

RTSD and ALCTS

A Personal History Through the Eyes of Our Leaders

MIRIAM PALM

When I was asked to compile a history of the Association for Library Collections & Technical Services (ALCTS), a division of the American Library Association (ALA), to celebrate its fiftieth anniversary, I discovered an article written on the occasion of the one hundredth anniversary of the American Association of Law Libraries, containing recollections of a representative sampling of its presidents through time. I am indebted to that article for charting my course for these remembrances.¹

The Resources and Technical Services Division of the American Library Association was formed in 1957, a unification of four ALA units:

Acquisitions, created from the Board on Acquisition of Library Materials formed in 1951;

Cataloging and Classification, dating from 1900 as a section, previously called the Division for Cataloging and Classification, and including the Council of Regional Groups, formed in 1923 as an advisory council of regional representatives, renamed Committee on Regional Groups in 1928, and Council of Regional Groups in 1947;

Copying Methods, dating from 1936 and called ALA Committee on Photographic Reproduction of Library Materials, renamed Committee on Photo-Duplication and Multiple Copying Methods in 1948, and later Committee on Copying Methods; and

Serials Round Table, formed in 1929.

An initial proposal, to form a second Division of Acquisitions and Resources, was revised after a membership survey taken in summer 1956 indicated a that single division was favored by the potential members. The ALA Board on Resources and the ALA Committee on Binding also joined the new division as standing committees.

Changes since 1957 include:

Resources Section, formed in 1973 by the merger of the Resources Committee and the Acquisition Section, renamed the Acquisition of Library Materials Section in 1991, and renamed Acquisitions Section in 1992;

Collection Management and Development Section, formed in 1991 from the Acquisition Section;

Council of Regional Groups becoming an independent unit of RTSD;

Preservation of Library Materials Section, formed in 1980;

Copying Methods renamed Reproduction of Library Materials Section in 1967; merged with Preservation of Library Materials Section in 1994 to form the Preservation and Reformatting Section.

Currently, ALCTS consists of five sections—Acquisitions, Cataloging and Classification, Collection Management and Development, Preservation and Reformatting, and Serials—and the Council of Regional Groups.

Organizational Structure

RTSD, by a vote of the membership in 1989, changed its name to Association for Library Collections & Technical Services. In 1991, the Organizational Structure Task Force (OSTF) was convened to review the division's organizational structure. Its final report, issued in April 1993, responded to concerns about programming overlaps and administrative overhead costs by recommending that the division be restructured into three sections: Bibliographic Access and Control, Resources Management and Delivery, and Innovative Ideas and New Technologies. When put to a membership vote in fall 1993, the bylaws revisions incorporating these changes were defeated.

However, many of the changes, including formation of interest groups, have been implemented more recently.

Headquarters Staffing

Since its inception, the association has had an executive director and a small staff to manage the activities and programs of the division at ALA headquarters in Chicago. Karen Muller was appointed executive director in June 1987, succeeding William Bunnell. From November 1989 to June 2001, ALCTS shared its executive director with the Library Administration and Management Association (LAMA). During this period, the position of deputy executive director was created to focus specifically on the division's needs; Alexander Bloss (November 1989–May 1993), Karen Whittlesey (June 1993–August 1999), and Charles Wilt (Sept. 1999–March 2001) served successively in this role.² In March 2001 when Muller resigned to become ALA Knowledge Manager, the joint arrangement was dissolved, and ALCTS returned to its independent staffing structure, with Wilt as its executive director. We have been fortunate to have a highly dedicated and resourceful staff in Chicago for many years.

Publications

In 1957, the division began publication of *Library Resources & Technical Services* (known as *LRTS*), a successor to the *Journal of Cataloging and Classification*. Broader in scope than its predecessor, *LRTS* also celebrates its golden anniversary in 2007 with its 51st volume.

The division also has published a succession of newsletters. Fourteen volumes of the *RTSD Newsletter* were published from 1976 through 1989, followed by nine volumes of the *ALCTS Newsletter* from 1990 through 1998. In December 1998, with volume 10, number 1, the newsletter became a web publication called *ALCTS Newsletter Online (ANO)*.

In May 1991, the ALCTS office started producing *ALCTS Network News (AN2)*, a subscription email communication for leaders and other interested individuals that contained announcements and other time-sensitive information. This publication had as many as forty issues in the course of a year, and was considered a sort of supplement to the *Newsletter*. Its final

issue was v. 23, no. 4, September 23, 2002, after which ANO increased its frequency and shortened its submission to publishing timeframe to two weeks. A dynamic publishing program including a variety of monographs in both print and online formats, compliments the association's journals.

During 2006/07, as part of the 50th anniversary celebration, ANO includes presidential remembrances called "My ALCTS Experience." Building on that series, and to solicit the memories that follow, I posed the following questions to a number of past presidents, executive directors, and newsletter editors:

Can you describe your background and your path to leadership in our profession? Who were your early role models and mentors?

How would you describe the organization in the years you were active? What were the most important issues facing the division at that time?

What was the organizational culture like then? What do you remember about the upper echelon of leaders and the division office staff?

Who do you remember as leaders or "stars" from that era? Who awed you? Who were your heroes?

What are some of your favorite memories of that time? Can you share any that are your least favorite? Or, put another way, what do you remember as the greatest achievements and the biggest disappointments?

What are the biggest changes you have seen in technical services librarianship during your career?

What would you suggest are our greatest challenges in the decades ahead?

I am most grateful to the individuals who responded so generously with their thoughts and memories.

David C. Weber

PRESIDENT 1967/68

Resources and technical services—what could be more fundamental? If the heart of a library operation is selection of material to acquire, organization to enable and facilitate access, and assistance for public use (acquisition, cataloging and reference in the jargon of the day), then the American Library Association's Resources and Technical Services Division is the engine that flies the plane. It has to be the constant heart and soul of the performance of any library, be it public, collegiate, or of service to some special clientele.

I was fortunate to be able to help with a few committees within the structure of the association. I had applied computers to the production of serials lists, and then to the innovative book catalog of Stanford University's undergraduate library.³ In 1963 the University of Illinois Graduate Library School asked me to present a paper on "The Changing Character of the Catalog in America."⁴ I had aided Rudy Rogers and Allen Veaner in conceiving, financing, designing and developing what became the Research Libraries Group's online information and processing system.⁵ Asked by the G. K. Hall Company what historic writing in librarianship might be reproduced for its widely-distributed Christmas keepsake, I suggested "Cataloging as an Asset" by scholar-librarian William Warner Bishop.⁶ This 1915 talk by the most honored American librarian of his era, still has a timeless quality.

With background of that sort, my election to the presidency of this division for the year 1967–1968 provided me a chance to contribute further to the organization that provided me much of useful knowledge and friendships in my junior days. The people who kept the fires lit were a marvelous group. They all made my service that year a very pleasant experience.

However, to begin that year, I wondered how I might provide some special gift to these colleagues and our association. That led to "Bibliographical Blessings, or The Rewards of a Life Devoted to Cataloging and the Creation of Bibliographies." Delivered at the ALA Annual Conference in San Francisco, 27 June 1967, I hoped this talk would be welcomed as a presidential paean on behalf of so many members of our profession who often seem overlooked, in a back room doing the fundamental essential technical work. My paper on this "humanistic science" ended up: "The challenge is to make manifest the continuity and accumulation of knowledge from century to century and the importance and enduring nature of bibliographic records which facilitate access to this knowledge."

Evidently, my message was well received. It became the lead article in a 1967 issue of *The Papers of the Bibliographical Society of America*.⁷ Computers and the full array of information technology have not changed nor dulled its message.

Several people contributed to my early education in bibliography. My father would be number one, an English scholar and literary sleuth, prolific author, and stimulating professor. He started me collecting and studying Joseph Conrad. Then, at Columbia University School of Library Service during the year 1947–1948, I admired the delightful Bertha Frick who taught cataloging—although not as charismatic and dynamic as Maurice Tauber—a teacher who had the knack of teaching so that I learned and enjoyed it. And Foster Mohrhardt was the talented professor there who introduced me to government documents. When I graduated, I was offered a position in acquisitions in Yale’s Sterling Library and a coveted reference position in the main reading room of the New York Public Library Reference Division. Yet, was it Miss Frick’s skills that drew me to cataloging; was it that New Haven and certainly New York City were too far from my home in Maine; or was it pure logic and good luck that led me to start my career as a descriptive cataloguer in the Widener Library, Harvard University—at \$2,300 a year?

I believe it was Doralyn Hickey’s voice from Northwestern University that warned that the cataloger may fear that the job, as then performed, would disappear due to the advent of computer technologies. However, she foresaw that operations that characterize truly effective cataloging will never cease to be required. In the day of Google, her words still hold wisdom. Indeed, integrating computer technologies into librarianship has without doubt been the greatest challenge—and intellectual fun—during my era. And, looking ahead, a continuing challenge will be keeping the humanities and liberal arts in the library in an ever more technologically driven world constantly coping with ever-increasing economic pressures.

Always have I admired men and women who worked in the trenches. Susan Haskins and especially Alfreda Williston were skilled instructors within the Widener Library, even when I was given the task of cataloging a book in Breton or for hundreds of pamphlets issued by the American Board of Commissioners for Foreign Missions (ABCFM). Out of more than a dozen catalogers, subject experts Bartol Brinkler and Jean Holden were broadly knowledgeable. Herbert Kleist was a bibliographer *par excellence*, and an

omnivorous collector of graphically attractive dust jackets. And then there was the renown of Jessie Whitehead, the daughter of Alfred North Whitehead, who cataloged Sanskrit and such esoterica.

