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Claremont Branch Berkeley Public  
Site Name: **Claremont Branch Berkeley Public**

Address: 2940 Benvenue Ave. Berkeley 94705

Phone: 644 6880

CM Phone line = 843-0945

Hours Open:  
M-Th: 10-9;  
Fri Sat: 10-6  
Hours CM is Accessible:  
M-Th: 10-9;  
Fri Sat: 10-6

Fax:

E-mail:

Principal Contact: Jim Cara

Director

Alternates: Ann Lynn

Circulation Dir.

**Equipment:**  
Cabinet:  
CPU:  
Monitor:  
Keyboard:  
Modem:  
Watchdog:

**Circuit:**  
Circuit#:  
Billing#:  
Order#:  
Date inst:  
Installer:  
Rep's #:

Date Installed:

Terminal Buddy: Rich

Volunteers:

8/91 Switched to deal-in line; but waiting for modems from city.



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**Circuit:**  
Circuit#:  
Billing#:  
Order#:  
Date inst:  
Installer:  
Rep's #:

Date Installed:

Terminal Buddy: Rich

Volunteers:



SITE MAINTENANCE CHECK LIST

Site Claremont Your Name Nancy Kern Date 9-17-91

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST

- Tell them your name, you're from CM to clean the terminal
- Ask them their name John
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

CHECK

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly. a little dim
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

COLLECT

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

Tuesday, July 9, 1991

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Screen is getting dim

Place newsletters

Sticker at right is peeling

Screen is getting dim



CLIFF STOLL

Author of *The cuckoo's egg: tracking a spy through the maze of computer espionage* and subject of the NOVA special, "The KGB, the CIA, the computer and me."

Presents:

**STALKING**

**THE**

**WILY**

**HACKER**



Hear Cliff Stoll answer these questions:

- \*What techniques did the hacker use to crack into computers?
- \*Where are the holes in our systems?
- \*How do you track someone across worldwide computer networks?
- \*Who was willing to help—and who wasn't?

Tuesday, July 9, 1991  
7:30 p.m.

Claremont Branch  
2940 Benvenue Ave.  
644-6880

FREE!

Sponsored by the Friends of the Berkeley Public Library

6/91







# Community Memory

A public access information and resource exchange

May 17, 1991

Jim Cara  
Berkeley Library, Claremont Branch  
2940 Benvenue  
Berkeley, CA 94703

Dear Jim,

As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,

Yavette Holts  
Outreach Coordinator



4/22

Hi Jim and Library Staff,

Here are a couple of flyers for another Community Memory Outreach promotion. This one, co-sponsored by the Ecology Center, will be as much a thought-provoker as an eye-catcher. Please post a few flyers.

Any ideas you have on joint promotions involving Community Memory and the Claremont library are warmly welcomed.

Thanks,  
Jufette Helts

P.S. Promotion on from 4/21/91 thru 4/27/91....





# Community Memory

A public access information and resource exchange

March 27, 1991

Jim Cara  
Claremont Library  
2940 Benvenue  
Berkeley, CA 94705

Dear Jim,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

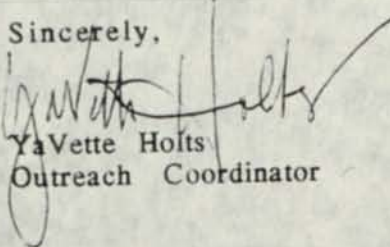
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

Based on the information you gave me, I've developed a schedule for on-site trainings. I've enclosed this schedule for your review as well as a sign-up sheet which can be posted near the Community Memory terminal at your site. The sign-up sheet lets passers-by know when a trainer will be at your site. I don't expect many people to sign up initially, but it will be helpful to let them know when trainings will be delivered.

This new training series is part of our first birthday celebration, as is the launch of the new, simplified Community Memory software. We will be installing new signs and a few other goodies at each terminal, to announce our birthday. Best of all, on Friday, March 29, Community Memory will accept all new messages for FREE. No quarter necessary. We're calling this promotion Free Association. We're encouraging people to freely associate with Community Memory - for FREE! And, we'll kick off the training series on that day, as well.

Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,

  
Yvette Holts  
Outreach Coordinator





SITE MAINTENANCE CHECK LIST

Site Ecol. Ctr. Your Name Nancy Date 9-23-91

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST - <sup>ECO. Ctr</sup> ~~site~~ was closed

- Tell them your name, you're from CM to clean the terminal
- Ask them their name \_\_\_\_\_
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

CHECK

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

COLLECT

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Changed software to new version  
E. Site was in good shape  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Ecology Center

SITE MAINTENANCE CHECK LIST

8/12/91  
5/18/91

Site Central

Your Name Kuang Eugene

Date 5/18/91

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST

- Tell them your name, you're from CM to clean the terminal
- Ask them their name Pablo
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

CHECK

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

COLLECT

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- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

\$0.00

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

No problems. The librarian said that people who  
lost their quarters go up to them and disturb  
them. The red paint on the return key is fading.  
No probs - Big sign falling back



SITE MAINTENANCE CHECK LIST

Site Ecology Center Your Name Christa Harris Date 8/8/91

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST

- Tell them your name, you're from CM to clean the terminal
- Ask them their name Kate Karon
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

CHECK

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

COLLECT

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Need to fix sign.



YaVette-

-Call Tom to see if he still is this terminal's  
buddy.

Thanks, Evelyn

- Call Tom - re: site  
host -

843-7011

1309 Walnut St.

94709

Yhr  
Called and Tom asked to  
relinquish his "buddyism"

From cmoper Wed Dec 19 12:08 PST 1990

The Community Memory machine at the Ecology Center on San  
Fabio Avenue is being covered with fine dust from the  
construction going on right next to it. I suggest a cover  
or in altered state until the work is done. Otherwise you  
will be investing in at least a new keyboard. Thanks for  
the service. Some of your messages seem rather outdated,  
never. Keep up the good work. Barbara Shayesteh,  
548-7919, Berkeley

Esc called - left message 12/21/90

Yhr called - left message @ home 10/2/91

" Ecology Center 1/2/90 - won't reopen until 1/3

ENCAMPMENT  
FOR CITIZENSHIP

January 5, 1990

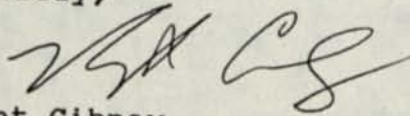
Mr. Hal Brandel  
Grubb & Ellis  
475 - 14th Street, Ste. 1250  
Oakland, CA 94612

Dear Mr. Brandel:

As a tenant at 2530 San Pablo, and as Director of an organization whose success depends on community outreach, I am writing in support of Community Memory's request to install a terminal in the lobby of this building.

I believe that access to the CM network would be advantageous to all of the tenants of the building and their clients. I hope that you, also, will support the request to have a CM terminal at the Ecology Center building.

Sincerely,



Margot Gibney  
Executive Director

MG:dh

bcc: Tom Nemcik  
Community Memory



REDUCE TO 10pt  
↓

FILE COPY

January 3, 1989

Mr. Hal Brandel  
Grubb & Ellis  
475 14th St.; Suite 1250  
Oakland, CA 94612

Dear Mr. Brandel,

We spoke briefly two weeks ago when I called to express interest in placing a Community memory terminal in the Ecology Center Building. In this letter I tried to summarize the main ideas behind Community Memory, our current work, and why Ecology Center Building would be a superb site for one of our terminals.

Since 1976, Community Memory Project, a California non-profit corporation, has been promoting the concept of easy-to-use, publicly accessible terminals that connect people and ideas throughout the community. We operated a small, four terminal network in Berkeley from 1984 through 1988. It was the pilot project for the larger, more sophisticated system being installed now. Our work in Berkeley is funded in part by the Telecommunications Education Trust, established by the California Public Utilities Commission. CM is a demonstration project of a communications technology built specifically for communities.

While electronic bulletin boards, and conferencing systems are used by increasing numbers of professionals and PC owners representing the upper strata of demographic charts, we are unique by making these tools publicly accessible and intelligible to computer novices. We are committed to bridging the gulf between information rich and information poor: those with access to new tools and those without. Rather than displacing face-to-face interaction, CM strives to create new contacts for individuals, to enhance participation, dialogue and crosstalk. Users can read messages on the system for free and



contribute their own messages for 25c. All quarters are collected in a built-in coin box.

While the new system is only six months old, the size of the database is growing rapidly. Considerable energy is being expended organizing and publishing social services information. For example: emergency food, shelter, and legal information are available, as are comprehensive directories of job placement programs, and youth employment and training programs. The Berkeley City Council directed various city departments to publish information on CM.

City Council agendas are already being posted, soon city jobs, recreation schedules, refuse and recycling schedules, as well as a directory to city services will also be available. Many self-employed people, consultants and odd-jobbers are listing their services, an online mechanic answers questions regarding cars' symptoms, and the housewares buy/sell forum is also thriving. Current topics and books are discussed. Many jokes are exchanged. And that's just the tip of the iceberg.

Seven terminals are already in place, with three more needing sites. To attract users we rely on foot traffic. We look to locations that have long hours, and are open at least five days each week. The Ecology Center Building is a home for community-involved, grass roots, progressive groups that can benefit most from having access to Community Memory. This makes your building a superb potential site for one of our terminals.

The arrangements are simple. We install a freestanding, self-contained terminal (it's in an elegant wood cabinet) which connects to a dedicated phone line. We pay for the phone line installation and the monthly service fee. We even provide liability insurance for the users of CM at your location. Site hosts agree to provide floor space for at least a six month period and continuous electricity for the terminal (equivalent to a 100 Watt light bulb). Whatever money is collected in the mechanical coin box is used by CM, to defray phone line costs.

I am including a flyer which is available at all our terminals, a photocopy of a photograph depicting the terminal and its dimensions, and a description of the objectives we are addressing as part of the Telecommunications Education Trust-funded work.



I look forward to speaking with you in the very near future, and will be delighted to give you and any interested colleagues a hands-on tour of CM and answer whatever questions you may have.

Sincerely,

Tom Nencik  
Project Director

OFFICE COPY  
January 3, 1989

Friends at the Ecology Center Complex,

I am writing you to inform you about Community Memory's latest work and about our interest in placing a CM computer terminal in the entrance way of the Ecology Center Building. I tried to summarize the main ideas behind our work, the reasons why your building would be a superb site for a CM terminal, and how you can help make this a reality.

Since 1976, Community Memory Project, a California non-profit corporation, has been promoting the concept of easy-to-use, publicly accessible terminals that connect people and ideas throughout the community. We operated a small, four terminal network in Berkeley from 1984 through 1988. Two of those terminals were in the Berkeley Coop stores. That was the pilot project for the larger, more sophisticated network being installed now. Our work in Berkeley is funded in by the Telecommunications Education Trust, established by the California Public Utilities Commission. CM is a demonstration project of a communications technology built specifically for communities.

While electronic bulletin boards, and conferencing systems are used by increasing numbers of professionals and PC owners, representing the upper strata of demographic charts, we are making these tools publicly accessible and intelligible to computer novices. The staff and board at CM are committed to bridging the gulf between information rich and information poor: those with access to new tools and those without. Rather than displacing face-to-face interaction, CM strives to create new contacts for individuals, to enhance participation, dialogue and cross-talk.

The new system is only six months old, but the size of the database is growing rapidly. Considerable energy is being expended organizing and publishing social services information. For example: emergency food, shelter, and legal information are available, as are comprehensive directories of job placement programs, and youth employment and training programs. Last year, the Berkeley City Council directed various city departments to publish information on CM.

City Council agendas are already being posted, soon city jobs, recreation schedules, refuse and recycling schedules, as well as a directory to city services will also be available. The city's Department of Environmental Health is looking into the possibility of using CM as a dissemination tool for the "locations of toxic compounds" data they will collecting. Many self-employed people, consultants and odd-jobbers are listing their services, an on-line mechanic answers questions regarding cars' symptoms, and the housewares buy/sell forum is also thriving. Current topics and books are discussed. Many jokes are exchanged. And that's just the tip of the iceberg.

Seven terminals are already in place, with three more needing sites.

Since your building is now the new home of community-minded, grass roots, progressive groups I would like to make certain that you and people frequenting your offices have ready access to CM.

I proposed this idea to Hal Brandel, the building's owner. His ambivalence suggests that formal requests from you, the tenants, may be needed in order to secure permission to site a Community Memory terminal in the building. With a phone call or letter to Mr. Brandel (c/o Grubb & Ellis 475 14th Street, Suite 1250, Oakland, CA 94612 Ph: 444-7500) you can insure that the Ecology Center Building, the newest home to concerned, forward-thinking organizations is also a site for a CM terminal - Berkeley's public access information and resources exchange. By the way, Mr. Brandel would not be incurring any expenses in the process, as all the equipment, phone line charges, even liability insurance near the terminal would be paid for by CM.

I would be delighted to give you a hands-on demonstration of CM and answer any questions you may have.

Sincerely,

Tom Nemcik  
Project Director



## Have You Tried Community Memory?

Wouldn't you like to know more about how you can use Community Memory to:

- Look For A Job
- Find A Babysitter
- Discuss Politics
- Tell Jokes
- Read and Write Poetry
- Find Musicians
- Read Restaurant Recommendations

Join us for an informative and informal "Introduction to Community Memory". We'll be here to answer questions and demonstrate a few of the many interesting ways to use Community Memory.

Sure! I'll be back on MON., MAY 27 at 11:00 <sup>a.m.</sup> <sub>p.m.</sub> to learn more about how to use Community Memory here at ECOLOGY CENTER.

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

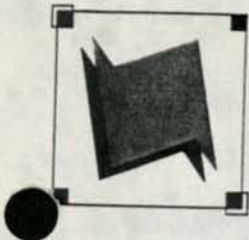
Name: \_\_\_\_\_

Name: \_\_\_\_\_

You'll learn how to:

- Read Messages
- Write Messages
- Read Responses
- Edit Your Message
- Include Your Message In More Than One Forum
- Search For A Specific Message





# Community Memory

A public access information and resource exchange

May 17, 1991

Karen Mercer  
Ecology Center  
2530 San Pablo Avenue  
Berkeley, CA 94702

Dear Karen,

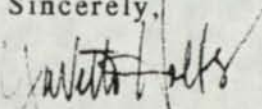
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It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,

  
YaVette Holts  
Outreach Coordinator



To: CM Staff, Ecology Center Staff  
RE: LETTER TO THE WHITE HOUSE -- *Earth to Bush, Earth To Bush - Come in please!*  
From: YaVette

---

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Community Memory/Ecology Center Earth Day Promotion  
4/20/91 - 4/27/91

This campaign provides potential CM users with a reason to seek out Community Memory *and* it gives the seasoned CM user a reason to visit a different location.

The promotion is this: Haven't you always wanted to tell to the president just how you feel? Isn't it easier if you can remain anonymous? Well, what better way than Community Memory to communicate your real opinion? None! Is there anything more important for Mr. President to hear, than our opinion on saving the planet? Nope. So Community Memory, together with the Ecology Center are making it easier than ever. It's even free. All during Earth Day Week (Sat., April 20 to Sat. April 27) we will be printing your letters to the president and sending them straight to the white house - hard copy. C'mon down and lay it on the line. To make it even easier, we've pulled the plug on the coinbox at the Ecology Center! Leave your messages for FREE at that location only. Members of the Ecology Center staff have put their critique of the administrations policy on line for your review. You can agree or disagree, but you can't be silent!!

