
This study describes a series of interviews with the heads of local history collections at four public libraries in North Carolina. The study was conducted to examine the practices of known collections and offer a comparison to the Faye Phillips model of local history collecting. As well, this study compares each collection's individual policy statement with each other and the mentioned established model.

By examining the practical methods applied by these institutions, a broader understanding of why these collections' attributes have made them noteworthy by knowledgeable professionals. By comparing the methods to each policy, a greater understanding may emerge on how policies and practices can produce guidelines for a unifying effort in collecting local history.

Headings:

Collection-Development-Policy-Statements
Collection Management
Cooperation-Collection Development
Local-History-and-Records-North-Carolina
AN EXAMINATION OF COLLECTORS OF LOCAL HISTORY MATERIALS
IN FOUR NORTH CAROLINA PUBLIC LIBRARIES

by
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A Master's paper submitted to the faculty
of the School of Information and Library Science
of the University of North Carolina at Chapel Hill
in partial fulfillment of the requirements
for the degree of Master of Science in
Library Science.

Chapel Hill, North Carolina
April, 1999

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ACKNOWLEDGEMENTS

The person who tries to live alone will not succeed as a human being. His heart withers if it does not answer another heart. His mind shrinks away if he hears only the echoes of his own thoughts and finds no other inspiration.

-- Pearl S. Buck

The process involved in researching the material for this project will forever be the greatest source of satisfaction for me. It was my extreme pleasure to have met those who I interviewed, as well as those who guided and instructed me on my journey: Dr. David W. Carr, Dr. Edward G. Holley, Mr. Robert Anthony, Mr. Maurice York, Mr. John Ansley, Ms. Ann Wright, Ms. Zoe Rhine, Mr. Kevin Cherry, and Ms. Beverly Tetterton.

I would also like to give special thanks to my family, who have given me great support in this academic achievement and throughout all the years of my life.

My mother and father, Ray and Mary Craig,

my brother, Ralph Ray Craig, III,

my sister, Julia Elizabeth Craig,

my aunt and uncles, Reid and Nell Coward and Bill and Wilma Craig.

And finally, I thank Ms. Lynn Chandler for all of her guidance, support and insight throughout this study.

Calvin Hamrick Craig

April, 1999
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AN EXAMINATION OF COLLECTORS OF LOCAL HISTORY MATERIALS IN FOUR NORTH CAROLINA PUBLIC LIBRARIES

Introduction

The impetus for this masters paper came from discussions with three professionals who hold specific knowledge about public library local history collections of North Carolina: Dr. Edward G. Holley, professor emeritus of the School of Information and Library Science at the University of North Carolina at Chapel Hill; Maurice York, head of the North Carolina Collection at East Carolina University; and Robert Anthony, head of the North Carolina Collection at the University of North Carolina at Chapel Hill.

Through these discussions the researcher became aware that there has been a growing interest in local history collections in North Carolina public libraries. In the summer of 1998 there were four seminars sponsored by the Library History Round Table of the North Carolina Library Association (NCLA). These seminars, which were attended by 172 professionals across the state, provided an opportunity for the Library History Round Table to educate public library professionals on how to collect, preserve, and provide access to local history materials.

Also in 1998, the North Carolina Public Library Director’s Association (NCPLDA) addressed the need for a sound collection through its services response guidelines. Their document, "How Does Your Library Measure Up?" included issues
that need to be addressed in order to have a sound local history collection. One of the libraries researched for this study was put forth as a model library that met the objectives of the NCPLDA.

A benchmark document for local history collections was published in the summer 1988 issue of North Carolina Libraries. The theme article, entitled "Establishing and Maintaining a Local History Collection," became the guide for developing clear, practical techniques for building a local history collection. The research presented in this paper is an extension on the topics addressed in this thoughtful guide. Four public libraries in North Carolina were identified by the above professionals as examples of thorough and active collectors of local history. For the purposes of this study, local history is being defined as historical and genealogical material pertaining to the people and history of the geographical area for which the library is responsible ("Establishing and Maintaining…p.70).

Because of the mounting interest within the past decade and especially the past few years, the researcher felt that an examination of public library local history collection practices would be of benefit to other professionals. This research presents a case study snapshot through interviews of how these particular collections have been able to maintain their collecting practices for their communities. It will examine and prepare to present new findings in practical methods of establishing a well-rounded local history collection. This information can provide an invaluable source of reference in guiding the neophyte collector or even collectors at all levels in the issues of maintaining and establishing collections at the local level in public libraries.
**Literature Review**

There has not been a plethora of recent articles published on the topic of the acquisition of local history for public libraries. However, one in particular has been very substantial in providing a framework for how a collection should be acquired and maintained. "Establishing and Maintaining a Local History Collection," published in the Summer 1988 issue of *North Carolina Libraries*, offers a nice blueprint for the establishment of clear and precise techniques to be used in the acquisition of these materials. There are many techniques that this article discusses in order to create the best possible framework for the local history collection. The first and perhaps one of the most important is the establishment of a sound collection development policy.

The article states that the collection development policy is integral in the planning and organization of collections through well-conceived objectives. The policy should state the scope and nature of the collection as well as identify the potential users that the collection will serve. These statements become the framework or walls to the structure of the policy. However, these edifices are not completely impenetrable and must be flexible to address varying situations. According to the article, a good policy should "state guidelines that assure consistent, manageable acquisitions, but will always leave some flexibility for special situations that will invariably occur." This will ensure that the policy will be able to adjust the application towards different media, new technology, or changing patterns in the culture and use of the collection. One weak point of this article is that it fails to address the issue of de-accessioning or weeding from the local history collection.
Faye Phillips offers, in *Local History Collections in Libraries* (1995), a clear and precise guideline for the topics that should be discussed in a local history collection development policy. Her model contains the following elements:

- Statement of purpose of the institution and/or collection
- Types of programs supported by the collection
- Clientele served by the collection
- Priorities and limitations of the collection
- Cooperative agreements affecting the collecting policy
- Resource sharing policy
- De-accessioning policy
- Procedures to enforce the collecting policy
- Procedures for reviewing the policy and its implementation

These objectives provide for a steady and strong framework from which to begin or adapt an already existing collection.

The American Library Association (ALA) also has stated guidelines for the establishment of local history collections which are available from their web site. The ALA guidelines are very similar to the ones proposed in Phillips book with one exception. The third objective on their list is to write acquisitions policy for collection local history materials. They maintain that the geographic collection area must be identified along with the users who may utilize the collection. These sentiments are echoed in similar concerns from the NCLA article. The ALA guidelines state that there must be a clear identification of what will not be collected by the institution because other institutions may be better equipped to collect these types of materials. This has to do with materials that have special preservation needs or if the other institution should be the proper caretaker.
One of the benefits of having a strong local history collection is described in an 1992 article by Maurice York entitled "Local History in the Classroom." He states that one way in which a strong local collection in the public library can be beneficial is in the how it supports the local school systems. By collecting the primary and secondary sources for the locality, the public library has provided the local school an invaluable source of local material that may not have been included in the statewide curriculum. Because the concept of local history is not as abstract, it can be used as a stimulus of interest for students in achieving a variety of pedagogical objectives. He goes on to state that "local history can be used as a tool for teaching ...and shaping the character of tomorrow's leaders."

From these sources a framework emerges for collecting, preserving and properly maintaining a local history collection. By questioning local practitioners about their policies, this research will attempt to compare and contrast the guidelines posed above and practices conducted in the field.
Methodology

Phase One: Project Framework

After discussing this research with the named professionals, four public libraries in the state of North Carolina were identified as having model programs in local history collecting. Coincidentally these libraries, Durham County Public Library, Rowan County Public, New Hanover Public Library, and Buncombe County Public Library, provide good geographic coverage of the various regions in North Carolina. A letter was sent to the identified librarian in charge of these collections (Appendix A.). The best method of yielding information about these collections was to visit these sites and interview the staff member in charge of local history collecting. This method could provide the researcher the ability to fully explain a question or to ask follow-up questions to the informant in order to understand fully their answers. Additionally, the informants could provide information surrounding their collections and their practices that may differ due to their various regional locations. In order ensure that information was properly recorded, each participant signed a release form allowing for the interviews to be recorded on audiotape (Appendix B.).

Phase Two: Literature Review

An extensive literature search revealed only a few extremely useful documents. A number of articles that touched on local history elements were found but there are only a few that captured global issues or ones that transcend various types of library's and locales. Only the resources that direct themselves to specific practical applications towards collecting, preserving and maintaining local history collections were used. The
review finally became a tight group of sources, in a framework of global intent that provides itself a guide for this research as well as any research that may follow.

*Phase Three: The Interview Questions*

It was decided that developing a general set of questions (Appendix C.) for all libraries would best capture the intent of the research. Each of the questions was designed by examining the different issues mentioned in the previous articles in the literature review, but specifically they were designed from the issues discussed in *Local History Collections in Libraries* (1995). The questions were written to give the interviewee a chance to respond as thoroughly to a topic as he/she could. Instead of trying to write questions that were leading or examined a particularly small aspect each one was written to give the subject a chance to expand their answer as necessary in order to paint the broadest stroke to an issue as possible.

*Phase Four: Identification of Participants*

It became clear after the initial meetings with the previously named authorities in the field which libraries would be identified. Each one of these libraries crossed the lips of the authorities during our discussions and they are located in specific geographic regions of the state of North Carolina. North Carolina is an elongated state bordered by a mountain range to the west and the Atlantic coast to the east. Within these two geographic areas, lies the rolling landscape of the piedmont, which cuts a broad swath through the state. Buncombe County Public library represents the mountains while New Hanover County represents the coast. It is clear to see on a map that Rowan County and
Durham County Public libraries are found in the southwestern and northeastern portions of the piedmont respectively. This geographic representation is important in that the research does not take place in a static environment relatively close, but in more diverse locations that share the common bond of state heritage.

Phase Five: Contacting Interview Participants

Interview Participants were contacted through letters sent to them in February 1999 (Appendix A.). The letters explained the intent of the project and a brief explanation of their value to the project. Each letter stated that the interviews would take approximately two hours and they included potential visiting dates. Recipients were told that their participation was completely voluntary and that they had no obligation to answer any of the questions posed. They were informed that the researcher wished to tape the interviews and an accompanying release form was also attached. The interviewees were told that if they had any other questions to contact the researcher's advisor or the Academic Affairs-Institutional Review Board for any questions regarding their rights as research subjects.

Phase Six: Collecting Data

Data was collected over a two-week period from March 3 through March 15, 1999. The researcher scheduled interviews with each participant and interviewed each for approximately two hours in the work place. The interviews were conducted in the following order: John Ansley, March 3; Ann Wright, March 11; Kevin Cherry, March 12; Beverly Tetterton, March 15. Each of the participants was asked the same questions and
each interview was taped. The machine was turned off when there was a disturbance in the room or when the topic of the interview strayed away from the questions posed.

Tapes were then transcribed over a week and a half's time. The text of the transcriptions is found at the end of this paper (Appendices H-K.). It should be noted that the researcher took small liberties with the language during the transcription in order to make the dialogue more reader friendly. None of the original content was altered and the information gathered was not compromised.
Findings

*Durham County Public Library*

The Durham County Library has had a long and rich tradition in collecting local materials. The Durham Public Library was incorporated by an act of the North Carolina General Assembly on March 5, 1897 making it the oldest public library in North Carolina. (Harland-Jacobs, p.2) Today, the Durham County Library is made up of the main branch located in downtown Durham and seven branches located in various areas across the county. On March 18, 1980 the public library moved its headquarters from Main Street in Durham to a more spacious home on North Roxboro Street. The new building helped the library consolidate its vast North Carolina Collection in a new North Carolina room named after an esteemed trustee, Benjamin Powell (Harland-Jacobs, p.39). Mr. Powell held a keen interest in North Carolina history and donated many items to the collection throughout his life. The collection itself took on a "North Carolina Collection" flair, but still managed to acquire local materials from Durham County. Among the items collected over the years are a number of manuscript materials.

