in the context the BayNet newsletter, ourselves being a multi-type or hybrid library association.

The next issue will be coming out in May and should have an exciting article about the BayNet archives. To go along with this theme, I am calling for submissions dealing with the history of BayNet and the the history of local libraries and librarians. If you have any desire to write about the history of BayNet or a local library, please take advantage of this opportunity!

Please enjoy the winter issue of the BayNet newsletter. Again, I look forward to submissions of all sorts, so email me with your story ideas, library profiles, book reviews and article submissions at [smarks@ggu.edu](mailto:smarks@ggu.edu). My email inbox is always open for submissions, and I can even offer ideas if you you are having a bit of writer's block.



## The Hybrid Experience: A Tale of Two Librarians

### Librarian works myriad positions to create prosperous career

by Lauren John  
Town and Country Club Library

While she never before thought to call herself a hybrid librarian, BayNet member Lauren John discovered that her career of patchwork experience exemplifies the positive hybrid experience.

I have been a librarian for 25 years having received my MLS from St. John's University in Jamaica, New York in 1980. I worked for eight years as a corporate librarian at Price Waterhouse (now PricewaterhouseCoopers). Over the years, I have moved from NYC to Boston to San Francisco as a "trailing spouse"—following my husband's career moves. This required that I have a great deal of career flexibility and as a result, I have worked in public and corporate library settings as well as on my own as an information broker.

In the past, whenever I sought full time employment in a new city, recruiters would look at my resume and say "Aha--how interesting and creative." Unfortunately, these attributes are the kiss of death in certain civil service and corporate settings. On the other hand, I have truly had an interesting and creative career. I currently work as a solo librarian at San Francisco's Town and Country Club at 218 Stockton St. The Town and Country Club (or T&C as it is known) is a private women's club with 500 members. The club was founded in 1893, moved after the earthquake and owns the building on Stockton St. We have a 10,000 volume library that contains strong fiction, mystery and California history collections and about a third of our members are active library users. I do cataloging, reference, acquisitions, reader's advisory services, programming and a monthly booklist. I work a 30 hour week at the club and while the benefits are great (health insurance, 401k, stunning environment and free lunch prepared by a French chef), the salary is not enough to make ends meet in the Bay Area.

To augment that position, I work several "second jobs": as an on-call adult and children's reference librarian at Menlo Park Public Library (a five minute walk from my

home), as a book discussion group leader for public library and private groups, and as a freelance writer and researcher. I have also taught two online classes for Infopeople on how to organize and lead a book discussion group. My book, "Running Book Discussion Groups: A How-To-Do-It-Manual for Librarians" is due out in 2006 from Neal-Schuman press. As a "hybrid librarian" my salary varies greatly depending on if I am working for a public library on-call or contracting research for venture capital and consulting firms.



## Library Assistant Finds Hybrid Experience Positive

by Katie Melville

I am not actually a true hybrid librarian; rather I am .50/.08 library assistant, .35 library student, and .08 designer. This is a unique and unusual combination of abilities. This may be why I am attracted to the library work environment, and my work schedule suits me fairly well. After following the library listservs for a few years, it seems as if the full-time library job is not terribly common. I am not sure if this is a "McConsequence" of our modern economy or simply the new reality. This is a profession in transition, often staffed by individuals in the midst of their own transitions.

Why would a person want to work in different libraries?

Aside from the monetary gain (we all need to survive), there are a number of compelling reasons for working in different libraries rather than just having that same old 9-5 day in and day out work experience.

### Perspective

I work in both a public library and in a private library. These two libraries are quite different from each other according to their missions and clientele. I feel as if this experience helps to broaden my professional perspective. My view of the library is very different according to where I am working. Both types of libraries offer great, good, OK and not-so-good duties. When I get discouraged about the problems in one situation, I think about the problems in the other, and instantly feel rejuvenated.

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## Experience

I have two library assistant jobs but have very different job responsibilities. These both give me the opportunity to obtain a more varied job experience. For my major library assistant position, I work on the reference desk and "rove" in the public library. In my other library assistant position, I am in charge of the serial check-in and filing at a law library. I keep my hand in the law arena, while gaining actual real-time questions at the reference desk of a local public library.

