



# CTLS Newsletter

## July 2011

## No. 102

### CTLS Board of Directors Letter to the TSLAC Commission

By Pat Tuohy

Larry Ringer, Vice-Chair of the CTLS Board of Directors, presented a letter to the Commissioners at their July 1 meeting. The letter is a response to the drastic cuts the State Librarian has announced for systems in 2012. Mr. Ringer conveyed the grave concerns that the Board and members of CTLS have regarding the elimination of all systems. Below is the text of his letter.

Dear Texas State Library & Archives Commissioners:

The State Librarian, Peggy Rudd, announced on June 22 that the TSLAC plans "to close out the (systems) program in FY 2012." Ms. Rudd's letter indicates that all regional systems will be eliminated at the end of the 2012 fiscal year. This is a great disappointment and loss for public libraries in Texas.

The CTLS Board of Directors urges the Commission to reconsider this course of action by preserving some system structure for the future. The fiscal difficulties in which we find ourselves will not persist forever. The systems have provided TSLAC with a powerful constituency and voice with the Legislature which should be maintained. If the library community is to ever recover the ground it has lost in this Session, there must be a chorus of voices in the field that will work for restoration of the programs we have lost. Complete dissolution of the regional affiliations will dilute and diminish one of the State Library's strongest allies.

Rather than lose all we have gained from 40 years of system work, the North Texas Library Partners and CTLS, Inc. proposed a plan that would reorganize the 10 regional systems into fewer service outlets. This solution laid out a structure for delivering the essential services that Texas public libraries will need to meet the challenges they face. We are disappointed that our efforts were found lacking and that the plan was regarded as an attempt to take over systems statewide. It was a good faith effort to address the most critical needs of Texas libraries during this fiscal crisis. We were simply looking for viable options that would provide the services that libraries cannot get on their own.

The CTLS Board understands that federal funding has been sharply curtailed and that hard choices had to be made. While we sympathize and understand necessity, we do not fully agree with all of your choices and urge you to reconsider the plans we have been advised will be put into effect. Our goal is to preserve a valuable service to the library community and continue to provide Texas libraries with the best tools we can. We feel sure the Commission holds to these same goals even under the restraints of the legislative mandate.

We are hopeful CTLS, Inc. will be able to continue to support and assist libraries by preserving as much of the services they need in this difficult and trying economic climate. We must never forget that both the Commission and CTLS are partners in the development and improvement of libraries in Texas. Thank you for your service to Texas libraries.

Sincerely,  
Peggy Gibson, Chair  
CTLS, Inc. Board of Directors

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### CTLS Board of Directors:

|                  |                   |
|------------------|-------------------|
| Peggy Gibson     | <i>Chair</i>      |
| Larry Ringer     | <i>Vice Chair</i> |
| Lyle Thormann    | <i>Secretary</i>  |
| Eileen Altmiller | <i>Treasurer</i>  |
| Barbara Crossno  | <i>At Large</i>   |
| Curt Busk        | <i>At Large</i>   |
| Ruth Jennings    | <i>At Large</i>   |
| Dick Lavine      | <i>At Large</i>   |
| Lynne Holle      | <i>At Large</i>   |

## News You Can Use

By Laurie Mahaffey

### How to Increase Circulation

From Nikki Ehlers at the Humboldt Public Library (Iowa) come these great tips for increasing circulation. Nikki kindly allowed me to pass these along. Emphasis added by me.

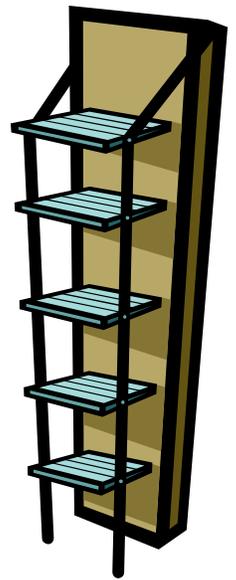
Mine is a small library in a small, rural community. Our population, around 5,000, while not decreasing, is **aging rapidly**. Fewer school children every year. Circulation has remained steady at **19 per capita**. Some of the things we do:

1. **Buy multiple copies of bestsellers.** We maintain a list of all patrons who wish to be on hold for the most popular authors. We buy an additional copy for every five patrons on the hold list. We buy 8-10 copies of some authors. This requires some extra staff time, but isn't providing what patrons want to read our prime goal?