A new forum, LETTER TO THE WHITE HOUSE will be started, and hosted by Dave and Chris (of The Ecology Center) and assisted by myself and Maria. This campaign will require internal coordination to determine the smoothest route of completion (i.e., from the time someone writes the letter in a message to the time we send it from our office).

The recommended index word screen should include info on the purpose of the forum and an option to choose <RECENT> to see an example letter - which one of us will write to set the pace. This forum is not intended to be an ongoing forum. If there's a lot of interest, great...if not, then we should purge it.

Promotion Components

Letter to the White House forum  
Ecology Center Critique  
Teaser Message  
Flyers  
Distribution  
Disconnect Coin Box  
Monitor & Respond to Messages  
Print Messages  
Mail to White House  
Purge Forum\*\*

To be set up in house  
To be provided by Chris & Dave  
Greg to post (?)  
YaVette to Develop  
All  
YaVette/Maria  
Chris/ Dave & All  
Greg  
Maria  
Greg/YaVette/Maria

\*\*If we decide to at all.

Anyone who leaves their return address in the letter should be added to our mailing list.



# Earth to Bush, Earth to Bush Come in please!

**T**here's no  
time like  
now to put  
the policy  
makers in  
touch with  
nature...

Let Community Memory and the Ecology Center help you get your message across.

The **<Letter To The White House>** forum on Community Memory highlights the Ecology Center's review and critique of Bush's Energy Policy. You can give your opinion in a letter to the White House via Community Memory. We'll print your letter and send it straight there. Letters must be received by Saturday, April 27.

All messages added to Community Memory from The Ecology Center (2530 San Pablo Ave.) are FREE during Earth Day week!

## COMMUNITY MEMORY Speaks up!



Community Memory  
2617 San Pablo Avenue  
Berkeley, CA 94702  
(415) 841-1114





Site Name:

# International House

Address: 2299 Piedmont Ave. Berkeley 94720

Phone: 642 8676 (purchasing)

Hours Open:  
24 hrs.

Hours CM is Accessible:  
24 hrs.

Fax:

E-mail:

Principal Contact: Helmut Meister

Purchasing Dir.

Alternates :

## Equipment:

Cabinet:

CPU:

Monitor:

Keyboard:

Modem:

Watchdog:

## Circuit:

Circuit#: 44 FDDA 604315001

Billing#: 232-361-0478

Order#: N 31095779

Date inst: 9/25/89

Installer:

Rep's #: Sue @ 811-6074

Date Installed:

Terminal Buddy:

Volunteers:



# International House

Site Name:

Address: 2299 Piedmont Ave.

Berkeley 94720

Phone: 642 8676 (purchasing)

Hours Open:  
24 hrs.

Hours CM is Accessible:  
24 hrs.

Fax:

Purchasing Dir.

E-mail:

Principal Contact: Helmut Meister

Alternates: LARRY (HELMUT'S ASST)

## Equipment:

- Cabinet: ✓
- CPU: ✓
- Monitor: ✓
- Keyboard: ✓
- Modem: ✓
- Watchdog: ✓

## Circuit:

Circuit#: 44 FDDA 604315001  
Billing#: 232-361-0478  
Order#: N 31095779  
Date inst: 9/25/89  
Installer:  
Rep's #: Sue @ 811-6074

Date Installed: 10/2/89

TOM & CARL w/ HELMUT

Terminal Buddy:

Volunteers:

Jill Sinlayson = Newsletter Editor

Site Name:

# International House

Address: 2299 Piedmont Ave.

Berkeley

94720

Phone: 642 8676 (purchasing)

Hours Open:

24 hrs.

Hours CM is Accessible:

24 hrs.

Fax:

E-mail:

Principal Contact: Helmut Meister

Purchasing Dir.

Alternates: LAURY (HELMUT'S ASST)

### Equipment:

Cabinet: ✓

CPU: ✓

Monitor: ✓

Keyboard: ✓

Modem: ✓

Watchdog: ✓

### Circuit:

Circuit#: 44 FDDA 604315001

Billing#: 232-361-0478

Order#: N 31095779

Date inst: 9/25/89

Installer:

Rep's #: Sue @ 811-6074

Date Installed: 10/2/89

Terminal Buddy:

Volunteers:

Tom & CARL w/ HELMUT



SITE MAINTENANCE CHECK LIST

Site I-House Your Name Nancy K. Date 9/19

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST

- Tell them your name, you're from CM to clean the terminal
- Ask them their name \_\_\_\_\_
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

CHECK

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

COLLECT

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Changed software to new or kind.

Terminal is ok. Keyboard is not color coded. Keys are ~~cross~~ the single cross in the middle type.

Big Sign missing

Needs keyboard sticker



SITE MAINTENANCE CHECK LIST

Site I House Your Name Nancy Kern Date 9/4/91

**MATERIALS TO BRING ALONG**

- White cleaning rag *from home*
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

**INTRODUCE YOURSELF TO THE SITE HOST**

- Tell them your name, you're from CM to clean the terminal
- Ask them their name forgot
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

**CLEAN**

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

**CHECK**

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

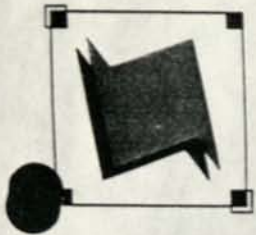
**COLLECT**

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Replaced keyboard that had been vandalized  
Needs now big sign





# Community Memory

A public access information and resource exchange

May 17, 1991

Phillip Lim  
International House  
2299 Piedmont  
Berkeley, CA 94720

Dear Phillip,

As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

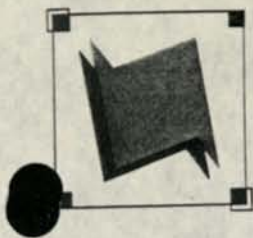
Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,

YaVette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

March 27, 1991

Phillip Lim  
International House  
2299 Piedmont  
Berkeley, CA 94720

Dear Phillip,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

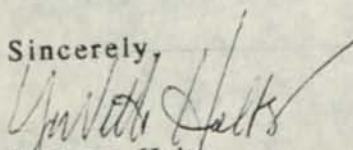
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

Based on the information you gave me, I've developed a schedule for on-site trainings. I've enclosed this schedule for your review as well as a sign-up sheet which can be posted near the Community Memory terminal at your site. The sign-up sheet lets passers-by know when a trainer will be at your site. I don't expect many people to sign up initially, but it will be helpful to let them know when trainings will be delivered.

This new training series is part of our first birthday celebration, as is the launch of the new, simplified Community Memory software. We will be installing new signs and a few other goodies at each terminal, to announce our birthday. Best of all, on Friday, March 29, Community Memory will accept all new messages for FREE. No quarter necessary. We're calling this promotion Free Association. We're encouraging people to freely associate with Community Memory - for FREE! And, we'll kick off the training series on that day, as well.

Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,

  
YaVette Holts  
Outreach Coordinator



This suggestion came rolling in over the weekend. Do we care?  
If so, how?

Greg

-----  
From cwooper Sat Mar 9 11:45 PST 1991

Do you agree that I House staff should be protected from any  
false accusations? Also the residence?  
The reason I am asking this is because at one time, on a  
weekend of March 3 1991 (sunday) a weekend staff was being  
accused of sexual slurs to the same sex its because the  
staff was too friendly naturally. The complainant who is  
from South America thought that the friendly staff was  
gay. According to the staff, he can't recall of any

communication to the complainant of any sexual favors. The  
topic of their communication was about their countries and  
their citizens. I think that the staff was slandered.

From concerned staff March 9, 1991

Oh Boy I guess sometimes you cant be too friendly anymore to  
avoid false innocent accusations that could result in  
damages to your gradeb

December 21, 1989

Jill Sinlayson, Newsletter Editor  
Program Office  
International House  
2299 Piedmont  
Berkeley, CA 94720

Dear Jill:

Here is the information you requested about Community Memory.

As I mentioned on the phone, Community Memory is a public access, two-way, participatory computer bulletin board which now has a terminal at the International House as well as six other sites around Berkeley.

The system is easy to use; over 150 people per day are using the system to read and write messages. We've started doing training for those who are computer shy, so people are welcome to contact us for more information.

I've enclosed material about Community Memory: a brochure, an article, a Pocket Guide, and a list of information already on the network. Because the database on Community Memory is created by the people who use the system, the information on-line is only limited by users' interests and imaginations.

We will officially launch our system at a party at Milt's Coin-Op Laundramat (another Community Memory site), 3055 Telegraph on Thursday, February 15 from 7 to 10 PM. There will be food, drink, talk, comedy and music.

I hope you'll run an item in the newsletter about the International House Community Memory kiosk. If you have any questions, please don't hesitate to call me.

Best wishes for a delightful new year.

Warm regards,

Evelyn Pine  
Education and Outreach Director



October 5, 1989

Helmut Meister  
International House  
2299 Piedmont Avenue  
Berkeley, CA 94707 20

Dear Helmut,

Thank you for your longstanding interest in Community Memory (CM) and for making it possible for us to site a terminal at International House.

I would like to confirm that Community Memory Project (CMP) is making the Community Memory terminal available at no cost to International House. The costs associated with the installation, and monthly service fees for the dedicated telephone circuit which connects the terminal to the central machine will be borne by CMP. The terminal enclosure, all its contents, as well as any affixed materials are the sole property of CMP. Furthermore, as of 10/01/89, CMP is carrying liability insurance to protect International House from any claims that may result from accidents at or around the computer terminal.

We understand that International House will make available the current location for the terminal as well provide continuous electricity for the terminal's operation.

Should either International House or Community Memory elect to change any of the above arrangements, and both parties are not in concordance with the change, the party who elects to change the agreement must notify the other party in writing at least 6 months before the change is to go into effect. If, however, both parties agree to a change, the change may take place immediately or when mutually agreed upon by both parties.

I thought you might like to know, that since the day it was installed, the International House terminal has become the most used terminal on the network. I salute your insights into the creative potentials of this technology, and again thank you for your assistance in siting a terminal at International House.

Sincerely,

Tom Nemcik  
Project Director

I-House Staff / Residents:

You will find a most interesting addition to the downstairs vending area-- a Community Memory computer terminal. It is a unique electronic bulletin board used for community dialogue.

This terminal is one of several terminals throughout Berkeley hooked to one central hub (database). Use it to find out what is happening in the community, and as a place to post your own messages. Reading information on Community Memory is free, posting a message costs 25¢.

While the system is only weeks old, there is already lively discussion on a variety of subjects ranging from books to civil liberties. There are calendars of events to peruse and to list your events on; even jobs offered / jobs wanted listings.

Soon there will be 10 Community Memory sites throughout Berkeley. I am pleased that International House is among the first to offer a CM terminal for your use and enjoyment.

(If your office is interested in presenting information on CM, I will be happy to assist you in preparing your data for easy uploading via modem.)

H.M.



8/31/89

- WE AGREED ON THE SETTING FOR THE TERMINAL
  - NICE BIG, WIDE WALL → NEEDS WASHING!
  - LIGHTING IS LOWER THAN IDEAL.
  - THINK ABOUT SIGNAGE
- WRITE A LETTER OF AGREEMENT BASED ON THE SAMPLE CONTRACTS
- HELMUT WILL WORK W/ PROGRAMS & EVENTS PEOPLE @ I-HOUSE TO GET THEM TO UPLOAD info ; HE HAS A MODEM ON HIS MACHINE.

9/2/88

- WANT TERMINAL  
→ RESIDENTS

→ VENDING AREA ←

- THE LIGHTING IS FIXED
- THROUGHFARE FOR OUTSIDERS

- SPOKE w/ HELMUT

~~I~~ I HOUSE DOES WANT THE TERMINAL.

LOCATION: VENDING AREA

GOOD FEATURES of VENDING AREA:

- THE LIGHTING IS NOW BETTER MAKING IT MORE ATTRACTIVE.
- GETS A LOT OF TRAFFIC ESPECIALLY FROM <sup>OUTSIDE I-HOUSE</sup> PEOPLE WHO ATTEND CONFERENCES THERE

DRAWBACKS • NOISY (ICE MAACHINES)

10/18 — INFORMED HIM OF DELAYS — INVITE WHEN READY TO DEMO

10/19 — LETTER INFORMING OF DELAY (JAN 89)



FORUMS : ACTIVITIES DIRECTOR  
- LIST ACTIVITIES OPEN TO PUBLIC

- LANGUAGES ROUNDTABLES

↓  
PROGRAMS : THEY ARE NOW HANDLING IT. MEETING WEEK OF  
8/12  
SPEAK w/ H. 8/8 OR SOON THEREAFTER.

DINING HALL :

7:15 - 8:30	1:15	4	} TOTAL <u>5 hrs</u>
11:30 - 1:20	1:50	2	
5 - 7	2:00	3	

WRG-PS :

4 1/2 HRS



EXEC. WED.



JOE LURIE < EXEC. DIR. >  
HOUSE

POSSIBLES:

- ▶ VENDING MACHINE AREA
- ▶ COPY MACHINE 1ST FLOOR
- ▶ DINING
- ▶ ? PUB.

- WILL CALL BACK W/ HOURS



[HELMUT]  
c

INTERNATIONAL HOUSE

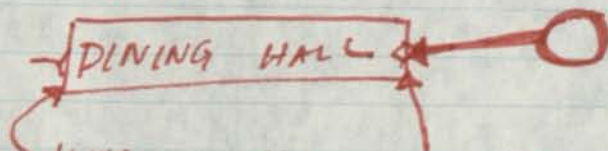
25¢

600 - 650 RES

50% US

50% ABROAD.

VENDING MACHINE



WHY NOT PLACE IT HERE?

3 MENS EACH DAY

MON. AM.

10 AM

PHYSICAL OPERATIONS OFFICE

TURN R → MAIN STAIRWAY

" " AGAIN PAST MAIL ROOM

Left. l

# The Community Memory Project

2617 San Pablo Avenue, Berkeley, California 94702 (415) 841-1114

Dear Helmut:

I really enjoyed my visit to the International House last week. Your interest and enthusiasm in Community Memory certainly brightened up my day. I hope things are progressing well regarding the placement of a CM terminal at the International House. Regardless, since you have a working knowledge of how the current CM system functions to know your opinion about the software changes we plan to implement in our new, expanded system. We plan to have all the public terminals in place by August 24.

The enclosed materials illustrate how the new design operates, particularly how "Forums" will be used to organize groups of similar messages. CM, of course, would like your opinions on how easy, organized, or flexible the new process looks to you. We can make changes if you have specific problems or ideas on how it can be improved. A rough version of the new system is now in place at our office on 2617 San Pablo. We will be inviting you and others to try it out and give us feedback so we can make refinements before August. I will give you a call in the next week or two to schedule this.

For Community Memory,

Michael Whitson



**I HOUSE:  
JOIN  
THE  
EXPEDITION**

Interested in world affairs?