In the summer of 1998, John Ansley took over as the head of the North Carolina Collection at the Durham County Library and holds this position currently. Mr. Ansley was hired because the Durham County Library had the need for an archivist who could work with manuscripts. He spends approximately 30 hours a week working with the local history collection and the remainder staffing the general reference desk. Mr. Ansley was interviewed for this study on March 3, 1999 on the status of his collection and the issues surrounding the collection development policy in use by the library as well as his direct activity with the Durham manuscript material.
Durham Public Library has a collection development policy (Appendix D.) that specifically addresses its North Carolina Collection. Its three major sections clearly state the objectives of the collection, selection of materials, and donation of gifts. It specifically addresses manuscript donation under the section of selection of materials. Due to limited space, Durham Public Library does not actively court donations of manuscript materials. If there are donors who wish to leave their materials at the Durham County Library they are informed that if the donation is appropriate to the objectives of the collection and it can be preserved and housed adequately then it may be accepted.

The manuscript collections that are maintained in Durham have been processed with moderate success over the years. Some of them have been almost fully processed, but not described. There are a couple of volunteers who have worked on the library archives, but according to Mr. Ansley it has not been done in the most efficient manner. "It's not exactly the most complete thing in the world, [before] they really didn't know how to do a finding aid. They didn't have examples to go by it was their first crack at it. It's a start." In fact one of the issues about this novice approach was the volunteer not addressing preservation. "When they did it they weren't done," said Ansley. They didn't put them in proper enclosure." During the interview we opened a box containing manuscripts that had been processed under this method. We noticed that they were bound with string and laying all over each other. "Good intentions," said Ansley. But, it'll do more harm than good."

The manuscript collection consists of approximately 75-100 linear feet. The material includes library records, memoranda, flyers, newspaper clippings, scrapbooks and some administrative records, which unfortunately have not always found their way
into the collection. "They haven't been really good with keeping up what they should bring to me. There isn't a set schedule for archiving [these materials]. [However], there is records management for financial [materials]." A good example of educating the community of your efforts, deals with the raising of their awareness of what types of things the local history collection feels important enough to collect. In fact, Mr. Ansley is re-educating the staff at the Durham Public Library to become more aware in bringing to his attention possible materials for the library archives. "I got some of the old ledgers that were sitting in the [library's] administrative offices. The ledger turned out to contain many useful bits of information pertaining to the book budget."

There is a large collection of interesting scrapbooks, which house the photographic collection. However, the way it has been maintained is not the typical way in which to preserve this type of collection. "When you read about archival theories this isn't exactly the way you want to keep. We have all the negatives for it. A small percentage of these are originals owned by the library and the rest of them come from Duke [University] and the [North Carolina] State Archives, some from [UNC] Chapel Hill and elsewhere. They call it part of the photo archives, but [it's] really reference. It is copies of originals and creating a collection on other peoples collection as a policy is often frowned on." Mr. Ansley has recently obtained additional funds in order to properly preserve and provide access to these materials. "There is an index that was an in house thing that was done. It doesn't have a wrap feature for it so it's hard to search, but it's better than looking through out an index that only goes by accession number. I just got some funding for it so I want to have all of them scanned and have a way, don't know how, to have a search engine."
The Buncombe County Public Library, located in the western portion of North Carolina, serves a diverse and eclectic population. The library system is made up of one main branch and nine smaller branches located in the city of Asheville and throughout the county. The library has a stated subject interest in western North Carolina, and it houses a Thomas Wolfe Collection (American Library Directory, p. 1556), one of the few concentrations of Wolfe material outside Harvard University and the North Carolina Collection on the campus of the University of North Carolina. These aspects make the Special Collections in Buncombe County unique in their collecting.

The special collection is only staffed between the hours of 10:00 a.m. and 5:30 p.m. through the week. Both the special collections librarian, Ann Wright her colleague Zoe Rhine were interviewed on March 11, 1999. They were interviewed together on issues dealing with the collection development policy as well as the unique aspects concerning the broad coverage of the collection for western North Carolina material and the special collection dedicated to Thomas Wolfe.

The special collection development policy is a lengthy six-page document. It includes a stated purpose and objectives to how it will provide service for the needs of its users. One of the ways in which it plans to do this is to provide for the needs of not only Asheville and Buncombe County, but also Western North Carolina in as much depth as possible to preserve those books for future use. It specifically identifies Western North Carolina as Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, and Yancey counties.
Ms. Wright explained why there is an effort to cover these counties. "Buncombe County is the main focus, but we do branch out to Western North Carolina because there really is no public library in those areas that collects this type of material. You know if another county had a program like ours we might back off a little, but they don't."

According to Ms. Rhine, there has even been a concerted effort to involve the outlying branches in the Buncombe system towards collecting local history. "A lot of what was being collected was within the city limits [earlier], and we didn't have much at all on outlying communities including West Asheville, so that's really helped. I think [West Asheville] is developing a pilot program for the other branches… it might be a good way to add to the collection in terms of [collecting] outside the city limits." Ms. Wright adds that a similar program may be beneficial to the special collections at the main branch. "Much of that still oral history [it] is just not written down anywhere and so at some point we need to take a more active effort."

According to Ms. Wright, a former librarian for Buncombe County, Myra Champion is identified as the one most responsible for building the Wolfe collection to its current size. During the last five years special collections has undergone a preservation movement and the Wolfe Collection was assimilated into the special collections at the beginning of this task. Ms. Wright explained that the amount of material and the lack of focus and breadth of scope have made it a challenge to assimilate into special collections. "Finding aids have been developed, but it has been a separate collection and the scope has been broader. Myra Champion tried to collect every article that was ever written about Wolfe, so it certainly goes beyond Wolfe and Asheville to publications in Japanese and other languages."
Special Collections at Buncombe County is supported by invested funds. Upwards of three-fourths of the interest each year is conservatively invested and has been used beginning six years ago in preserving material in the collection. "We started with the preservation project," said Ms. Wright. "And we have photographs and negatives in some kind of an order but they weren't stored the way they should be." Ms. Rhine continues by stating that, in addition to not being stored correctly, access was limited to the collection. "[Materials] were stored together, not in archival sleeves and folders; and they weren't on a database, they were on card files." Access has been improved as the staff at Buncombe now enters these materials in a database. Manuscripts are slowly being moved to Hollinger boxes non acidic folders to assist in preserving these materials.

Ms. Wright discussed an invaluable yet deteriorating source of information and the efforts being made to preserve the information. "They've been clipping since the late 1800's and that is the best sources of local history. Somebody had gone through the Asheville papers and clipped and glued articles onto backings. We stopped doing that we now have an index to the newspaper in a database. We're now going through all of these and microfilming them. Copying them similarly to the way that Jerry Cotton did in Chapel Hill. You know, putting them in a bound volume because our patrons don't like microfilm." By placing their clipping files in bound volumes Ms. Rhine notes the collection is made more accessible to the patron. "Good thing is that these are now putting to use the vertical files. Those are kept locked and you have to get a library card that we hold. Now all of these are accessible [to the patron]. It's a goal for photographs and postcards [to be preserved] in these notebooks." Ms. Wright adds, "We're trying to make it more accessible to not quite as much act as a gatekeeper function. They can get to
it without getting a key. " Collection building has temporarily become less active in Buncombe County in order to attend to preservation needs. "Were probably not as active in the last five years just because we've been trying so hard to preserve and catch up with the material we have we've been processing stuff that has been collected forever."

Ms. Wright added, "We still open cabinets and find stashes of stuff."
Rowan County Public Library

The Rowan Public Library is located in Salisbury North Carolina approximately thirty miles north of Charlotte. The library was founded in 1911. It boasts a total of 186,191 volumes and serves a population of 123,000 (American Library Directory, vol. 1). It is also the home for the Edith M. Clark History Room. The head of Local History and Genealogy for the Rowan Public Library is Kevin Cherry. He has served in this capacity for approximately four years, spending 36 hours of his week working in the local history collection and four hours manning the general reference desk. Joe Barbee assists him. Mr. Cherry was interviewed on March 12, 1999 and discussed issues involving the collection development for the Clark Room as well as ways in which to be a proactive collector.

The collection development statement for the Edith Clark Room was written when Mr. Cherry was here on staff for only one or two months after the director of the library asked that he create a document that states what is to be done. Most of the collection development statement reflects genealogical interests, but the major thrust of it talks in terms being a robust collector in all things pertaining to Rowan County. "We will try to be the most comprehensive collector of Rowaniana. That has been the key of what has mostly been my job, but even most of the statements we have on the history room still involves genealogy." Because upwards to ninety-five percent of the users of the history room are genealogists, it stands to reason that the collection development statement reflect the interests of its users. Mr. Cherry mentioned that there is a policy regarding the duplication of efforts between Rowan County and other institutions. "We are not a North Carolina Collection. We are a genealogy collection and a local history
Being involved in this type of activity takes up a large portion of Mr. Cherry's time because as he states it "there are no stores to by local history from. I would say that 95% of my time is spent collecting local history, because that requires knowing people, visiting people, writing thank you notes, being at community events."

Mr. Cherry makes a point in the fact that much of what is to be collected does not come easy or appear in a catalog or store for easy purchase. There are times when the collector must take a proactive approach in order to ensure the preservation and documentation of historical events, places and things. For example, he is taking a proactive stance in collecting material on a recent Rowan County native. "I'm going to hear Elizabeth Dole tomorrow at Livingstone [College], so I can pick up some posters [from the event]. It's an artificial collection. It wasn't created by somebody, but the library itself creates the collection. I think a lot of places do this." Mr. Cherry goes on to state how he actively acquires material from this event. "When Elizabeth Dole was going to be asked to run for President [of the United States], I contacted the person who started the campaign to please place a box in his office to throw any materials produced in it for me. I picked up posters and I videotaped the event. I took my tape recorder and interviewed people standing around. We're still adding to it like the buttons I find around town. It's sort of a proactive approach. That's sort of an artificial manuscript collection. The library is creating it instead of receiving it as a gift from someone else."

Part of the success of the Rowan Public library, as well as the others mentioned in this study, are through the invaluable time and effort produced by volunteers. "When I came here, my predecessor set up a volunteer system for the history room, because the history room was not open at night when we first moved into this building. The
Genealogical Society volunteered to man the room at night. We had in the height of our volunteer program, fifty or fifty-five volunteers, I think, which came in once every two months." These volunteers were eventually phased out because full-time staff were hired to man the additional hours of the library, but played a pivotal role in providing continued service for the room. Today Rowan County now has in place a smaller core of volunteers known as project volunteers. These individuals have been responsible for transcribing oral histories and indexing obituaries in a database. The volunteers have specific tasks assigned that helps to bring continuity to their service. "I think now we have about 12 project volunteers out of the one time 55 volunteers." Mr. Cherry uses a fine strategy for thanking the volunteers that help in his organization. "You have to make those volunteers feel appreciated. One of the best ways to make them feel appreciated is to drop a bag of homegrown tomatoes on the front porch with a note. I've learned that you can get more with home grown tomatoes...home grown tomatoes can go a long way."
New Hanover Public Library

The New Hanover Public Library is located in the southeastern corner of North Carolina sharing borders between the Cape Fear River and the Atlantic Ocean. It is located in one of the older cities in North Carolina, Wilmington. The library consists of one main branch and three smaller branches. It serves a population of approximately 140,000. (American Library Directory) One of its main specialties is the maintenance of the State and Local History Room located in the main branch. Beverly Tetterton who is responsible for the local history room, was interviewed for this research on March 15, 1999. The discussion centered on the collection development policy and the unique practice of publishing material from the local history room.