2. We have a narrow, tall, mobile display shelf near the circulation desk that holds the extra copies of books that have just come off the hold list. Some people want Patterson and Grisham in a timely fashion, but don't want to commit to reading them at the very moment their names hit the top of the list.

3. **We weed ruthlessly.** It doesn't matter what Public Library Catalog says. If no one here wants it, out it goes. If a patron requests it at a later time, we can ILL it from a library with more shelf space.

4. If Hollywood decides to make a movie of a particular book later, we can always add some cheap paperbacks. We had weeded several hardback copies of *My Sister's Keeper* by the time the movie was advertised. I don't feel guilty for not tying up shelf space for two or three years with extra copies.



5. If something is deemed worth keeping but is shabby looking, we remove its old plastic cover and laminate the dust jacket.

6. **We buy replacements for old favorites.** We recently replaced all our Beverly Cleary with shiny new copies for a whole new generation of readers.

7. Our new bookshelves are nearest the front door. Those shelves are waist-high. The newest books are stacked rather messily on top of the shelves and in stacks at the end of each shelf. Patrons are less apt to pick up a book to browse if they feel they would destroy a carefully arranged display.

8. In our YA area we keep stacks of newest books on the cafe tables. We also keep a simple craft project for teens to work on at their leisure. Kids are more likely to linger and browse through books if they have something to do with their hands. It keeps them from feeling foolish if conversation lags.

9. We place some magazines not-so-artfully tossed on the large ottoman in the adult periodicals area. Patrons will often pick up something lying casually in front of them that they might not have otherwise thought about.

10. Have an adult book club without a membership list. The copies of the current selection sit at the circ desk. Each copy circulates at least three times before the discussion group meets. No one feels obligated to read something that doesn't interest them. The attendees at the dinner/discussion change every month as do the readers of the book.

*Continued from previous page...*

11. **Keep up-to-date with technology.** We have an Overdrive audio & e-book consortium and added Freegal this spring.

12. **Keep children's programming lively and fresh.** It kills several birds with one stone. The kids will want to come back and their parents often wander through the adult area while waiting for the kids.

13. If a taxpayer personally benefits, he/she feels that library tax money is well spent. We try to find some way to benefit each one of them.



About Nikki's statement concerning Public Library Catalog/Core Collection: I have been using the latest edition for a couple of years, and agree that it is not as useful as it once was. The editors of this edition include books that are older than what the CREW manual recommends. It could be that they didn't find anything newer that fit the particular category. However, I think that sends the wrong message. Keeping a dated book just to have something in a Dewey class drags a collection down.

## TANG Tech Tips

*By Holly Gordon*

### Summer Reading for the IT Crowd (and those who love them)

**Social Engineering - The Art of Human Hacking** by Christopher Hadnagy  
(<http://www.amazon.com/Social-Engineering-Art-Human-Hacking/dp/0470639539>)

Lately there have been many very clever bits of malicious software out there using social engineering. The fake anti-virus windows that pop up when you click on an innocent looking link are a great example of social engineering. No antivirus program can protect you from saying yes to a fake antivirus or clicking on a fake URL. This book is not for the faint of heart, as it could make you very worried about the security of your personal information.

**Spam Kings** by Brian S. McWilliams  
(<http://www.amazon.com/Spam-Kings-High-Rolling-Hucksters-Enlargements/dp/0596007329>)

By far most of the e-mail traffic today is spam, wasting tons of IT resources. This book is a little old (2004) but tells the story of who produces all this spam, why they do it, and what is being done to try to stop it. Anyone who has ever had their PC or e-mail taken over by a virus that produces a spam will find this an interesting read.

**The Cuckoo's Egg: Tracking a Spy though the Maze of Computer Espionage** by Clifford Stoll  
(<http://www.amazon.com/Cuckoos-Egg-Tracking-Computer-Espionage/dp/0743411463>)

A classic book of true crime, from 1989. "A 75-cent discrepancy in billing for computer time led Stoll, an astrophysicist working as a systems manager at a California laboratory, on a quest that reads with the tension and excitement of a fictional thriller. Painstakingly he tracked down a hacker who was attempting to access American computer networks, in particular those involved with national security, and actually reached into an estimated 30 of the 450 systems he attacked" – Publishers Weekly (Copyright 1989 Reed Business Information, Inc.)