I also like having a more diverse schedule and not having all of my eggs-in one basket. Given the oddities in the job market the past few years, it is nice to feel that if one option goes bad there might be other opportunities available; I have a Plan B or even a Plan C, to fall back upon.

## Flexibility

The different jobs provide a level of flexibility that a normal, full time job could not provide. One of my jobs has benefits and vacation time; however, it can be difficult to take the time off. But as a half-time employee, I can usually work my full day, even if I am tired or worn out from school assignments and/or life. The flexible nature of these two jobs is really complementary.

## Other Aspects

I don't feel as stressed as in a traditional full-time job. I have time to do school work, extra research on interesting projects and even occasionally write an article for a local library newsletter. At times the different paths can be difficult to maneuver, finances can be a challenge and having a few days off in a row is quite a treat. I enjoy my different hats and even have some time to peruse my creative side which has been boosted by my exposure to the variety of resources in our libraries.

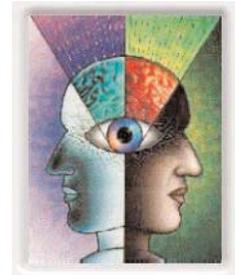
A creative, interesting and broadening experience often awaits the hybrid librarian or hybrid library assistant if one has a desire to give this path a try. I feel privileged to have been able to create a reality that is fulfilling and satisfying on many levels.



## Webcast of the Future of Libraries Available Online

The Rural Initiative of the California State Library has announced the availability of two webcasts on the Future of Libraries. These archives come from the live event held described in the article above.

Archived webcasts available at:  
<http://rurallibraries.org/webcasts/09-23-05/>



The California State Library's Rural Initiative is an LSTA funded project that directs additional resources to the state's geographically isolated public libraries. The Rural Initiative underwrote the videotaping and archiving of the Future of Libraries program to make the content more readily accessible to rural library staff; however the archiving benefits all of us who couldn't be there. There is no charge to view the archives.

## Yes! for Libraries

Stay up to date on library bond issues in California by visiting <http://yesforlibraries.com/>. Californians for Literacy and Community Libraries offers an email newsletter, fact sheets, and other information for libraries and library supporters interested in campaigning for the Library Bond Act of 2006.





## BAYNET NEW OR RETURNING MEMBERS

Archbishop Mitty High School Library, San Jose

Asian Art Museum Library, San Francisco

Bancroft Middle School Library, San Leandro

Basch Subscription Agency Sales & Marketing,  
Tiburon

Bentley School Library, Lafayette

Boston Consulting Group Information & Research,  
San Francisco

Institute of Integral Studies Library, San Francisco

College of Arts Libraries, Oakland

Daly City Public Library, Daly City

Data Center Library, Oakland

Harker School Library, San Jose

Harrison Memorial Library, Carmel

Heller Ehrman LLP Library, Menlo Park

Lick-Wilmerding High School Library, San Francisco

Lieff, Cabraser, Heimann &

Bernstein, LLP Library, San Francisco

Littler Mendelson Library, San Francisco

Nueva School Library, Hillsborough

O'Melveney & Myers LLP Library, San Francisco

Orrick, Herrington & Sutcliffe LLP Library, San  
Francisco

Peninsula Library System Cooperative Library System,  
San Mateo

Robert Louis Stevenson School Library, Pebble Beach

Sacred Heart Schools Library, Atherton

San Jose State University School of Library Science  
and Information Science, San Jose

Seton Medical Center Medical Library, Daly City

The King's Academy Library, Sunnyvale

Thelen Reid & Priest LLP Library, San Francisco

University of California, Berkeley Water Resources  
Center Archive, Berkeley

### **Student Members:**

Cynthia Berglez, San Francisco

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Sarah Boyle, San Francisco

Elizabeth Kabage, Novato

Keri Kirkpatrick, San Jose



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The BayNet Newsletter is published three times a year. The newsletter is free to BayNet members. Submissions from members are welcome. All article submissions must receive approval from the editor and are subject to editing. Articles previously published usually will not be accepted for publication. Submitting authors retain all rights to their articles and know that the full contents of the BayNet newsletter will be published online at the BayNet website.

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