The collection statement for the state and local history room includes a statement of purpose as well as listing of types of format to be collected. Ms. Tetterton articulates in the interview that what the core collection revolves around and how the secondary mission is not to be seen as a duplication of another collection. "Basically, we collect everything we possibly can about New Hanover County and Wilmington on a large scale, and we also have a North Carolina collection but it focuses around what our citizens would need for themselves. For example: a business man going to Charlotte should expect to find a map of Charlotte and some information about that. If a family wanted to go to the zoo for a vacation, we should have that information. If someone is doing a report on Cherokee County, surely we would have enough information to do that. Just your basic information, we don't collect heavily across the state."

Because of its brief nature, the collection policy does not completely address the issues mentioned in Faye Phillips book, such as priorities and limitations of the
collection, resource sharing policy, or ways in which to enforce the policy. The policy
does identify the geographic coverage of its collecting and the different forms of
materials as well. It does not provide details on the types of programs the library serves
to support, cooperative agreements, resource sharing, de-accessioning, or procedures to
enforce the policy as well as reviewing the policy and its implementation. The policy
reflects the ideals of a mission statement more than a policy. It paints in broad strokes
the general mission of the local history room and doesn't address more specific issues,
such as services to users.

New Hanover County uses a very effective way in presenting the library to the
public by publishing various materials from its local history room. There have been 80
publications published out of the local history room at New Hanover. Some of these
include abstracts of Wilmington records which genealogists use. Recently, New
Hanover's local history room published an African-American history of Wilmington
based upon a volunteer's manuscripts. Another publication is the 1870 census of New
Hanover County written with the help of its volunteers. It was a large undertaking that
spans 1,000 pages. "One person abstracted it, one person digitized, one person indexed,
two people proofread it, and another person got maps to put in front of it, and it all
seemed to go together well." Because of limited space and production cost the
publications are available upon individual request. "I've been asked to talk at different
places in North Carolina about it. We're awfully fortunate to have a lot of good people."

The effort has been very worthwhile in regards to increasing the amount of
resources at Ms. Tetterton's disposal for the room. "Our local genealogy society
publishes them and then they give us half of the profits, so that adds a couple thousand to
my book budget every year. I buy only genealogical abstracts with that money."

Because of space limitations the books are produced on demand instead of printed in
volume and housed at the library.

The local history room has been well publicized by being cited as a model library
that meets the expectations of a sound local collection in the North Carolina Public
Library Director's Association's services response guidelines. Ms. Tetterton was also one
of the guest lecture's in the previously mentioned local history workshop sponsored by
NCLA. She cites specific examples of New Hanover practices in regards to collecting
such as collecting the unpublished documents created by the municipality that the local
library serves.
Summary and Conclusion

"When a community loses its memory, its members no longer know one another. How can they know one another, if they have forgotten or have never learned one another's stories? If they do not know one another's stories, how can they know whether or not to trust one another? People who do not trust one another do not help one another, and moreover, they fear one another..."

--Unidentified quote which is printed beside of Kevin Cherry's computer in his office at the Rowan County Public Library.

It became apparent through professional conversation, as well as the research interviews, that each of these collections has a specific attribute about their own collections that were unique to their situation. Durham County Public Library hired John Ansley to work with its manuscript materials. Through it's long history a large amount of this material had been acquired and the administration became anxious to hire someone who had the expertise and knowledge in archival theory to work with this material. Mr. Ansley's educational and professional background in this area made him a logical choice when it became time to select an appropriate professional for this position.

Buncombe County Library is different from the other libraries examined because its focus tends to take it outside of the walls of its own county. Their collection development policy even addresses that they are not only active collectors for the county of Buncombe, but that they have added the responsibility of focusing on collecting for western North Carolina because there are not many adequate institutions who can collect, house and distribute the material properly.

Kevin Cherry has used a strong proactive approach in developing the collection in Rowan County. Also, he has been able to put to great use one of the most invaluable resources in maintaining a local history collection, its volunteers.
In Wilmington, Beverly Tetterton has managed to assist the volunteer efforts by sponsoring publications from the local history room. These are wonderful ways in which a local history room can create a visible profile in the community it is serving.

The interviews conducted for this research revealed some fascinating and dynamic attributes associated to each of the libraries identified. Through an examination of their collection development policies one could draw conclusions based upon how they met the criteria as discussed in Faye Phillips book. Most of the policies addressed the majority of issues that Phillips put forth, but because of the individual characteristics and history of each of these collections Phillips did not address all of their needs.

By reading these examples of how practical applications have been applied to local history collecting at the public library level, there is a thought towards making this more of a concerted effort. Each one of these libraries has either put into practice a sound collection development policy, or it has put to practice easily identifiable attributes. Through the observations of how these libraries conduct their practices, a more thorough document could be produced addressing more issues that may affect other libraries through the state. That document could then be used as a more concise benchmark tool in describing the practices of good local history collecting.

The creation of such a benchmark is key in creating a uniform collecting tool to be used as a standard throughout the state. Each one of these libraries in this research were identified because they had developed a strong enough reputation to turn the heads of the professionals interviewed at the initial stage of this research. However, because of the obvious attributes that showed themselves, they have introduced more topics to address when creating the collection development policy for the local history collection.
By using this document as a tool in identifying these traits, a more comprehensive standard for the collection development policy could be produced. This policy could then be distributed to each of the library systems across the state to be used as a guide for developing a policy to be used for their local history collecting.

It is recommended that further research into the idea of creating a unified collection development policy in regards to local history collecting be conducted. It is hoped that in this type of continued research we can truly preserve our culture and identity for future generations.
References


APPENDIX A: LETTER TO HEADS OF SELECTED COLLECTIONS

Calvin Craig
659 Craige Hall
Chapel Hill, NC 27514
(919) 914-5783

Today's Date

(Head of N. C. Collection)
(Library Name)
(Library Address)
(Library City, NC Zip Code)

Dear (Head of N.C. Collection),

I am conducting research interviews as part of my Master’s paper for the School of Information and Library Science at the University of North Carolina at Chapel Hill. The purpose of the project is to better understand the collecting natures of local history material at public libraries in North Carolina who are known collectors of local history. Your name was selected from discussions of my paper with three knowledgeable professionals in this field: Mr. Maurice York, curator of the North Carolina Collection at East Carolina University; Mr. Robert Anthony, curator of the North Carolina Collection at the University of North Carolina at Chapel Hill; and Dr. Edward Holley of the School of Information and Library Science at the University of North Carolina at Chapel Hill.

I would greatly appreciate scheduling a visit with you at your institution to discuss the ways in which you collect local history at your institution. I will be looking for information on any collection policy or statement, amount of space devoted to areas of collecting, what types of local information are collected, and any other relevant information that you can provide to me about your collection policy towards local materials. I anticipate this to be at least a two hour visit which can be expanded according to your schedule. Attached to this letter is a list of potential dates for my visiting with you.

Your participation in this interview is completely voluntary, you are under no obligation to answer any questions that I may pose to you. Please be aware that I will be publishing the names of the interviewees and institutions in my paper.

If you have further questions, feel free to contact me at the phone number or e-mail address above, or my advisor Dr. David Carr, at 100 Manning Hall, Campus Box #3360, UNC Chapel Hill, 27599-3360; telephone (919) 962-7150. As well, questions about your rights as a research subject may be answered by:
Thank you for your valuable time,

Sincerely,

Calvin Craig
APPENDIX B: PARTICIPANT RELEASE FORM

INTERVIEWEE RELEASE FORM:

Tapes and Transcripts

I, _________________________________, do hereby give to Calvin Craig all
right, title or interest in the tape-recorded interviews conducted on
________________________. I understand that these interviews will be protected by
copyright and will be kept in safe-keeping by Calvin Craig. I understand that all
information from these interviews will be used for material in a graduate level master’s
paper written by Calvin Craig. I understand that my name and institution’s name will be
used in aforementioned master’s paper.

Check one:

Tapes and transcripts may be used without restrictions_______.

Tapes and transcripts are subject to the attached restrictions_____.

Signature of the Interviewee

Date

___________________________________

Address

___________________________________

___________________________________

Telephone number

___________
APPENDIX C: QUESTIONS FOR LOCAL HISTORY COLLECTORS

Tell me about the history of the collection?

Is there a statement in the collection development policy that concerns the local history collection?

If not are you going to develop a statement?

Are there libraries that cover the adjoining counties that give adequate coverage to local material or do you reach out to these areas?

What is the physical size of the collection? Square footage?

Are all the items cataloged?

What about security?

How do you get the word out about the collection?

What do you do as far as using the collection as a resource to the school system?

What about manuscripts?

Do you collect photographs?

Is there any competition between agencies is there any duplication between you and another collection such as at a local academic library?

What about maps?

What about items on microfilm?

How much help do you get from volunteers pages other staff etc?

What is your work schedule?

What do you feel is a major key to a sound collection?
APPENDIX D: DURHAM COUNTY LIBRARY COLLECTION DEVELOPMENT STATEMENT FOR THE NORTH CAROLINA COLLECTION

DURHAM COUNTY LIBRARY COLLECTION DEVELOPMENT POLICY FOR THE NORTH CAROLINA COLLECTION

I. Objectives of the North Carolina Collection:

A. To provide for the people of Durham County materials covering the history and culture of Durham County in as much depth as possible and to preserve these materials for their use.

B. To provide and to preserve materials on the history and culture of North Carolina, particularly the region in which Durham County is located.

C. To maintain a non-circulating reference collection of these materials so that they may always be available at the library for research.

II. Selection of materials for the North Carolina Collection.

The North Carolina Collection includes materials (stored and maintained in the appropriate department of the library) which help to meet its objectives. The following are included:

A. Materials relating to Durham, both print and non-print: books, pamphlets, ephemera, government documents, photographs, slides, periodicals, microforms, theses and dissertations, maps, broadsides, sound and video recordings, oral history tapes and transcripts, computer printouts and tapes, and films. Adult and juvenile books by Durham authors are collected as comprehensively as possible, provided they meet minimum standards of quality.

B. Materials relating to North Carolina as a whole: books, pamphlets, government documents, maps, periodicals, and microforms. Adult and juvenile books by N.C. authors are collected as appropriate to the objectives of the collection.

C. A N.C. (Durham) author is defined as one born in this state (Durham County) or living here at the time the book was written. (NB: Inclusion of the works of professors at Duke, NCCU, UNC, etc. who may be transient and whose books are often very specialized, will be determined on an individual basis.) Inclusion of works by authors not meeting the above definition but with a strong identification with N.C. (Durham) will be considered on an individual basis by the committee in section E.
D. Books with a Durham imprint are collected selectively.

E. Due to limited space and staff, manuscript collections (for example: personal or family papers and business or club records) are not actively sought for the North Carolina Collection. Gifts of such collections relating to Durham County will be considered on an individual basis by a committee composed of the director, assistant director, reference librarian, collection development librarian, and North Carolina reference librarian. This committee will determine whether the manuscript collection being offered

1. is appropriate to the objectives of the collection.

2. is most appropriately housed in this library rather than in other manuscript collections in the area.

3. can receive the attention and space required to preserve it and make it accessible to the public.

F. The genealogical materials in the N.C. Collection cover most thoroughly the geographic area which is now Durham County and the surrounding counties of Wake, Orange, Chatham, Person, and Granville. Family histories related to this area are collected in depth. A few outstanding family histories relating to the rest of the state are included, as are recognized reference sources covering the whole state.