And speaking of **Social Engineering** – take a look at this for ideas on how to avoid being "socially engineered" into loading a virus: <http://www.makeuseof.com/tag/9-easy-ways-virus/> and also get familiar with phishing -- <http://en.wikipedia.org/wiki/Phishing>.

Continued from previous page...

## Old computers -- Migrating, retiring and data wiping...

The three principles to follow when migrating or retiring a computer are:

- Migrate the stuff you want to keep (users and data) to a shared drive or even just an external drive.
- Remove (aka “wipe”) all data from hard drives, even if you are going to keep the drives around as replacement drives.
- Recycle old equipment. DON'T just throw it in the trash!



I have way too many old, small hard drives around my office. Before I can get rid of them I need to make sure there is no data on them. Which made me think that I ought to remind you folks to be sure to “wipe” your hard drives before you recycle, sell, give away or otherwise dispose of your computers.

If the drive still works and is in a computer that someone can use, get everything off the drive with Ccleaner, or something similar: <http://www.ctls.net/technology/tang-consulting/ccleaner/>.

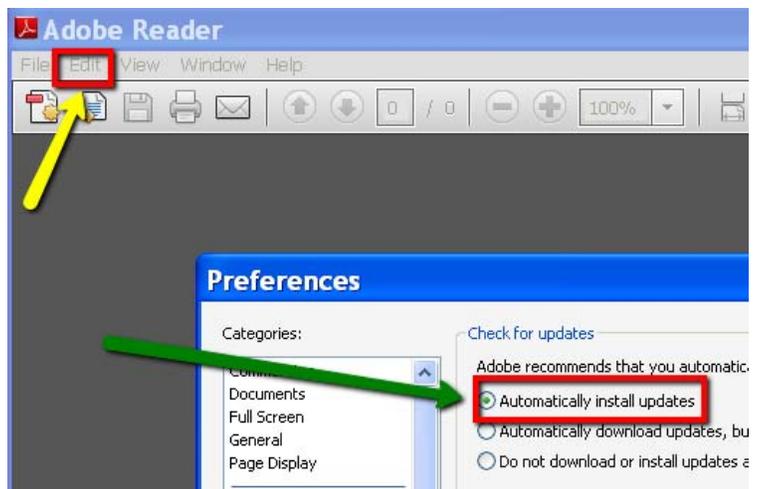
If you have drives that are not inside computers, you can do what I am doing right now: use the USB tool I mentioned in last month's newsletter <http://www.ctls.net/technology/tang-consulting/ugly-trojans-with-nasty-virus/>. Connect the drive to a computer that has Ccleaner on it... but be VERY sure you are erasing the right drive!!

## Silent updates for Adobe reader!

You may have noticed tons of messages the last couple of weeks about Adobe Reader and Flash needing to be updated. One big drag about Deepfreeze is that you have to thaw the computers to do these updates. Now there is finally a way to get Adobe Reader to update during DeepFreeze maintenance times without needing manual interaction.

I found that I first had to install Adobe 10.1 in order to see this option. After installing Adobe Reader 10.1, open Adobe Reader, select “Edit” from the toolbar, then select “Preferences”, as shown below. You will still have Adobe Flash to do manually after thawing Deepfreeze, but this is one less update you will need to accomplish! As always, contact me if you need help with your Deepfreeze settings.

[http://www.computerworld.com/s/article/9217654/Adobe\\_pushes\\_Reader\\_silent\\_updates](http://www.computerworld.com/s/article/9217654/Adobe_pushes_Reader_silent_updates)



## Youth Services News

By Suzan Nyfeler 

I have really enjoyed my two tours of duty with CTLS. It has been an honor and a privilege to work with the smartest, scrappiest group of librarians in our great state. I leave CTLS and head downtown to Austin Public Library's Faulk Central Library. If you're in Austin, come down to 8<sup>th</sup> and Guadalupe. I'll be at the youth services desk in the back of the first floor. If you're cruising the interwebs, find me at [www.facebook.com/austinlibrarian](http://www.facebook.com/austinlibrarian).

