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LIBRARY INSTRUCTION ROUND TABLE NEWS

END USER SEARCHING OF ONLINE DATABASES

Compiled by Doris B. Dantin
Middleton Library
Louisiana State University
LIRT Research Committee

Des Chene, Dorice. "Online Searching by End Users." RQ 25 (1985):89-95.

Discusses the use of "gateway" or interface systems that are now available for use with microcomputers for online searching.

Dodd, Jane and others. Texas A & M University Library. A Final Report from the Public Service Research Projects. A Comparison of Two End User Operated Search Systems. Washington, D. C.: Association of Research Libraries, 1985. ERIC ED 255 224.

Summarizes research on the use of BRS/After Dark and Search Helper by end user patrons. Describes training of users and evaluation of program.

Eisenberg, Michael. The Direct Use of Online Bibliographic Information Systems by Untrained End Users: A Review of Research. Washington, D. C.: National Institute of Education, 1984. ERIC ED 238 440.

Describes studies of direct end user searching by students and researchers in technical fields. Includes an extensive bibliography.

Faibisoff, Sylvia and Jitka Hurych. "Is There a Future for the End User in Online Bibliographic Searching?" Special Libraries 72 (1981): 347-355.

Overview of the history and development of end user online searching.

Fenichel, Carol Hansen. "Online Communications Publications for End-users." Online 9.3 (1985): 129-132.

Bibliography of publications designed to help end users learn how to utilize online communication systems.

Fjallbrant, Nancy. DIALOG for Electical Engineers. CTHB Publikation Nr.29. Gothenberg, Sweden: Chalmers University of Technology, 1982. ERIC ED 233 721.

Manual designed to provide students with an understanding of techniques useful for doing online searching.

- , Elisabeth Kihlen, and Margaret Malmgren. "End-user Training in the Use of a Small Swedish Database." College and Research Libraries 44 (1983): 161-167.

Description of the Library User Education Programme at Chalmers University with emphasis on the BYGGDOK online training module.

- Friend, Linda. "Identifying and Informing the Potential End-user: Online Information Seminars." Online 10.1 (1986): 47-56.

Description of the online information seminars conducted at Pennsylvania State University to teach health science faculty and graduate students how to search BRS/After Dark and Knowledge Index.

- ."Independence at the Terminal: Training Student End Users to Do Online Literature Searching." Journal of Academic Librarianship 11 (1985): 136-141.

Discussion of the end user training program at Pennsylvania State University which teaches interested patrons how to use BRS/After Dark.

- Griffith, Jeffrey C. and Nancy P. Norton. "A Computer Assisted Instruction Program for End Users of an Automated Information Retrieval System." National Online Meeting Proceedings. Medford, NJ: Learned Information, 1981. 239-248.

Describes a CAI program developed by the Library of Congress using PLATO to teach the fundamentals of using SCORPIO to researchers.

- ."Using PLATO as a Means of Providing Introductory Online Training on SCORPIO System: Student Assessments." National Online Meeting Proceedings. Medford, NJ: Learned Information, 1982. 145-157.

A follow-up to the article by Griffith and Norton on the PLATO experiment at LC. Feed-back from students was generally favorable.

- ."Why Can't I Do It? Emerging Training Concerns of End Users and Online Professionals." Online '83 Conference Proceedings. Weston, CT: Online Inc. 1983. 77-81.

Points out that the end user not only needs to know the mechanics of online searching but how information is organized.

. . .This bibliography will be continued in the next issue of *LIRT News*. . . .

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LIBRARY PUBLICATION GUIDELINES AT CARNEGIE-MELLON

Rachael Naismith, Publications Coordinator
Carnegie Mellon University Libraries

The Carnegie-Mellon University Libraries initiated, in 1983, a publications program to improve the writing, editing, producing, and distributing of public-use documents. The goal of this program has been the production of well-written, attractive handouts which reinforce CMU Libraries' dynamic image. The work of the publications program is predicated on the standards outlined in the Libraries' *Publications Guidelines*.

A number of libraries are creating formal publications programs, but few have adopted written guidelines. In the case of CMU Libraries, they have been fundamental to the success of the program. The guidelines perform two tasks. They review CMU Libraries' editorial procedures. They also serve as a set of stylistic standards for authors to follow.

