



indow to the World

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Newsletter of the Tennessee Library for the Blind & Physically Handicapped

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Been Searchin'?

Want to know the winning numbers for next Saturday's Tennessee Lottery drawings? Well, we can't help you there. But we can suggest two new reference services that can help you find the answers to many of life's other perplexing questions. Like, does South Dakota really have a capital city? Or, what's the phone number for your local Services for the Blind office?

InfoEyes

The first is InfoEyes, a cooperative website that aims to provide visually- or physically-handicapped patrons with reference desk services similar to those they would expect from a major public library.

Just warm up your Internet browser and head for <http://www.infoeyes.org>. The home page will give you a choice between submitting your question as an e-mail, to be answered by return e-mail, or making an appointment to talk directly with a reference librarian.

If you choose the direct conversation option, you'll be given a time to go to the InfoEyes online chat room and talk directly with a librarian. The service uses the iVocalize software application to conduct the conversation. This software will load a small applet on your computer when you enter the chat room for your first appointment.

InfoEyes was originally conceived and developed by the Illinois State Library. Current project coordinators are the Minnesota Library for the Blind and Physically Handicapped and the Perkins Braille and Talking Book Library in Massachusetts. Assistant Director Donna Cirenza is representing TLBPH on the project. So she may be the reference librarian fielding your question if you make an appointment to chat live.

Google Accessible Search

The second new service is Google Accessible Search, found at <http://labs.google.com/accessible/>. This service works just like the regular Google

search engine, but is designed to identify and prioritize web pages that are more easily used by blind and visually impaired users. While a regular Google search gives you a set of online documents most relevant to your tasks, Accessible Search goes one step further by helping you find the most accessible pages within that set.

Google Accessible Search is based on accessibility guidelines published by groups like the World Wide Web Consortium. It evaluates search results according to simplicity, reliance on imagery, visual clutter, and compatibility with full keyboard navigation. It then presents the most accessible pages at the top of the results list. (Hmm. Sounds like more TSB term papers will get finished on time this semester.)

Unhold That Patron, Sir!

A variety of things can prompt a patron to request a temporary hold on LBPH service. You may be going on an extended trip, or facing surgery, or just wanting more time to get your vegetable garden planted. And we're happy to honor hold requests. *But*

Please don't forget to alert us when you are ready to have us resume service. And please do allow a week or so for books to start reaching you again.

Advocacy Groups

If what you are searching for is an advocacy group, we've received information on two that may be of interest. The Disability Law & Advocacy Center of Tennessee offers legal information and referral services to Tennessee residents with disability-related concerns. You may find out more about the Center at its website, www.DLACTN.org, or by telephone at 1-800-342-1660.

The TennCare Advocacy Program is dedicated to helping TennCare enrollees get the medical services they need. You may contact them online at www.tenncareadvocacy.org or by telephone at 1-800-722-7474.

Both sites offer services in Spanish.

Holiday Schedule

TLBPH will be closed Friday, April 6, for the Good Friday state holiday.

Call for Artists

In association with the Wayne Art Center and the LBPH of the Free Library of Philadelphia, National Exhibits for Blind Artists Inc. (NEBA) has issued a call for

submissions to an exhibit, "Art Beyond Sight: 2007-2008," opening this fall at the Wayne Art Center. Deadline for submissions is March 30. For more information, call NEBA at 1-800-222-1754 or e-mail info@nebaart.org.

"How the Library Changed My Life"

From now until May 10th, *Woman's Day* magazine, in conjunction with the American Library Association's "Campaign for America's Libraries," is collecting stories on how its readers have used the library to help start their own small businesses. Four of these stories will be selected and featured in the March 2008 issue of *Woman's Day*.

An Illinois LBPH patron, Beth Finke, was one of the winners of last year's contest, and her essay "Out of the Dark" is included in the March, 2007, issue. Ms. Finke is a blind writer and teacher who uses the free books-on-tape service as an everyday escape.

If you are 18 or older and can present your story in 700 words or less, you may submit it between now and May 10 to womansday@ala.org.

Staff Profile

Nine times out of ten, the first person patrons encounter when they telephone or visit the LBPH is Ann Jones. A thirty-year veteran of the State Library and Archives, Ann has served as the public face and voice of LBPH for the past seven years.

Ann grew up in Georgia's Stewart County and attended college at Fort Valley State University. After graduating with a B.S. in Elementary Education, she taught for two years in Richland, Georgia, before heading north to Hartford, Connecticut and a seven-year stay at Physician's Mutual Insurance Company.

In 1976, Ann moved back south to Nashville and joined TSLA as a clerk in the Library Technical Services unit, gradually working up the ladder as a technician and then as supervisor in the unit's newspaper division. (For those who don't know, TSLA maintains the most complete "morgue" of Tennessee newspapers in existence).

In 2000, Ann came over to the LBPH as our Administrative Assistant. Her most obvious role here is to greet visitors and callers and to route patrons to their appropriate reader advisors. She responds to requests for patron applications and screens the completed applications when they are returned. She maintains our departmental files and orders all departmental supplies, including all those materials from NLS. And she opens and distributes our mail.

That's for starters. Ann also processes transfer orders when patrons move to other states, accepts and processes donations, and compiles our listings of Large Print books. In addition, Ann generates departmental correspondence, maintains our supply of assistive technology catalogs, and handles our sign-in sheets. And while it isn't listed in her job official description, she spends a lot of time answering questions and referring callers to other agencies and services.

In her spare time, Ann is a world-class baker who does occasional catering jobs and enjoys teaching Sunday School in the Young People's Department of her church, St. James Missionary Baptist in Nashville. She also keeps up with her growing extended family, which currently includes four nephews and nieces and will be starting a new generation this coming June.

LBPH Patrons Recommend

For those who like their suspense with a sense of darker menace, and maybe a vampire or two, reader advisor Annette Hadley recommends *The Historian* (RC 60713). The complex tale of a search for Vlad the Impaler, the historical figure behind the Dracula legend, was recommended to Annette as "delicious" by Patricia Meadowcroft, wife of TLBPH patron James J. Meadowcroft.

We could put patron Kay Arvin's recommendation of *The Last Goodbye* (RC 60298) down to maternal pride, since author Reed Arvin is her son. But this mystery thriller has earned its author comparisons to masters like John MacDonald from sources like *Publishers Weekly*. Check it out, along Arvin's two other thrillers, *The Will* (RC 60892) and *Blood of Angels* (RC 61915).

If you have a recommendation you would like to share with your fellow patrons, please write or e-mail them to us. We can't promise to print every one, but we'll try.

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Administration and Staff

The Honorable Riley C. Darnell, Secretary of State; Jeanne Sugg, State Librarian & Archivist; Ruth Hemphill, Director; Donna Cirenza, Assistant Director; Carmelita Esaw, Computer

Specialist; Ann Jones, Administrative Assistant; Terry Corn, Library Assistant.

Circulation and Repair Staff: Larry Conner, Materials Manager; Jerry Clinard, Dwight Davis, Ron Gross, Billy Kirby, Ryan Darks.

Reader Advisors: Ed Byrne, Annette Hadley, Clara Ledbetter, and Francine Sharpe.

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