### TEN THINGS I LEARNED FROM CTLS LIBRARIES

1. Most of the time, a smile, some smarts, guts, and a good Friends group will get you farther than a master's degree.
2. Want to increase circulation? Weed.
3. Get involved in your community. Join Kiwanis, the PTA, the Chamber. It pays off.
4. Let teens have a say in their books, their space and their programs.
5. Libraries make a difference in the lives of people every day, from geeky kids to retired ranchers to job seekers to new parents. You go, girl. Or guy.
6. If you want kids to come into your library, your staff has to like them.
7. Get a Facebook page.
8. Use CTLS-L to ask for advice. Your neighboring libraries have the answers.
9. Want to start a new program or service? Partner with local organizations and businesses. They can provide advice, money, speakers, advertising and (sometimes most importantly) guaranteed attendance at events.
10. If you want something done, ask a librarian. You are the smartest, bravest, scrappiest people in town.

### Get ready for TEEN READ WEEK – October 16-22, 2011

Started in 1988, Teen Read Week encourages teens to read. Teens have so many choices when it comes to entertainment that they can forget about reading. Libraries can partner with local schools, rec. centers, sports clubs, churches and/or local businesses to provide and promote the event. And who says programs have to happen at the library? Sometimes taking the show on the road is a worthwhile experiment.

Register for Teen Read Week at <http://tinyurl.com/6ao6elg> (or you can just Google Teen Read Week, natch). Participation is FREE, as are their ideas. Plus Dollar General is giving away grants for Teen Read Week. Deadline is July 1.

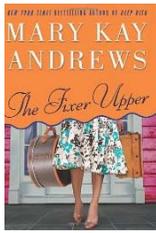
This year's theme is "Picture It @ Your Library." Here are a few ideas\* on free or inexpensive programs:

- ✦ Have a comic book swap
- ✦ Create a book cover redesign contest
- ✦ Host a book-to-movie festival
- ✦ Invite an expert in the computer program *Flash* to put on a computer-cartooning workshop
- ✦ Start a hoax photo contest (Example: Spiderman climbing your courthouse).
- ✦ Display cross-generational "then and now" photos. Ask your local history experts to find pictures of local landmarks or events. Ask teens to take pictures of what the buildings or events look like now. (Example: the front of the high school, the prom queen, a car/truckload of friends, Main Street then and now).
- ✦ Ask your town council to [officially declare](#) Oct. 16 – 22, 2011 Teen Read Week in your town.
- ✦ Ask your local radio station to read the script for the [Teen Read Week PSA](#).
- ✦ Link to the Teen Read Week web site from yours: [www.ala.org/teenread](http://www.ala.org/teenread)
- ✦ Work with your local school or public library to implement a creative writing contest for teens.
- ✦ At events, school visits, etc. prior to TRW, encourage the teens you visit to read YALSA's Teens' Top Ten nominations so they can vote online for their favorite books during TRW at [www.ala.org/teenstopten](http://www.ala.org/teenstopten).
- ✦ Set up a March Madness-style tournament this summer or in the month leading up to Teen Read Week. Have teens choose their favorite books, and have them vote each week for a winner of each match up. Find book suggestions at the website listed above.
- ✦ Bring in a local photographer to talk about his or her work! They can lead a mini-photography workshop for teens and show them how to take and edit photos using software available at the library or free photo editing tools like Paint.net (<http://getpaint.net>) or Gimp ([www.gimp.org](http://www.gimp.org)) or online editors like Aviary's Phoenix ([www.aviary.com](http://www.aviary.com)) or FotoFlexer (<http://fotoflexer.com>).

\*Thanks to Check It Out Magazine (<http://www.movlic.com/library/checkItOut.html>) and the Teen Read Week website for most of these ideas.

## Recommended Beach Reading

By Jennifer Patterson



### Mary Kay Andrews

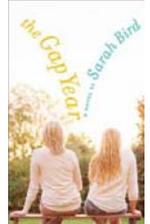
**The Fixer Upper (pb)** After her boss in a high-powered Washington public relations firm is caught in a political scandal, fledgling lobbyist Dempsey Jo Killebrew is left almost broke, unemployed, and homeless... She reluctantly accepts her father's offer to help refurbish Birdsong, the old family place...

**Summer Rental (pb)** Ellis, Julia, and Dorie...Best friends since Catholic grade school, now find themselves...at the crossroads of life and love. A month in North Carolina's Outer Banks is just what each of them needs.