U.S. society? Meeting

people from other coun-

tries? Join the expedition

at International House.

Meet students from around

the world. Share their

experiences. Make lasting

friendships.

All UCB undergraduates,

graduate students, visiting

scholars, faculty, staff,

families and affiliates are

invited. You'll always feel

welcome at I House!



Chinese Dancer, Historical Photograph  
Circa 1920  
Courtesy: Pear Garden in the West

**JOIN  
AN  
INTERNATIONAL  
EXPEDITION**



International House  
University of California  
2299 Piedmont Ave.  
Berkeley, CA 94720

OPEN

MEMBERSHIP

OFFER



**INTERNATIONAL HOUSE**



DATED MATERIAL

Presorted  
First Class Mail  
U.S. Postage Paid  
Berkeley, CA  
Permit No. 70

Stamp required when mailed individually



# MEMBERSHIP BENEFITS

## I HOUSE TODAY: UCB'S INTERNATIONAL CENTER.

Now's the time for you to get involved at International House. Dedicated to fostering friendship and understanding among students, scholars and people of all nations, races and cultures, I House is the focal point of international events on campus.

## MEMBER BENEFITS: FREE EVENTS AND DISCOUNTS.

Members enjoy I House events free, or at big discounts. Memberships start as low as \$5 (for first semester students). And members have the "inside track" for:

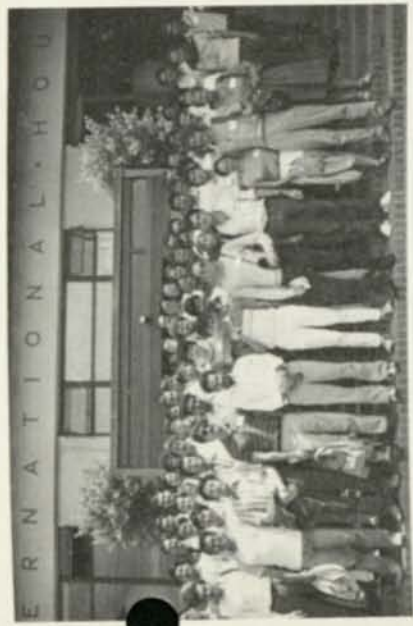
- Trips and tours throughout California
- Weekly coffee hours.
- Parties and dances.
- "Nights on the Town." Theater, music, dance, restaurants.
- Language Tables. Eat lunch in Chinese, Italian, eight other languages.
- Music at I House. Acclaimed jazz, folk, and classical artists.
- Seminars and slide shows about the United States and other nations.
- Nationality nights and cultural events.
- "Members only" special events.
- Quiet study hall. Solitude and concentration, 8:30 p.m. to midnight. Fall and Spring semesters.
- Newsletter. *I House Program News* mailed to you monthly.

## MEMBERSHIP: FAMILIES ARE WELCOME, TOO!

- I House Membership is open to
  - UCB foreign students and U.S. students
  - UCB student families
  - UCB affiliates\*
  - UCB family affiliates

\*Affiliate memberships are offered to UCB faculty and staff, visiting scholars, host families or community volunteers, I House alumni and members of affiliated organizations.

Family memberships are offered to the families of UCB students, visiting scholars, faculty and staff, host families and I House alumni.



## I HOUSE: EASY TO GET TO BY BUS, BART OR CAR.

Situated in the southeast foothills of the UC Berkeley campus, International House overlooks beautiful San Francisco Bay. It is served by AC Transit #51 bus, which also stops at the Rockridge and downtown Berkeley BART stations, and the Albany Village Bus #52. Easy Parking. Campus parking is available to the public on weekends, as is parking ramp at Durant Street and Channing Way.



**QUESTIONS?  
CALL  
642-9460**

**JOIN  
TODAY.  
IT'S  
EASY.**

Join for a Full Year and Save up to 50%  
**Attention, First Semester Students.**  
Save 75%. Special introductory offer: Just \$5 semester, \$10 full year membership with University I.D.

Renewing member  New member

Mr. \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_  
Ms. \_\_\_\_\_ Family Name (please print)

Local address \_\_\_\_\_

City \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Visa Status \_\_\_\_\_

Citizenship \_\_\_\_\_ Academic Field \_\_\_\_\_

Student Reg. No. \_\_\_\_\_ UC Employee No. \_\_\_\_\_

Check Status:  UCB student  UCB visiting scholar  
 UCB Employee  I House alumni \_\_\_\_\_ year

Other affiliation \_\_\_\_\_

By signing this application, I hereby agree to uphold the goals of International House to encourage intercultural exchanges and friendships between American and foreign visitors in order to promote international goodwill, understanding and peace. Furthermore, I agree to abide by the regulations and policies of International House and Non-Resident Membership.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### JOIN FOR A FULL YEAR AND SAVE UP TO 50%

Membership	Semester	Full Year	Enclosed
UCB student	\$20	\$30	\$ _____
*UCB first semester student	\$5	\$10	\$ _____
UCB affiliate	\$30	\$40	\$ _____
UCB family affiliate	\$35	\$45	\$ _____
UCB summer	\$10	—	\$ _____

TOTAL ENCLOSED (Make checks payable to International House) \$ \_\_\_\_\_

**MAIL OR BRING FORM TO Program Office, International House, University of California, 2299 Piedmont Avenue, Berkeley, CA 94720.** Office hours 9 a.m. - 12 noon and 1-5 p.m. Monday through Friday, 52 weeks a year.

Ann Helm, Program Director  
Barbara Lynch, Community and House Programs  
Shirley Moore, Special Projects and Membership

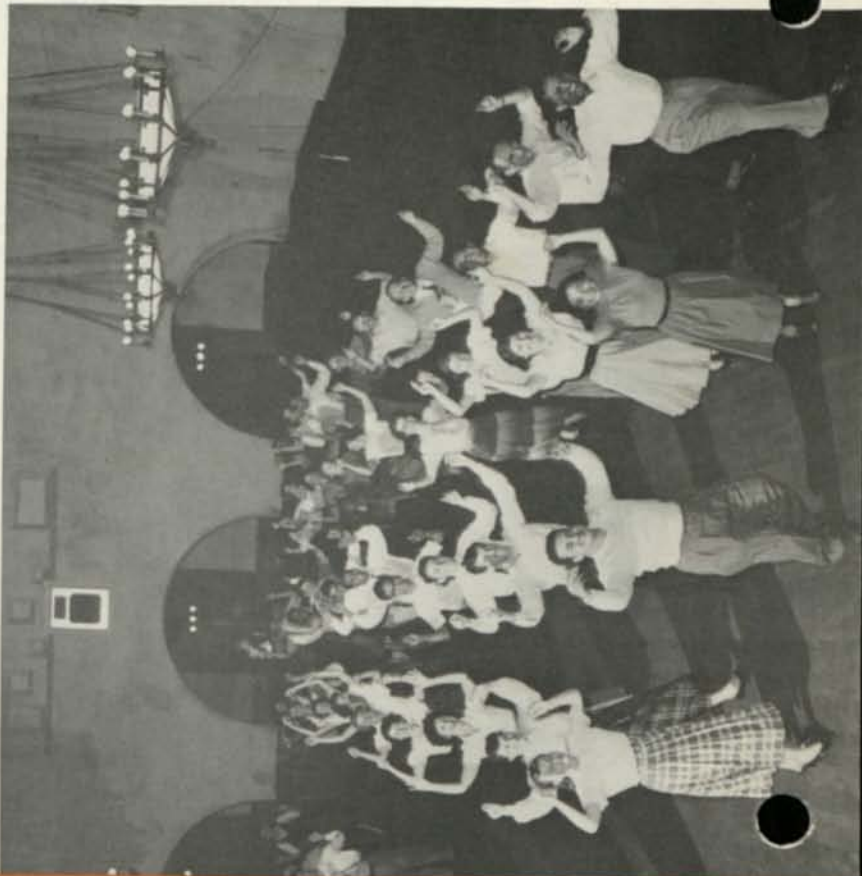


International House  
University of California  
2299 Piedmont Ave.  
Berkeley, CA 94720

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US POSTAGE PAID  
San Jose, CA  
Permit No. 5684

DATED MATERIAL

*Program News*  
*May / June 1988*



INTERNATIONAL HOUSE







Site Name:

# Berkeley Main Public Library

Address: Shattuck & Kittredge Berkeley

Phone: 644 6100  
6446648 reference  
644 BIN

Fax:

E-mail:

Principal Contact: Regina Minudri  
Alternates : Saire Van Young  
Bob Beaty  
Dory

Hours Open:  
M-Th: 10-9;  
Fri Sat: 10-6  
Hours CM is Accessible:  
M-Th: 10-9;  
Fri Sat: 10-6

Director  
BIN Director  
Maintenance  
Receptionist

## Equipment:

Cabinet:  
CPU:  
Monitor:  
Keyboard:  
Modem:  
Watchdog:

## Circuit:

Circuit#:  
Billing#:  
Order#:  
Date inst:  
Installer:  
Rep's #:

Date Installed:

Terminal Buddy: Lee

Volunteers:

Site Name: **Berkeley Main Public Library**

Address: Shattuck & Kittredge

Berkeley 94704

Phone: 644 6100  
6446648 reference  
644 BIN

Fax:

E-mail:

Hours Open:

M-Th: 10-9;

Fri Sat: 10-6

Hours CM is Accessible:

M-Th: 10-9;

Fri Sat: 10-6

Principal Contact: Regina Minudri

Director

Alternates: Saire Van Young

BIN Director

Bob Beaty

Maintenance

Dory

Receptionist

**Equipment:**

Cabinet:

CPU:

Monitor:

Keyboard:

Modem:

Watchdog:

**Circuit:**

Circuit#:

Billing#:

Order#:

Date inst:

Installer:

Rep's #:

Date Installed:

Terminal Buddy: Lee

Volunteers:



SITE MAINTENANCE CHECK LIST

Site Main Library Your Name Nancy Kern 9-18-91 Date

**MATERIALS TO BRING ALONG**

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

**INTRODUCE YOURSELF TO THE SITE HOST**

- Tell them your name, you're from CM to clean the terminal
- Ask them their name
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

**CLEAN**

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

**CHECK**

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

**COLLECT**

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
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- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Needs brochures newsletters  
Replaced function (enter keys)



SITE MAINTENANCE CHECK LIST

Site Central Your Name Kuang Date 8/8/91

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST

- Tell them your name, you're from CM to clean the terminal
- Ask them their name Pablo
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
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- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

No problems. The librarian said that people who  
lost their quarters go up to them and disturb  
them. The red paint on the return key is fading.





# Community Memory

A public access information and resource exchange

May 17, 1991

Regina Minudri  
Berkeley Library, Central Branch  
2090 Kittridge  
Berkeley, CA 94704

Dear Regina,

As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,

Yvette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

March 27, 1991

Regina Minudri  
Central Library  
2090 Kittredge  
Berkeley, CA 94704

Dear Regina,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

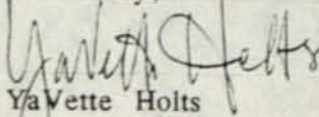
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

Based on the information you gave me, I've developed a schedule for on-site trainings. I've enclosed this schedule for your review as well as a sign-up sheet which can be posted near the Community Memory terminal at your site. The sign-up sheet lets passers-by know when a trainer will be at your site. I don't expect many people to sign up initially, but it will be helpful to let them know when trainings will be delivered.

This new training series is part of our first birthday celebration, as is the launch of the new, simplified Community Memory software. We will be installing new signs and a few other goodies at each terminal, to announce our birthday. Best of all, on Friday, March 29, Community Memory will accept all new messages for FREE. No quarter necessary. We're calling this promotion Free Association. We're encouraging people to freely associate with Community Memory - for FREE! And, we'll kick off the training series on that day, as well.

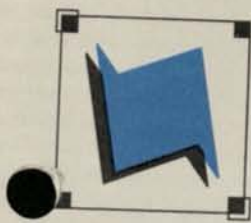
Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,



Yvette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

TO: Members of the Library Board of Directors  
FROM: Evelyn Pine  
DATE: October 24, 1990  
RE: Community Memory Update

---

## 1. THE COMMUNITY MEMORY PROJECT

The Community Memory Project brings together local individuals and groups to share information and resources, and to discuss critical issues affecting our community. Through the use of an electronic bulletin board with ten public access computer sites in Berkeley, the Community Memory Project both encourages and facilitates dialogue, information-sharing and constituency-building.

Community Memory's unique design demands that users behave, not simply as information consumers, but as active participants and builders of an information exchange. Anyone can read or write messages about any subject they choose. 2000 people each month use Community Memory to share information, opinions and resources. Central Library, South Library, West Library, and the Claremont Library are all Community Memory sites. (For a complete list of Community Memory sites, see attached brochure.) The support and assistance of the Berkeley Public Library in this project has been invaluable.

## 2. COMMUNITY MEMORY TRAINING

From January through July, we conducted 30 "Introduction to Community Memory" sessions at the South and West Libraries, as well as 18 sessions at the Senior Center. In seven months, we trained 190 people, including 87 first time computer users, to use Community Memory to read and write messages.

In August, we completed a system-wide evaluation in which representatives of the South and West Libraries participated. As a result we have developed an on-line tutorial using simple language and on-screen exercises to demonstrate basic keys and explain the system's structure. We're in the process of recruiting work study students to assist with on-site training.

## 3. WHAT'S ON-LINE?

Community Memory currently includes 61 on-line forums, ranging from job listings to discussions of local issues to jokes. Seventeen of these forums are hosted by community agencies, including the City of Berkeley, the Cable TV Task Force, Revitalization Exchange, Berkeley TRIP, and Vista Community College. Five forums are based on data from the Berkeley Information Network: Rental Space, Self-Help Law, Funlines, Infolines, and Emergency food. (See the yellow insert inside the attached brochure for a more complete list of forums.)



#### 4. HOW IS COMMUNITY MEMORY BEING USED?

An additional 68 community groups use Community Memory to announce meetings, publicize events, promote services, recruit new members, find volunteers, advertise for staff, and assist in community organizing. In addition, 79 small businesses use the system to promote their services, or, occasionally, to find new employees.

##### Uses of Community Memory are as diverse as the system's participants

- o The City Clerk provides the City Council Agenda and Calendar of the Day.
- o Homeless participants use the system to find services, jobs, and places to live.
- o The City's cable television consultant responded personally to queries and comments from local cable subscribers as part of her community needs assessment.
- o Political alerts about the tuna boycott, Redwood Summer, the B-1 bomber, Operation Rescue and other issues are listed.
- o Local poets publish verse about a range of themes and in a number of styles.
- o The City Personnel Department lists monthly job listings.
- o Magick forum participants, who discussed the link between social action and individual transformation, held a summer solstice celebration as a result of their on-line friendship.
- o Jokes often have a Berkeley slant or deal with up-to-the-minute issues.
- o Requests in the Dining Out forum for recipes resulted in the creation of a recipes and cooking forum.
- o An Ecology Center Board Member fielded questions about Berkeley's recycling program.
- o Current discussions include an analysis of the rise of racist hate crimes in the East Bay, dialogue about the animal rights movement, debate as to whether buying crystals is bad for the environment, conversation about the nature of community, and dialogue about whether women and men communicate differently.