The *Publication Guidelines* begin by describing the need for quality control of library publications. Quality control is achieved through consistency in writing skills and document design.¹ The publications in question include bibliographies, guides to individual resources, service guides, "how-to" guides or pathfinders, online tutorials, and special publications such as library handbooks.

Guidelines of Responsibility

The control exerted over both writing and document design emanates from the Library Publications Coordinator and the Editorial Board. The responsibilities of these individuals are outlined in the guidelines. Briefly, the Publication Coordinator heads the Editorial Board, running the bi-weekly meetings and overseeing policies. She assigns editorial tasks. She also coordinates word processing and photoduplicating work, which are

¹For a more in-depth discussion of CMU Libraries' publications program, see: Naismith, Rachael. "Establishing a Library Publications Program," *C&RL News* (February 1985):59-63.

performed by student workers. The five-member Editorial Board edits publications, meeting with authors to suggest changes to text.

The authors of CMU Libraries' publications are either subject specialist librarians or other members of the library staff who are experienced in an area of library resources. Authors are responsible for providing accurate content; adhering to the *Publication Guidelines*; and giving the manuscript to the Editorial Board within a reasonable amount of time in a readable (preferably machine-readable) format.

Procedural Guidelines

In addition to detailing responsibilities, the guidelines spell out the procedures which begin with the idea for a new handout and end with the handout's distribution. These procedures are quite specific, describing each stage of the process: the writing, the submission, the assigning of an editor, the review at an Editorial Board meeting, the meeting of the editor with the author, the revisions, the final editing, the copying and the display of materials.

Content Guidelines

The *Publication Guidelines* address document form, discussing the introduction to the handout, the arrangement of sections from general to specific within the body, and so on. Much of this can be viewed as *suggestions* rather than constrictions. However, certain features are required. Each citation in a bibliography must be complete (most authors use the **Chicago Manual of Style**). The author must also provide the call number and online catalog location code for each citation. For convenience sake, examples of typical citations are included in the guidelines. Writing *style* is not discussed in the guidelines. Library staff members are expected to write clear descriptions of library resources, and the Editorial Board is happy to offer suggestions for improvements.

The Value of Publication Guidelines

The staff of Carnegie-Mellon University Libraries is proud of the attractive and well-written library publications that have been produced in the last two years. While much of the credit for this high level of quality belongs to CMU's computer facilities, a large part also results from the structure that the *Publication Guidelines* have provided.

Editorial guidelines can benefit any library. They benefit the users of the library by creating a standardized format. A document that is visually appealing with conscious effort given to arrangement of ideas will be more comprehensible to readers.

Publication guidelines benefit library staff members as well. The fact that they spell out publication procedures clearly demonstrates that these procedures are not arbitrary -- that they are logical and fair. All staff members must have access to the guidelines, so that they know what to expect for their efforts. Finally, a library need not have a well-established publications program to produce a set of guidelines. In the case of Carnegie Mellon, the guidelines were written and the program developed simultaneously. In fact, the development of the program would have been much more difficult without the task of describing goals and procedures on paper.

If you would like a copy of the *Publication Guidelines*, please write to Rachael Naismith, Hunt Library, Carnegie Mellon University, Pittsburgh, Pennsylvania 15213. Please enclose a check for \$3.00 for copying and postage.

ANNOUNCEMENTS: *Library Hotline* for February 24, 1986, page 6, reports on computer-aided instruction for library skills developed by Dennis Kimmage at SUNY-Plattsburgh. The set of seven discs which run on an Apple II Plus or Apple IIe (single disk drive) are available for \$40.00. For additional information contact Dennis at 518-564-5308.

The *South Central Research Library Council Newsletter*, March 1986, page 11, reports that Carolyn Wolf, Head of Public Services at Hartwick College, has prepared a second edition of *Basic Library Skills*, published in April 1986 by McFarland & Co. This edition has updated bibliographies and additional chapters including the use of computers in the library.

The following bibliography was prepared by Julia Gelfand, LIRT Research Committee.