### Sarah Bird

**The Gap Year (pb)** Told with perfect pitch from two points of view, we meet Cam Lightsey, lactation consultant extraordinaire, a divorcée still secretly carrying a torch for the ex who dumped her [and] ... Aubrey Lightsey, tired of being the dutiful, grade-grubbing band geek, ready for "real" life to begin...

**Yokota Officers Club (pb)** Set in the late 1960s, the story is narrated by 18-year-old Bernie, the eldest of six children in the Root family. After her freshman year in college, Bernie joins her nomadic kin at ... an Okinawan air force base.



### James Lee Burke:

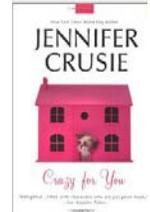
**The Glass Rainbow (pb)** A gruesome series of murders drags Dave Robicheaux out of his jurisdiction and onto the track of another harrowing cluster of high crimes and misdemeanors. The officers ...say all seven victims of a faceless killer were prostitutes...

**Tin Roof Blowdown (pb)** A storm with greater impact than the bomb that struck Hiroshima peels the face off southern Louisiana. This is the gruesome reality Detective Dave Robicheaux discovers as he is deployed to New Orleans...

### Jennifer Crusie

**Bet Me (pb)** Thirty-three-year-old Minerva Dobbs is annoyed when her current boyfriend dumps her three weeks before her sister's wedding. But she's downright furious a few moments later when she overhears her now "ex" boyfriend bet hunky Calvin Morrisey that he can't take her home and bed her.

**Crazy for You (pb)** High school art teacher Quinn McKenzie's life is perfectly normal--and it's making her insane. She's living with Bill, the nicest guy in Tibbett, Ohio, and he's crazy about her...



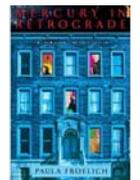
### Sarah Dessen YA

**Along for the Ride (pb)** ...a girl named Auden... never had any real friends. This all changes when she goes to visit her dad and his new wife and baby in a small beach town the summer before college. She finds...romance...Eli, a former bike star, helps Auden get back her childhood and do everything that she never could ...

**What Happened to Goodbye (pb)** In the past two years, McLean Sweet has moved four times. At each stop, she assumes a new persona, but it never quite works...

### Paula Froelich

**Mercury in Retrograde (pb)** Three down-on-their-luck Manhattan women form an unlikely fellowship in Froelich's funny debut. Anxious socialite Lena Lippencrass, small town transplant Penelope Mercury and high-powered lawyer Dana Gluck end up in the same SoHo tenement building...

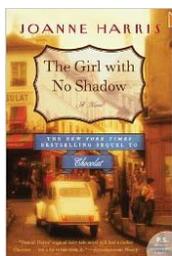


### Charlene Harris

**Dead Reckoning (hardback)** With her knack for being in trouble's way, Sookie witnesses the fire-bombing of Merlotte's, the bar where she works. Since Sam Merlotte is now known to be two-natured, suspicion falls immediately on the anti-shifters in the area.

**Dead in the Family (pb)** Still reeling from the deaths of her fairy cousin, Claudine, and many others, Sookie struggles with paranormal politics...When Claudine's triplet, Claude, appears at her doorstep, Sookie reluctantly allows him to move in...

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**Joanne Harris:**

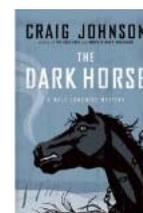
**The Girl with No Shadow (pb)** Harris revisits characters from 1999's bestselling *Chocolat* in this equally delectable modern fairy tale. More than four years have passed... Vianne has renounced magic, changed her name to Yanne Charbonneau and moved with her two daughters to Paris's Montmartre district...

**Five Quarters of the Orange (pb)** When Framboise Simon returns to a small village on the banks of the Loire, the locals do not recognize her. But the past and present are inextricably entwined, particularly in a scrapbook of recipes and memories that Framboise has inherited from her mother...

**Craig Johnson:**

**Junkyard Dogs (pb)** Johnson's sixth mystery featuring Wyoming sheriff Walt ...One blizzardy February day, Walt and his deputies... investigate a severed thumb found in a discarded cooler.