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# Community Memory

A public access information and resource exchange

TO: Regina Minudri  
FROM: Evelyn Pine  
DATE: October 17, 1990  
RE: Community Memory

---

I wanted to give you an update on Community Memory in the libraries.

We've trained 190 people, including 87 first time computer users, to use Community Memory to read and write messages. Through the end of July, we did drop-in training at the West and South Branches, as well as the North Berkeley Senior Center, at least three times a month.

102 men    88 women  
20 youths    71 seniors  
111 whites, 49 African-Americans, 24 asians, 6 hispanics  
8 librarians

In August, we undertook a system-wide evaluation in which representatives of the South and West Libraries participated. As a result we have developed an on-line tutorial using simple language and on-screen exercises to demonstrate basic keys and explain the system's structure. We're in the process of recruiting work study students to assist with on-site training.

The following forums, with information from the Berkeley Information Network, are on the system: Rental Space, Self-Help Law, Funlines, Infolines, and Emergency food. We are in the process of developing an internship program to assist with getting more of the Berkeley Information Network on-line.

Since May, a number of new forums have been added to Community Memory, including Senior Resources (in partnership with the North Berkeley Senior Center), Job Training at Vista College, Women, Anarchy, and Military Facts. Ten community institutions are currently managing 18 forums.

In addition, 61 nonprofit groups and community agencies use Community Memory to announce meetings, promote events, publicize services, recruit volunteers and new members, find new staff, and assist in community organizing. Seventy-nine small businesses tell users about their services through the system and use Community Memory to recruit staff.

Community Memory is currently being used by about 2000 people each month, and we are developing an active core of on-going participants who use the system to discuss a range of issues.

Regina Minudra  
Meeting with Evelyn  
5.10.90

1. Report to Library Board: Plan to attend October meeting.  
4th Wednesday at 7:00 at Central library
  - o written report = 1 page narrative -- distribute packets to the board a week before -- on the fifteenth.
  - o Contact Regina October 1st to get on agenda
2. Disabled Access:
  - o North Branch as inexpensive tables -- contact Frances Shimata re: who has them how much they cost
3. BIN:
  - o Regina told Sayre 80% of what's on BIN could go on CM Her only concern was about numbers and addresses of individuals rather than institutions.
4. System Expansion:
  - o the librarians at North (and Regina would really like a terminal at North. I told her funding was an issue. She said that part of our expansion funding could go for that. She said North was a good site because they are near King Junior High School.
5. South Branch:
  - o Delighted use is increasing
  - o "Patty is a real go-getter."
  - o Circulation at South doubled in the past year -- from 2815 to 4226.
6. Maintenance & Abuse of terminals.
  - o one library terminal stolen in three years
  - o planning on a five to seven year life span for terminals.
  - o very little abuse by kids or others -- even the least supervised terminals do very well.
7. Education Advisory Group Meeting:
  - o will be there on the 24th
  - o suggests the following people for membership
    - o Pat Ensley, Director, Instructional materials
    - o Michael Winter, CIL (also on AC transit board)
    - o New City data processing manager



TO: Regina Minudri  
FROM: Evelyn Pine  
DATE: May 10, 1990  
RE: Community Memory Training

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I wanted to give you an update on Community Memory training at the libraries.

Through the end of March, Community Memory trained 135 people to use the system. As you know, we've been doing drop-in training at the West and South Branches at least three times a month. From mid-December 1989 to March 31, 1990, we've trained 72 people at these two branches:

- 45 men 27 women
- 11 youth 1 senior
- 29 whites, 31 blacks, 9 asians, 3 hispanics
- 25 people who had never used a computer before
- 18 people left messages during the training

I've also trained 3 librarians at the Central Branch, 4 at the South Branch and 1 at the West Branch. The South Branch has also been using the system to publicize their Community Forums this month. We have also been talking with Sandra about putting the ethnic calendar on Community Memory.

The following forums, with information from the Berkeley Information Network, are on the system: Rental Space, Self-Help Law, Funlines, Infolines, and Emergency food. Tom is talking to Sayre about including more information on the system.

Since January, we've gained a number of new forums including: Senior Cuisine, BioForum, Recipes & Cooking, MAGICK, Assistance Wanted, Poetry, Vietnam Day Committee Reunion, Cable TV, and Dreams. Seven community institutions are now managing 12 forums and a number of new forums are in development.

In addition, 44 nonprofit groups and community agencies use Community Memory to announce meetings, promote events, publicize services, recruit volunteers and new members, find new staff, and assist in community organizing. Fifty-eight small businesses tell users about their services through the system.

Community Memory is currently being used about eight hours a day, and is on the increase. The Berkeley Libraries have been gracious site hosts, for our system. We really appreciate your support, Regina, and the cooperation of your staff.



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FRIDAY, FEBRUARY 23, 1990 B1

## TECHNOLOGY

# Scrolling Through Libraries of the Future

By KENNETH H. BACON

Staff Reporter of THE WALL STREET JOURNAL

WASHINGTON—Perched in front of a computer and a bank of electronic video equipment in the Library of Congress, Ricky Erway is exploring the library of the future.

Choosing from manuscripts, books, movies, pictures and recordings, the library planning assistant selects photographs and enters the word "Roosevelt." Soon she is viewing 25 pictures culled from a collection of 28,000 taken between 1898 and 1920. Some show Theodore Roosevelt, others Roosevelt campaign banners. One is a picture of a bison named Roosevelt, "the king of the herd."

This is the first phase of "The American Memory," an ambitious Library of Congress program to put some of its unique collections on optical and compact disks and then make them available to libraries around the country.

American Memory will make extensive collections accessible to the public, including the papers of government officials ranging from Henry Clay to Henry Kissinger, as well as archives on ethnic groups and many of the earliest movies and sound recordings.

The electronic library isn't likely to appeal to people who think of libraries as warm, friendly places with leather chairs and open stacks for browsing. But the library hopes that the multimedia ability to combine text, movies, still photos and sound will attract more children of a video age to libraries.

"This is a wonderful tool for school libraries, and it will lure people who don't normally use libraries by bringing in new technologies," Librarian of Congress James Billington said last year when he persuaded Congress to back the program. The library plans to spend \$6 million of government funds on the project over the next six years. It is also getting assistance from Apple Computer Inc., International Business Machines Corp., the U.S. unit of Pioneer Electronic Corp. of Japan, and two private foundations.

Equipment manufacturers consider the nation's 115,000 libraries, most of which are in schools, a large potential market. Apple has established what it calls the Li-



Christopher Bing

brary of Tomorrow program to make grants funding computer innovations in libraries.

The hardware package the Library of Congress uses for its demonstrations costs about \$10,000. Aside from a computer, TV monitor and videodisk player, it includes a CD-Rom disk drive, which is a form of compact disk player for computers; a laser printer for text, cartoons and other graphics; and a video printer for photographs. The library also has a large hard disk drive for data storage.

Other libraries will be able to purchase a less powerful hardware package for around \$5,000. Many schools already are buying some of the equipment to take advantage of a growing volume of interactive video material, which allows students using computers linked to videodisk

players to select lessons, respond to questions, and rearrange materials for presentations.

The National Geographic Society, Lucasfilm Ltd. and Apple have formed a venture to produce interactive videos and are selling a teaching tool called "A Geographic Perspective on American History." ABC News, a unit of Capital Cities/ABC Inc., and Optical Data Corp. have combined to issue interactive videos on the 1988 presidential campaign, the life of Martin Luther King Jr. and the Palestinian conflict in Israel. In addition, Optical Data has asked the state of Texas to make a science curriculum on videodisks part of its textbook program.

But nobody can offer the wealth of material the Library of Congress has. The li-

Please Turn to Page B8, Column 6



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## CDs, Video Monitors And Computers Mark Library of the Future

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*Continued From Page B1*

Library is starting by focusing on three eras: the 19th century, the period from 1890-1920 when the U.S. became a world power, and the period between the world wars. It doesn't intend to provide a comprehensive, chronological view of each period, but rather special materials that aren't easily available elsewhere.

For instance, the American Memory will make available some 14,000 personal letters written to and by Sen. Robert La Follette Sr., the Wisconsin progressive who served in the Senate from 1906 to 1925. "I don't know if the world thinks it wants these letters, but when they're accessible, I think people will find them rewarding," says Carl Fleischhauer, coordinator of the American Memory project.

The library expects some offerings to be incorporated into courses and curricula around the country. For instance, it will issue on disk an extensive collection of pamphlets written by and about blacks in America. These were collected between 1871 and 1923 by a library employee who had been instructed to "secure a copy of every book and pamphlet in existence written by a Negro author."

The American Memory also will include offerings of the earliest movies, including one of an actual battle in the Spanish-American War, and Thomas Edison's first sound recordings.

The first materials will be available in 1992. The library hasn't decided how to distribute them or how much they will cost, but officials assume they will use commercial vendors.

Eventually, the library hopes to store copies of certain archives on a large computer that could be tapped via telephone lines. Anyone with a personal computer and modem could search collections and receive copies of documents. "Libraries of the future will be a service, not a place," predicts Robert Zich, director of planning at the library. "What you once had to go to the Library of Congress to see can be viewed at home. That's the capability."

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December 11, 1989

Regina Minudri  
Director  
Berkeley Public Library  
2090 Kittredge  
Berkeley, CA 94704

Dear Regina:

I want to invite you to serve on the Community Memory Education Advisory Board.

As you know, Community Memory has received a grant from the Telecommunications Education Trust to conduct education and outreach to help seniors, at risk youths, and low income families in Berkeley overcome barriers associated with computer-based telecommunications. By providing public access, together with focused outreach and education, Community Memory has the potential to provide a new communications tool to a broad range of the Berkeley citizens.

To increase our effectiveness, we are pulling together an advisory group of individuals who can ensure that we meet the needs of these diverse constituencies. The panel will advise Community Memory in four key areas:

1. **Database development:** identifying what information and forums would be valuable to the individuals we wish to serve.
2. **Education:** assisting in the creation of educational materials to serve our three target groups as well as identifying obstacles which prevent individuals from these groups from participating and developing strategies to overcome these obstacles.
3. **Outreach:** targetting key groups who serve these constituencies and planning a strategy to involve those groups; assisting in outreach to service providers
4. **Demonstration Projects:** helping to develop projects which demonstrate Community Memory's potential to serve a broad range of people.

Because Community Memory is located at four library sites, I consider your involvement in the Education Advisory Group very important. However, I also appreciate the the number of other commitments that your role demands. If you feel that Community Memory could be effectively served by your appointing a designee from the libraries who would keep you up to date on the project and also be able to participate in a more "hands on" capacity as

an advisor, please let me know.

Community Memory - 12/12/89  
Education Advisory Group  
Page 2

I envision the panel meeting every six to eight weeks for at least one year. Panel members will also be encouraged to play a greater role in the actual educational efforts of Community Memory. Some may choose to give presentations about Community Memory to interested community groups or conduct special workshops. Others may choose to moderate forums on Community Memory in their area of expertise.

We are scheduling our first meeting for one of the following dates:

Wednesday, December 27 from 10:00 - 12:00  
Thursday, January 4, 3:00 - 5:00  
Wednesday, January 10 from 1:00 to 3:00


I will call you next week to discuss next steps.

I believe this project will have long term significance for Berkeley by giving access to an emerging technology to a broad range of people. Your help, Regina, will ensure that we meet that goal.

Warm regards,

Evelyn Pine  
Education and Outreach Director





# Berkeley Bookmark

THE FRIENDS OF THE BERKELEY PUBLIC LIBRARY

VOL. XXIX, No. 3

CHARLES D. YAFFE, *Editor*

BERKELEY, CALIFORNIA

APRIL, 1990

MARTHA LAWRENCE, *President*

## DON'T FORGET! THE FRIENDS ANNUAL LUNCHEON MEETING

Wednesday, May 9, 1990 — 12:15 p.m.

St. John's Presbyterian Church, 2727 College Avenue. Price \$6.00

*Speaker: Natalie Hahn*

### A SPECIAL EVENT

The highlight of the year for many of the Friends of the Berkeley Public Library is the Annual Meeting, which will be held this year at a new location, St. John's Presbyterian Church and Center, located at 2727 College Avenue. There is convenient off-street parking at the church (enter on Garber Street). Those who attend will be rewarded by an excellent program, good food, and the opportunity to visit with old friends and to make new ones.

The program will be preceded by a brief business session, held for the purpose of electing the Board for 1990-91, and to receive the annual financial report. There will also be presentations of awards for length of service of dedicated employees of the Library.

*A Peripatetic Librarian* is the title of the feature presentation. Natalie Hahn, a former member of the Board of the Friends, and an experienced librarian, recently spent a year on a special project at the Bodleian Library of Oxford University, while her husband, Dr. Erwin Hahn, of UC Berkeley, was there as Eastman Professor. Her talk will not be limited to that experience, but will also deal with extensive travels in such places as East Germany, Poland and Russia, in which she had the opportunity to visit a number of libraries. We can be sure of hearing an interesting and entertaining presentation.

The arrangements for this annual event have been made under the able direction of Katherine Bradley.

Elsewhere in this issue of the *Bookmark* is a reservation form which we hope you will send in. In any event, come, and bring your friends.

### OUT OF THE FRYING PAN

by Regina U. Minudri, *Director of Library Services*

#### The Videos are coming!

Sometime in early June, the Central Library will begin loaning out video cassettes. As a result of a generous gift of the Friends of the Library, we were able to purchase a large collection of Public Broadcasting System's quality videos. \$60,000 worth of videos were made available to many public libraries for only \$6,000. The titles include, "I, Claudius," selected Shakespeare plays, "The Ascent of Man," and several from the American Playhouse series. In addition to these wonderful tapes, we are also purchasing selected classic films, quality children's videos, cultural recordings such as ballet and operatic performances, and some how-to-do-it video cassettes. We plan to have approximately 500 video cassettes available for loan when we begin the service.

We anticipate that this will be a popular service at the library, and consequently, we will not take reserves on videos.

Anyone having a valid Berkeley Public Library card which is free of fines or missing materials will be eligible to borrow the videos. A brief form needs to be completed for our records. All video cassettes will be loaned for two nights at no charge. The videos must be returned prior to 9 a.m. the following day. There will be an overdue fee of \$2.00 per fraction of a day overdue for each video borrowed should it become overdue.

The library's new video collection will be housed in the basement of the Central Library. The Newspaper Room is now being renovated so that there

(continued on page 2)





# Berkeley Bookmark

THE FRIENDS OF THE BERKELEY PUBLIC LIBRARY

BERKELEY, CALIFORNIA

SEPTEMBER 1990

MARTHA LAWRENCE, PRESIDENT

VOL. XXX, No. 1

CHARLES D. YAFFE, EDITOR

## A New Look

The difference in appearance of this issue of *The Bookmark* will be immediately noted by its regular readers. For many years it was printed by Professional Press, operated by Ellen Calvert, a loyal member of The Friends of the Berkeley Public Library, but she recently closed the plant and retired. As a result, the decision was made to convert to desktop publishing. In connection with this, the page size has been enlarged to 8 1/2" x 11". In this particular issue, for variety, we have gotten away from black ink. Another change, which we believe our readers will approve, is the use of recycled paper. An additional change, which should elicit an enthusiastic response, has been the elimination of the staple guarding access to the contents of our publication. Best of all, by eliminating the expense of typesetting, the overall production cost has been reduced substantially, releasing additional funds for more productive uses.