Harvard's Andrew D. Osborn was a true philosopher of organizational method. (He prompted me to earn a master's in history at Harvard while working full time.) Early role models continued to be Robert B. Downs and most assuredly my mentor Keyes D. Metcalf. Verner Clapp and Henriette Avram at the Library of Congress were always stimulating, and Bill Dix at Princeton University was a prudent voice. However junior levels in each library held truly dedicated and highly skillful librarians, delightful whenever I made their conference acquaintances.

Though I retired more than a dozen years ago as Director of University Libraries, Stanford University, I remember and hold in high regard those in the several technical services with whom I've rubbed shoulders over the decades. It has been a rich experience in an absolutely delightful profession!

Karen Horny

PRESIDENT 1980/81

They called it the "Golden Age of Technical Services." It was the opening era of online integrated systems with recon efforts to convert the card catalog and everyone facing implementation of AACR2. What an exciting time to be president of the Resources & Technical Services Division which was welcoming its twenty-fifth anniversary. One of the best aspects was the breaking down of the traditional walls between technical and public services. We were all in the online system together!

I was fortunate to be in the right place at the right time early in my career. My first professional appointment was in the Core Collection project at Northwestern University. As the second professional in the project, my job was focused on setting up and supervising ordering and processing for materials to be acquired for this new version of an undergraduate library. After I became head of the collection and other related services such as the Reserve Room and a Poetry and Listening facility in the new main library, I had first-hand experience in public services. At the time, John McGowan became university librarian and his pioneering vision of online system applications inspired us all. When the position of assistant university librarian

opened up, a member of the search committee encouraged me to apply and, perhaps partly due to my unusual combination of technical and public service experience, I got the job. We implemented the technical services modules of Northwestern Online Total Integrated System (NOTIS) a few months later and I set out to share the good word in ALA.

As the new head of technical services, I found myself in a notable circle of mainly men who comprised “Big Heads” at that time. However, one of my outstanding mentors in RTSD was a woman, Carol Ishimoto from Harvard, who got me started in committee work and encouraged me to take a larger role. Fortunately, my close work with Velma Veneziano, Northwestern’s Systems Analyst, also brought me into contact with Henriette Avram, Fred Kilgour, and Lucia Rather: very exciting company! The technological transformation of libraries was well underway and we were out front.

Michael Gorman rose to prominence with AACR2, and RTSD held fourteen regional institutes to facilitate code implementation that year. All those institutes kept Executive Director Bill Bunnell and Program Officer Bill Drewett constantly on the move and RTSD was the largest of the type-of-activity divisions and second-largest of all eleven in ALA. I was extremely fortunate to be president-elect when Bill Gosling served as president. He set an impressive standard for me to follow and continued to help when he was past-president.

When we planned the programs for summer 1981 to launch the twenty-fifth anniversary celebration, we developed a full day of talks addressing key concerns of each RTSD section with an eye toward predicting the context of RTSD at the fiftieth anniversary. We asked the presenters to prepare their material for future publication in *Library Resources & Technical Services*. The array was impressive: “It All Starts Here,” by Norman Dudley from UCLA; “Is There a Catalog in Your Future? Access to Information in 2006,” by Nancy Williamson of the University of Toronto; “Will Anything Be Left? New Responses to the Preservation Challenge,” by Pamela Darling from Columbia University; “Grass Roots Networking in 2006: Information and Retrieval through the Council of Regional Groups,” by David Remington of LC; “Serials: The Excitement of the Present, the Challenge of the Future,” by Susan Brynteson from the University of Delaware; and “Incredible Past, Incredible Future,” by Allen Veaner, who was at the University of California, Santa Barbara. Did our predictions come true? Consult *LRTS* for the answers!

The one unfortunate interference with our wonderful 1981 San Francisco conference program turned out to be its location. It was scheduled for Sunday, June 28, at the Hyatt Regency Embarcadero. Not only was that location rendered almost impossible to reach due to the Gay Pride Parade, but that parade terminated noisily right outside our auditorium! A determined but fairly small group of dedicated RTSDers made it to the program, but many others had to wait for publication to appreciate the papers.

As we approach the fiftieth anniversary of what has become ALCTS, we can see how the transformation of library materials and services has continued. In 1981 it was remarkable to have serials issue check-in information online, now the majority of major academic journals have online full text access. At Missouri State University, where I am now Dean of Library Services, more than 20,000 serials are fully accessible online. While books remain undeniably important to most of the humanities, history and social sciences disciplines, scientific materials are more and more likely to be accessed electronically. We certainly face the challenges of folks finding “Google garbage” when they search the Internet instead of using authoritative library-licensed databases. Try sorting through the over 44,900,000 results you’ll get by Google searching for “Walmart.” Getting our service messages out to the public has always been and continues to be a cause needing attention.

Technology keeps advancing and we can’t be left behind. Digital imaging has become one of the major areas of success for grant funding and we are now developing techniques for accessing streaming video via catalog records. It’s wonderful to know that the exciting developments many of us have already enjoyed by being active in the professional areas of RTSD/ALCTS are continuing to evolve.

William Myrick

PRESIDENT 1984/85

My own path consisted of a career first in librarianship and then in administration almost completely at the City University of New York. Educationally, I had an MLS and later a doctorate from Columbia University—whose program is now defunct. I went from Brooklyn College to the Central Office of CUNY where I eventually became University Dean for Libraries (the first to have that title) and finally University Dean for Academic Affairs, which is

what I was doing when I retired in 1991. I can't say that I had any role models or mentors, as such, but I was greatly influenced by several great professors at Columbia, such as Alice Bryan, Maurice Tauber, and Lowell Martin.

During the years I was active in ALA and RTSD (I was also chair of the Resources Committee at one time), the development and adoption of AACR2 was one of the most important issues under discussion, although AACR2 had been adopted by the time I presided over RTSD.

I was greatly impressed by the upper levels of the organization, especially Beverly Lynch, and Eric Moon (who published a book of mine and whom, therefore, I considered brilliant). The executive director of ALA at the time, Robert Wedgeworth, was an exceptional leader. (I came to know him much better when he moved on to Columbia.) All the staff members I ever encountered were extremely able and devoted individuals—several of them became close personal friends, such as Evelyn Shaeval, Bill Drewett, and Roger Parent, friends to this day. (I served on the search committee that found Roger, a colleague at CUNY.) I consider all the staffs I worked with as heroic, in that they worked very hard for very small salaries.

Our greatest challenges in the decades ahead involve further application of computers to all aspects of library operations.

Tom Leonhardt

ALCTS NEWSLETTER EDITOR 1985–89

RTSD was an exciting, nurturing organization blessed with outstanding leaders, both established and upcoming. Some of the key issues that I remember were MARC, ISBD, AACR2, LC and ALA filing rules, microform quality, the automation of technical services, vendor studies, approval plans, collection development, library price indexes, and selection tools. My personal orientation was to acquisitions and collection development in those days.

The executive director of RTSD when I first became active was Bill Bunnell. He was in charge when RTSD experienced a financial crisis. Marion Reid, as vice president/president elect, had to function as president because our then-president, Judith Cannan, was experiencing a difficult pregnancy and could not attend meetings. Marion and Arnold Hirshon were able to make some changes that kept the division afloat.

Other leaders from that time who served as president were Bill Myrick, Bill Gosling, and Marcia Tuttle. Upper echelon leaders that I admired were

Noreen Alldredge, Paul Mosher, Joe Hewitt, Fred Lynden, Norman Dudley, Rob Sullivan, John Webb, Jean Cook, Jean Boyer, Henriette Avram, and John Kaiser. Other names, both up and coming and established (my memory fails me for clear distinctions) include Miriam Palm, Robbie Robinson (LC), Harriet Rebuldela, and Linda Pletzke. I was in awe of Bill Myrick and Bill Gosling and their abilities to run the RTSD meetings. Marion Reid and Marcia Tuttle were also awesome leaders, each with a unique style.

My least favorite memory is getting a call from Judy Cannan (RTSD president in absentia) telling me, the *RTSD Newsletter* Editor, that the newsletter was being discontinued immediately. The *Newsletter* was a print document and relatively expensive to produce, but was highly valued by the membership and contained a record of board, committee, program, and discussion group activities. Arnold Hirshon, my immediate predecessor as editor, saved the day by successfully arguing for a reduction in the number of issues.

Some of my favorite memories include being selected to edit the *Newsletter* and being named to the Library Materials Price Index Committee, where I managed British and German prices. I also remember being late for a board meeting, along with Joe Hewitt, Marcia Tuttle, and other librarians from North Carolina, when we lingered over lunch in a sports bar watching undefeated Duke play undefeated UNC. I don't remember who won but we had our priorities right that day. I also loved Miriam Palm's reports to the board about the late night deliberations of one committee. David Taylor, too, used to have us in stitches with his rubber chicken as he introduced the Worst Title Change of the Year Award at the RTSD business meeting.