BIBLIOGRAPHY ON LIBRARY SIGNAGE

This bibliography was prepared to reflect the current literature (1976+) on library signage, irrespective of the specific library environment. It covers english language materials which are found in books and monographs, the journal and technical literature and software packages. A database search was done in ERIC, Library Literature, Library and Information Science Abstracts and Dissertation Abstracts.

American Library Association, Public Information Office, comp., ALA Library Clip Art. Designed by Natalie Wargin. Chicago: ALA, 1983.

Benedict, Marjorie, Library Signs and the Disabled, 1979. ED 221 162.

Birdsall, Douglas, Plan for a Sign System at the Idaho State University Library. Pocatello, Ida.: Idaho State University, 1980. ED 191 441.

Cable, Carole, Architectural Signage. Monticello, Ill.: Vance Bibliographies, 1981.

California, University of, Riverside Library, UCR Library Sign System Manual. Riverside, CA.: University Library, January, 1984. ED 242 336.

Chittenden, Carol B., "New Signs in Old Buildings," Research Strategies 2:1: 45-6, 49; Winter, 1984.

Conroy, Barbara and Barbara Shindler-Jones, Improving Communication in the Library. Phoenix, AZ: Oryx Press, 1986.

Diskin, Jill A. and Patricia FitzGerald, "Library Signage: Applications for the Apple Macintosh and MacPaint," Library Hi Tech 2:4:71-7; 1984.

Hutchinson, Patsy and John Kirby, "Creating an Identity," ASLIB Proceedings 33: 10:400-404; October, 1981.

Johnson, Johanna H., Signs and Guides: Wayfinding Alternatives for the EMS Library. Master's Thesis, University of California, Los Angeles, 1981. ED 217 840.

Kirby, John, Creating the Library Identity: A Manual of Design. Brookfield, VT.: Gower, 1985.

Kupersmith, John, "Don't do That!," Research Strategies 2:185-7; Fall, 1984.

_____, "Informational Graphics and Sign Systems as Library Instruction Media," Drexel Library Quarterly 16:1:54-68; January, 1980.

_____, "Setting Objectives for a Sign System," Research Strategies 1:3:131-3; Summer, 1983.

_____, "Why Bother with a Sign System," Research Strategies 1:1:33-35; Winter, 1983.

Lester, Linda, et al, Committee on Library Orientation Report to the Directors Council Library Sign System. Charlottesville, VA.: University of Virginia, 1980. ED 196 452.

McLendon, Charles B., Signage: Graphic Communications in the Built World. New York: McGraw Hill, 1982.

Mallery, Mary S. and Ralph E. Devore, A Sign System for Libraries. Chicago: American Library Association, 1982.

Pollet, Dorothy, "New Directions in Library Signage: You Can Get There From Here," Wilson Library Bulletin 50:6:456-62; February, 1976.

Pollett, Dorothy, et al, comp. eds., Sign Systems for Libraries. New York: Bowker, 1979.

Reynolds, Linda and Stephen Barrett, Signs and Guiding for Libraries. London: Bingley, 1981.

Rice, James, Teaching Library Use: A Guide for Library Instruction. Westport, CT.: Greenwood Press, 1981.

Richards, Valerie, "A Signs System for the University of Auckland Library," New Zealand Libraries 44:1:12-15; March, 1983.

Spencer, Herbert and Linda Reynolds, Directional Signing and Labelling in Libraries and Museums: A Review of the Current Theory and Practice. London: Royal College of Art, 1977.

Van Allen, Peter R., "A Good Library Sign System: Is it Possible?" Reference Services Review 12:2:102-6; Summer, 1984.

SOFTWARE - Packages available which have some library signage application.
Contact person for details and description of package.

Arkport Central School, PO Box 70, East Avenue, Arkport, NY 14807. Contact person, Joseph Mattle, District Library Media Specialist.

Brown University Library, Box A, Providence, Rhode Island 02912. Contact person, Howard Pasternack (401) 863-3346.

Elsmere Elementary School, 247 Delaware Avenue, Delmar, NY 12054. Contact person Joan Barron (518) 439-4996.