## League of Women Voters Study

The League of Women Voters has recently conducted a comprehensive investigation of the Berkeley Public Library and has prepared a preliminary report to be submitted to its membership in September. The report, generally positive in its appraisal of the Library's services and functioning, emphasizes the space inadequacies of the Central and North Branch facilities.

## Records Galore, And Books, Too!

Mark October 13 on your calendar. The Friends will be holding *two* special sales on the same day. The largest collection of records we have ever had to offer, and the Fall Sale of Better Books. Turn the pages for details.

### VOLUNTEERS WELCOME

Would you like to help at one of the October 13 sales? If so, call Anita Navon (527-5876), Jim Kantor (843-7957) or leave a message for the Friends at the Library (644-6095).

## An Outstanding Annual Meeting

The May 9, 1990 Annual Meeting of the Friends of the Berkeley Public Library was a memorable event. The beautiful buffet luncheon and meeting, which took place at St. John's Presbyterian Church, were exceptional. Katherine Bradley, who was in charge of the arrangements, and her committee, deserve hearty congratulations for the success of the affair.

There was a short business meeting. Lawrence Rarick presented and discussed significant aspects of the Treasurer's report, and announced some of the gifts which have been, or will be, given to the Library, including library school scholarships, video cassettes, and support for programs for children, youths and adults. Katherine Bradley, Nominating Committee Chairman, announced the following nominations: President, Martha Lawrence; 1st Vice-President, Anita Navon; 2nd Vice-President, Althea Doyle; Recording Secretary, June Tichinin; Corresponding Secretary, Lynne Crocker; Treasurer, Lawrence Rarick; and new Board Members, Virginia Pratt, Virginia Leimbach and James Burch. The slate was elected by unanimous vote. A progress report on preparations for the June Book Sale was given by the Co-Chairmen, Eve Lier and Heidi Gillies.

Library employees receiving awards from the Friends for long, dedicated service included Ted Follins, Amy Kuo and Connie Reyes, each for fifteen years of service, and Dolores Wright, Gwen Jones, Pete McElligott and Cheryl Palmer for 20 years service. Awards for 30 years of service went to Jim Jacobs and Lillian Lee. Loni Hancock, Mayor of Berkeley, and Fred Weekes, Berkeley City Council Member, were guests.

Highlight of the day was the most interesting talk given by Natalie Hahn. A librarian, as well as a former member of the Board of the Friends, she described her experiences and observations in Europe during the preceding year. While her husband was at Oxford as Eastman Professor, Natalie worked for the Bodleian Library as a volunteer with the ephemera collection. During the year, they had the opportunity to visit libraries in East Germany, Poland and the USSR. She offered a fascinating picture of how libraries operate and function in these various cultures, and stressed the importance of libraries everywhere, and for all peoples. Her presentation was a fitting climax to a most pleasant and fruitful meeting.



## PROPOSAL SUMMARY

Public libraries, historically free, universally accessible and uncensored information resources serving all citizens are ideal setting for a technology designed to be be convivial, universally accessible, and serving the community at large. For this reason, the Community Memory Project, a Berkeley based non-profit corporation proposes installing computer terminals connected to a community-wide network named Community Memory, in the South and West branches of the Berkeley Public Library.

This would be a joint exploratory step towards evaluating the feasibility of siting Community Memory terminals in all the Berkeley Public Libraries. The Community Memory Project will provide and pay for all the hardware, software, technical assistance and follow-up, phone lines and monthly phone charges, as well as insurance on the terminals themselves. The Community Memory Project has no intentions of charging the libraries for this service during the six month trial period or at any time thereafter.

Tentative siting of the terminals in the respective branches has already been jointly identified by Branch Directors and Community Memory personnel. The libraries will need to furnish electrical outlets for the terminals and pay for electricity (less than 100 watts) consumed.

## WHAT IS CM?

Community Memory is a system for the public management of public information. An apt metaphor for the Community Memory network is "A Village in a City." Like a giant interactive bulletin board simultaneously operating in several locations throughout Berkeley, CM is an open channel for community communication and a way for people with common interests to find each other.

The CM network stores information in the form of messages. The messages reside within topical "forums" and use a sophisticated indexing and stringing together feature which allows the user to easily locate information on any topic. Each forum serves as a listing and a podium for debate on a particular subject or issue. "Available Housing," "Science Fiction," "Adult Education," "Cars for Sale," "Trivia Enthusiasts," are some examples of past forums on CM. Browsing and reading information from any one of the publicly located terminals is free. Adding a message to the database requires the user to deposit a quarter. Users may respond to any message already in the database, add messages to any forum, even set up their own forums. All responses to an existing message are automatically "tagged" as responses and can be called up when browsing the root message.

## GROUP HISTORY

The Community Memory Project, a 501(c)4 non-profit corporation in Berkeley was established in 1977, and has become nationally recognized for its efforts in creating publicly accessible, easy-to-use, two-way communication tools



for the sharing of community information and resources. We operate out of a small store front in Berkeley, which houses our office space and computer equipment. The organization is run by a five-member board of directors, elected annually by a membership made up of 15 people working in support of the project. Coming from a variety of backgrounds, the project members share an interest in deriving the greatest social benefit from new technology. Lee Felsenstein, inventor of the Osborne computer, is one of our founders and presently a member. Steve Wozniak, inventor of the Apple computer, is a past contributor. The CMP's grassroots approach to cutting edge technology has received considerable print and broadcast media attention.

We installed a four terminal pilot system in Berkeley in mid-1984, and it was in continuous operation for more than four years. Terminals were located at the Shattuck and Telegraph Coops, La Pena Cultural center and the Whole Earth Access store on 7th and Ashby. In over four years of operation, the system received considerable use, clearly demonstrating that the general public can and will use such tools when given the opportunity. In a typical month at its peak usage, the terminals were in use over 25% of the time, with the system being used about 2000 times, collecting over 1000 new messages, with 15,000 items being read by users. The system was a diverse and vital exchange, with uses ranging from listing used cars and apartments for rent, sharing poetry and jokes, to social services information and facts about recycling, all entered at the public terminals.

Besides the operation of our pilot system, we have participated in a number of smaller demonstrations of public-access technology. During the 1984 Summer Olympics in L.A., a CM system augmented with videodisc linked several cafes and restaurants in the Electronic Cafe project.

#### PLANS FOR A BERKELEY CM

The software for the new evolution of CM is running in our offices, the equipment for ten public terminals has been purchased, even the tamper-proof enclosures, built by a local cabinet maker are complete. We will begin installing the first of ten public Berkeley Community Memory terminals in May. Currently we are finalizing site selections and beginning to "seed" the data base with community resources information. Sites include: the International House on the U.C.B. campus, Cody's Books, La Pena Cultural Center, and Milt's Laundromat.

We are also actively pursuing grant money which will allow us to develop educational and outreach programs designed to reach citizens without access to other advanced telecommunications services. Through these outreach efforts, we expect to contact hundreds of persons in our community who might otherwise remain unfamiliar with advancing telecommunications services, and to give them a favorable, skill-building exposure to Community Memory tools, thus enhancing their capacity to be intelligent, informed consumers who can meet modern technology on favorable ground. An integral evaluation program will monitor the effectiveness of the various components of this proposal and allow comparison of alternative approaches.



We are including a copy of the grant narrative Community Memory Project submitted recently to the Telecommunications Education Trust. This trust was established by the Public Utilities Commission specifically to educate California citizens about emerging telecommunications technologies. It outlines in detail specific issues we wish to address in Berkeley via a Community Memory system and accompanying outreach programs.

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#### IN AN EFFORT TO KEEP THINGS CLEAN...

Operating the pilot network for four years gave us the opportunity to thoroughly evaluate features, uses, as well as abuses of the system. The occurrence of obscenity on that network met with occasional criticism. In order to address and resolve the problem of obscenity on CM, we devoted considerable thought, time and creativity when designing the next evolution of Community Memory. Hardware and software changes were made in order to create a tool that serves everyone in a responsible and non-offending manner while continuing our commitment to open, unmediated information exchange.

Following are practical changes incorporated into the new system which serve as barriers and filters to significantly reduce the likelihood of offending users:

**COIN BOXES:** The writing of messages on the pilot network was a free feature. This free access and convenience gave rise to prank messages which took the form of curses, slurs, and gratuitous profanity without context. To curtail this most basic and gratuitous obscenity, we equipped the new terminals with a coin box mechanisms which charges the user 25¢ when adding a message. The system informs the user at the start of adding a message that a quarter will be required for the message to be stored in the database. Once the user indicates that he/she is finished writing the message, the machine requests the money. Without the quarter the message is discarded rather than stored in the data base. Reading messages for any length of time will remain a free feature.

**INFORMATION TOPICAL FORUMS:** The pilot network could be easily browsed message-by-message in reverse chronological order. One viewed the message roster by message number and a leading sentence. Every message on the system could be read in this fashion, simply by working ones way through the list. The new system abandons this shopping list approach, and organizes information into topical forums. Each forum is a unique depository of information in the form of messages. The user browses messages on the system by first choosing a topic of interest, and then choosing among the forums related to that topic. This approach at once facilitates the quick retrieval of specific information, and eliminates chance encounters with offensive material. As in a library or book store, potentially offensive information is appropriately "shelved." It is up to the reader to have an interest in a specific subject and then to be able to find it.



**FORUM HOSTS:** Every forum has a host or moderator. It is the forum host's responsibility to define the forum and then to maintain the information in it. Forum hosts have final authority over the content of their particular forums. They have the power to "purge" undesirable messages from their forums, thus keeping the forum focused and topical. In order to assist potential forum hosts we will conduct free workshops on how to set up and maintain effective forums on CM once the terminals are placed in the community for public use.

**INFORMATION PROVIDERS:** There will exist a special class of forum hosts, comprised of social services groups, community, cultural, and civic organizations. Working with CM staff, these groups will "seed" the database with information beneficial to the greater Berkeley community. This foundation of information will demonstrate the utility of CM to the public. The seeded information will range from calendars of events, to listings of local social services agencies in the community and the services they provide. Eden I&R and the Berkeley Free Clinic have expressed interest in utilizing CM as a public interface for their listings. Berkeley TRIP will furnish commuter and mass transit information. The Berkeley Information Network is experimenting with placing information into well indexed categories, thus making it accessible on any CM terminal. Before terminals are placed in public, a wealth of community resources will already be a part of the CM database.







Site Name:

# Milt's Coin-Op

Address: 3055 Telegraph Ave. Berkeley 94705

Phone: 549 3305

Hours Open:

24 hrs.

Hours CM is Accessible:

24 hrs.

Fax:

E-mail:

Principal Contact: Milt Von Damm

Owner

Alternates :

## Equipment:

Cabinet:

CPU:

Monitor:

Keyboard:

Modem:

Watchdog:

## Circuit:

Circuit#: 44 FDDA 604319

Billing#: 237 361 0479

Order#: n 1296 7811

Date inst: 10/10/89

Installer:

Rep's #: Al @

Date Installed:

Terminal Buddy:

Volunteers:

12/13/91 CM monitor Samsung serial# 80203133

Brightness adjustment stuck, but otherwise fine.



Site Name:

*COIN-OP*  
Milt's Laundry

Address: 3055 Telegraph Ave. Berkeley 94705

Phone: 549 3305

Hours Open:

24 hrs.

Hours CM is Accessible:

24 hrs.

Fax:

E-mail:

Principal Contact: Milt Von Damm Owner

Alternates: *MICHELLE* 5 DAYS/WK AFTERNOON - 11pm  
*FANNY* " " MORNINGS -

**Equipment:**

Cabinet: *B*

CPU:

Monitor:

Keyboard: *2246109*

Modem:

Watchdog:

**Circuit:**

Circuit#: 44 FDDA 604319-001

Billing#: 237 361 0479

Order#: n 1296 7811

Date inst: 10/10/89

Installer:

Rep's #: Al @

*EVCLID  
HEARST  
1200 24*

Date Installed: *10/10/89 Tom/RICW*

Terminal Buddy:

Volunteers:

*MILT'S 2  
2483 HESB2ST  
843.1926  
• ADA  
• LEEOLA*

*4pm*



SITE MAINTENANCE CHECK LIST

Site MilHs Your Name Nancy Kern Date 9-19-91

MATERIALS TO BRING ALONG

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

INTRODUCE YOURSELF TO THE SITE HOST

- Tell them your name, you're from CM to clean the terminal
- Ask them their name \_\_\_\_\_
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

CLEAN

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

CHECK

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace. none
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

COLLECT

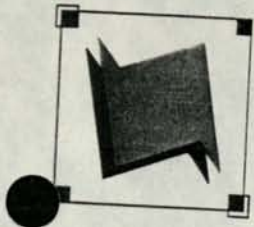
- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Installed new software no brochures  
replaced keybt sticker

needs new plastic [ ] in box.  
also monitor is pretty dim.  
Maybe better at night





# Community Memory

A public access information and resource exchange

May 17, 1991

Milt Von Damme  
3055 Telegraph Avenue  
Berkeley, CA 94705

Dear Milt,

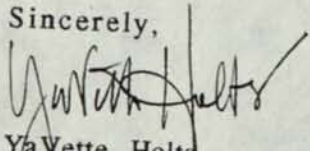
As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

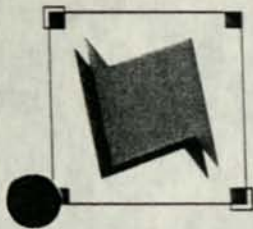
Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,



Yvette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

March 27, 1991

Milt Von Damm  
Milt's Coin Op I  
3055 Telegraph Avenue  
Berkeley, CA 94705

Dear Milt,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

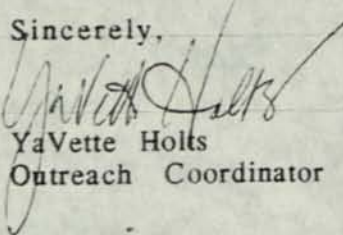
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

Based on the information you gave me, I've developed a schedule for on-site trainings. I've enclosed this schedule for your review as well as a sign-up sheet which can be posted near the Community Memory terminal at your site. The sign-up sheet lets passers-by know when a trainer will be at your site. I don't expect many people to sign up initially, but it will be helpful to let them know when trainings will be delivered.

This new training series is part of our first birthday celebration, as is the launch of the new, simplified Community Memory software. We will be installing new signs and a few other goodies at each terminal, to announce our birthday. Best of all, on Friday, March 29, Community Memory will accept all new messages for FREE. No quarter necessary. We're calling this promotion Free Association. We're encouraging people to freely associate with Community Memory - for FREE! And, we'll kick off the training series on that day, as well.

Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,

  
YaVette Holts  
Outreach Coordinator

CM Terminal Assembly Checklist

B

Cabinet top

- Coin mechanism installed
- Coin mechanism adjustment checked
- Coinbox cable installed
- Monitor stand
- "Community Memory" decal
- coin box decal
- keyboard decal
- Literature rack
- Coin holder
- Foam blocks
- Screwed to bottom
- Lock

Cabinet bottom

- Shelf
- Brace
- Phone block & wire to LDM
- LDM in and connected
- Modular cable
- Power strip w/ strain-relief knot
- Lock

CPU

- Video in slot 1
- Floppy drive & controller
- Serial card
- FE Boot diskette **MILT**
- Cable to LDM
- Watchdog
- Bubble pack

Monitor

- Taped up

Keyboard

- Keys removed & covered over
- Color coded

Burn-in started 10/6 530 PM



9/14/89

MILT'S LAUNDRY

MILT VON DAMM

3055 TELEGRAPH AVE

BERKELEY 94705

549-3305

INSTALL: \$ 716 -

MONTHLY: \$ 55/month

3002  
4 WIRES  
FULL DUPLEX  
MODIFIED FOR  
EX. CONTINUITY

DUE DATE: OCT 10

CIRCUIT # 44 FDDA 60 4<sup>3</sup>819

BILLING # 239 361 0479

ORDER # N12967811







Site Name:

# Milt's Coin-Op II

Address: 2483 Hearst (@ Euclid) Berkeley

Phone: 415-843-1926

Hours Open:  
8am-10pm

Fax:

Hours CM is Accessible:  
8am-10pm

E-mail:

Principal Contact: Ada Zigler 8 a.m.-9:30 a.m.) co-owner

Alternates : Leona Collins Attendant

## Equipment:

Cabinet:

CPU:

Monitor:

Keyboard:

Modem:

Watchdog:

## Circuit:

Circuit#: 44FDDA 604360-001

Billing#: 232 361 0500

Order#: N 187 757 20

Date inst: due: Jan 29

Installer:

Rep's #: Sue: 811-6074

Date Installed:

Terminal Buddy:

Volunteers:



# Community Memory

A public access information and resource exchange

Contact: YaVette Holts  
(510) 841-1114

Press Advisory

October 23, 1991

## PRESS CONFERENCE TO UNVEIL

### COMPUTERIZED, INTERACTIVE ALAMEDA COUNTY WAR MEMORIAL ON COMMUNITY MEMORY

- WHAT:** Press Conference to introduce and unveil the first interactive veteran's memorial, built on Community Memory's public access, ten terminal network, by a small group of veterans and other concerned community volunteers.
- WHEN:** Monday, November 11  
Veteran's Day  
10:00 a.m.
- WITH:** COUNTRY JOE McDONALD, Navy veteran, '60's folk singer  
and anti-war protester, initiator of the War Memorial  
project  
GERT CHIARITO, Original Co-founder of KPFA Radio,  
Alameda County War Memorial Project Volunteer  
PHIL ELWOOD, Bay Area journalist who lost a relative in WWII,  
First time user of Community Memory's War Memorial  
EVELYN PINE, Community Memory's Executive Director
- WHERE:** Milt's Coin-Op Laundromat II  
(A Community Memory site)  
2483 Hearst (at Euclid)  
Berkeley  
(510) 843-1926
- WHY:** This public access, interactive and computerized memorial is the only one of it's kind. Conceived and built by volunteers who have worked for a year, the memorial contains over 2000 names of family, friends and neighbors (Alameda county residents) who died in service during WWI, WWII, the Korean War, the Vietnam War, and now, The Persian Gulf War. The format and availability of Community Memory make this memorial accessible to everyone - free of charge. Additionally, friends and family can leave remembrances on Community Memory. This unique capability makes the Alameda County War Memorial a living, growing piece of our East Bay community.



SITE MAINTENANCE CHECK LIST

Site Milt 2 Your Name Nancy Date 9/19/91

**MATERIALS TO BRING ALONG**

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

**INTRODUCE YOURSELF TO THE SITE HOST**

- Tell them your name, you're from CM to clean the terminal
- Ask them their name \_\_\_\_\_
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

**CLEAN**

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

**CHECK**

- fixed* Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

**COLLECT**

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Changed Software.  
Needs "Read for free" decal  
& Keyboard sticker





# Community Memory

A public access information and resource exchange

May 17, 1991

Leola Collins  
Milt's Coin Op II  
2483 Hearst  
Berkeley, CA 94709

Dear Leola,

As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

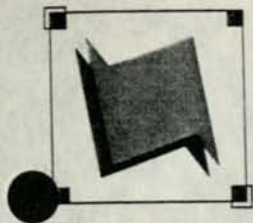
Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,

Yvette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

March 27, 1991

Ada Ziggler  
Milt's Coin Op II  
2438 Hearst  
Berkeley, Ca 94709

Dear Ada ,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

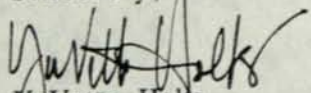
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

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Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,

  
Yvette Holtz  
Outreach Coordinator





Site Name: North Berkeley Senior Center

Address: 1901 Hearst Street Berkeley 94709

Phone: 644 6107

Hours Open:  
  
Hours CM is Accessible:

Fax:

E-mail:

Principal Contact: Suzanne Ryan Director

Alternates:

GARY NAUSON  
(P.C.U. SUPERVISOR)

Equipment:

Cabinet: I  
CPU:  
Monitor:  
Keyboard: 2247352  
Modem:  
Watchdog:

Circuit:

Circuit#: 44 FDA 604323-001  
Billing#: 232 361 0480  
Order#: N 15557312  
Date inst: 10/10/89  
Installer:  
Rep's #: AL

PAGE# 425 3178  
P.C.U. 644 5130  
SUPERVISOR  
GARY NAUSON  
APELE 644 5156  
RELY  
ROXENNE  
FELICE - TESTER

Date Installed: 10/10/89 T-TRICH

Terminal Buddy:

Volunteers: Berndt Scharlach 524-5130

LES BURNETT 527 2171 - THE SPOKE w/ HIM

12/91 Switch to Dial - In line

~~LES~~  
LES -  
TAKES CARE of  
FRONT DESK

# North Berkeley Senior Center

---

1901 Hearst Street

Berkeley

94709

644-6107

8am - 5pm Mon - Fri;  
also, third Sunday of month

Contacts: Suzanne Ryan

Director

Terminal Buddy:

---

date

problem



SITE MAINTENANCE CHECK LIST

Site NBSC Your Name Nancy Kern Date 9/23/91

**MATERIALS TO BRING ALONG**

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

**INTRODUCE YOURSELF TO THE SITE HOST**

- Tell them your name, you're from CM to clean the terminal
- Ask them their name \_\_\_\_\_
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

**CLEAN**

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

**CHECK**

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- <sup>SOP</sup> <sub>below</sub> Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

**COLLECT**

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Put in new software.

Monitor is black + white + very dim





# Community Memory

A public access information and resource exchange

May 17, 1991

Suzanne Ryan  
North Berkeley Senior Center  
1901 Hearst  
Berkeley, CA 94709

Dear Suzanne,

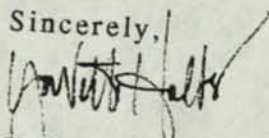
As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

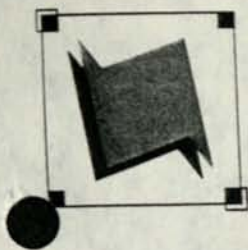
Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,

  
Yvette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

March 27, 1991

Suzanne Ryan  
North Berkeley Senior Center  
1901 Hearst  
Berkeley, CA 94709

Dear Suzanne,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

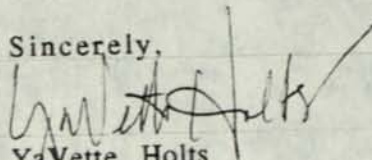
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

Based on the information you gave me, I've developed a schedule for on-site trainings. I've enclosed this schedule for your review as well as a sign-up sheet which can be posted near the Community Memory terminal at your site. The sign-up sheet lets passers-by know when a trainer will be at your site. I don't expect many people to sign up initially, but it will be helpful to let them know when trainings will be delivered.

This new training series is part of our first birthday celebration, as is the launch of the new, simplified Community Memory software. We will be installing new signs and a few other goodies at each terminal, to announce our birthday. Best of all, on Friday, March 29, Community Memory will accept all new messages for FREE. No quarter necessary. We're calling this promotion Free Association. We're encouraging people to freely associate with Community Memory - for FREE! And, we'll kick off the training series on that day, as well.


Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,



Yvette Holts  
Outreach Coordinator





# THE MATURE POETS

North Berkeley Senior Center  
1901 Hearst Street, Berkeley, CA 94709

\* WEDNESDAYS at 1:15 pm / *Open Reading* at 2 pm

DEC. 5 - MARY RUDGE, member of Haiku Poets of Northern California will focus on contemporary haiku as she writes her way through Texas, China, Mexico and the San Francisco Bay Area.

DEC. 12 - JACK HIRSCHMAN reads from his forthcoming book "Endless Threshold" and his "Arcanes". He writes lyrically about the struggles of the poor.

DEC. 19 - ART SCHROEDER - "I'm at the stage when age is the rage, and Op-Ed the page." Longtime activist, sometime columnist, justice advocate; closet poet.  
Bleib Gesund!"

DEC. 26 - OPEN READING, 1:15 - 3p.m., for all who come, members and guests.

---

## TO POETRY - by Doug Nash

Come on fingers, let's go,  
Let's see where we can go this time.  
We can get a long way without leaving this chair,  
We can perch like a bird in a tree  
Travel through the air;  
Or transcend the limits of time and space  
Traveling to that placeless place.

If it hurts to be ourselves now  
Let's reach for those swinging limbs of words and jump  
Off the ego,  
From stepping-stone words, catwalks hovering,  
Running brooks and water dripping,  
Cloud flying, stalagmite growing  
With a little bit of heaven showing.

How I rejoice in you, dear poetry,  
Who brings up fresh reserves in battle  
to strengthen me.





# THE MATURE POETS

North Berkeley Senior Center  
1901 Hearst Street, Berkeley, CA 94709

WEDNESDAYS at 1:15 pm / *Open Reading* at 2 pm

Coordinator, Anna Stevenson (415) 524-8370

NOV. 7 - LUCILE BOGUE, educated in Colorado, California, in Mexico, France, Tokyo; author of fiction, non-fiction, poetry, drama. Her newest book out September 1990: "How to Stay Young Forever".

NOV. 14 - LAYNA VERIN, frequent guest reader here, poet since childhood, free-lance writer, teacher, will discuss the making of a poem, examples from Russian as well as English.

NOV. 21 - MAGGIE KERSGARD, founder (1980) and director of San Leandro Poets; 2 books of poetry, "Walk Not Alone", and "Changing": her work in college magazines, anthologies.

NOV. 28 - LESLIE KAY will read from her latest collection of poems, "Kashering China", most of these from a recent 5 months in Israel--religion, politics, travel "ultimately bringing us back to ourselves."

Thanks  
giving

BETWEEN TWO WORLDS by RV Cottam

Commuting between two worlds—  
individualism and mutualism,  
Americans will leave their shells  
and come together  
this Thanksgiving Day,  
to say Thanks that they are  
not among the unemployed,  
not among the afflicted,  
not a part of the harvest of war.

They will catch up  
on what each has done--  
not on what they think...  
for fear of widening the gulf.  
They will honor  
the bonds of blood--  
not the link of value.  
They will partake  
of gluttonous rituals  
of belonging  
to a tiny tribe--  
not to the human family.

Then they will return home  
to their isolated cells,  
where they will praise  
a laissez-faire economy.  
Their trip back will be  
short on gas and memories,  
but long on contradictions  
between competition and cooperation,  
between selfishness and love of humanity.



THE COMEBACK.

I was away-  
My absence  
Involuntary-

These past weeks  
Bore no fruit  
To quench  
My thirst.

My mind  
Roamed  
On a dry desert.

Not even  
A mirage  
On its vastness!

Fragments  
Floating  
Incoherently-

Hard to capture!  
Teasing sadistically!  
Appearing  
To quickly vanish...

The world around  
Too dry and parched  
To stir the will  
To wake!

So I turn today  
To my patient friend:  
The 8-1/2 X11 sheet-  
You are vulnerable!

You patiently  
Listen  
To my scribbling  
On your whiteness...

You accept it  
As your lot-!  
Your innate humility  
Is your "mightness"...

(c) Sol Silbowitz  
11/12/90



LITTLE FAITH.

Man or woman with little faith possibly worse off  
than having no faith.

Small, wavering, backsliding faith ungrateful.

Unbelievers have been saved by miracle, by grace:

Paul, Saul before redemption,  
saw the heavens open.

*Walter Liggett*

Walter Liggett

November 10, 1990.

MAR. 6 1990

STUPIDITY.

Abolish rain!

Abolish snow!

People in the ghettos,  
underprivileged Blacks,  
suffer from rain,  
suffer from snow.

Abolish earthquakes as well.

Walter Liggett

March 1, 1990.



TO: Suzanne  
FROM: Evelyn  
DATE: February 21, 1990  
RE: Community Memory at North Berkeley Senior Center

---

1. TET grant application & thanks for letter of support
2. Changes in terminal
  - in response to request: bigger monitor, black & white screen
  - sit down terminal for Senior Center (temporary, long term)
3. Thanks for disc -- format issues
  - dial-in disc?
4. Education Advisory Group
  - role in project
  - Effie & Louis's involvement
  - Senior topic (Suzanne's data, Bairs, etc.)
5. Training
  - North Berkeley Senior Center, West Library, South Library, Community Memory Office, Berkeley Adult School
  - in three and a half months, 37 seniors have received some kind of training: majority are short demos at the Senior Center, 15% at library trainings, 15% at CM office (Since January, 15 seniors have been trained)
  - results: slight increase in useage; higher profile for CM; clearer sense of obstacles; forum development; senior center group involvement (Mature Poets, OWL, A.L.L.)
  - issues: what's on the database
    - physical access
    - group involvement: how can I let groups at the senior center know about CM
    - targetted brochure for seniors (distribution)
    - on-going use
    - volunteer trainers
    - demonstration projects
6. Congress of California Seniors Telecommunications Project
  - planning
  - CM involvement
7. Community Memory role in other Senior Center Computer projects
  - Seniors at library -- Regina's support
  - Alternative Leisure learning
  - Computer purchases
8. Ongoing communications & next steps

(NOTE: EP don't forget to pick up February Nugget)



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 DATE: February 21, 1990  
 RE: Community Memory at North Berkeley Senior Center

1. TET grant application & thanks for letter of support
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3. Thanks for disc -- format issues  
 -- dial-in disc?

word mackintosh - screwed up disc -  
 568-8338 paragraphs, indexing -  
 Matt Ryan.