G. As Durham County is located in the center of a region rich in specialized research collections, an effort is made not to duplicate the more specialized N.C. materials in their holdings. Patrons will be referred to the appropriate special collection when necessary.

III. Gifts
A. Books and other library materials will be accepted on the condition that the director has the authority to make whatever disposition is deemed advisable.

B. The standards enumerated under Section II (above) will also apply to gifts.

C. Gifts of personal property, art objects, portraits, antiques and other museum objects must be approved by the Board of Library Trustees.

*This policy was re-written in it's exact format from the original CC.
APPENDIX E: ASHEVILLE-BUNCOMBE LIBRARY SYSTEM, SPECIAL COLLECTION DEVELOPMENT POLICY

ASHEVILLE-BUNCOMBE LIBRARY SYSTEM

SPECIAL COLLECTIONS DEVELOPMENT POLICY

PURPOSE: The purpose of the collection development policy is to define the mission and scope of the Special Collections materials. This will give definition to the current collections and will enable the library to develop more effective collections in the future. These materials include North Carolina books, manuscripts, photographs, maps, periodicals, vertical file materials, and the Thomas Wolfe Collection.

OBJECTIVES OF THE NORTH CAROLINA BOOK COLLECTION:

1.) To provide books covering the history and culture of Asheville, Buncombe County and Western North Carolina in as much depth as possible and to preserve those books for future use. Comprehensive coverage is the goal. (NOTE: Western North Carolina is defined to include the counties of Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, Yancey.)

2.) To collect significant reference books relating to North Carolina which provide a larger context for the study of local and regional history. Due to the large number of books relating to the state, the acquisition process will be selective rather than comprehensive.
3.) To collect genealogy books that are relevant to Buncombe County and Western North Carolina. Those books that deal with specific families will not be purchased although donations may be accepted.

4.) To collect quality fiction, poetry, essays and drama that is closely bound to Asheville, Buncombe County or Western North Carolina due to the author's background, the content, or the setting. (See addition)

5.) To maintain a resource collection of books, pamphlets and documents published by state and local government agencies the Chamber of Commerce, and various services and social organizations.

6.) To maintain a collection of newsletters published by local and state agencies within North Carolina.

7.) To Maintain access to statistical information provided by the State Data Center.

OBJECTIVES OF THE MANUSCRIPT COLLECTION:

1.) To collect and make available to patrons manuscripts documenting the development of Asheville and Buncombe County. This includes family papers, institutional records, business records, and records of local government agencies, such as the fire department.

2.) To collect materials that document the development of Western North Carolina as a tourist center. This includes pamphlets, manuscripts, and visuals.

3.) To collect materials documenting the environment of Western North Carolina. The development of Baltimore Estate, Great Smoky Mountains National Park, and Pisgah National Forest are examples.
OBJECTIVES OF THE PHOTOGRAPH AND POST CARD COLLECTION:
1.) To collect historical photographs and post cards that document the development of Asheville and Buncombe County from the 1860's to the present. Coverage should be as comprehensive as possible.
2.) To collect historical photographs and post cards that document the development of tourism in Western North Carolina.
3.) To collect historical photographs and post cards that document natural and historical landmarks in Western North Carolina such as Biltmore Estate, Great Smoky Mountains National Park, Fontana Dam, and Pisgah National Forest.

OBJECTIVES OF THE MAP COLLECTION:
1.) To collect maps that document the historical, physical and geological aspects of Asheville and Buncombe County.
2.) To collect historical maps for Western North Carolina counties.
3.) To collect topographic maps and highway maps for the counties in North Carolina.
4.) To collect detailed maps of hiking trails, state and national parks, the Blue Ridge Parkway, and other areas of interest in Buncombe County and Western North Carolina.

OBJECTIVES OF THE NEWSPAPER COLLECTION:
1.) To collect the major newspapers of Asheville and Western North Carolina and to preserve them on microfilm.
2.) To compile an index to the major newspapers. The Following categories of articles relating to Buncombe County and Western North Carolina will be indexed: government,
politics, the environment, major crimes, major accidents, obituaries given news coverage, and features of cultural interest.

OBJECTIVES OF THE VERTICAL FILE MATERIALS:
1.) To collect articles relevant to Asheville, Buncombe County, or Western North Carolina that appear in newspapers and magazines that will not be microfilmed. An effort should be made to select only those articles containing information not found elsewhere. Photocopy such articles onto non-acidic paper.
2.) To collect pamphlets and ephemera relating to Asheville, Buncombe County, or Western North Carolina that are not cataloged.

OBJECTIVES OF THE THOMAS WOLFE COLLECTION:
1.) To collect books, stories, and articles by Thomas Wolfe, his family members, and close associates.
2.) To collect biographical material concerning Thomas Wolfe, the members of his family, and close associates.
3.) To collect critical works which focus on the writing of Thomas Wolfe.
4.) To collect materials documenting Thomas Wolfe's association with other literary figures.
5.) To collect all materials relating to Thomas Wolfe's years in Asheville, including photographs and items that document his presence at a given place and time, such as school records.
6. To collect and preserve records and tapes of readings of Thomas Wolfe's works and interviews with his family members.

7. To collect commemorative material recognizing Thomas Wolfe's impact on American literature, such as material compiled for the Thomas Wolfe Festival.
ASHEVILLE-BUNCOMBE LIBRARY SYSTEM
SPECIAL COLLECTION DEVELOPMENT POLICY

ADDITION TO: OBJECTIVES OF THE NORTH CAROLINA BOOK COLLECTION

4.) To collect quality fiction, poetry, essays and drama that is closely bound to Asheville, Buncombe County or Western North Carolina due to the author's background, the content, or the setting. Works of fiction will be added if they meet the following criteria:

1.) If they are written by an Asheville or Western North Carolina native and the content relates to Western North Carolina.

2.) If they are written by a current, non-native resident of the area and the content relates to the region.

3.) If the writer is from Western North Carolina and is nationally prominent or the book has received national attention.

*This policy was re-written in its exact format from the original - CC.
APPENDIX F: ROWAN COUNTY COLLECTION DEVELOPMENT STATEMENT

Collection Development Statement
Edith M. Clark History Room

The Edith M. Clark History Room supports two major research foci: 1) Rowan County history and 2) the genealogy of western North Carolina. Materials, whether donated or purchased, must support these research activities. This collection development statement is a portion of the overall collection development policy of The Rowan Public Library.

I.) Genealogy and Family History Materials:
In order of importance:

1.) Comprehensively collect those materials which provide access to genealogical source documents relating to western North Carolina (the area that was once the original Old Rowan and Tryon Counties).

   eg: Indexes to court minutes cemetery lists, newspaper indices, abstracts of marriage bonds, deed abstracts, census indices, will abstracts, maps, etc.

2.) Collect those major materials that provide access to genealogical source documents relating to eastern North Carolina Counties.

   e.g. Indices to regional newspapers, County census materials, etc.

3.) Collect those local North Carolina genealogical society publications that are a part of an exchange program with the Genealogical Society of Rowan County.

4.) Gather the papers of genealogists who have built extensive personal research collections that pertain to western North Carolina families.

   e.g. Individual research notes and materials, the Pink Tatum Collection.

5.) Collect photocopies of family information from visiting researchers--additions to the McCubbins annex files.

   e.g. family group sheets, pedigree charts, Bible records, and copies of major or key source documents (unrecorded deeds, unrecorded wills).

6.) Collect major materials which provide access to source documents from primary early migration paths (PA, VA, MD, TN, KY) prior to and during the years of major migration. (Due to the numbers of settlers from certain areas or those who went to certain areas, portions of these migration paths will be collected on the same level as eastern North Carolina materials. For example, Lancaster County, PA)
7.) Collect the papers and materials of family associations which have strong ties to Rowan County.

eg. Eller Family Association materials.

8.) Collect only those family histories that are donated to the History Room. Only in very rare instances will the History Room purchase a family history. (The History Room focus on materials that are designed to provide small amounts of information to a wide audience as opposed to providing a great deal of information to a more narrow audience -- as is the case generally with individual family histories)

II. ) Local History Materials:
The Edith M. Clark History Room is a comprehensive collector of Rowan county documentary records, no matter the media format. Rowan County -- related videotapes, audiotapes, photographs and various paper-based records all fall under the purview of the History Room. Some examples include:

1.) Those published materials produced by Rowan County organizations or about Rowan County.

eg. Church and club newsletter, high school yearbooks, etc.

2.) Rowan County organizational papers.

eg. Club minutes, scrapbooks, committee report, etc.

3.) Rowan County personal and family papers (including photographs)

eg. Letters to or from a family or individual who lived in Rowan County or who maintained strong Rowan County ties, including personal scrapbooks, business correspondence, etc.

4.) Local government publications within Rowan County.

eg. Zoning ordinances, city and town codes, etc.

5.) Works or Rowan County authors.

eg. Christian Reid's works.

6.) The Archibald Henderson Collection.
II.) **Miscellaneous General North Carolina Materials:**
General North Carolina materials are collected when they supplement the study of western North Carolina genealogy and Rowan County history. The *Edith M. Clark History Room is not a North Carolina Collection.*

1.) **Purchase** *major* North Carolina reference works.

   e.g. *The Dictionary of North Carolina Biography, North Carolina Through Four Centuries,* etc.

2.) **Add, but not purchase,** other North Carolina nonfiction that is withdrawn from the general reference collection. This will especially be the case with those materials that fit within the classification categories established by the Archibald Henderson Collection.

   eg. Biographies of North Carolinians, state histories, etc.

*The Archibald Henderson Collection are those books, pamphlets and other materials donated to Rowan Public Library by UNC-CH professor Archibald Henderson, noted literary critic, mathematician, and historian. The Archibald Henderson Collection reflects the interests of Dr. Henderson, one of Rowan County's more noted sons.

*This policy was re-written in the exact format from the original - CC.*
APPENDIX G: NEW HANOVER COUNTY PUBLIC LIBRARY STATE & LOCAL HISTORY ROOM COLLECTION DEVELOPMENT POLICY

NEW HANOVER COUNTY PUBLIC LIBRARY
STATE & LOCAL HISTORY ROOM
COLLECTION POLICY

The New Hanover County Public Library collects, for public use, materials which relate to the history and current development of New Hanover County, which includes Wilmington, Wrightsville Beach, Kure Beach, Carolina Beach and the unincorporated areas. The collection is not limited to any one format but includes books pamphlets, maps photographs, articles, brochures, newspapers, video recordings, compact disks, oral histories, genealogies, manuscript collections, memorabilia, microforms, and government documents associated with New Hanover County. The Library does not accept artifacts.

In addition recognizing that the history of New Hanover County must be seen in the context of the state as a whole, a general North Carolina collection of materials is acquired. This part of the collection provides the citizens of New Hanover County with information about their state both past and present.

*This policy was re-written in the exact format from the original - CC.*
APPENDIX H: TRANSCRIPT OF JOHN ANSLEY INTERVIEW

*Reader take note: All questions or comments addressed by the researcher are preceded with the designation of CC before each comment and all responses by John Ansley are preceded by JA.

CC-Please tell me a little about the history of this collection.

JA-The Durham county library was built in 1980. Not sure when the construction on it [was] but the old library was just across the way. You can almost see it from the window, actually, and they did have in mind a North Carolina room a special collection from then old library. It's named for Benjamin Powell, he had a real keen interest in North Carolina and other Carolina history and had lots of books. He was collecting apparently and bringing [them] into the library. So, he wanted to have the room here and his books make up the core of the collection. We still have them. I didn't get to see some of these that were de-accessioned they thought they were a bit esoteric I guess for the North Carolina Collection. So, since he was still active in the collection they held on to it for awhile and eventually started weeding out the stuff that only mentioned North Carolina in one chapter and started focusing on Durham County and it's worked. It has a strong collection and I found out what a good collection this is.

