mately 70 student employees (graduate assistants, tutors, receptionists, and data entry clerks). The Center’s professional staff members participate in a number of university programs including student recruitment, freshman orientation, and new faculty orientation. The director serves on several university committees including the Committee for Disabled Students and the Adult Reentry Committee.

Though the instructional budget for the Center is separate from the general funds allocated to the General Library, library policies and procedures apply to the expenditure of all funds. Student and staff employment is handled by the library’s personnel specialist. The Center maintains a small catalogued collection of study skills materials which are selected by the director. Some Center staff members have been trained as substitutes on the General Library, library policies and procedures are based upon a philosophy of adult education which is consistent with the library’s philosophy of developing lifelong learners.

Though often referred to as the “heart” of the university, libraries are too often viewed as being adjunct to the educational process. This may be due in part to a lack of understanding on the part of teaching faculty concerning the complexities of library operations and reference services. For the most part, members of the teaching faculty understand the complexities of student learning better than they understand the complexities of library services. Tutorial assistance as a library service provides a tangible link between librarians and teaching faculty.

In Alliance for Excellence, the following recommendations are made:

- We recommend that libraries accept their central role in the Learning Society as valid learning centers. Further, we recommend that these centers be staffed with user-oriented professionals who not only understand community needs but also know learning resources. These “learners” advisers would help patrons to gain the information and skills to function successfully in the Learning Society.1

- College and university libraries should be staffed with strong advisers to lead students toward advanced learning skills.2

Tutorial assistance programs are one means of implementing these recommendations.

---


2Alliance for Excellence, 29.

Applications invited for C&RL editor

Nominations and applications are invited for the position of editor of College & Research Libraries. The editor is appointed for a three-year term which may be renewed for an additional three years. Applicants must be members of ALA and ACRL. Qualifications include experience in academic libraries, evidence of research and editing activity, and a broad knowledge of the issues confronting academic libraries. A small honorarium for the editor and funding arrangements for editorial assistance are available. Nominations or resumes with names of three references may be sent to: C. Brigid Welch, Chair, College and Research Libraries Search Committee, Central University Library, C-075-R, University of California, San Diego, La Jolla, CA 92039. The deadline for applications is May 1, 1989.

---

Letter

InfoTrac

To the Editor:

We were pleased to find “Users’ Reaction to InfoTrac in an Undergraduate Library” by Ellen P. Flynn in the January 1989 issue. Palo Alto College recently conducted a user survey on InfoTrac using the same questionnaire. Our results were very similar. The 39 users who responded were 35 students, 3 faculty members, and 3 business persons (two students doubled as business persons). We received 31 overall positive responses, no negative remarks, and 8 no comments. All respondents gave InfoTrac high ratings in the survey. Thanks to Ellen Flynn and C&RL News for validating the results of our survey. — Camille Fiorillo, Librarian, Palo Alto College, San Antonio, Texas.

---

April 1989 / 277
With some booksellers, a small customer doesn't rate quite the consideration that a large customer might. But at Ballen, the single book customer receives the same service and services that a thousand book customer does.

Which means no matter what size your library, you can expect to have your very own customer service representative to help answer all your questions. And your very own shelf reserved in our warehouse to guard against shipment and inventory mix-ups.

It also means access to our online, interactive BallenNet system for order entry and current status. The ability to reach a Ballen company officer just by picking up the phone. And an ongoing evaluation of library needs so rigorous, it's given us the industry's lowest overall return rate — less than 1%.

All of which we provide with the understanding that what are small fish today, might one day be big ones.

For information or our new brochure, call (800)645-5237. In New York, call (800)832-4552.