Forest Park School, 30 Deforest Road, Dix Hills, NY 11746. Contact person Charlotte Winkler, School Media Specialist (516) 543-3960.

Jamesville-DeWitt High School, Edinger Drive, PO Box 606, DeWitt, NY 13214. Contact person Gaby Hendley, Director of Learning Center (315) 470-2379.

Port Jefferson Elementary School, Scraggy Hill Road, Port Jefferson, NY 11777. Contact person Karen Buxton, Librarian (516) 473-8511.

Academic Libraries use of Microcomputer-based CAI to Teach Information Retrieval and Library Research Skills

Bonnie Gratch, Head/Coordinator of Reference,
Bowling Green State University Libraries

Computer-assisted instruction has been used as an instructional medium for over twenty years, but the renewed interest in this medium by academic librarians owes much to the proliferation of microcomputers in libraries. The research study recently completed investigated the use of CAI in academic library BI programs and the types of software (called courseware) available.

As a result of surveying about 50 academic librarians, review of software publishers' catalogs, directories of software, and the relevant literature, I identified numerous software programs sold by publishers and commercial software producers, as well as software produced by academic librarians. Basically, these courseware programs teach the use of specific tools, employing a drill-and-practice and/or tutorial mode of instruction. Increasingly, academic librarians seem to be creating their own courseware, frequently as members of a campus team of programmer and instructional designer. This trend is, no doubt, occurring because most of the library research skills software produced by publishers and software companies is for elementary and high-school grade levels. Another reason for the renewed interest in CAI in BI programs comes from the research and development in designing and providing online database searching.

I have compiled two lists of software available to teach library research and information retrieval skills using microcomputers. One list describes representative courseware produced by publishers and software producers. The other describes courseware developed at academic libraries and universities. Ordering information is included in each description. These lists may be obtained from the LOEX Clearinghouse or from me. A few highlights of these programs reveal the diversity of what is currently available.

Software is available to teach basic library research skills, as well as sophisticated research tools and research strategy. One package called "Searching the Biomedical Literature" is designed to teach library researchers to incorporate effective information retrieval and organization skills into their biomedical information searching strategies. Specifically, it teaches the use of Index Medicus and the International Nursing Index. Versions are available for both the IBM-PC and Apple microcomputers.

Another recent courseware package for purchase are the programs called "Library Research Skills", developed at the University of Delaware. These four programs for the IBM-PC are derived from their excellent PLATO library instruction programs.

Madison Area Technical College, Madison, Wisconsin, sells microcomputer CAI lessons which are used to test and provide feedback for student library skills competencies. They will even customize the software so that your library's name appears on the program.

MEMBER à LIRT

COMMUNITY COLLEGE AND PUBLIC LIBRARY COOPERATION FOR INSTRUCTION

A six-step research strategy to teach library research skills to college freshmen and college-bound junior and senior high school students was developed in a cooperative pilot study by Eileen Dubin, William Raney Harper College, Palatine, IL and Shari Hetzke, Arlington Heights Memorial Library, Arlington Heights, IL. The model program was funded with a LSCA Title III Grant for Community Interlibrary Cooperation awarded jointly to the community college LRC and the public library.

The research sequence is not a "traditional" approach, as it places use of the card catalog at the end rather than at the beginning of the search. There are six steps involved in the strategy: (1) general encyclopedias, (2) subject encyclopedias, (3) specific reference tools such as almanacs, yearbooks, statistical sources, etc., (4) periodical indexes, (5) abstracts and citation indexes, and (6) card catalog and book collection.

The strategy can be used at various educational levels. It also brings the teacher and the librarian into close cooperation. A more detailed summary of the project is available in "New Research Strategy for Library Use: Community Interlibrary Cooperation Grant," *Community & Junior College Libraries* (Summer 1985): 33-37.

... Do you have a special library instruction project you'd like to share with us? Do you know of someone else's project that's interesting? Please send the information to Judy Wagner, Schaumburg Township Public Library, 32 W. Library Lane, Schaumburg, IL 60194, (312) 885-3373.