Judith Cannan

PRESIDENT 1986/87

No mentors or heroes dot my career in ALA, but in the field of librarianship, two mentors stand out, my first boss in New Zealand, Shirley Barker, and the other, Henriette Avram. But in 1971, there was a person who made me quake and I now consider a good friend, John Byrum. I became a librarian almost by default. My father said I could get a BA but it would only prove I was educated. It had to be followed with career credentials. When I graduated from Victoria University, Wellington, New Zealand in the early 1960s, two careers were open to women, teaching and librarianship. Because

I worked in the library over the summer and during the academic year, a job was waiting for me, so I chose librarianship.

Fooled by the literature of the day, I came to the U.S. thinking the libraries were fully automated. It was June 1967, when I immigrated—what a year to arrive in a little town called Athens, Ohio. OCLC was in the planning stages, but had not imbedded itself in the library community. The literature had deceived me but I was not alone. After living in a capital city, Athens was too small. June of 1968, I moved to Cornell University. Somehow, I got invited to present at ALA in June 1971. It was largest gathering I had ever attended. I was scared stiff. I have no idea what I said to a room full of about seventy-five people. It was and still is a blur. The next year, I was invited to the Annual Conference again to speak so I joined ALA. It was at this conference that I was asked to work on the serials component of AACR2. I was told to introduce myself to none other than John Byrum, later to become a friend and colleague, and to the AACR2 Committee. It was quite an experience. I left feeling I was regarded as an upstart with a peculiar accent.

In the early 80s, I was elected chair of the Cataloging and Classification Section of RTSD, now ALCTS, and in this capacity I organized ALA's first video teleconference. It is one of the highpoints of my career. Those unable to attend the Annual Conference viewed it around the country. Following the program, we had a celebratory dinner for the participants and helpers. At the dinner, I received a "10½" button from Lucia Rather. The button is one of my treasured keepsakes.

In June 1985, I was elected vice-president/president elect of RTSD. Unfortunately, I am unable to say this was the high point of my career. I received little enjoyment during those two years. At the 1986 ALA Midwinter in Chicago, I was summoned to ALA Headquarters and told RTSD was heavily in debt. RTSD had to find \$81,008. The task was almost overwhelming. Programs were devastated as we tried to find the money. However, when I finished my term, RTSD was not only in the black but had a balance.⁸ Due to the financial crises, I was not able to initiate any fun things. Needless to say, I did not head the popularity poll. The executive director of RTSD resigned and a new one was hired. June of 1987, I missed the ALA Annual Conference in New York. I was summoned to New Zealand as my father was dying and stayed on to see my mother through her surgery. Missing the inaugural dinner was a big disappointment. I was to miss both conferences in 1987 when I was the actual president due to doctor orders. I owe a debt

of gratitude to Marion Reid, then vice-president elect, for presiding over the meetings. ALA Midwinter 1988, I was back with a six-month-old baby girl, Georgina. After the 1988 ALA Annual Conference, I ceased to be active, treasuring every moment with my daughter. Now, with my daughter in college, I am getting back into ALA activities.

It is an exciting time to become active again as we face major challenges. The three challenges that concern me most follow:

1. How does today's generation integrate and draw on knowledge/information?
2. How does today's generation approach research?
3. How are libraries going to satisfy these new, dynamic customers?

Marion T. Reid

PRESIDENT 1987/88

My first mentor was (and continues to be) my husband, who has always encouraged me to embrace my own professional goals. When we were dating he sent me a copy of Betty Freidan's just-published *The Feminine Mystique*. It was quite an eye-opener for me ... a Mississippi girl. When I was a student assistant in the Illinois State Natural History Survey Library, director Doris Dodds proved to be my first professional mentor, encouraging me to consider going to library school and, once I had my MLS, to attend as many ALA conferences as possible. I was in awe of the RTSD leaders I met as I became active in ALA in the late 1970s: people like Paul Fasana, Norm Dudley, Sheila Dowd, Bill Gosling, Charlotta Hensley and Susan Brynteson. Herbert Goldstein, one of my library school professors at Illinois, challenged the class to contribute to library literature—to add art and humor to lighten things up a bit; to find worthwhile things to say and say them. Don Foos, director of the Louisiana State University Library School when I was applying for my first sabbatical, encouraged me to seek a Council on Library Resources Fellowship. As a CLR Fellow in 1974, I visited ten ARL libraries and met many people with whom I reconnected once I began attending ALA. Sharon Hogan, under whom I served as associate university librarian when she was director of the LSU Libraries, and D. W. Schneider, fellow

associate library director at LSU, were primary mentors until their deaths.

The three years I served as vice-president, president and past president of RTSD, 1986/87, 1987/88 and 1988/89, was a period of fiscal crisis, staff turn-over and organizational revival. A \$9,800 budget shortage computed on a cash accounting basis, combined with ALA's changeover to accrual accounting, resulted in an ominous deficit at the beginning of the 1986/87 year. We initiated wide-ranging cost-saving measures, including cutting the size of several *LRTS* issues and reducing the number of *RTSD Newsletter* issues—precarious changes for an association that communicated with its membership primarily via hard-copy publications sent through the mail. Incredibly, the newly-formed Budget and Finance Committee guided us to solvency and a positive balance of \$79,818 on an accrual basis by the end of 1987/88.

In June 1987 Karen Muller became the new RTSD executive director, following William I. Bunnell, who resigned in April 1987 after serving as executive director for eight-and-a-half years. By summer 1988, we once again enjoyed a full complement of staff. During this period proponents advocated for a name change, promoting “Association for Library Collections & Technical Services” as a moniker more easily understandable to potential members than “Resources and Technical Services Division.” It would move us to association status within the loose confederation of entities under the ALA umbrella and, by using the preposition ‘for’ instead of ‘of,’ our meetings would appear in the ALA Conference schedule before groups that used ‘association of’ as the first words of their names. The board approved this proposal, which was passed by the membership during 1988/89. The ALCTS name became a reality after the June 1989 ALA Conference in Dallas.

From the late 1970s into the mid-1980s RTSD enjoyed visibility, respect, and financial success as it mounted conferences throughout the country to help librarians consider the future of the card catalog and address cataloging implications of automated systems. During the fall of 1986, as we came to understand the serious budget situation, we quickly replaced mindless fear with determination to balance budget reductions with ways to continue to provide meaningful benefits for the membership. Ours was a can-do, we-will-survive approach. We all worked together for organizational revival.

My favorite memories include sharing in Judith Cannan's excitement of a successful pregnancy and having her daughter Georgina join us at an executive committee meeting; walking with fellow members of the executive

director search committee, to a Chicago restaurant under very threatening skies—and getting inside before the deluge; proffering Mardi Gras beads and doubloons at RTSD Board and hosting the 1988 ALA President’s Program in New Orleans—in what was then my home state; and celebrating RTSD solvency with the Budget & Finance Committee in a hotel bar.

When I joined the Louisiana State University Libraries staff in 1968, electrical outlets in the main library could be found only on the building’s support pillars. Several electric erasers for staff reclassifying the collection, one overworked photocopier and the budget manager’s calculator constituted the aggregate of electrical equipment for more than fifty technical services staff. My first budget justification was for the electric typewriter the department secretary needed to produce legible orders on all eight copies of the multipart book order form. We did all our searching and verification using print materials such as *Book Publishing Record*, *Cumulative Book Index*, LC’s *National Union Catalog Author Lists*, Mansell’s *Pre-56 Imprints* and the set of Library of Congress depository cards that our library received. Long-distance phone calls were not allowed. Communication with vendors was limited to formal letters sent via U.S. Post and occasional visits by sales representatives.

I believe our greatest challenge is to replenish our human capital. It is essential that we replace retiring librarians with people grounded in the values and skills of librarianship, and that we hire capable, enthusiastic staff. And, once we have them, we must give them the professional development opportunities and tools they will need to continue to shape our dynamic profession.

Alex Bloss

DEPUTY EXECUTIVE DIRECTOR 1989/93

I was between jobs and at a reception at the Louvre in Paris during the 1989 IFLA annual meeting when Karen Muller, ALCTS Executive Director, dashed up to me and told me I was hired! I hadn’t even applied for the position of Deputy Executive Director of ALCTS yet, but that is how it started. I had been active in RTSD/ALCTS for many years and it was a natural career move.

I have had a long and checkered career. It started at Rochester (N.Y.) Public Library where I began my cataloging career. My first ALA committee

appointment came when Nancy Williamson recruited me to be a member of the Cataloging of Children's Materials Committee, and I was later appointed its chair. I then became involved in various Serials Section committees, including Serials Cataloging, and was eventually elected chair of the Serials Section. After moving to Chicago in 1982, I took a position in the University of Chicago's Serials Cataloging section, where I worked for Helen Schmierer. Helen at that time was ALA's representative to the Joint Steering Committee for the Revision of AACR. In 1987, I took a position at OCLC, where I became involved with CONSER as OCLC's liaison to the Operations Committee.

Back in Chicago, I was ALCTS Deputy Executive Director from November 1989 to May 1993. This was just after RTSD changed its name to ALCTS, and I jumped right in to help promote the name change. There were buttons (ALCTS Selects, ALCTS Collects, ALCTS Protects, etc.) that had been designed by ALCTS President Nancy R. John and Karen Muller, to help people understand how to pronounce ALCTS.