CC-Is there a statement in the collection development policy that concerns the North Carolina collection?

JA-I don't know that it's in the official guidelines of the library or the constitution or policy. Durham County is this focus obviously, which includes the nonfiction and fiction collection of this library. Any imprint in the city of Durham we will get from Durham County. I don't know of any others outside of the city limits outside except for Duke University Press. For Duke we don't get everything. They realized they are gonna have their stuff there so why do we want to have a math textbook. If it's a professor that has lived in town and is well established and all that, then we will get something for more political reasons probably for anything else it's kind of the caveat where there is always the exception.

CC-Are there libraries that cover the adjoining counties to cover their own local history?

There are no adjoining counties without a regional system that need coverage. All the surrounding counties have their own local history programs going which is good. So, we don't have to worry about it and the funding. It would be too hard to find outside funding to be concerned about an outside county especially for the public documents, which can be the bane of your existence if you become the city depository.

CC-What is a guesstimate of the physical size of the collection like what is the square footage?
JA-I guess about maybe 100 square feet with 11,000 books that are out here total 17,000. 5,000 or 6,000 are circulating copies. I've been slowly pulling copies where one has walked away up here so I replace if from downstairs pulling them into the locked cases.

CC-Locked cages?

JA-Actually there are four that are locked right now. One has NC rare books, Durham rare books and the other two have yearbooks in them. We have one of the best run of public school yearbooks in the area unfortunately some people would like them to come home to their collection.

CC-These are all cataloged?

JA-They are labeled and processed.

CC-They do the whole thing?

JA-Yes they do. I haven't purchased a book that I've wanted to put in a locked case right away but I'm about to and that's something that has to change. Because, It's locked up they don't need to label it and put security or barcode on it. They are sounding like they are willing to work with me. It's just that one problem. I don't get the book, so I don't get to see them right away. Some orders I do. I call to tell them to send it to me first to see if it's in good condition in case I have to send it back in case the catalog description was not real the truth about the state of the book.

CC-Security?
The manuscript collection can only be seen under supervision cause they're not cataloged. The more recent acquisitions I would just like have flagged with the barcode on it. We already request photo id and there is always somebody at the fiction desk right now. That's what were doing so far. That's worked just fine. I've required people give an id now. If they don't have an id they either have to sit in front of somebody or their out of luck until they come back with an id. They can always set up an appointment with me, but with the rare books it's not such a high demand. It's always a problem with the yearbooks that people want to see. Kids don't have an id. We haven't had a problem with that if they are children they have to sit out there because their the ones that take the scissors and clip out the picture, dad's picture. They want to take it home kind of thing. So you can go through them and see chunks taken out of books, unfortunately.

CC-Number of volumes that are Durham County?

JA-I'm not sure what the percentage would be public documents. That could get up to 40 percent that's a rough guess and also including, some travel books, gems and lizards of North Carolina. That kinds of bumps up and skews it a little bit, but if you are looking at history of Durham it's more towards 70 percent. But having duplication having too much is always a problem. You don't want to duplicate another county's library, but we do want to have the best support we can is how we look at it. If it's going to expand
somebody's knowledge to read Durham county non-history by Anderson I want to have that book. So, if they want to refer to a battle of Bentonville, that is just outside of the area, the materials are also in the collection. The same goes for biography. Still have some materials that are left from Powell that are hard to get. That's a key. That's the most important thing to consider. Who has what and what isn't being met? For us, it's trying to collect more the books and vital records and that kind of thing that wouldn't have been sent over to the state archives. They have the county records but they don't have the city records. So, we would want to have city records available to people who are doing research here, or at least be able to tell them where to go. For example, I don't want to duplicate Rowan County's effort in their materials even though we have materials on some Rowan County stuff. I want to give people a chance to start on their genealogy from around the state. So, we'll have probably the same core microfilm collection. I'm sure they'll have the Rowan County papers and we'll have the Durham County papers, but we will both have the North Carolina census. So, people can get started on their genealogy. I'm always asking patrons if there is some kind of materials we are lacking that they want to see, especially in Durham county genealogy and Durham local history. I'm lucky because I do have some authors that come by and do their research here. Anderson comes in several times a month and I get to talk to her to see what she's up to what's useful for her. I've been trying to sell the collection in the local papers too. I think that's been having a good effect. It's brought in people that otherwise wouldn't come into the library. I had a guy donate a 1939 yearbook from Oak Groves School which was great since it was one of the county schools. We hardly have any yearbooks from the county schools, but he was very shy about it. His name had checkmarks beside of it wherever it appeared. He kept telling me that he didn't do it. His sister did it cause she was proud of him when he went of to the army, so she wanted his name highlighted, so he wanted to explain that to me he was obviously very embarrassed by it.

CC- So, you have done some things to get the word out what are your thoughts towards the school system

JA-Recently I started talking to some people in the school system. I finally tracked down the person who is responsible for keeping records and apparently they're moldering away in one room. Not surprising, but she told me that she really has to fight to keep them from chunking it all and they've made no effort to contact. Well I guess it's the archives has something set up for closed schools, but I don't know since it's the county system. She was very happy that someone was interested because she knew that no one had contacted her at the library or nobody else was interested and that's something that actually would happen at the library. We have some stuff from the school merger we have some of the school merger stuff. School stuff I'd like to get because no one else wants to keep it I think it ties into what we are doing well too.

CC-What about the collection becoming a resource for the school system?

JA-I've been trying to do that with basically no success so far. I don't know if... I'm not sure what Anne's done in the past. I know she has worked some in the schools. I've been calling all the schools and asking to talk to one of the high school teachers. I'd like
to do some outreach and co teach a couple of sections of a class doing a couple of classes for whatever section of history they're doing hopefully in local history material something dealing with historiography. At least so I can explain to the class that history is not all memorization. It can be exciting just from my experience from high school it was pretty dense stuff, but I haven't had any calls back from that and I've called with other projects that I thought would be interesting. I have a couple of display cases that I have for this room but they have had no interest in bringing in students for that which is unfortunate because they don't have the interest to give me a call back to see what's going on. Right now, I'm waiting for the fall to really start hitting them again or until school starts up again. Hopefully, I can catch them before their school year starts to see if I can catch them to include it in their lesson plans starting an oral history project might get more people interested.

CC-Manuscripts under the cabinets with supervised use are all in acid free boxes and folders?

JA-Some of them have been almost fully processed. They have been processed but not described. There are a couple of volunteers who have done the library archives. It's not exactly the most complete thing in the world, but there is not finding aid for any of this stuff. There is a massive tome for a fairly small collection. I don't see a problem with that they really didn't really know how to do a finding aid. They didn't have examples to go by it was their first crack at it. It's a start. When they did it they weren't done. They didn't put them in proper enclosure. We don't have a whole lot of manuscripts. I would guess we have around 75-100 linear feet of manuscript collection. Library materials such as library records kind of typical stuff memoranda flyers newspaper clippings some administrative records, but not all of them they haven't been really good with keeping up with what they should bring to me. The library archives are about 18 linear feet that is something that has lapsed a bit when I got here. I saw what kind of materials were going around to see about keeping it instead of chunking it, but I'm probably getting carried away about setting up a policy on that I'm trying to cut back.

CC-Tell me about the photograph collection.

When you read about archival theories this isn't exactly the way you want to keep it. We have all the negatives for it. A small percentage of these are originals owned by the library and the rest of them come from Duke and the state archives, some from chapel hill and elsewhere. They call it part of the photo archives, but it is really reference. It is copies of originals and creating a collection on other people's collection as a policy is often frowned on. Usually the way this was used this is the only place that has all the Durham photos together and we try to see if we can get more photos whether it's family snap shots or whatever. They have each a description we get a lot of use for it. I've had several people working on film productions or doing a book have called here requesting a photo. We are the only ones but we may not be the only ones to have it but we can find it right away. There is an index that was an in house thing that was done it does' have a wrap feature for it so it's hard to search but it's better than looking through out the index. I just got some funding for it. I want to have all of the photos scanned have a way don't
know how to have a search engine. I'm having trouble getting volunteers here I'd love to have this staffed some people have them in a collection

CC-What about competition between the other agencies?

JA-Being this close to Duke and Chapel Hill and their archives is great in some ways but it does have it's disadvantages. People being less willing to bring their materials here.

CC-How about your vertical file?
JA-The clipping file is kept here too interspersed it may be a publication and some genealogy materials we try to keep name files separate people can add to and update. I read the Durham Herald Sun everyday. I do the clippings for that. The subject heading will be assigned and that's over here in this file drawer but unfortunately there is North Carolina down stairs. A Durham county vertical file downstairs there is already a vertical file downstairs at the reference desk and there is another Durham vertical file up here, so the material is split. Just a subject heading index and it's filed alphabetically more or less chronologically within the files, but I'd like to change it and merge the stuff. Pull all the Durham stuff up here and if people wanted it they could come up here it's not that hard.

CC-They needed it for ready reference?

JA-I think that’s the way it kind of grew was for ready reference. At least I'd like to have all the Durham stuff up here because the staff thinks that that's it that's all the Durham stuff. We have more stuff up here. The files up here tend to be more in depth. There is some duplication but not everything is duplicated and Ann knows it all cause she's been here for twenty years and has developed it, but its hard to try and figure it out and having absolutely no help or not much help to try to keep it going. I just don't have the time to do it especially when I go out and make connections around the community. I feel it's a more important part of my job than making sure the current issue of a newsletter is in it's file because it's used, but it's not used that much it doesn't it's not a high use thing. It's a good idea to have a clipping file and scrap books that are photocopied I would prefer it that they be photocopied instead of these papers that are highly acidic. They have a laminating machine. I think it would be a great job for a volunteer who could come in once a week.

There is Durham biography and North Carolina authors and NC biography and newsletters where we focus on things in Durham… Durham activities.

CC-How about the maps?

JA-We have Sanbourn fire insurance maps.

CC-Do you have it on microfilm?

JA-Yeah, we got ours from Chapel Hill. There's some microfilm that I actually did. I didn't realize that Durham County Library was in on that project with the Independent. Sometimes, I can see some of my scrawl on there. There are some world war two
scrapbooks they've done a nice job. I had someone come in who had been working in the Red Cross and was looking for her husbands' name but found hers. We have cross reference directories city directories and phone books. It'd be nice to have a reading room up here, so I could have more control over that. We have some aerial photos from 1969. I'm not sure how they got here. That would be interesting is have someone work with the photographs creating an individual marc record. If, I can get everything done with a web project that I want and integrate it to the online catalog to avoid duplication with databases kind of merge them into one. I only have one library page for this room. This is typical manuscript stuff it's in a jumble we have some artifacts but not too many.
APPENDIX I: TRANSCRIPT OF ANN WRIGHT AND ZOE RHINE INTERVIEW

*Reader take note: All questions or comments addressed by the researcher are preceded with the designation of CC before each comment and all responses by Ann Wright are preceded by AW as well Zoe Rhine with ZR.

CC-Collection policy or practices?
AW-We have a policy and we didn't have to write it after you contacted us we have it for you for special collections.

CC-Scope is a little broader than Buncombe County?
ZB-Mostly we collect for Western NC mostly photographs postcards.
AW-Buncombe County is the main focus any material that relates to that we're quick to have some of the fiction is iffy. We do branch out to Western NC because there really is no public library in those areas that collects this type of material. You know I think if Waynesville or whatever might have a program, we might back off a little, but they don't. We really try to pick up anything in Western NC.