RECENT ARTICLES

Daniel, Evelyn H. "Educating the academic librarian for a new role as information resources manager." *Journal of Academic Librarianship* 11: 360-364 (January 1986). --one topic addressed in this wide-ranging paper by the Dean of the School of Library Science, University of North Carolina - Chapel Hill, is future trends in academic librarianship. The important role of a bibliographic instruction program which emphasizes information literacy rather than "library use skills" is predicted. ED

Gavryck, Jacquelyn. "Library instruction for clerical staff: the rest of the iceberg." *Journal of Academic Librarianship* 11: 343-345 (January 1986).

--a detailed description of a program developed and implemented at SUNY-Albany by bibliographic instruction librarians. The goals of the program, the program design evaluation, and the content of each workshop are spelled out. ED

Hamilton, Dennis. "Library users and on-line systems: suggested objectives for library instruction." *RQ* 25: 195-197 (Winter 1985).

--This outline of BI objectives has been approved by the RASD of ALA. Designed for instructors of library patrons who use on-line catalogs, online circulation systems and other databases. RN

Holloway, Carson. "The online catalog: teaching the user," in "Library Literacy" column, *RQ* 25: 191-193 (Winter 1985).

--describes the introduction of an online catalog to the public at the University of North Carolina. The author reviews the step-by-step procedures that were followed in selecting and implementing document and instruction formats. RN

Intner, Sheila. "The self-service library: implications for bibliographic instruction." *Technicalities* 6: 12-14 (March 1986).

--adds to the arguments in favor of a progressive continuum of library use instruction through elementary school, high school, public library, college and university library experiences. ED

RECENT ARTICLES *continued*

Snelson, Pamela. "Library instruction and the computer." *Small Computers in Libraries*: 12-14 (January 1986).

--a summary of a one-day conference (LACUNY and ACRL/NY) in New York City in April 1985 on computer-aided and computer-managed instruction. Speaking on the basis of their CAI experiences were: Patricia Walsh, Chair, Bibliographic Instruction at University of Bridgeport; Patricia Arnott, Senior Assistant Librarian, University of Delaware; and Deanna Nipp, Coordinator of Bibliographic Instruction, Mansfield University. *ED*

Sugraves, Maria R. and Larry C. Snider.

"Microcomputer applications for library instruction: automation of test and assignment scoring and student record keeping." *Microcomputers for Information Management* 2: 171-188 (September 1985).

--The development of a microcomputer system to grade assignments for an introductory workbook is discussed. The system grades four assignments for an average of 2,000 students a semester with a 48-hour turnaround time. *CD*

Editor's note: Thanks go to Elizabeth Dailey, Rachael Naismith, and Cathy Doyle of the LIRT Publications Committee for their contributions to "Recent Articles" over the past year.

FEBRUARY SPEC KIT ANALYZES TRENDS IN BIBLIOGRAPHIC INSTRUCTION IN ARL LIBRARIES

Because of changing interests and needs over the past 15 years, the definition of bibliographic instruction has shifted. In the early 1970's, BI programs tended to concentrate on how to obtain information in a particular library building; today the goal more often is to teach patrons how to tap into any information source. At the same time, libraries are experimenting with innovative instructional methods.

SPEC Kit #121 on Bibliographic Instruction in ARL Libraries (February 1986, 107 pages) examines current developments in this area based on a telephone survey of 25 Associa-

tion of Research Libraries members with active BI programs.

A number of ARL libraries are gearing up to teach patrons the intricacies of online public access catalogs, and end-user searching is another technology-based activity that affects BI. SPEC Kit #122 (scheduled for March 1986) deals specifically with services to end-users. Using microcomputers, some BI librarians are preparing computer-assisted instruction packages for large groups of users and staff. Downloading of bibliographic files and organizing personal files also are increasingly popular BI subjects.

Over the next five years, a number of librarians reported, they will be expanding services to existing user groups with particular emphasis on faculty and upper-level undergraduates, as well as reaching out to wider audiences. More activities will be developed for non-traditional students including returning adults, the disabled, international students, and students at sites removed from the central campus. As these changes occur, it appears that BI is an activity that affects nearly all reference librarians and a growing number of technical processing librarians. With their knowledge of syndetic structure of library catalogs, subject authority files, and the MARC record, catalogers often are called upon as consultants in the preparation of handouts and point-of-use instructional aids for online catalogs.