I was with ALCTS during the tenures of four presidents: Nancy John, Ruth Carter, Arnold Hirshon, and Liz Bishoff. Interestingly, I also worked for Nancy and Liz in other settings, and worked with Karen Muller at the University of Chicago before she went to ALCTS. It's a small world!

Karen at that time was Executive Director of both ALCTS and LAMA. This shared executive directorship meant that Karen often had to be in two places at the same time (executive board meetings, for example) and to wear competing hats. Consequently, my position included considerable responsibility for ALCTS. These responsibilities included developing, planning, and marketing ALCTS' continuing education activities, including negotiating contracts for meeting spaces, contacting speakers, and keeping the planners on track and under budget. We had a number of successful institutes (Business of Acquisitions, Collections Management) and a few that didn't fly. One that was ahead of its time was on serials pricing. We came up with the radical idea of including non-library university administrators in an attempt to acquaint them with the impact of rising serial subscription prices. Unfortunately, very few of these administrators came to the institute.

Some of my other responsibilities were managing the appointment process, running the awards program, getting the ALCTS ballot out, and preparing the ALCTS committee directory. These were extremely detailed activities, and heavily manual (this was before ALA's member database was

able to do many of these chores, and email was only in its infancy). It meant checking each appointment for correct term length, each committee for its correct number of members, transcribing candidates' statements, and word-processing great amounts of text. This was stressful work, as it affected other peoples' careers and reflected badly on the office if somebody's name was misspelled or their candidates' statements were garbled (even if it was the individual's fault).

Stress came from other sources as well. The division was losing members, and revenue was dropping. Continuing education events were the big source of revenue, and we had two or three in the works at all times. ALA was also in turmoil at that time, with friction between ALA's executive director and the executive board. The weeks before Conference were also tense, as we had so much to get done before the trunks went out. After a few years of this, I went back to a "real" library position (although I was a librarian, at ALA I actually was in association management). Nancy John recruited me to be Head of Acquisitions at the University of Illinois at Chicago, where I stayed until I retired in 2006. During that time, I also was elected ALCTS Councilor.

Karen and I had four excellent staff members who really deserve credit for the work they did. Marie Rochelle, Andrea Wiley, Beatrice Calvin, and especially Yvonne McLean kept the office going. Beatrice's duties were split between ALCTS and LAMA. Yvonne was the program coordinator and it was her energy and good cheer that made the events happen. She especially loved to select the menus for the breaks and receptions. Yvonne, now in Conference Services, is still one of my friends at ALA.

ALCTS has come a long way since my time at the office. The shared executive directorship has been dissolved, there is no longer a deputy executive director, and the office staff is smaller. Some of the issues remain, however, and they probably always will: member recruitment and retention, budget, and politics. It was the satisfaction, however, of working with members, planning events, and being on the inside of a national organization that I look back on with pleasure.

Ruth C. Carter

PRESIDENT 1990/91

As a technical services librarian, I participated actively in RTSD and ALCTS for more than two decades from the mid-1970s to the mid-1990s. My first po-

sition was Chair of the Serials Section Large Research Libraries Discussion Group. Over the next ten years, most of my RTSD activities were centered in the Serials Section. In 1984 I was elected Chair-Elect of the Serials Section. This kept me busy for the next three years. Shortly afterwards, in 1989, I was elected president-elect of the division. My becoming a division officer coincided with the division's name change from RTSD to ALCTS, as the membership voted for the change in the 1989 elections.

During its initial year many ALCTS members wore brightly colored buttons, each with a slogan such as "ALCTS Directs," "ALCTS Selects," and "ALCTS Protects." The buttons had a twofold purpose: to let members and others know the correct pronunciation by using words rhyming with ALCTS, and to highlight the then-six ALCTS sections. Nancy John became the first President of ALCTS while Carolyn Harris, the last RTSD President, served as Past President of ALCTS.

During my presidential year, Past President Nancy John and President-Elect Arnold Hirshon joined me in the executive committee. Karen Muller was then the ALCTS Executive Director, a position she jointly held with LAMA—under the terms of a joint staffing agreement—as a way to economize and to share staff. This new arrangement created some tension but for the most part worked satisfactorily at that time.

Perhaps the most notable accomplishment during my tenure as ALCTS President was the creation of the *ALCTS Network News* (AN2) in May 1991. Nancy, Arnold, and I along with Karen brainstormed this in an executive committee meeting. We enthusiastically agreed about the importance of taking news to our members in this timely fashion, proudly becoming the first division of ALA with an online newsletter.

In June 1991 ALCTS was the host division for the Hugh C. Atkinson Memorial Award, sponsored jointly by ALCTS, LAMA, LITA and ACRL. Donald E. Riggs, university librarian at the University of Michigan, received the award that year for his outstanding achievements as an academic librarian in the areas of library automation and library management.

During my Serials Section heyday, the section initiated approval for the Bowker/Ulrich's Serial Librarianship Award. In 1985 Marcia Tuttle was the award's first recipient. I was honored to receive it in 1986. That award and others within the division, such as the long standing Esther J. Piercy Award and Margaret Mann Citation, acknowledge the contributions of leaders in the field, and provide the opportunity to bring an awareness of the issues, developments, and outstanding people in the areas of technical services and

collections, to the profession of librarianship in general.

ALCTS is notable for its close connection with the Library of Congress. In the 1970s, 1980s and 1990s (and probably before and since) a highlight of any Conference was the meeting of the technical services directors of large research libraries. Often the meeting rooms were overflowing with people standing or sitting on the floor. These meetings always provided information and inspiration, by offering reports concerning what some of our largest libraries encountered in day-to-day technical services operations and their planning for the future. Most of us eagerly awaited the Library of Congress report, often presented by such luminaries as Henriette Avram, Lucia Rather, and Winston Tabb, to name just a few.

There have been too many notable ALCTS leaders over the years to attempt to name all those I remember and admire. However, I would like to note that William Gosling, Brian Schottlaender, and Charlotta Hensley helped further debate and discussion on the many technical services and resources issues of the late twentieth century, and were exceptionally creative, energetic, and entrepreneurial advocates for the value of technical services.

National cooperative cataloging; the introduction of AACR2; the need to adapt to increasingly automated and electronic libraries; preservation and reproduction of resources; acquisitions issues, including how we can work together with vendors for our mutual benefit; and the rules and standards needed in an international and connected library world tied together through cataloging and the provision of access to library resources, were key topics for the ALCTS membership and its many dynamic and dedicated leaders during the last third of the twentieth century. Most are topics of current importance. ALCTS often provided the forum, bringing together diverse talents to deal substantively with major issues facing not just technical services librarians and educators but the profession more generally. That important mission continues. Furthermore, on a personal level, being active in ALCTS offered me opportunities to meet colleagues, to network, and to develop friendships that lasted a career and beyond. Happy Anniversary ALCTS and many more!!

Liz Bischoff

PRESIDENT 1992/93

Public librarians are rare within ALCTS. Yes you can find them, but back in the 1970s and 1980s there were four or five of us who were particularly

active: Frances Hinton from the Free Library of Philadelphia, Sanford Berman and Liz Nichols from Hennepin County Public Library, and Patricia Thomas from San Joaquin Public Library just to name a few. Paul Fasana of New York Public Library was very active; however I never know whether to consider New York Public Library a research library or a public library. We were able to infiltrate the committee infrastructure of the Resources and Technical Services Division (RTSD)/Association for Library Collections and Technical Services (ALCTS) serving as committee members, committee chairs and section chairs. Paul Fasana and I went on to be presidents of RTSD/ALCTS. The early 1990s, when I was ALCTS President, saw the beginnings of the great changes in technical services, many of which were prompted by the recession of 1992/94. This economic downturn caused librarians to examine even the most sacred of procedures and to develop many of the productivity improvements we have in 2006, including shelf-ready materials, use of national and international copy cataloging and vendor records, and a variety of metadata schema and controlled vocabularies. At the same time discussions of the coming digital age were growing. While the Web had not yet been created, librarians were using its predecessor, BITNET, and online bulletin boards were emerging. Early experiments to digitize content were already underway at the Library of Congress and other national libraries, and visionaries such as Wilfred Lancaster and Fred Kilgour were spreading the word about “beyond bibliography.”

Dorothy Gregor and Carol Mandel issued their call to arms in the article “Cataloging Must Change,” which awakened library deans and directors to the need to improve productivity and reallocate increasingly scarce resources to public service areas and the soon-to-emerge electronic resources.⁹ ALCTS and its discussion groups facilitated these discussions. The new resources, too, found a home within ALCTS. The earliest discussions of scholarly communication were beginning to take place, with Peter Graham leading the initiatives within ALCTS. The division created space for the discussion of issues on electronic resources and scholarly communication.

As library organizations began to change, so too did the name of the division, from RTSD to ALCTS. The needs of the members began to change and the division underwent a planning process. All the management buzz words of the time were being used, including the concept of new paradigms, as promoted by futurist Joel Barker in his book *Future Edge: Discovering the New Paradigms of Success*. Division leaders began looking at new paradigms

for ALCTS and undertook an initiative to reorganize the division. The effort called for major reorganization including possible merging of smaller sections to create larger units and a reduction in the number of committees, converting them into discussion groups. A vote of the membership decided to retain the existing structure, and in 2006 ALCTS retains the same committee and section infrastructure that existed in 1993/94.