4. Education Advisory Group
  - role in project
  - Effie & Louis's involvement
  - Senior topic (Suzanne's data, Bairs, etc.)

standardizing topics - meeting  
 March -

5. Training
  - North Berkeley Senior Center, West Library, South Library, Community Memory Office, Berkeley Adult School
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  - issues: what's on the database

noon - eden  
 Mark I & R  
 5th Hwy  
 Panda 537.7536

- physical access
- group involvement: how can I let groups at the senior center know about CM
- targetted brochure for seniors (distribution) on-going use
- volunteer trainers
- demonstration projects

Louis advocacy -  
 hot topics  
 grey penthes  
 area agency  
 Sr. Legislator  
 Senna Person

interesting stuff  
 resource guide

- ② poets -
- ③ for sales -
- ④ Scrabble & Word Game - Gigi -  
 Friday afternoon

Nugget  
 after resource guide -

Means once a year -  
 IE Network  
 475,000  
 75,000

6. Congress of California Seniors Telecommunications Project
  - planning
  - CM involvement
7. Community Memory role in other Senior Center Computer projects
  - Seniors at library -- Regina's support
  - Alternative Leisure learning
  - Computer purchases

- Jokes - Norman -
- Home Repair -
- People w/ financial management for seniors -  
 → Financial Management  
 br sw.
- Small

8. Ongoing communications & next steps

(NOTE: EP don't forget to pick up February Nugget)

L. = not at Buk S. Center -  
 Shilke Becker - IUC of Vista College -  
 Board of retired people - short term  
 6 week classes -  
 involvement of professional teachers  
 writing grants to Loreb -

\*brochure

Path - Medicare advice -  
 for phone -

irium  
 • M... Peal -> re: CM  
 training -





Meeting w/ Suzanne Regan

- Thanks for letter
- Thanks for disc - format
- Changes in terminal
  - bigger screen / 6/w/ monitor
  - sit down terminal for Sr. Center - get in way of typewriter
- CM role in other computer projects
  - Sns at library - Regina very enthusiastic
  - A.L.L.
  - investigate Sr. Neb?

- targeted brochure for Sns - M.  
CM

- education advisory group

- how can I set up sr. groups at Sr. Center know about  
CM

- Training 35 seniors -

maturity = short demos at Sr. Center  
 = 15% at library trainings  
 = fifteen % at office from sign ups -

Training of Sns since January

<u>Center</u>	<u>Library</u>	<u>Office</u>	
###	###	##	= 13 Sns since January.
prior to January = 22 ns =			
			13
			35

HELPERS / VOLUNTEERS

- BERNDT SCHARLACH 524 5130
- LES BURNETT ~~527 2170~~ 527 2171



11.6.89

TOM PHONE W/ SUZANNE RYAN

- SHE CALLED TO LET ME KNOW ABOUT BERNDT DOING A WORKSHOP AT SR CENTER ON DEC. 12.
- I FOUND OUT THAT THEY HAVE ANOTHER COMPUTER (CLONE?) AT THE CENTER. THEY WOULD LIKE TO USE IT TO TRACK THE 240 DAILY MEAL RECIPIENTS, ALL SERVED FROM THIS SITE.  
(DATABASE; INVENTORY; DAILY ROUTE SHEETS ETC.)
- JOYCE & LANCE HAVE BEEN WORKING W/ THEM, BUT SO FAR NOTHING IS WORKING.

I

# CM Terminal Assembly Checklist

## Cabinet top

- Coin mechanism installed
- Coin mechanism adjustment checked
- Coinbox cable installed
- Monitor stand
- "Community Memory" decal
- coin box decal
- keyboard decal
- Literature rack
- Coin holder
- Foam blocks
- Screwed to bottom
- Lock

## Cabinet bottom

- Shell
- Brace
- Phone block & wire to LDM
- LDM in and connected
- Modular cable
- Power strip w/ strain-relief knot
- Lock

## CPU

- Video in slot 1
- Floppy drive & controller
- Serial card
- PE boot diskette **NBSC**
- Cable to LDM
- Watchdog
- Bubble pack

## Monitor

- Taped up

## Keyboard

- Keys removed & covered over
- Color coded

Burn-in started 10/9/89 2PM



9/14/89

NORTH BERKELEY SENIOR CENTER

SUZANNE RYAN

1901 HEARST ST  
BERKELEY 94709

644 6107

INSTALL : \$ 716 -

MONTHLY : \$ 55/month

DUE DATE: OCT 10

CIRCUIT # 44FDDA604323

BILLING # 232 361 0480

ORDER # N 15557312



3002

4 WIRES

FULL DUPLEX

MODIFIED FOR

D.C. CONTINUITY

12-20-89

Woody Chan, Board Member, Self-Help for the Elderly  
Volunteer Coordinator, SeniorNet

### Self-Help for the Elderly

Self-Help for the Elderly serves the seniors of Chinatown. They have five meal sites which serve at least 100 meals per site. They also provide a range of social services, home care, counseling, etc.

### SeniorNet

Self-Help for the Elderly has been a Senior Net Site since February 1989. There is also a site in Menlo Park, at the University of San Francisco, and a new site opening at Aquatic Park. The SHFE site has five Mackintosh's in a room in their administrative offices as well as a laser printer. The computers are also occasionally used by SHFE staff.

SeniorNet trains only those fifty-five plus. No experience in using computers is necessary. Most of the people trained have no experience. They train in simple computer activities trying to encourage on-going use.

### Class Structure & Promotion

Classes last for a six week period. They teach: word processing, advanced word processing, database, spread sheet and telecommunications. They have taught word processing twice and advanced word processing, spread sheet, and telecommunications once. Senior Net provides training materials. They also have on-going lab time, whether classes are in session or not, Fridays from 9 to 5. A monitor is available to answer questions. Senior Net itself is most interested in having the site and those trained going on-line.

They have promoted their classes through the Chinese newspapers and word of mouth. For the first round almost 100 people expressed interest and 75 participated.

### Costs

Pacific Bell sponsored the start-up, donating \$10,000. SHFE is negotiating for on-going support from PacBel but it is not secure. SHFE also pays a \$3000 fee to hook-up to TYMENET. Individual membership in SeniorNet used to cost \$10, but is being increased to \$25, which, Woodie notes, is a significant increase for those on fixed incomes. SHFE charges an additional \$2.00 fee for each class to pay for discs, etc.



Issues

Major difficulty is coming up with instructors for training. Currently training is primarily done by volunteers from the SHFE staff, but Woody wants to recruit seniors who have been trained. So far he has not had much luck, but he hopes next year to put together a schedule of volunteers. SeniorNet at USF might also provide some graduate students to serve as trainers.

Self-Help for the Elderly has had some difficulty getting their own constituency (Seniors in Chinatown) to use the training, because the people they serve are predominantly mono-lingual. Someone who is developing software for Chinese speakers but the cost for the program was prohibitive. They have taught some of these seniors to use the MacPaint program.

December 21, 1989

Woody Chan  
Self-Help for the Elderly  
SeniorNet  
445 Grant Avenue, 2nd Floor  
San Francisco, CA 94108-3248

Dear Woody:

Just a note to thank you for taking the time yesterday to tell me about your SeniorNet site and to give me a tour of your facility. You guys are doing great work.

We will be listing your site on Community Memory as a place where interested seniors can learn more about computers.

I've enclosed some information about Community Memory: a brochure, an article, and our Pocket Guide.

If there is anyway I can be of assistance to you in the future, please don't hesitate to let me know. Again, thank you for the time and the information.

Warm regards,

Evelyn Pine  
Education and Outreach Director

enclosures





Site Name:

SBNDC

Address: 1767 Alcatraz Avenue Berkeley 94703

Phone: 415-653-6230

Hours Open:

Hours CM is Accessible:

Fax:

E-mail:

Principal Contact: Barbara Sanders

Exec. Dir.

Alternates : Toleb Jenkins

Mentor Prog. Dir

Greg Jackson

Adm. Asst.

**Equipment:**

Cabinet:

CPU:

Monitor:

Keyboard:

Modem:

Watchdog:

**Circuit:**

Circuit#: 44FDDA 640357-001

Billing#: 232 361 0497

Order#: N 1983 8662

Date inst: due: Jan 29

Installer:

Rep's #: Sue: 811-6074

Date Installed:

Terminal Buddy:

Volunteers:



# SOUTH BERKELEY NEIGHBORHOOD DEVELOPMENT CORPORATION

## What is the SBNDC?

The SBNDC was formed in 1987 by community residents interested in working together for change. We have almost 200 members. Any resident of South Berkeley, or anyone whose principal business is in South Berkeley may join. Our monthly Board meetings, held on the second Saturday of each month from 10:00 a.m. to 12:00 p.m., are open to the community. We also have several committees that work on issues that are important to our community. These are open to the membership; our active committees include:

**Arts & Culture Committee** - we brought you the banners that fly above Adeline Street and are working to preserve our rich cultural heritage.

**Public Safety** - our group works on ongoing health and safety issues including improvement of the delivery of city services to the community.

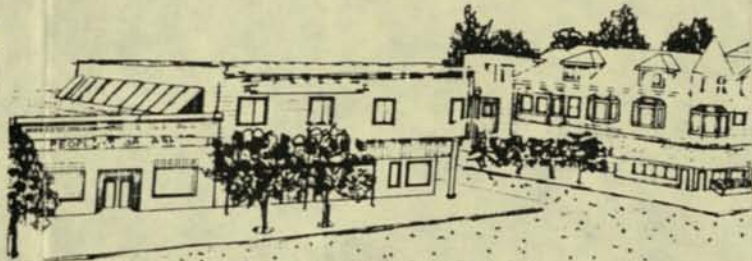
**Membership** - we handle outreach to the community, and organize our Annual Membership Meeting.

**Tree Planting Project** - we are planting street trees throughout South Berkeley. In addition to beautification, our goal is to bring neighbors together to improve our environment.

**Area Plan** - identifies ways in which the NDC can implement the goals and policies of the South Berkeley Area Plan, including housing and economic development projects.

**Lorin Station** - we have designed a mixed-use commercial/residential project for the improvement of Adeline Street.

**Youth Committee** - we are striving to brighten the future for our youngsters.



## JOIN US!!

Our committees are active in the work of the SBNDC. Some of our current projects include:

**Lorin Station Project** - The SBNDC plans to construct a building on the corner of Adeline and Harmon Streets that will have retail space, offices and affordable housing. Our goal is to bring much needed jobs, services, and affordable housing to the community.

**Youth Mentorship Program** - works to bring adult mentors together with interested youth to provide tutoring, training and/or employment to youths on a one-to-one basis. We are always in need of more adult mentors who can assist South Berkeley youths to get the 'right start' in life.

**Tree Planting Program** - our goal is to make every street in South Berkeley a 'Green Street'. Using foundation funds we have planted eleven blocks with beautiful green trees, with your help we can do more.

**First Source Program** - performs intake and assessment for people interested in finding employment through this City-wide program.

**Community Memory Project** - the SBNDC office is host to one of the Community Memory Computers. If you are interested in finding out what is happening, come in and try this electronic bulletin board.



## OUR ACCOMPLISHMENTS

Since 1986 we have been making South Berkeley a better place; we are proud of our activities which include:

A Summer Program for South Berkeley Youth and the Saturday Academy.

Improvement of City services to South Berkeley.

Expansion of efforts to combat crime by the City and the community.

## Our Future Depends on You

**Oral History Project** - We want to record the memories of long-standing South Berkeley citizens to preserve our cultural heritage and their valuable knowledge about the past.

**Historic Survey of South Berkeley** - South Berkeley has more historic homes than any other area of Berkeley. We want to preserve our neighborhoods by identifying the historic house styles of South Berkeley.

**Youth Employment and Internship Opportunities** - it is not enough to worry about the future of our youth; we plan to help them find training and job opportunities.

**Community Clearinghouse** - have you ever wondered how to get action from City Hall; what services are available, or where day care centers are located? The SBNDC wants to make that kind of information readily available in one place - our office.

**City Services Drop-In** - we plan to have city service information representatives available at our office on a rotating basis to save you the bother of going downtown to City Hall. If you have questions about rent control, health or social services you will be able to come to our office to get the information you need.





# JOIN US!!

Membership is open to all residents of South Berkeley. There are several committees that are working on projects that may interest you. Fill out the form below, clip it and send or drop it off at the SBNDP office at 1767 Alcatraz along with your \$1.00 for membership dues (tax deductible).

## Membership Form

Name \_\_\_\_\_ Date \_\_\_\_\_

Street \_\_\_\_\_

City/Zip \_\_\_\_\_

Phone \_\_\_\_\_ X \_\_\_\_\_  
(signature)

I am interested in:

- Crime prevention    Jobs    Housing    Youth Programs  
 Historical    Sr. Citizens   Other \_\_\_\_\_

Membership dues paid for:    1991    1992    1993    1994    1995

South Berkeley Neighborhood  
Development Corporation  
1767 Alcatraz Avenue  
Berkeley CA 94703

# South Berkeley NEIGHBORHOOD Development Corporation



**Our Future Depends on You**

Won't you join us in making our  
community a better place to live.

The SBNDP is a nonprofit organization  
committed to the physical and social  
improvement of South Berkeley.

## (SBNDP)

1767 Alcatraz Avenue  
Berkeley CA 94703

Office Hours: Monday - Friday 9 AM to 5 PM

653-6230



SITE MAINTENANCE CHECK LIST

Site SBND Your Name Nancy Kern Date 9-16-91

**MATERIALS TO BRING ALONG**

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

**INTRODUCE YOURSELF TO THE SITE HOST**

- Tell them your name, you're from CM to clean the terminal
- Ask them their name Greg Jackson
- Ask them if they have any problems or questions about CM
- Leave a business card with them (Nancy Kern) before you leave

**CLEAN**

- Dispose of trash in and around terminal
- Clean the keyboard, the wooden box, the plastic plates, and the literature holders with the warm water and cloth.
- Clean the screen with the soft cloth in the plastic bag.

**CHECK**

- Make sure the Community Memory signs and the coin slot decal are in place. If not, replace.
- Check to see the monitor is working properly.
- Note any visible problems or malfunctions with the terminal in the space below.
- Place newsletters and brochures in holders

**COLLECT**

- Open the top of the box using the combination you've been given (Don't write it down anywhere)
- Empty the cup of quarters into the envelope. If you're going to several places, note the location on each separate envelope or bag.
- When you get back to the office, count the quarters from each site and enter the amount on the sheet in the coinbox envelope on the bookkeepers desk. Empty the quarters into the envelope.

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

Re Installed latest version of software. 1st time it didn't work because the disk had not been produced properly. The 2nd time it did.

Cabinet latches are broken!!



SITE MAINTENANCE CHECK LIST

Site South Berkeley development recreation Your Name Kandi Depelchin Date 8-8-97

**MATERIALS TO BRING ALONG**

- White cleaning rag
- Spray bottle with warm water and a tiny bit of liquid soap
- Lint free cloth for screen
- Envelope(s) for collection of quarters
- Extra decals, tape, scissors, spray mount
- Brochures, newsletters, sign-up sheets, business cards

**INTRODUCE YOURSELF TO THE SITE HOST**

- Tell them your name, you're from CM to clean the terminal
- Ask them their name Jessica
- Ask them if they have any problems or questions about CM
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**CLEAN**

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25¢

NOTES: Send a SUGGESTION TO SYSOP and/or write notes here.