CC-Thomas Wolfe collection?
AW-Myra Champion really built the collection we have adapted. It was really not part of special collections. It was administered seperatly and were kind of taken over. We had a preservation project going on the last five years and so as a part of that at least with preservation part of the Wolfe collection and developing finding aids, but it has been a separate collection and the scope has been broader. You know rather than just the main focus Wolfe and Asheville, but Myra Champion tried to collect every article that was ever written about Wolfe. So, it's certainly goes beyond Wolfe and Asheville to publications in Japanese and things like that. We never know for sure what's in Chapel Hill, but we know there is certainly duplication.

CC-Manuscripts how much?
AW-We have manuscripts in general. That's probably the part we are furthest behind in our preservation, because I'm trained as a librarian I'm not trained as an archivist. Archival processing is a whole lot different than library processing. We're in really good shape in terms of our photographs our vertical files and our other material. We're farther behind on manuscripts. We had a consultant who came in about five years ago and did a comprehensive plan for us and he did a rough inventory of our manuscripts and we still rely on that. We are slowly processing the manuscripts we do have.

CC-Linear feet guess?
AW-We'll take you in the vault and show you what we have there.
ZB-We have a lot in our office that we work in upstairs.
AW-Space is a real problem. We have things tucked here there and everywhere. Processing material and most of our valuable stuff is in the vault. We have a little workroom upstairs and a little workspace back here and we have some things in the basement. It's scattered all over so it's hard to estimate in terms of linear feet. We're trying to work through that because we realize we are finding some valuable letters that
we weren't even aware that we had collected. Didn't have finding aids before, so we try to at least put it in archival boxes things like that and make it accessible.

CC-Printed public material not being published i.e. government type local material?
AW-We try real hard to get those but we don't have a real systematic method. We finally got the county city budget reports planning studies things like that and any time we hear about anything.
ZB-Not organized it would not be a first thought to send their stuff to us. I don't know how to establish that whether it's government or social or church. We have to fight hard to say hey this is a good place for you to leave your materials.
AW-I think we worked really hard in the last few years trying to get the word out that this is a good place for that kind of material. There is an emphasis in it. There is a lady who worked for the city and who is getting ready to move and retire and she's been giving us her papers and we're trying to get the word out that these are the types of materials we house. It's a public library's mission to do be so preoccupied with reference and fiction reading for patrons and Internet access. We're fortunate because we have some money for special collections. We have an administrator who is pretty much committed.
ZB-It's a lot of money for archival materials.
AW-Even if it's stored in a box at least it can be stored someplace. It may be a long time before we get to it but at least it's not thrown into somebody's garbage can. We try to get those people who come in and see our photographs and say I didn't think you had this, this is wonderful. We're trying to say yes we do have it and we need it to grow. Look around if you see things that fit. We could possibly be interested in the West Asheville Library is doing a local history project and they're out just beating the bushes trying to get people in their community. They're having a hard time but they're trying to get people to think that this old photograph might be interesting. I don't know why it's been hard for people to bring things in, but we work really hard.
ZB-A lot of what was being collected was within the city limits and we didn't have much at all on outlying communities including West Asheville, so that's really helped them. Doing that so I think they're developing a pilot program for the other branches to do. It might be a good way to add to the collection in terms of outside the city limits.
AW-Much of that still oral history is just not written down anyplace and so at some point we need to take a more active effort in again the West Asheville is going to do an oral history we just don't have the time.

CC-How many branches?
AW-We have nine branches. We are getting ready to add a tenth. We have lists of little branches, but they are all very small and only staffed with one or two people. So, actually the West Asheville branch has the biggest staff and they're the ones with the time to do most of the other ones are just too bush in their local history.
ZB-Were probably not as active in the last five years just because we've been trying so hard to preserve and catch up with the material we have. We've been processing stuff that has been collected forever.
AW-We still open cabinets and find stashes of stuff.

CC-What types of outreach programs?
AW-Neither one of us are interested in that kind of thing. There are some on staff who like to do programming.
ZB-We often have groups to come here classes.
AW-We have a class today from UNC-A and we have newspapers and they don't have newspapers so we do a lot but there are people on staff who are involved with that type of thing. So, we try to get them to spread the word for us because we haven't done probably as much as we could have.

CC-What about the school system?
AW-4th grade and 8th grade always do a NC writing project it's tough because a lot of our material isn't general towards kids that age. You know they can come and look at photographs but there not really doing original research and need manuscripts and letters and things so we get a little bit of that.
ZB-Mostly it's for teachers interested in bringing a class.
AW-Better for diversity education it's done a lot they exhibit and she does a lot.

CC-High school age?
AW-We don't get too much of that there was an AP writing class that did something on the Riverside cemetery a couple of years ago, but most have such a tight curriculum. You know this AP history class has to cover so much material and it's not local material. So, most of them don't use the collection because they're so focused on teaching for the test that it doesn't focus on Buncombe County history. We get quite a few kids on history day projects. It's real busy in this area depending on the topic that didn't lend itself to local history, but if it's something they can use for local history. You get kids coming in doing stuff on projects and they'll say I need primary material from Blackbeard and you try to convince them that he didn't leave this diary here, so we do have to do some of an idea to teach them what primary resources are. We get some good teachers who really want their kids to teach them what a primary source is. A lot of the kids are let loose and show up in a few months with a project, but this year the topic didn't lend itself to local history.

CC-Tell me more about your preservation project?
AW-We have a pot of money that we can invest three fourth of the interest each year. It's invested very conservatively, but we started six years ago and then we started with the preservation project. We have photographs and negatives in some kind of an order but they weren't stored the way they should be.
ZB-They were stored together not in archival sleeves and folders and they weren't on a database they were on card files.
AW-We spent time putting them in Mylar sleeves with preservation negatives made of all the photos everything is entered in a database. Maps are in, postcards are in, manuscripts are slowly being moved to hollinger boxes non acidic folders and things like that. They've been clipping since the late 1800's that has the best sources of local history. Somebody had to go through the Asheville papers and clipped and glued and we stopped doing that. We now have an index to the newspaper in a database. We're going through all of these and microfilming them copying them. We're doing similar thing that Jerry
Cotton did in Chapel Hill, you know, putting them in a bound volume, because out patrons don't like microfilm.

ZB-Good thing is that these are now for putting to use the vertical files. Those are kept locked and you have to get a library card we hold so now all of these are accessible it's a goal for photographs and postcards in these notebooks.

AW-We're trying to make it more accessible too not quite as much a gatekeeper function. They can get to it without getting a key. Everybody in the reference staff works in special collections, but Zoe and I certainly know it better than anyone else. Sometimes it's what we have to deal with because we have the experience to do it.

CC-How many hours are the desk staffed?

AW-It's staffed five days a week 10am to 5:30pm there is always somebody at the desk. It's usually one of us, but we work about 7 1/2 hour days, 3 to 4 hours, on the reference desk, so our time in terms of processing is pretty limited. We also cover the reference desk, too. We're part of the reference staff nights, weekends and days. We work over there and we do have a policy posted saying the desk is only staffed from 10am-5:30pm. We can't always get special help nights and weekends. Sometimes weekends get crazy. If we get someone with a detailed North Carolina question, if it takes a lot of access to file cabinets things like that. But, we try real hard and that's one of our arguments for getting people to donate materials. UNC-A has a nice special collection, but we try very hard not to compete. They are not open nights. Access is very limited.

CC-UNC-A?

AW-They all have to do a senior research project and there are several classes that are over. Teacher has them do a local history project. I have a teacher coming with two classes who are doing their senior research project, but they don't have the newspapers, which is a real vital source of local history. They don't own the, well they don't, I don't know exactly what their collection development policy is they do have a nice special collections but their policy is more to support topical studies and so I know they have a pretty good World War I collection, but it's not local. It supports a faculty member's research, but that may not be local. The paper gives us the newspaper [index] because they don't want people in their library. So, they give us the microfilm for the newspaper. So, it works well with us. I think we started indexing in 1990-91 when we stopped clipping the articles. When I came in they were so far behind, terrible process of cutting out the paper and gluing it on, so we index now. We don't index national articles, we just index local articles, because we will get that some other place. We only do things that are local.

There are long range plans in four or five years to move special collections to the basement at which point we hope to have climate control because right now we obviously can't check. We have all those lovely windows, but if you look at the books on that side, they are faded. We have a nice temperature, humidity hypothermograph in the vault, so we can tell you how bad it is, but we can't do anything about it. We have cataloged the Thomas Wolfe books. Most of our collection is a duplication of what they have in Chapel Hill. There is a philosophical question of how much of this should we ought to be doing, but it's also a political issue, because we are real proud of our Thomas Wolfe Collection, it's not something we can easily disband.
CC-Do genealogists use the collection much?
ZB-We get a lot who don't know how to use the library. The genealogy society has a library. We are not genealogists, but we get a lot of questions though.

CC-Any security problems?
AW-We go back and forth. We wanted to make a book as least attractive to a collector so we stamped them, but also noticed the intrinsic value would be destroyed if we did that. We kind of go back and forth. It's hard to tell if some books have been miss-shelved or just walked out. There is no way to protect it. We find a lot of books with parts ripped out. We would like more security.

We've had a varying policy with the vault. Used to be only special collections could get back here, now all of the reference staff have keys. The vault books not cataloged. These will involve original cataloging because these are materials that are not going to show up [in OCLC]. The catalogers are not real anxious in the process of working with it.

CC-What kinds of gift donations do you receive?
AW-There is no one in charge of collection development at Buncombe. Actually Laura Gaskin, head of the Reference Department, does collection development for the main library adult collection. Someone else does it for children's, each branch does their own. Everybody chooses independently. The policy on gifts, accept with no strings, don't take textbooks, no Readers Digest condensed. We publish in the library newsletter, even if it's one postcard. It lets the people know you are giving stuff and it brings awareness of what the library would be interested in. Gifts are noted, so we can keep track of what our plans are and follow up what has happened with them.

CC-Do you use volunteers?
AW-We've had a few. Unless they want to put in a long-term commitment it doesn't work very well. A lot of volunteers want to work with other people. Genealogy Society has its own library. Because of that, we don't get as many volunteers as we would like.
APPENDIX J: TRANSCRIPT OF KEVIN CHERRY INTERVIEW

*Reader take note: All questions or comments addressed by the researcher are preceded with the designation of CC before each comment and all responses by Kevin Cherry are preceded by KC.

CC-Tell me about the special collections development policy?
KC-We have for the history room a collection development statement and it's not a part of it the policy is for the whole library. My statement is more specific about the history room you'll notice it was done when I was here only one or two months and the director of the library asked that I create a document that states what I do. I guess he was doing it for me to help define my role instead of just the collection. Most of the collection development statement reflects the genealogical interests, but probably in that statement there are a couple of lines that are the good ones. Especially the one that says we will try to be the most comprehensive collector of Rowaniana. That has been the key of what has mostly been my job. But even most of the statements we have on the history room still involves genealogy. But our collection development statement reflects the interests of our users that and our collecting reflects that too. I would have to say 95% of my budget book budget and microfilm budget supports genealogical research. We are not a North Carolina collection, but we are a genealogy collection and a local history collection. But that doesn't mean we don't do local history. That just means that there's no store where I can buy local history from. I would say that 95% of my time is spent collection local history because that requires knowing people, visiting people, writing thank you notes being at community events. I'm a diehard democrat and I'm going to hear Elizabeth Dole tomorrow at Livingstone so I can pick up some posters. And we have tapes and other things to try to document the event. But my money budget, that's one part of our two-pronged budget, and my time and energy a lot of that goes to local history. So, it probably comes out that the library's actually spending more money on local history now because staffing always costs more than books. And we have a very nice program and I always want more. We have a processing budget that allows me to buy archiving materials, photo envelopes, that kind of thing.