I came to the ALCTS presidency through a variety of committee appointments in the Cataloging and Classification Section, beginning in 1972. My early years were spent in public library technical services and library administration, bringing to the RTSD committees the views of public libraries and public library users. I was fortunate to be appointed to the Catalog Code Revision Committee, where I worked with Doralyn Hickey and Fran Hinton, John Byrum, Michael Gorman, Paul Winkler, and many other important leaders in the world of cataloging, both past and present. I still do not know how a twenty-six-year-old school librarian from Fox Lake, Illinois got on that committee. Those people taught me more than they will ever know—they taught me how to work within ALA, how to work on an international committee, and how to get a standard adopted within ALA. The adoption of AACR2 was contentious due to the cost of its implementation, and discussions were even held within ALA Council before it was finally accepted by the association, and, as we now know, adopted nationally and internationally.

The committee didn't seem to care that I was only twenty-six or that I was from a school library—I knew about a community that would use AACR2 and I knew about audio visual materials, something that few on the community knew anything about. Everyone on the committee, and the many other task force representatives, made a contribution to the creation of the AACR2.

Though public librarians can sometimes seem to be a rare commodity within ALCTS, I have always found it to be a welcoming home. The standards and guidelines developed by ALCTS require the input of the full range of the library community, particularly as our libraries now share common technological foundations. I look back with pride at the work that ALCTS has done over the years to support the breadth of user needs across all types of libraries: work on preservation standards, the guidelines for works of fiction, standards for cataloging electronic resources, publications, and the professional development opportunities offered through the ALCTS institutes.

Congratulations on the fiftieth anniversary of ALCTS!

Jennifer Younger

PRESIDENT 1993/94

I was offered four jobs when I started my career and took the one that paid the most. It was in cataloging! It paid the most because it was a federal government job—cataloging for the State Department Library—while the others were at university libraries. I was hooked. I stayed in cataloging, technical services administration, and now library administration, because cataloging and technical services are challenging, interesting, and at the heart of our libraries. Of course, don't all of us say that, but those kinds of sentiments made for lively discussions about the value of what we all did.

I became active in RTSD, as it was known then, through committees in CCS: subject analysis and catalog use. The greatest achievements of the subject analysis committee were in influencing LC subject headings, which sometimes happened, sometimes not. Sanford Berman finally did it “his way” with the Hennepin county subject headings, but most of us felt we could not afford to do that.

I always loved the “Big Heads” all-day meetings on Friday at ALA Conferences. We all attended in the 1970s to hear what our bosses were talking about and to watch the show: names like Michael Gorman, Paul Fasana, Ry Ross, and the Joe Rosenthal. What seemed the most fun was that no one had to ask “who were the big heads?” We all knew they were the technical services directors, and of the course the “big” part came in because they were from the twenty-five largest research libraries in the Association of Research Libraries. Starting in 1986, when I joined the group, we might have become a bit calmer but then I wouldn't know what the audience was thinking. Those were the good old days! Many of my role models came from this group along with ALCTS committee chairs, section chairs, and presidents. These were people with ideas who knew how to make things happen through other people; they knew how to understand what people wanted to achieve, how to motivate and give credit where credit was due. Those were skills I wanted to learn, from people such as Sarah Thomas, Carol Mandel, Marion Reid, Nancy Williamson, Liz Bishoff, and Nancy John.

And then there was the rivalry between LC and OCLC. It has worked out in the end to everyone's benefit but for some years, there were not cordial relations. LC was used to taking the lead and when OCLC got into the picture, catalogers started taking cues from OCLC; no fisticuffs, but lots of stories. Henriette Avram and Fred Kilgour, both of whom died recently,

were true giants in the field and we are indebted to them for their vision and dedication to doing better. For me, they are the biggest names I have had the pleasure of knowing—my heroes.

My favorite memories are of good friends and colleagues:

Good friends and colleagues working together to make good things happen in a way that none of us could do alone—standards, workshops on old and new topics, discussion groups for cutting edge and sharing best practices before we knew that was the way-cool thing to do, and writing guidelines for making technical service operations flow more effectively;

Good friends and colleagues taking the lead in ALCTS and other ALA divisions, setting up crossdivisional programs and committees, chairing and serving on committees beyond ALCTS;

Good friends and colleagues relaxing together in the aura of success: after a regional institute, before the inaugural banquet, at the awards program;

Good friends and colleagues jumping into the future through programs, reports, and so on to energize people to move new stuff into technical services activities;

Good friends and colleagues making sure that new colleagues get into the flow of ALCTS activities through internships on committees, welcome to ALCTS sessions;

Good friends and colleagues arguing about and eventually celebrating endings; and beginnings, all of which is necessary to ensure ALCTS remains a healthy, vital professional association.

Dale Swensen

ALCTS NEWSLETTER EDITOR 1994/2000

From 1994 to 2000, I served as the Editor of the *ALCTS Newsletter*. I had been a member of ALCTS for about seven years before this appointment, but had not really become active. I remember as a new technical services librarian attending ALA for the first time and asking my supervisor, who had been an active member for several years, whether I should join any of the divisions and, if so, which one or ones. He told me: “It’s fine if you can

manage the dues for several divisions, but if you can only afford one, make it RTSD. I wouldn't give up my membership in RTSD for anything." So I took his advice and joined RTSD, which within a year or two became ALCTS.

I started watching for ALCTS-sponsored programs at the Annual Conferences and soon attended a regional institute in Fort Worth on serials cataloging. I was excited that what ALCTS offered seemed to be exactly what met my interests and needs. Before long, though, I began to want something more than just attending programs. ALA was starting to seem too large and impersonal. I longed to find my own spot, to get involved, to get to know people, and to be able to give and not just take.

For a few years, I couldn't seem to make that work. Then one day, I noticed an announcement that ALCTS was looking for a new editor for the *Newsletter*. I had just finished a term as editor of my state library association newsletter, and thought I might just try submitting an application. I called up Ann Swartzell, the outgoing editor, and asked what the job entailed and how she felt about it. Before I knew it, I was in touch with the search committee and had an appointment to meet them at the upcoming conference in Miami. My interview was a success, and to my great delight, the committee told me that I had been selected. For the next few months I worked with Interim Editor Edward Swanson, who was my mentor, while he coached me through my first issue and then turned over the reins to me.

Then came Midwinter in Philadelphia and my first ALCTS Board Meeting. I soon learned that as newsletter editor, I was automatically a member not only of the ALCTS Board, but also of the Publications Committee, the *LRTS* Editorial Board, and the Membership Committee. I found that my Conferences were so filled with committee meetings that there was little time to attend programs. It was like diving head first into the organization, and at times I felt a little overwhelmed and intimidated. As luck would have it, the president that year was Bob Holley, whom I had known and worked for years earlier at the University of Utah. It was good to see a familiar face at the helm, and Bob was very encouraging and supportive of me as fledgling editor and new board member.

As time went by I gained confidence in my ability to do the job, and discovered that as newsletter editor, I was in an enviable position: doing my job, I was able to keep a pulse on practically everything that went on in the organization. I also found that people in the profession whose books and articles I had previously read I was now able to rub shoulders with. People

I admired—such as Sheila Intner, Janet Swan Hill, Richard Smiraglia, Olivia Madison, and others who served as leaders—I now had the opportunity to come to know on a personal basis.

In the years that followed my service as newsletter editor, I have had the opportunity to serve on the CCS Subject Analysis Committee, Fundraising, Organization & Bylaws, and other division and section committees. Each one of these has helped me gain valuable organizational and leadership skills. One of the best rewards of service in ALCTS is the associations I have had with some remarkable people. I feel this way not only about the ALCTS leaders, but also about colleagues with whom I have served on committees.

Robert Holley

PRESIDENT 1994/95

I became a librarian when I didn't get a position as a French professor after receiving my doctorate at Yale University. My first spouse, a librarian at the New Haven Free Public Library, suggested that I apply for a library assistant position at Yale's Sterling Memorial Library to tide us over during a second job search. I got hired in the Subject Cataloging Division, in part because of my language skills. Within six months, I applied to Columbia University's library school; and the rest is history.

As a new librarian, I wanted to learn as much as I could about libraries and especially about subject access. I attended my first ALA Annual Conference in New York in 1974 and quickly made the decision to attend both conferences each year even if I had to pay for them myself. ALCTS, then named RTSD, was my home in ALA. During these early years, I remember attending "Big Heads" and considered these technical services directors somewhat as gods. I made copious notes, including taking special care to record the latest gospel from the Library of Congress.

I volunteered for my first position in ALCTS as head of a discussion group, but my first real committee appointment was on the Subject Analysis Committee where I became chair two years later. After various appointed and elected positions, including chairing the Cataloging and Classification Section and the ALCTS Budget and Finance Committee, I was elected ALCTS President in 1993 after losing my first election in 1990 by less than fifty votes. My presidential year did not get off to an auspicious start because

I had to miss the 1995 Midwinter Meeting for emergency surgery. My presidential program, “There’s Gold in Them Thar’ Stacks,” seems to me now to be prophetic in examining the continued importance of print materials in the digital age. Overall, I spent six consecutive years on the ALCTS Board.

Since then, I’ve held additional ALCTS appointments until a sad moment in 2004 when I found myself without any official ALCTS function for the first time in more than twenty-five years. Since my appointment as chair of the ACRL Intellectual Freedom Committee in 2002, I’ve focused my ALA energies on intellectual freedom with some attention to collection development, my other current area of research and teaching.