**The Dark Horse (pb)**...Walt has his doubts about Mary Barsad's guilt when she confesses to shooting her husband...after [he] allegedly burned down their barn with all Mary's horses inside... Walt can't shake the feeling that there's more to Mary's story...



**Victor Lavalle:**

**Big Machine (pb)** Gritty, mostly honest-hearted ex-heroin addict...Ricky Rice takes a chance on an anonymous note delivered to him at the cruddy upstate New York bus depot where he works as a porter... Ricky finds himself among the Unlikely Scholars, a secret society of ex-addicts and petty criminals, all black like him... high-stakes mashup of thrilling paranormal and Ralph Ellison's *Invisible Man*...

**Barbara O'Neal:**

**How to Bake a Perfect Life (hb)**...the absorbing story of Ramona Gallagher, a 40-year-old woman whose joy in running a bakery in Colorado Springs helps her transcend a life that's anything but perfect. Ramona has a prickly relationship with her large, restaurant-owning family and a deep love for her daughter, Sofia...



**Anne Patchett:**

**State of Wonder (hb)** For Minnesota pharmaceutical researcher Dr. Marina Singh, that means being sent into the remotest region of the Amazon jungle to track down her former mentor. Finding Dr. Annick Swenson promises to be perilous...

**Magician's Assistant (pb)** When Parsifal, Sabine's husband of more than 20 years and the magician of the title, suddenly dies, Sabine begins to discover how she's glimpsed him only through smoke and mirrors. He has managed to keep hidden the existence of a family in Nebraska...

**Luanne Rice:**

**The Silver Boat (hb)** Dar McCarthy is expecting her sisters, Delia and Rory, to join her in Martha's Vineyard for a final visit to the family home before it has to be sold for taxes... as the sisters reunite... they broach the one subject that has haunted them, the disappearance of their father when they were young...

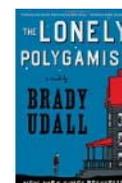


**Helen Simonson:**

**Major Pettigrew's Last Stand (pb)** Simonson tells the tale of Maj. Ernest Pettigrew, an honor-bound Englishman and widower...who is mourning the loss of his younger brother, Bertie ...the major's friendship with Jasmina Ali—the Pakistani widow of the local food shop owner—takes a turn unexpected...

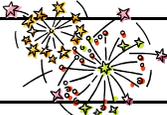
**Brady Udall:**

**The Lonely Polygamist (pb)** A family drama with stinging turns of dark comedy, the latest from Udall...is a superb performance and as comic as it is sublimely catastrophic. Golden Richards is a polygamist Mormon with four wives, 28 children, a struggling construction business, and a few secrets...





# CTLS Calendar of Events

|           |        |  |
|-----------|--------|--|
| July      | 4      | CTLS Office Closed ~ Happy Independence Day!   |
|           | 19     | Digital Preservation Workshop ~ Austin, TX  |
|           | 19     | CTLS Board of Directors Meeting ~ Cedar Park, TX   |
|           | 21     | 3rd Thursday: Popular Spanish Materials  |
|           | 25-28  | TLA Annual Assembly ~ Austin, TX   |
|           | 28     | The Teenage Brain ~ Austin, TX   |
| August    | 23, 25 | Book Repair Workshops~ Hearne, TX & Harker Heights, TX   |
| September | 23     | Fall Membership Meeting ~ Cedar Park, TX   |

*Register for CTLS workshops and events online at [www.ctls.net](http://www.ctls.net)!*

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| Katelyn Patterson, <i>Office Coordinator</i>                         | katelyn.patterson@ctls.net  | x 13 |
| Laura Perna, <i>Administrative Assistant, Digital Literacy Corps</i> | laura.perna@ctls.net        | x 10 |

## Got Copyright Questions?

Do you or your staff ever have trouble determining when Section 108 (copying a copyrighted work without express permission) applies? Would you like a more programmatic and organized way of documenting when your library does make copies under Section 108? If so, help has arrived. First made available under a Creative Commons license by Michael Brewer and the Office for Information Technology Policy in 2007, the online [Section 108 Spinner](http://librarycopyright.net/108spinner/) has been completely reprogrammed in 2011 with significantly more interactive functionality. Find it at <http://librarycopyright.net/108spinner/>.

*The CTLS Newsletter* is distributed every month and is also available online at [www.ctls.net](http://www.ctls.net).

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## **Central Texas Library System**

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