CC-Do you provide coverage for other counties?
KC-We have not as of the last four years. The depth of collecting would dilute the effort. If we go across the line into Cabarrus County and collect, and when I say that I have to state that there is a major sort of exception to what I have to been saying obviously. The town of Kannapolis is one of the largest in the county sits right on the line between Cabarrus and Rowan County. We are helped by the fact that Kannapolis has a hometown library. Now about 3 years they've got a local history room which I was hired as the consultant to go down, outside of the job here. I saw their local history room down there and they have a good core of volunteers who run that room and know the kinds of things that are good collect for local history and they're doing it on the volunteer basis. They're bringing the materials in, the club scrapbooks, the church histories, and that sort of thing. So we kind of took care of that one exception by the fact that there is a town library in Kannapolis.
Local history is not cheap. So, a lot of places, most places, I think if you would ask any public library director in the state, they would love to be into local history. Knockdown, drag-out. You know the best that they can do it. Because it's a PR tool for the library and the community and it makes people feel better about their library because their library is maintaining their story. It also, local history collections in public libraries fill niches. Right now, it's not, in some counties there's nobody collecting this. And it's something that a public library can do. They always talk about the fact in library school that you can't be, you're not a warehouse. A library is not a warehouse. But we are information providers. Well for local history, who's going to have the web site, who's going to -libraries are information providers. Because there's a warehouse somewhere and the warehouse is sort of shared between all of us. So we, local history act like a local warehouse and Dr. Jones says the North Carolina Collection is an attic. And I stole his image and I used it in my talk my first year here about we hoped to become Rowan's County like he always talked about being North Carolina's attic.

CC-How do you reach out to the community?
KC-Rowan County is a great place for history. They play up history here. Nobody has anymore history any other place. The whole world came about at the same time. We all have the same amount of history. But some places play up their history. And Salisbury plays up its history a lot. It's a part of its image. In fact, its historic image helped put the town back in the 1970s when everything went kapluie. And Charlotte, which is only a little ways away, has not played up its local history. If anybody needs anything old and they're from Charlotte, they come to Salisbury, just because of the image. And a lot of historic things have happened in Salisbury. But, because Salisbury has chosen to use history as an economic development tool, it's like a hammer in the toolbox around here, you can't do without it, so people have been interested in history here and the newspaper has had a local history column since the 40s. It's been running and people just kind of expect that. So that when the library can support those activities of other people, whether it's just the Salisbury Foundation trying to need to know when a house was built, we can give them the directory of the Sanbourn maps. Whether it's the Visitors Bureau doing a new brochure about the town and they need some old pictures, they come to the history room to get some pictures for the brochure. Whether it's the North Carolina Transportation Museum, which is over in Spencer, and they do programming all of the time and they need basic information for programs that they are going to do. We can provide them, if nothing else, microfilm copies of the newspaper. So, we're the information support for all of these activities on one level, and that's how we're a PR tool. These people are promoting the community and its image and we have to the resources to do this promotion. We're not the only place but we're one of them. Then on another level, for the library itself, we want to be whether you're a non-profit organization, or not a nonprofit organization, or a business, you want to be in front of people. And advertising is important and I don't care what you're doing. And if the people you're trying to get the attention of, because of a number of reason you use history to get their attention. And you weigh that stuff, when someone gives you some good stuff, to write an article about it that can generally get into the paper. Having the library co-sponsor with other community organizations, especially the local history room co-sponsoring
with other local organizations, activities and historic events. The library is now trying to bring a memorial to the slave cemetery in town. Things that people don't generally think that libraries tend to do. Plus another activity the library does was to be a host site for the confederate prison symposium. Those sorts of things. There's a lot of ways to promote the library. If nothing more than displays of your hidden treasures as you walk in the door or in Plexiglas cases. And when the Chamber of Commerce has their leadership classes once every year, they need to do the background talk of the county history, the library does something about that and gives a little treasure talk. So, these people go back to their businesses and we hope they know what we do.

CC-What types of volunteer activity in Rowan County?

KC-I've learned that you can get more with homegrown tomatoes. Homegrown tomatoes can go a long way. You have to have your little angle with things that you're known for. The tomatoes work. We have, when I came here, my predecessor set up a volunteer system for the history room. Because the history room was not open at night when we first moved into this building, and the Genealogical Society volunteered to man the room at night, other volunteers were sought in the community. We had in the height of our volunteer program, 50, 55 I think, which came in once every two months. They would come in for one night once every two months to man a room. And in some cases, the people who worked knew how all the machines worked, knew how to do genealogy and were wonderful. In some cases, they were wonderful people, who, bless their hearts, they had done their own family history. They knew about their own family history if the new machine didn't throw them off a little bit something did. And the volunteers are wonderful people, they're doing great works. But we felt that we had reached the point that we had to have folks in the history room who were used to the computer. We had a few instances where strange things happened in the history room. There were volunteers in the history room, and libraries attract crazy people -they just do- and we like we should have employees in the room at night. So, finally this year we were able to shift people around and we hired enough to keep the room open at night. But we could not run the history room without volunteers, still because we have what we call project volunteers. And Project volunteers as opposed to the other volunteers that came in. They can do things like transcribing oral histories and indexing obituaries in the database. These people are good in the specific things they know they are to do. I think now we have about 12 project volunteers out of the one time 55 volunteers. I invited all of those volunteers when we hired for night work to become project volunteers. And, you have to make those volunteers feel appreciated. One of the best ways to make them feel appreciated is to drop a bag of home grown tomatoes on the front porch with a note.

CC-What types of oral history are you doing?

KC-I'm not an oral historian, I don't pretend to be. But the way I understand it is, you just can't walk into a room with somebody who is 95 years old and just start asking them questions. That really doesn't count for oral history. You have to have a question that you want answered before you can go do an interview. We create projects around the questions. The first project that we completed, town life in Spencer. We wanted to
interview people to find out what it was like to live in a railroad town before World War II. That meant asking questions related to town life. Where did you play, where did you go to school. The other one, we wanted to know, this is what my predecessor set up, was a business history, where you interview people about family businesses in Rowan County. We haven't done many of those interviews but we have done something very worthwhile. We are trying to capture sort of a family aspect to running a business and how such enterprises could be still sort of small town family things. There's not really many of these kinds of businesses like that now. The other one that came very naturally was World War II interviews. We have more interviews on WWII because we have volunteer interviewers who are interested in that. And another project is African American under segregation project or desegregation project. We have one lady who is very interested in that and has interviewed about 4 or 5 individuals about that. The idea behind that was when we realized, when you start writing about segregation in Rowan County, we can talk about it in general terms but we didn't know any specifics. Everybody took that part of life for granted. So, we didn't really know if blacks did want to go to a restaurant in Rowan County, where did they go? In some places we know that from reading general histories blacks were expected to get off the sidewalk when whites were coming. We don't know if that happened in Rowan County or not. So, those are the kinds of questions we ask as well as get peoples' personal stories. You know their thoughts and feelings having lived under segregation. The newspaper didn't write about it. There are probably very few letters about that sort of thing that describe that. I couldn't think of any other way to document it. There are a number of ways to documents things that happen. You know, go pick up things from somebody's attic. I talked to every, I'm one of the few people who will ask civic clubs to invite me to speak. But I do. I talked to; I've spoken to every Rotary Club, Civitan, Kiwanis, women's book club in Rowan County. And the reason I do that, after I've gone through the cycle I have to come up with another talk and I'm ready to talk again because at the end of each talk, I say there is nowhere for me to buy local history. I've got to get somebody like y'all to give me some. This is the kind of stuff I'm looking for. And after every talk, somebody comes up and they say you really should interview..., or I've got some old books, or I've got my church history, or I didn't know you collected this type of thing. That's the reason I go do these talks. And that's one way that I can get the word out history is for y'all. Its also library programming. I'm not the best interviewer in the world, and with my volunteers we're probably not the best interviewers in the world, let's be perfectly honest, but there's nobody running down the street from the Southern Oral History Program with at tape recorder, going, "Ooh, here we come. We want to help you." If we won't do it, it's not going to be done. So you might as well do something.

CC-What kinds of manuscripts do you have here?
KC-The first thing you have to understand I think when you're doing manuscript items local history wise, you're probably not going to personal papers like the personal papers you'd get at the Southern Historical Collection. You're not going to get people to give you three generations worth of their family papers with plantation logs. That doesn't mean that materials we usually get are any less valuable. If someone came to me, which happened last week, with letters from the eastern part of the state, there weren't many letters, but they were pretty good letters, I'm quick to tell them about the Southern
Historical Collection and leave it at that. And also ECU. They collect eastern manuscripts and they're both wonderful collections. That packet of material fits those collections much better than what we're doing here. We're doing Rowan County. I'm not going to collect things from the eastern part of the state. Our manuscript collection is made up of the minutes of the lady's book clubs, scrapbooks of civic organizations, lot of demonstration clubs, research of genealogists who have done it in a big way, school registers that for some reason or another got left at the register of deeds office. And then there's another kind of item, an artificial collection, it wasn't created by somebody, but the library itself creates the collection. I think a lot of places do this. When Elizabeth Dole was going to be asked to run for president I contacted the person who started the campaign to please place a box in his office to throw any materials produced in it for me. I picked up posters, I videotaped the event. I took my tape recorder and interviewed people standing around. We're still adding to it. Buttons I find around town. It's sort of a proactive approach. That's sort of an artificial manuscript collection. The library is creating it instead of receiving it as a gift from someone else.

CC-What types of manuscript preservation and accessibility?
KC-Finding aids are a variation on the Southern Historical Collection. They are put up on a web page on our web site. They are not as detailed as Southern Historical Collection, not as detailed. Some portions of the collection such as scrapbooks from a club, may leave the library under special loan. This is done to entice organizations to give materials that may be needed at a latter date. Very rarely does this happen.

CC-What about cataloging?
KC-Cataloging is based on a similar system developed by the North Carolina Collection and the Texas library. It was done before I got here. Books cataloged by state to assist genealogists.

CC-What about staffing?
KC-Our staffing is a whole lot different now than it was 2 months ago. There's me and I usually do projects, meeting people and I'm not in the room very much. Most of the public service is Joe Barbee. He works Tuesday through Saturday. The other two ladies split a seventeen-hour a week position. They come in 6-9 Monday through Thursday and Sunday afternoon. They swap their time between each other. We have 12 project volunteers. 5 or 6 put in a lot of time. They almost all came from the genealogist's society. The most active are with the oral history project.

CC-How large is the library system?
KC-Three branch system; South Branch in Landis, East Branch in Rockwell, Western end of county without library facilities.

CC-Any security issues?
KC-We have a rare book cabinet which is small. Materials in the rare book cabinet they are used under supervision. The items used most from the rare book cabinet are the early city directories, and they're in the rare book cabinet because they're in such a state after they've been used so much. We're just trying to protect them. We have lost some files on
genealogy. I don't think we've lost anything major from theft of our local history collection. We are a fairly young local history collection and a lot of it has been in processing. And we also keep it locked in a fairly inaccessible storage room. So access comes about when people see it on the catalog. When they want it we tell people to take a seat and we will retrieve it for you. The library is now looking to off site storage for most of the local history collection. The material would be placed on a courier service between all of the branches.