As I think back on my time with ALCTS, I regard it as a hard-working division that got things done, especially for me in the area of cataloging. The Subject Analysis Committee has always had innumerable task forces that combine extensive knowledge of theory and practice with the desire to come up with workable solutions to cataloging problems. Unlike some committees that have trouble finding things to do, or feel that their main function is offering programs, the RTSD/ALCTS units tackled practical problems in bibliographic control and access to information.

One of my most positive memories was moderating a presentation on the new cataloging code, AACR2. Michael Gorman was the star of the program that attracted more than seven hundred librarians—about one-third of the registration at that ALA Midwinter meeting. The hotel crew valiantly installed remote microphones in adjoining rooms, but the crowd kept expanding beyond any expectations. I regard writing the five-year ALCTS budget plan as one of my greatest personal accomplishments ever. The plan that I prepared as committee chair went through the committee and the board without change to a single word. The best part of ALCTS must, however, be the great number of friends and acquaintances that I gained from my years in the division. For me, one of the main reasons for attending any ALA meeting is seeing people that I’ve worked with to find out what is happening in their professional and personal lives.

My least favorite memories of ALCTS and ALA in general are the incredible amounts of paperwork to be filled out. I hate paper and want to get the job done quickly without the inevitable forms that I always mess up in my haste to get them done, the seemingly endless reviews at multiple levels, and the mind-boggling attention to picky details that don’t mean all that much in the end. ALCTS staff have always been helpful, but there is no getting away from filling out all those damn forms.

From my perspective, the 1970s was a time of excitement as catalogers adapted to the bibliographic utilities and learned to share records. In retrospect, the concerns about quality standards appear almost quaint. My students can scarcely believe my stories about the multiple revisions of cataloging in the quest for absolute perfection. Retrospective conversion, aided by this record sharing, was the other key development, as libraries strove to eliminate their card catalogs by converting all their bibliographic records for the first generation of online catalogs. From the early 1980s to the arrival of the Web in the mid-1990s, the vision expanded to include bibliographic control of everything worth saving. I personally participated in the efforts to provide records for major microform sets, and in the United States Newspaper Project to catalog and microfilm all existing American newspapers. ALCTS did its part with its various committees that thought that the goal of complete bibliographic control was attainable.

The World Wide Web has shattered this illusion, as the sheer quantity of available information exceeded any hope of bibliographic control through traditional methods. The end result of shared cataloging was fewer catalogers. It was no longer ludicrous for experts, even library experts, to suggest that keyword searching could replace traditional cataloging. While I think that the rhetoric that libraries will not survive has softened since its high point around 2001, I think that many of these questions remain valid and won't go away. I hope to live long enough to see some answers emerge and perhaps even participate in formulating some of them, even when the baton has passed on to a new generation of ALCTS stars.

Janet Swan Hill

PRESIDENT 1997/98

I'm an accidental librarian. In college I majored in geology, with minors in creative writing and cartography, but when my husband was drafted out of the U.S. Bureau of the Budget and sent to Vietnam at the princely salary of \$116/month (including combat pay), I moved back to live with my parents in Denver. There was a library school there, and both of my college roommates had become librarians, so I just showed up in the admissions office one day, played my imaginary violin and applied. My soulful music obviously worked, because they waived my tuition and admitted me, so I became a librarian. What a happy accident that was! When my husband came back from Vietnam, I finished my degree, and we returned to Washington,

D.C.—he to the Bureau of the Budget and me as a Special Recruit to the Library of Congress. After the recruit program, I joined the Geography and Map Division as a cataloger, and later became Head of the Map Cataloging Unit. While there, I got involved in the revision of the maps chapter of AACR, in the creation of the LC Map Cataloging Manual, and in the revision of the G classification schedule, but my primary professional association was the Special Libraries Association. It was David Carrington, who was at that time Head of Processing at G&M, who got me excited about joining ALA as “the place where it all really happens.”

In 1978 I left the Library of Congress to become Head of Cataloging at Northwestern University Library. By doing so, I essentially landed in the lap of RTSD, because the head of technical services at Northwestern, for whom I went to work, was Karen Horny, the incoming president of RTSD. She put in a good word for me to Nancy Williamson, the incoming Chair of the Cataloging and Classification Section (CCS), who gave me my first committee appointment to the newly formed Committee on Cataloging: Description and Access (CC:DA). The new Committee Chair, Nancy John, asked me if I would be willing to serve as Secretary of CC:DA, and I said yes, thus beginning a total of eleven years of service to CC:DA, variously as member, secretary, liaison from the Maps and Geography Round Table, and for six years as the ALA representative to the Joint Steering Committee for the Revision of *the Anglo-American Cataloguing Rules*. Looking at my curriculum vitae, I see that in addition to serving as ALCTS President, I have, over the years, served in one role or another on eleven RTSD/ALCTS committees, and sixteen CCS committees, task forces, or working groups. But it was CC:DA that set the stage for it all. In 1980, when I first took my seat on CC:DA, the United States library world was still working toward implementation of AACR2, discussing Day One and deciding such things as whether to implement all of its provisions as they were written, or whether to superimpose old headings over new cataloging, and whether to describe microform reproductions in terms of the original or the reproduction. These issues and others were highly controversial, leading to public hearings, overcrowded meeting rooms, and even lobbying from groups with special interests. The high profile of cataloging at the time led to making committee documentation available to interested observers—something that is now commonplace, but was highly unusual at the time.

In connection with the implementation of AACR2, ALCTS offered, in conjunction with the Library of Congress, regional institutes (soon famil-

iarly called road shows) to offer training in the new code. So well-received were the AACR2 road shows, that they were soon followed by other subject-specific regional institutes, establishing one of ALCTS' most successful mechanisms for continuing education.

With the publication of AACR2, libraries began to pay unprecedented attention to formats of materials other than books, and new formats began to appear, so a method of continuous revision of the rules was ardently pursued, in part to spare libraries from the divisive and disruptive paroxysm that had accompanied implementation of a major new code all at once. Through it all, we discovered that the existing code could—more readily than we had believed—accommodate new forms of materials such as computer files, interactive multimedia, videorecordings, and the like. As we look toward replacing AACR2 with *Resource Description and Access (RDA)* I am reminded of a quotation from the movie “The Princess Bride” in which Wallace Shawn’s character cites two great rules for living, one of which is “Never get involved in a land war in Asia.” Seeing how the country as a whole appears to have forgotten that lesson, I wonder whether catalogers and standards-creators have forgotten some of the lessons we learned from the initial furor over AACR2 implementation.

Introduction to the workings of ALA by way of CC:DA is unusual. Other RTSD/ALCTS and CCS committees, however, were more similar to CC:DA than they were different, in terms of the sense of mission each had, the bias toward action and product, and the willingness of members to work hard and constantly. An example of the bias toward action is the evolution of the Committee on Education, Training, and Recruitment for Cataloging. When I was Secretary of CCS, I asked Heidi Hoermann, who was Chair of the Heads of Cataloging Discussion Group, if I could give a presentation on the shortage of catalogers. Based upon the response, I brought the issue to the CCS Executive Committee, whereupon a task force was immediately formed (consisting of Liz Bishoff and me). After our report was delivered, the task force was transformed into the current committee.

My first experiences working on ALA-level committees, beginning in 1987, made me understand that not all committee work is so purpose-driven, productive, or satisfying as ALCTS work was, but I nevertheless accepted nomination to run for ALA Council, and was elected to a term that began in 1989. With a gap of only two years, I have served on council ever since, (even while I was serving as the ALA representative to the Joint Steering Committee, and also while I was ALCTS president). I am currently a mem-

ber of ALA's Executive Board. It was immediately obvious to me on joining council that the work of dealing with CC:DA documentation, and the experience of working on ALCTS committees, had equipped me extraordinarily well for council. Council may not be to everyone's taste, but it is certainly to mine, and it has brought me to see the issue of functional specialization and disciplinary separation from both inside and outside. I am more convinced every year that ALA benefits from having technical services librarians on its overall governing body because of their skills, knowledge, and outlook, and because having technical services folk on council reveals us as librarians like others. Further, I believe that ALCTS benefits from being represented on this body by more than just its councilor. Looking at it from the other side, service outside the division reveals the whole of librarianship to technical services folk, broadens our perspective, helps us to understand better how we fit into the whole and how our work serves the overall purpose of libraries and librarianship, and it provides us with allies. It may be no surprise, therefore, that I believe it is unfortunate that ALCTS chose to separate itself semantically from the overall association by changing its name from "division" (RTSD) to "association" (ALCTS). As any cataloger ought to know, the precise meaning and connotation of words is important. Semantic separation leads to a sense of actual severing. Pride in the role of technical services and its practitioners are essential and well-deserved, but being disconnected from the association as a whole and from the profession at large is not in anyone's best interest.