SPEC Kit #121 includes BI planning materials from seven libraries, three examples of CAI programs and microcomputer-based instruction, two descriptions of graduate student instruction, one description of international student instruction, and a select bibliography.

SPEC Kits (ISSN 0160 3582) are available by subscription. Individual issues cost \$20.00, plus \$5.00 postage outside the U.S., through distributors, or direct. (ARL member price \$10.00) Prepayment is required to "ARL Office of Management Studies"; mail to: SPEC, Office of Management Studies, 1527 New Hampshire Ave. N.W., Washington, D.C. 20036. Order by Kit Number and Title.

LIRT PROGRAM AT ALA-NEW YORK

SUNDAY, JUNE 29, 1986, 9:30 AM - 12:30 PM

"YOU CAN DO IT: CREATING AN ACTION PLAN FOR LIBRARY INSTRUCTION" IS THE TOPIC FOR THIS YEAR'S LIRT PROGRAM. MARY GEORGE, HEAD OF GENERAL REFERENCE, PRINCETON UNIVERSITY, WILL BE THE KEYNOTE SPEAKER. HER TALK WILL BE FOLLOWED BY SMALL DISCUSSION GROUPS WHICH WILL EACH FOCUS ON A CHAPTER (BY TYPE OF LIBRARY) FROM THE NEW HANDBOOK ON LIBRARY INSTRUCTION PRODUCED BY LIRT'S ALA GOALS AWARD COMMITTEE.

END-USER SEARCHING: ISSUES IN INSTRUCTION, SYSTEMS SELECTION, ADMINISTRATION

ALA-NEW YORK, TUESDAY, JULY 1, 9 AM - 12:30 PM

Brief keynote presentations by:

Arleen Somerville, University of Rochester, on instruction

Katherine Chiang, Mann Library, Cornell University, on systems selection

Gerri Hutchins, Texas A & M University, on administration and funding

Bonnie Snow, Dialog Information Services, summary remarks

The program will consist of brief presentations and small discussion groups. Attendees will be able to participate in two groups to explore specific areas of interest related to end-user searching.

Sponsored by ACRL Science & Technology Section, ACRL, BIS Computer Concerns Committee, and RASD, MARS Direct Patron Access to Computer-Based Reference Systems Committee. Contact Eleanor Mathews, Iowa State University Library, (515) 294-3642 for details.

NOTE: Are you coming to ALA-NEW YORK but you're not sure of your schedule yet? When you're feet give out at the exhibits, please stop by the LIRT Booth. Peruse the new collection of instructional materials, and find out what LIRT is up to this year while giving the signed-up volunteers a break.

LIRT MEETINGS AT ALA

Wednesday, June 25

8 PM - 10 PM ALA Goals Award Committee

Thursday, June 26

9 AM - 5:30 PM LIRT Preconference Institute

8 PM - 10 PM LIRT Steering Committee

Friday, June 27

9 AM - 5:30 PM LIRT Preconference Institute

8 PM - 10 PM ALA Goals Award Committee

Saturday, June 28

8 AM - 11 AM LIRT All-Committee Meeting

2 PM - 4 PM LIRT Executive Board

Sunday, June 29

9:30 AM - 12:30 PM LIRT PROGRAM: You Can Do It: Creating an Action Plan for Library Instruction

2 PM - 4 PM LIRT Publications Committee

2 PM - 5:30 PM ALA Goals Award Committee

Monday, June 30

8:30 AM - 11 AM LIRT Long-Range Planning Committee

9 AM - 11 AM LIRT Organization/Bylaws Committee

2 PM - 4 PM LIRT Public Relations/Membership Committee

LIRT Research Committee

2 PM - 5:30 PM LIRT ad-hoc Affiliates Committee

LIRT Continuing Education Committee

LIRT 1987 Program Committee

Tuesday, July 1

9:30 AM - 12:30 PM LIRT Steering Committee

2 PM - 4 PM LIRT Executive Board

FIRST CLASS



LIBRARY INSTRUCTION ROUND TABLE NEWS

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American Library Association

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