CC-What about saving unpublished county materials?
KC-We are local history depository. We are not an archive. Nine times out of ten those planning documents are placed downstairs at the reference desk because they have to have some public airing. After that they are sent up to me. The county budget is sent up to me. I could probably do a better job of picking out the planning documents of local governments in the area. But I'm very active in the civic life of Spencer. And there are all kinds of committee meetings. But outside of the town budget and the reports that come out every few years, at least in the town of Spencer there's not that many published documents. I haven't done as much. I've arranged with the Chamber of Commerce to get their minutes of meetings. Probably this activity is outside of my scope for local history collecting. If the county wanted me to take care of personnel or finance records, I would love to do it, but we would have to have a records manager at the library. It is a lost area.

CC-What types of photographs are collected?
KC-We don't have much because the Salisbury Post lost their collection. We are going to be proactive. We're going to get a digital imaging system here.

CC-School system support?
KC-I haven't done much with the schools and local history other than we are going to start providing a lot on information via the web. Ex. 40 national register of historic places, historical sketches on web. I've been commissioned to write a history of the county for children by the Friends. I don't do children's program because there's someone in the building who can do it better than I can.
APPENDIX K: TRANSCRIPT OF BEVERLY TETTERTON INTERVIEW

*Reader take note: All questions or comments addressed by the researcher are preceded with the designation of CC before each comment and all responses by Beverly Tetterton are preceded by BT.

CC-Could you tell me about the local history seminars?
BT-I did a road show on what to collect. It was really well received. It was so well received we were ask to do it at the South Carolina State Library. That's how all this came about. It was really the brainchild of H. G. Jones because he knew that the NC Collection would not have not everything and was never going to have everything, that people were not collecting locally like they should.

CC-Please tell me about your collection development policy?
BT-It's in the mission statement of the library. It says to collect and preserve local material and it's in the library mission statement. I made sure it got in there. Then, of course, we have our own collection policy along with the library's collection policy. Basically, we collect, first of all we collect everything we possibly can about New Hanover County. And Wilmington on a large scale. And then we also have a North Carolina collection but it focuses around what our citizens would need for themselves. For example: a business man going to Charlotte should expect to find a map of Charlotte and some information about that. If a family wanted to go to the zoo for a vacation, we should have that information. If someone is doing a report on Cherokee County, surely we would have enough information to do that, or a genealogist. Just your basic information, we don't collect heavily across the state. But our main focus is on New Hanover County.

CC-How much is the collection used by genealogists?
BT-We have, for genealogy, we have the best southeastern NC collection in the world. I'm sure that we do. We have a fabulous eastern NC collection and as you go west it begins to thin out. We do take gifts. Someone gave us a huge collection on old Tryon County. Because of that we have. We have all of the censuses for NC. We have a lot of genealogists. I firmly believe they are good for your collection. They give us all kinds of wonderful things. I'm not one that believes that you can separate genealogy and local history because I've known genealogists who have read original records. If you have the court records of that county you have the history of that county. They are the same things historians read. They may be looking for one thing and you may be looking for something else, but you're reading the same records. And so, I just see them all looking at the same kinds of things. We have a lot of depositories in Wilmington. We have a lot of competition and ours is really a good genealogy collection. For example, UNC-W came to me last year and said that we're going to have the biggest and the best local history in the world. And I said, "Good luck, I've been trying to do that for 20 years." They have seriously started to collecting and they have gobs of money to do it with. We have the Lower Cape Fear Historical Society, they've been around a long time and they have a real nice collection. It's only open six hours a week but it's very fine. We have a museum here who has only recently begun collecting manuscripts as well as artifacts. They have a fabulous photograph collection. So do we and so do the Historical Society.
And now the University has started. So there's a lot of competition in this town. But there's also a lot of stuff in this town. But the only thing the others won't touch with a ten-foot pole is genealogists. 40-50% users of the collection are genealogists.

CC-What type of staff support does the collection receive?
BT-Her and Joseph. And just the staff members who would have to work in there at night. She and Joseph staff the collection full time. Reference splits their time in the NCC at night.

CC-What types of equipment are in use?
BT-First it was hard to keep people from doing it because we have Internet terminals downstairs and they had to wait particularly at night. They don't understand why they can't use it. We don't allow it. We've had to be real firm about it. But we also have NCLive on there. And then we have the (blank) collection of photographs that we have digitized. And that's probably used more than the Internet. It's just been the best thing since peanut butter, I mean, people use it for research, they use it for all kinds of things. 1400 photographs on that and we just got a grant to do another collection which has about 1000 photographs. So between the 2 we'll have about 2500 photographs digitized. CD-ROM we have the Mormon stuff, ancestral search.... Wilmington has a lot of retirees, what my husband says are "come here people". They're not interested in North Carolina stuff anyway, so we've been buying those Ohio records and things like that. Genealogy is extremely popular. It's second to gardening in popularity. Even though we can't help "come here people" when they get here we can give them something to get started.

CC-What about security?
BT-Locked cabinets used with supervision. Most of the stuff is duplicated in the collection. But there are some things in there that one of a kind. We've had to lock up about 20 years of city directories because they are crumbling. We've just figured out a way to get them copied and taken care of. That's been a long time coming. Nothing in the cabinets can be photocopied. There have been some thefts. Davy Lamb's letters are missing. That's a book you can't replace or it's very difficult to replace. All in all it could be worse. To tell the truth, we would love to have people sign-in, give them a pencil, put their book bags in a cabinet. We're just so incredibly busy and the room's just not set up for it. We've asked repeatedly for a fake walk through security gate so patrons would think there was some security. Because going to the back of that room people come and go. If people want it they'll find a way to get it. We don't have enough staff to be right there on top of it all. It's funny there's been some books that were not particularly valuable but they were valuable to us because people wanted to use them. We had book boxes made and had them out in the regular stacks. I guess people thought they were in the book boxes because they were valuable and stole them. It happened twice. Our biggest theft is Michael Jordan. We've had two Laney High School Yearbooks stolen. We had all of his high school ----books. Everything's been stolen. Wilmington race riot of 1898. That stuff is stolen. The Wilmington 10. We had a fabulous Wilmington 10 collection but it's all gone. A lot of the good stuff has been stolen. Most of the people who come here are scholars or genealogists and they're
extremely nice. We serve 4th graders. We have a lot of school children up to the senior citizens.

CC-Is there any competition between local institutions?
KC-UNC-W has a public history program now. It may be a master's degree and they have nothing over there. And so they're just living over here and we're literally becoming academic librarians for them. In one way I'm glad to UNC-W doing some things, but instead of going out and getting every manuscript collection in sight. I told the new guy, before you go crazy on these things, get the Wilmington newspapers on microfilm, get the censuses, some of the basic things your students don't have that they need to do their work. We have the best run of city directories for Wilmington. We are now working with UNC-W to have them copied or microfilmed so they will have a copy of this. We're working together on some basic things like that. Our collection is so used its just slam worn out. It's falling apart.

CC-Please tell me a little history of collection?
BT-Began collecting North Caroliana in 1910. It became a public library in 1906. And then in 1910, Ms Woodard decided to put all of the North Caroliana together.

CC-What types of preservation activities are taking place?
BT-We do in that all of the materials we buy are good materials. We just don't have the money to go out and redo materials. We have volunteers to do encapsulation.

CC-Volunteers?
BT-We couldn't survive without 'em. We have 7 and 7 is pretty much my limit. Actually 7 is too many. We've published 80 books out of this room, which I think is pretty remarkable.

CC-Please tell me more about publishing out of the room?
BT-Well, some of the volunteers have abstracts of Wilmington records which genealogists use. Our local genealogy society publishes them and then they give us half of the profits. So that adds a couple thousand to my book budget every year. I buy only genealogical abstracts with that money. Then I several volunteers who work on photographs. I have one volunteer who just does conservation work. Then we published and African-American history of Wilmington. This guy was like the ultimate volunteer. HE doesn't come in to volunteer because he is a recluse and doesn't get out of his home. But the information and the things he gives us. He gave us his manuscripts, I edited it and we published it. The is a woman who has a 92 year old mother, 70 year old husband who had a stroke, she can't leave the house. She has done finding aids and cataloging. She's preparing a catalog for the photograph collection. Without her, and I also have a woman who's retired who was the curator of the museum of art. And she cataloged our entire manuscript collection. Which is not huge or anything but because we are in a place where a lot of bright people retire, We could not do it without volunteers.

CC-Do you think this is a pretty unique activity for a local history collection?
BT-I've been asked to talk at different places in North Carolina about it. We're awfully fortunate to have a lot of good people. The 1870 census of New Hanover County is first of all; we were the largest town in the state, which is a huge census to do. It's well over 1000 pages. One person abstracted it, one person digitized, one person indexed, two people proofread it, and other person got maps to put in front of it, and it all seemed to go together well. We are a victim of our own good works because with 80 publications where are you going to store them. Nobody can store these in your attic. WE have them printed on demand so we don't make as much money off them.

CC-What types of manuscript material are in the collection?
BT-Our collecting policy is that we do not take large collections. We do have small things. Most of the collecting involves what we already have here we have old ledgers from our fire department, we have some civil war letters, we have a lot old pamphlets, there's memorabilia in there. I think it's too big of a collection for us. The Wilmington Iron works is the longest continuous, I think, business in North Carolina it's folding after a hundred and two hundred years or whatever. They've got their business papers, as well as their minutes of the board, I think its too much for us to handle but my library director wants me to take it. Now that's what belongs at UNC-W or Chapel Hill, but they don't want it to leave Wilmington. I direct a lot of large collections to Chapel Hill, East Carolina. In the past people didn't want it to up to the triangle I'd suggest East Carolina. They have a really good east collection. But those are the types of things. There's some gems in there but it's not a massive collection.

CC-What about the clipping files?
BT-We don't let people rummage through them. We have to get up and get them for them they are newspapers, magazine articles, and pamphlets, government documents (Preserving newspapers.) we'd like to but its so overwhelming but every year we say we're going to get to work on it. No more clippings now that the newspapers are on NCLive. A lot of people still want it to look like a clipping (photographs) I would like to do what they did in Chapel hill which is just photocopy it and put it in books. Because I like books but maybe we should digitize it.

CC-Tell me about the vertical files?
BT-In the vertical files we have several special collections. There's this volunteer who's designing our web page for me and he has this thing called See Wilmington. It's; better to get it and hope for the best. If I take this big huge business collection, I'm going to ask them to give me the money to have it conserved properly. Maybe hire someone to organize it. I think its better to take it and work with it particularly if it's going to be thrown away. Part of my collection I'm extremely proud of are the documents. We collect local documents and your' not going to fine these anywhere. If we don't collect it no one else will. Our planning dept is not going to keep that forever. I've made sure that our county and city every time they produce a document they put one aside for me. And some the UNCW professors doing reports on the environment, they're very good about sending me a copy. We have the state underwater archaeology down here. They've been wonderful about giving me copies of their reports. We have a couple of fellow who do national register nominations. They make sure I get a copy of those. So a lot of what I
collect doesn't cost any money I just have to be on top of it. We have a fabulous map collection we have taxi maps, yearly maps, things that don't cost you anything. A hundred years from now you try to go back and get that map and you're going to pay a pretty price for it. We collect postcards now because of how much they'll cost later. So a whole of what we do here is not the old stuff. We are trying to keep up with what's going on right now, to collect the cultural history of the area. What I tell people is that when they are starting to collect just collect form today forward. If you get some old stuff, people start giving it to you that's fine. Its free its cheap and if you've been around as long as I have.

CC-Are there any outreach programs through the collection?  
BT-I go out and talk to groups to tell what we're up to. I rarely do that anymore. I often get asked to lecture a lot. Sometimes it works out to go there too. Just the other day somebody brought by some post cards

CC-What about the local school system?  
BT-I used to go out and talk to them but I just don't have the time. If a class comes in now we don't allow them to stay longer than a tour. We tell them to come back individually. We don't have enough space for them all to work in there.