Looking back, I picture in my mind the many fine people I have had the opportunity to work with, and in my mind's eye I still see them as young as they (and I) were when we first encountered each other. I still see Nancy John, John Attig, John Duke, Helen Schmierer, Ben Tucker, Charles Simpson, Karen Horny, Arnold Wajenberg, Pat Thomas, John Byrum, Sheila Intner, Olivia Madison, Karen Muller, Brian Schottlaender, Dorothy McGarry, and a host of others in the context of the times and issues we were negotiating. It is with enormous pleasure that I served on ALA's Executive Board under Michael Gorman—a president who is a cataloger. It is with fondness that I remember my encounters with Henriette Avram, and with Lucia Rather, who, in accepting her Margaret Mann Citation, thanked her father, who had let her know "just how far a girl can go if she refuses to learn to type." I also remember the family feeling of RTSD, where the business meeting was the one meeting you didn't want to miss, where we actually

conducted business, and where we would all declaim in chorus (with enthusiasm), “These damned serials title changes can go to hell!”

I have just returned from a meeting in Washington, D.C. of a group appointed by the Library of Congress, called the Working Group on the Future of Bibliographic Control, and looked around the room with pleasure to see so many ALCTS activists, including three past-presidents (Brian Schottlaender, Olivia Madison, and me); two former JSC representatives (Brian and me); the current ALCTS councilor (Diane Dates Casey); and Judith Nadler. We’re not as young as we once were, but we’re still working away in committees, grappling with change, and building the future.

Sheila S. Intner

PRESIDENT 1998/99

Thinking back over thirty years as a librarian, I have three superb mentors to thank for what I’ve achieved: Joe Covino, my first boss; Robert M. Hayes, one of my deans; and ALCTS, which gave me opportunities to grow in service to the profession.

When I entered the master’s degree program at Queens College (Flushing, N.Y.), I asked the placement officer for a job. I liked libraries, but never worked in one. The job she found was technical services clerk at the Great Neck Library. During my seven years there, Director Covino encouraged me to move up from clerk to cataloger, music department head, and coordinator of automated systems, where I learned to work with computers from the ground up. Technical services was the platform from which I dove into practice and library education, though I wander across the invisible aisle now and then, doing or teaching public services, especially information literacy. Even so, my head and heart are dedicated to bibliographic knowledge, “the core knowledge of our field,” said UCLA’s Dean Hayes in a speech to the faculty when I taught for him there.

ALCTS was still the Resources and Technical Services Division of ALA when I joined in 1979. A decade later, proposals to change our name, when I was editor of *LRTS* and chair of CCS, prompted a flurry of nostalgia for RTSD and a contest for a new name without the word “division.” (“resources and technical services,” however, was out, because of its unfortunate acronym: RATS). The new name would let us be cited directly, not subordinatedly under ALA and symbolized our new work, which was computer-

based. Thus came ALCTS, Association for Library Collections & Technical Services, and slogans that introduced it: ALCTS Selects, ALCTS Collects, ALCTS Protects, etc.

The prevailing wind in tech services was one of change. Yet, we had come through the paradigm shift from card files to databases, split cataloging into copy and original, and survived downsizing and reorganization. The 1990s buzzword was outsourcing, and we hunted for the right balance between on- and off-site production.

Serving on ALCTS committees, editing *LRTS*, and being elected CCS chair, ALCTS president, and an ALA councilor enabled me to befriend and work with my greatest heroes: Henriette Avram, mother of MARC, who helped me test my theories; Ben Tucker, whose gentle pronouncements shook our world; Jean Weihs, with whom I subsequently wrote five books; Michael Gorman, who spoke at two of my seminars; Nancy Olson, who published two of my books; Marion Reid, whose stellar term as division president was my role model; former executive director Karen Muller, who shared her hotel room with me when my reservation got lost; and many more than I have room here to name, who influenced me enormously.

My aim, as ALCTS president, was to raise the division's visibility within ALA. It helped that I was simultaneously an ALA councilor-at-large. With fellow councilors Janet Swan Hill (at-large) and Alex Bloss (ALCTS councilor), and president-elect Peggy Johnson, we parried challenges from the right (Dr. Laura Schlesinger claimed ALA promotes pornography) and the left (Hennepin County Library's Sanford Berman accused LCSH of failing the poor). Janet Hill and I wrote papers for conferences on recruiting the next generation of librarians and participated in establishing the association's core values (intellectual freedom was, and is, number one).

Personally, my greatest delight was cooking twenty-five pounds of chili for the Simmons College GSLIS team that won first prize in a chili cook off held at the San Antonio Public Library during my last Midwinter Meeting before retirement.¹⁰ Today, who knows? Airport security might suspect me of harboring a weapon of mass destruction. What law-abiding citizen in her right mind carries a suitcase of frozen meat, beans, and tomato sauce from Massachusetts to Texas? But the prize the contents of that suitcase won ended up funding a scholarship at our school.

Today, I believe ALCTS members look to the division for guidance in navigating a far more complex world of bibliographic knowledge than ever

before. It's a world where even small libraries can gather huge collections of electronic resources along with much larger numbers of traditional materials than they ever thought possible. Universal bibliographic control, the dream of the twentieth century, is within our reach. Let us grasp and hold fast to success in making the dream a reality.

Peggy Johnson

PRESIDENT 1999/2000

I'm part of that unusual group of librarians who decided extremely early on librarianship as a career. I can't remember when I started telling people I'd grow up to be a librarian—my mother says I was in fourth grade. I kept this goal in mind as an undergraduate and intentionally studied both French and German to better prepare me for working with global resources. I share with my colleagues the experience of starting at a true entry-level position. I was the music cataloger at the University of Iowa, and French and German skills were invaluable.

The next few years were less focused. I was a programmer and database manager at Control Data Corp. back in the days of the mainframe Cybers and Fortran. I was a children's librarian for the Saint Paul Public Library System, and then moved to the University of Minnesota Libraries, where I've stayed for decades. My job has changed over time as libraries and librarianship have changed, and my responsibilities have increased. I decided I needed a better understanding of management and financial issues so earned my MBA while working full-time. My career path is not unusual—moving from head of a small unit to a larger unit and so on until I became an associate university librarian.

Many people could be described as my role models and mentors. Two seem to stand out: Sheila Intner and Ross Atkinson. I met Sheila through our work together on an ALCTS committee many years ago, and she was an early supporter of my writing activities. I met Ross when we were both on the RLG Collection Development and Management Committee in the 1980s. His thoughtful and articulate exploration of important issues inspired and continues to inspire me. Both Ross and Sheila contributed to the direction and accomplishments of ALCTS through leadership positions and dedicated service over the years.

I've been a member of ALCTS (a.k.a. RTSD) for thirty years. Changes in the organization mirror changes in the profession with, for example, collection development and management evolving into an area of practice separate from acquisitions, and preservation and reproduction moving into preservation and reformatting, with digitization taking on increasing importance.

My perception is that ALCTS moved slowly and deliberately (even ponderously) in early years—as did the profession. That approach works for neither today. ALCTS' increasing use of topical discussion groups that form around pertinent, current issues has been an important step in keeping our organization nimble and responsive to a rapidly changing environment. We were paper-based for decades. I sloughed through endless pieces of paper when making appointments as ALCTS president. Everything was either photocopied or typed on multipart forms and mailed. Thank goodness we are now free of that slow and cumbersome process! The ability to conduct business electronically makes us both faster and more effective.

For many years, ALCTS has offered regional institutes focused on particular areas, e.g., binding, acquisitions, AACR2, collection development and management. I've lost track of the number I've attended. They have always been valuable, especially when I was assigned another responsibility in an area with which I was unfamiliar. I've met some of my best friends at institutes and expanded the group of colleagues on whom I rely. I think the emphasis on continuous learning and the value of building relationships with peers is a hallmark of ALCTS and an organizational characteristic of which we can and should be proud.

My memories of the early years blur. I've attended so many Annual Conferences and Midwinter Meetings that I no longer remember what happened or where. I have a sense that not much occurred between those gatherings, with a big flurry in the six weeks or so preceding each. That approach does not work anymore. Being actively engaged in ALCTS requires more time and commitment than it did even fifteen years ago.

My favorite memories revolve around the people and the friends I've made. Only one unpleasant memory stands out. I was a new member-at-large of the ALCTS Board. At that time, the last of three three-hour board meetings ran late on Tuesdays. In order to get home that night, I had to leave the meeting to catch my flight about thirty minutes before the official adjournment. I quietly told the president I would be slipping out early, at which point she chastised me soundly and loudly, and told me I would have

to resign if I did not take my obligations seriously. I almost walked out and never looked back. I'm glad I didn't. What I did take away is the need to remember that we are a volunteer organization and we depend on the effort and time that our members can provide. ALCTS is important, but I hope we never assume that anyone's personal or professional life revolves around it!

My career has focused on collection development and management, and technical services—though I now also have responsibilities for facilities and equipment, and circulation, stack maintenance, interlibrary loan, and fee-for-service document delivery. Technological changes throughout library operations, services, and collections define the period I've worked in libraries. When I started, we used typewriters with platens to hold cards steady, a spiffy Polaroid camera to take instant pictures of catalog cards in printed union catalogs, and a photocopy machine to reproduce cards. Tracings and subject headings were added to each card using a typewriter. We had a room of clerks who did nothing but type cards and then file them “above the rod.” Revisions in headings sent us out with sheets of sticky labels to update the cards. I have seen the transition to using bibliographic utilities to produce our card sets and then to produce microfiche catalogs, and on to implementing local online catalogs and fully integrated automated library systems (ILS).

I remember the trauma surrounding the revision of the *Anglo-American Cataloging Rules* in the early 1980s. Rule revisions and interpretations came faster and faster—and *Resource Description and Access (RDA)* is just around the corner. Vendors and agents have increased the services they provide, made possible by automation and the Internet. The relationships with vendors, agents, and publishers have evolved from libraries as customers to a sometimes adversarial relationship and, now, I see more collaborative partnerships developing. Technology has influenced and continues to influence what we acquire (and license), how we provide access to it, and how we do our work.

Constant change has become a cliché, but it is a reality. Being static or simply reacting will not work. The biggest challenge we face as technical services librarians (and in libraries) is being proactive and intentional. We have a shared human tendency to assume that a round of process improvement or implementing a new ILS sets us up for a period of calm—“we got through that and now we can stop and rest.” Instead, we are rolling out ILS version upgrades as often as two or three times a year, which means new

procedures and new workflows. Vendors and service providers offer new options constantly. Being proactive and intentional means creating records that are descriptive, useful, and multipurpose. Developing staff who are comfortable with change and able to meet the requirements of working in a constant learning environment is critical. I think ALCTS has an important role not only to educate and provide forums for discussion, but also to help us develop this learning culture that is at ease with constant change.

Carol Pitts Diedrichs

PRESIDENT 2004/05

As a very new acquisitions manager in 1982, I began participating in what was then the Resources and Technical Services Division (RTSD). Not only was there no acquisitions section, there was just one committee devoted to acquisitions, aptly named the Acquisitions Committee. There were a few discussion groups devoted to acquisitions, and most acquisitions librarians knew that the place to be on Tuesday mornings at ALA Conferences was those discussion group meetings. So, if you think it is hard to get a committee appointment today, imagine the competition for appointments to the very small Acquisitions Committee. I remember attending the meetings, sitting in the rows around the perimeter of the room and hoping that someday I might get on the actual committee. The major players in those days were folks like Sharon Bonk and Gail Kennedy.

As time went on, acquisitions librarianship was growing, and there was increasing pressure to provide more RTSD opportunities for these librarians. In 1991, Gay Dannelly, then chair of the Resources Section (RS), created several reorganization task forces charged with separating RS into collections and acquisitions sections, which became Collection Management and Development Section (CMDS) and Acquisition of Library Materials Section (ALMS—the precursor to today's Acquisitions Section). I served on those reorganization task forces, and it was great progress for those in the acquisitions area to now have their own section.

The other major initiative that has been a theme throughout my ALCTS experience is the Business of Acquisitions/Fundamentals of Acquisitions (BOA/FOA) workshops. The first workshop was held in the mid-1980s and was extremely successful. The next step was to take this workshop on the road with a repeat performance in 1986 at the Texas Library Association.

Just as the planning began, the Budget and Finance Committee threatened to cancel it because of serious budget concerns. We begged to be allowed to continue, promising to run the workshop on a shoe string. The workshop was a success, but with strategies such as printing all the handouts at the University of Houston Libraries and driving them to San Antonio, rather than printing and shipping from Chicago.

Fast forward again to 1998, when Trisha Davis and I worked with Ann O'Neill at the University of South Carolina library school to deliver FOA as a teleconference. Using the teleconference facilities at USC, the video feed was delivered to more than five hundred participants across the country, as well as about fifteen individuals in the TV studio. It was the most disconcerting experience I have ever had! Imagine this environment—you're sitting at a podium much like a TV broadcaster giving a presentation on camera. To your left are people in a traditional workshop setting asking questions throughout the day. But you can't look directly at those live people because there are five hundred people watching via TV in classrooms across the country, so you have to keep looking at the camera. They also can call in with questions, so you have to watch for the light to come on indicating a question. And finally, while I was speaking, Trisha might be walking around off camera preparing for her next segment (and vice versa with me doing the same). While the program was very effective, we *never* did that again.

Fast forward again to 2001, and a meeting with Charles Wilt and Julie Reese in a hotel in New Orleans. At this point, Charles has entered the scene as executive director of ALCTS. In his wonderful "Charles style," he creates an environment for Trisha and me to move the FOA content to web-based continuing education. We were able to participate in an Ohio State program for faculty, which gave us a student assistant to help with the course management system, WebCT aspects of developing the content for online presentation. The rest of that story is found in the extraordinary success of the web-based FOA and ALCTS' leadership as the first web-based CE program within ALA.

I have many stories and experiences; basically, ALCTS has richly enhanced my professional career. I took a traditional path to ALCTS leadership beginning as a discussion group chair in 1987 and culminating in election as ALCTS President in 2003. Along the way, I've worked with extraordinary librarians. I've always loved going to ALA Conferences—all aspects—but the amazing friends and colleagues mean the most to me.

Rosann Bazirjian

PRESIDENT 2005/06

I actually started out as a library student worker in the cataloging department at Herbert H. Lehman College, filing proof slips for about fifteen hours per week. After I graduated college, I went to work at Columbia University as a page in their circulation department. After I realized I didn't want to shelve books for the rest of my life, I decided to go on for the MS degree at Columbia. My first position was an acquisitions librarian at Syracuse University. I stayed in that position for five years, and then went on to department head positions, assistant director and dean positions, and now my current position as University Librarian at the University of North Carolina at Greensboro. My progression was steady—always up—as I knew I wanted it to be. I knew I wanted to be the director of a library probably as soon as I started my professional career. It's that Virgo drive!

My early mentor and role model was Carol Chamberlain. I'm sure she would be surprised to learn this. She was working in the serials department at Syracuse when I first started there. I was her next door neighbor in acquisitions. I admired the way she managed the position and her work load – so methodical and knowledgeable. She was active in ALCTS, and perhaps that is what led me to ALCTS, too. I got involved with the committees, starting as an intern on some, and soon became a busy committee member. I was especially active in the Acquisitions Section.

I came into the ALCTS environment at a very positive and exciting time. I had great presidents to follow—Peggy Johnson, Carlen Ruschoff, Bill Robnett, Olivia Madison, Brian Schottlaender and Carol Diedrichs. These individuals are truly leaders and really set the course for the new leadership of ALCTS, under the wonderful directorship of Charles Wilt. The new management style was already part of the culture when I came on board. I consider these people to be some of the top leaders in our profession. I also remember the creation of the Leadership in Library Acquisitions Award and how monumental I felt that was for the Acquisitions Section.

One of the biggest changes I have seen in technical services librarianship during my career is the migration from paper to electronic communications. I remember sending telegrams, when I first started out in ordering, to reserve materials from rare book vendors abroad. I remember writing letters to domestic and international vendors concerning problems with book orders. I remember typing and filing purchase orders. Everything is, of

course, very different now. It's so hard to imagine that technical services librarians worked so differently just twenty-five years ago. Now the partnerships and collaboration we forge with our vendors, digital partners, and consortia partners dominate the way we conduct business. Technical services is involved in so many aspects of the library.

Our greatest challenges in the decades ahead include: 1) making certain that libraries are able to show their impact when assessing student learning on campus—this will affect our relevance in academia and on our campuses; 2) copyright, licensing issues and the legal environment; and 3) transforming our buildings into learning environments and information hubs—keeping them vital and active by attracting our students and researchers to them.

NOTES

1. Frank G. Houdek, "AALL History through the Eyes of Its Presidents," *Law Library Journal* 98, no. 2 (2006): 299–347.
2. Prior to the shared staffing arrangement, executive director Bill Bunnell hired Bill Drewett as deputy executive director.
3. David C. Weber, "Book Catalogs: Prospects in the Decade Ahead," *College and Research Libraries* 23, no. 4 (July 1962): 302–10. Translated and reprinted in *Toshokan-Kai* 15, no. 4 (November 1963): 119–25. Also reprinted in Maurice Falcolm Tauber and Robert E. Kingery, comp., *Book Catalogs* (Metuchen: Scarecrow Press, 1963): 37–54.
4. David C. Weber, "The Changing Character of the Catalog in America," *Library Quarterly*, 34 (January 1964): 20–33, reprinted in Ruth Calista (French) Strout, ed., *Library Catalogs: Changing Dimensions: The Twenty-eighth Annual Conference of the Graduate Library School, August 5–7, 1963* (Chicago: University of Chicago Press, 1964), 20–33; reprinted in Ann F. Painter, comp., *Reader in Classification and Descriptive Cataloging* (Washington, D.C.: MCR Microcard Editions, 1972), 242–51.
5. Allen B. Veaner and David C. Weber, *Bibliographic Automation of Large Library Operations using a Time-Sharing System (Project BALLOTS)* (Stanford, Calif.: University Libraries, 1967).
6. William Warner Bishop, *Cataloging as an Asset* (Boston: G. K. Hall, 1968).
7. David C. Weber, "Bibliographical Blessings," *Papers of the Bibliographical Society of America*, 61 (Fourth Quarter 1967): 307–14; reprinted in Vito J. Brenni, comp., *Essays on Bibliography* (Metuchen, N.J.: Scarecrow Press, 1975), 449–55.
8. Judith P. Cannan, "Letter on RTSD's Financial Picture," *RTSD Newsletter* 13, no. 2 (1988): 17.
9. Dorothy Gregor and Carol Mandel, "Cataloging Must Change," *Library Journal* 116, (1 April 1991): 42–47.
10. "ALA Finds Sunny San Antonio *Muy Simpatico*," *American Libraries* 31, no. 3 (11 March 2000): 62.