No newsletters holder





# Community Memory

A public access information and resource exchange

May 17, 1991

Durrell Ali  
South Berkeley Neighborhood Development Corp.  
1767 Alcatraz  
Berkeley, CA 94703

Dear Durrell,

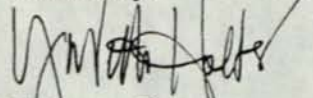
As a result of our new training series, we've trained 15 people to use Community Memory. That's 15 people who, before our on-site trainings, knew very little about Community Memory. Our training series included 16 sessions, at least one at each site. With 16 training sessions and 15 new users, that's nearly one new user per training, and that's a ratio that equals success in our book.

It has been equally pleasing just to be out at the sites on a more regular basis. Not only do we get to see you more often, but it's enabled us to connect with more Community Memory participants. That's important because it gives us a better picture of who uses Community Memory, which helps us reach out to potential new users more directly. In addition, we believe Community Memory's profile is enhanced simply by the presence of our trainers. People who may be shy or preoccupied at the time of a training are much more curious about "that wooden box with the computer in it" after they've seen others using it.

Needless to say, we're continuing our on-site trainings. With our new Outreach Assistant, Maria Delgado, we're better able to deliver and promote these trainings, as well as record the valuable feedback that new users give us. Enclosed you'll find the new training schedule and new user sign-up sheets that should be posted on or near the Community Memory kiosk. We feel the sign-up sheet is an important part of our training series because it lets passers-by know when a Community Memory representative will be at your site.

Your continued support is greatly appreciated. I look forward to seeing you again soon.

Sincerely,



Yvette Holts  
Outreach Coordinator





# Community Memory

A public access information and resource exchange

March 27, 1991

Taleb Jenkins  
South Berkeley Neighborhood Development Center  
1767 Alcatraz  
Berkeley, CA 94703

Dear Taleb,

It's been one year since Community Memory expanded to our current network of ten public-access computer terminals. We're encouraged by the increase in usage in the past year: two thousand people use Community Memory each month and there are now eighty-seven different discussion forums. As you know, Community Memory participants are often people who would not ordinarily have access to computers. We're delighted to have a opportunity to introduce them to our computerized information exchange.

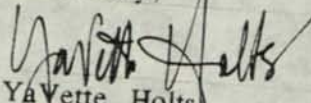
To that end, we are launching a new training series which we hope will encourage those who may have been shy before, to experiment with Community Memory and to discover new information and vital discussions. Additionally, our team of programmers have updated the Community Memory software to simplify a number of functions.

Based on the information you gave me, I've developed a schedule for on-site trainings. I've enclosed this schedule for your review as well as a sign-up sheet which can be posted near the Community Memory terminal at your site. The sign-up sheet lets passers-by know when a trainer will be at your site. I don't expect many people to sign up initially, but it will be helpful to let them know when trainings will be delivered.

This new training series is part of our first birthday celebration, as is the launch of the new, simplified Community Memory software. We will be installing new signs and a few other goodies at each terminal, to announce our birthday. Best of all, on Friday, March 29, Community Memory will accept all new messages for FREE. No quarter necessary. We're calling this promotion Free Association. We're encouraging people to freely associate with Community Memory - for FREE! And, we'll kick off the training series on that day, as well.

Feel free to contact me regarding the training schedule - your comments are important.

Sincerely,

  
Yvette Holts  
Outreach Coordinator



May 7, 1990

Taleb Jenkins  
Mentorship Coordinator  
South Berkeley Neighborhood Development Corporation  
1767 Alcatraz  
Berkeley, CA 94703

Dear Taleb:

Thanks for taking the time to meet with me today.

I'd be delighted to make a sales pitch for Community Memory and train any of the kids who are interested at the RAP picnic on May 19. Give me a call to confirm Community Memory's participation.

As I said today, we've trained 13 youth through drop-in trainings at the South and West Branches of the Berkeley Public Library. We'd be delighted to train any kids or mentors participating in the SBNDP mentorship program. I'd also be interested in convening a group of kids to talk about what ought to be on the system to attract young people.

I look forward to seeing you at the Education Advisory Group meeting on May 31. As always, I appreciated your help.

Warm regards,

Evelyn Pine  
Education & Outreach Director

Evelyn's meeting with Taleb Jenkins  
5/7/90

RAP has had a number of problems in its first year of implementation

o maintaining records of where kids are and changes in their program.

o administration -- the Executive Committee (of David Kakeshiba, Phil Cotton, and Larry ) was too small. Other groups didn't have enough input. Now putting together an executive where there is one representative from each agency

o staffing -- of the initial four case counselors, 1 went back to original job, 1 quit because it was too much work for too little pay, 1 (Regina Phelps) was fired for not reporting enough to the agencies although the kids loved her. The caseload is supposed to be 1 counselor for 36 kids, but there are currently only three case counselors.

o stipends -- there is disagreement as to whether kids should be docked their stipends if they don't participate fully.

Nonetheless, intake continues, and there are currently 120 kids participating.

Taleb would like Community Memory to participate in the final RAP picnic, to make a sales pitch about the service and to train kids at the library on the spot. Evelyn said fine, but Taleb has to clear this with David and Larry.

Evelyn said CM had trained 13 kids at drop-in trainings at the West and South Branches of the Berkeley Public Library. She said she would like to train any of the kids in the mentorship program or their mentors. She also said she would like to convene a small group of kids to talk about what ought to be on the database.

Taleb said he would make the education advisory group meeting on the 31 from 3-5.

Evelyn made an appointment to train Marisha Anderson who works part time for SBND. Evelyn will call Doris Lenoir to schedule a time to train her.



# SOUTH BERKELEY NEIGHBORHOOD DEVELOPMENT CORPORATION

1767 Alcatraz Avenue • Berkeley • CA • 94703 • (415) 653-6230

## SBNDC Staff Report

Covering Agency Activities of September & October, 1989

### Community Activities and Agency Business

In September, the SBNDC co-sponsored a Crack Cocaine conference with the Berkeley Crack Cocaine Task Force. On September 23, a meeting of the general membership of the SBNDC was held at the South Berkeley Senior Center. Thirty five members attended - all committees made presentations, followed by voting on the new Bylaws, and a hot potluck dinner. Several new members joined the SBNDC. Since we did not have enough votes to reach a decision on the Bylaws, a second ballot was mailed with stamped self addressed envelopes. The Bylaws have been approved by the general membership with 49 "ayes" and 9 "nays". Staff will file the appropriate documents to implement the change in our fiscal year. The Board of Directors had worked on the revisions since May. The Director and Tom Nemcik of Community Memory attended a September meeting of the Commission on Aging to propose a jointly sponsored Chores for Seniors Service. We are refining the program and remain in contact with the Commission regarding the possibility of implementing it.

### Tree Planting

With the help of Jonathon Spikes and Jerquin Coleman, the two SBNDC Youth Interns, we have continued to plant trees on Saturdays. Over fifty trees were planted in September and October on Oregon St., scattered sites, and at Harmon and King on November 4. We got behind schedule due to rain and will be planting trees on Emerson and Carleton Sts. November 18.

### South Berkeley Area Plan

Staff and membership of the SBNDC participated in hearings and meetings of the Planning Commission and the City Council regarding the South Berkeley Area Plan and the decision to apply for status as a redevelopment district. Board and General Members spoke at the hearings and the decision was made to pursue status for South Berkeley as a Redevelopment District. For further information regarding the significance of this or about the South Berkeley Area Plan, please call the SBNDC office. We still have copies of the Area Plan and the Environmental Impact Report will be ready for distribution in the near future. A great deal of work has gone into all aspects of the process, including the informational meetings which the committee staffed for Neighborhood Associations.

### Youth Mentorship

In October, following hearings attended by the Director and Youth Mentorship Coordinator, the Real Alternatives Program was selected for funding and implementation of the At-Risk Youth Demonstration Program. The consortium of agencies includes BAYC (lead agency), YES, YAP, Adelante, Project Excellence, Break the Cycle, and SBNDC. Berkeley Boosters and New Perspectives have now been included. The SBNDC will receive \$5,500 over an eight month period for fingerprinting of the prospective Mentors and other costs of the Mentorship Program. The Coordinator has continued to meet with other programs and individuals for input into our program. The RAP Program will involve a goal of 30 mentorship relationships. Please call the office for more information on joining the committee, becoming a mentor, or referring at-risk youth to the RAP program.



### Lorin Station Project

The committee has been meeting to make decisions regarding the composition of the building. At this point, it appears that the office component may not be financially feasible for the SBNDC. In that case, we will proceed with a commercial space on the ground floor and housing above. The Director completed a successful application for the SBNDC to participate in the Bay Area Housing Support Collaborative. This program consists of four sessions of housing finance and development workshops with a \$15,000 assistance grant to our project. The topographic survey of our lot has been completed. As of November 9, the loan documents for the Redevelopment Agency forgivable loan have been recorded. Staff has an invoice procedure with Planning & Community Development for the funds. The Guitar Center will have its Grand Opening on Nov. 10 and their store and the completion of rehabilitation of the building will add to the efforts to revitalize the Adeline Alcatraz corridor.

### New Office

There was some damage from the earthquake to our present office at 1771 Alcatraz, but not sufficient to make it dangerous. We are still expecting to move into 1767 in December, but it is not clear exactly when. We had hoped to have a joint Open House with BDRS and BRSB in our new office in December and may still be able to do so. The new office space will have an open area in the front for meetings and use of a Community Memory system. We will have hot water (which we don't have in 1771), a small kitchen area, fans, operable windows, carpeting, and wheelchair accessible bathroom. When we are clear on the move-in date, we will notify the entire membership of an Open House.

11-9-89 *Blanders*



*Commission*  
Ms. Effie Burgess, Secretary  
~~Committee on Aging~~  
City of Berkeley

September 1, 1989

*Commission*  
Dear ~~Committee on Aging~~ Members,

We are writing you to introduce a project idea we believe will contribute to senior citizens' welfare in Berkeley, and to ask for your assessment and comments. We call the project: "Jobs Helping Seniors."

The idea grew from a request from the community: "Why doesn't SBNDC establish a bulletin board on which senior citizens can list odd jobs, chores, or occasional help they may need?" Following is the project idea spawned by this request. It will be a joint effort of the South Berkeley Neighborhood Development Corporation and Community Memory. SBNDC will coordinate the gathering and updating the listings, CM will serve as the vehicle for publishing them.

We would like to distribute flyers announcing the project at the Senior Centers, City Hall, and other appropriate sites.

Participants will fill them out and mail them to SBNDC.

As coupons are received, SBNDC will enter the information into CM.

Users of CM will see the listings (appearing under topic: <JOBS>; forum: <Jobs Helping Seniors> ).

Interested parties may respond to the listing directly by calling the person in the listing.

The two parties will then negotiate the particulars of getting the job done.

Should participants want to change or delete their listing on CM they can do so by contacting SBNDC.

We believe this will be an effective way for seniors in our community to let their needs be known, and for helpful individuals to make significant contributions to the welfare of their neighbors.



# Do YOU need occasional help around the house?

We are asking for your consideration and invite your comments regarding this matter in order to benefit from your experiences and knowledge in working with the senior population of our city.

Thank you for your time and consideration.

Sincerely,

Tom Nemcik

Barbara Sanders

## HOW IT WORKS:

Project Director  
Community Memory

Executive Director  
SBNDNC

## QUESTIONS?

Call SBNDNC at 653-6230.

Name \_\_\_\_\_ Phone \_\_\_\_\_

Job(s) to be done: \_\_\_\_\_

Preferred time for doing the job: \_\_\_\_\_

Equipment or tools needed: \_\_\_\_\_

Payment or exchange offered: \_\_\_\_\_

Area of Berkeley: \_\_\_\_\_ South \_\_\_\_\_ North \_\_\_\_\_ West \_\_\_\_\_ Central

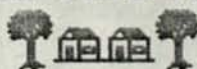
I understand that it is my responsibility to screen those who may phone me to do small jobs for me, and that the SBNDNC and Community Memory do not vouch for the ability or character of any person responding to my request.

\_\_\_\_\_  
Signature

Mail to: Jobs Helping Seniors  
SBNDNC  
1767 Alameda Avenue  
Berkeley, CA 94703



**Do YOU need occasional help around the house?  
Is there a repair YOU need help with?**



**JOBS HELPING SENIORS** is a new service from South Berkeley Neighborhood Development Corporation and Community Memory to assist you in finding help for a wide range of chores. You let us know what it is you need done and we will list the information on Community Memory's electronic bulletin board located at four Berkeley public libraries.

**HOW IT WORKS:**

- 1/ Fill out the coupon completely and mail it to SBNDNC.
- 2/ When we receive your coupon we will enter the information in CM.
- 3/ Interested persons will call you in response to the listing.
- 4/ You will negotiate with them the particulars of getting the job done.
- 5/ Call SBNDNC if the work has been completed and you no longer need to be listed, or if you would like to make changes in the listing.

**QUESTIONS?**

Call SBNDNC at 653-6230.

-----  
Name \_\_\_\_\_ Phone \_\_\_\_\_

Job(s) to be done: \_\_\_\_\_

Preferred time for doing the job: \_\_\_\_\_

Equipment or tools needed: \_\_\_\_\_

Payment or exchange offered: \_\_\_\_\_

Area of Berkeley: \_\_\_\_\_South \_\_\_\_\_North \_\_\_\_\_West \_\_\_\_\_Central

I understand that it is my responsibility to screen those who may phone me to do small jobs for me, and that the SBNDNC and Community Memory do not vouch for the ability or character of any person responding to my request.

\_\_\_\_\_  
Signature

Mail to: Jobs Helping Seniors  
SBNDNC  
1767 Alcatraz Avenue  
Berkeley, CA 94703



*draft - needs help*

### Chores for Seniors Screening Questions

Have you ever done this particular work before?

May I call someone you have done work for as a reference?

How much time do you think this work will take?

I will need to see your driver's license when you come over -  
is that a problem?

Will you need any tools or materials to do this work? Do you have  
them or will you need me to purchase them?

Try to have someone visit you during the time the work will be done. If that is not possible, have someone call you during that time. Please do not have your purse or wallet in plain sight during the time the worker is in your home. Agree upon a fee in advance and have that amount in check or cash in an envelope ready for the worker. Be sure to actually call to check the references for the worker before agreeing to have them come over. Remember that the worker does not have your address or name and you have the right to say "no" if you are not sure about the person or they have no references or you are not satisfied for any reason. Please contact the SBNDCC after the work is done for two reasons: to notify us to remove your work request from the computer file and to give us your comments on the quality of the work done for you. If you prefer the person not to smoke in your home be clear about that and any other health or social preferences you may have. Do not expect the worker to do any other tasks except the one(s) you have arranged for.

Thank you for participating.



9/17/84

## QUESTIONS FROM COMMISSION & ATTENDEES

① SCREENING - WHO? WILL SCREEN PROSPECTIVE HELPERS  
- (WE DON'T WANT TO SET UP A MINI-BUREAUCRACY)

② → MEDICAL PROBLEMS of SRS. [ Homeowners' insurance ]  
③ → LIABILITY [ COVERS INJURIES ON LOCATION ]

! → ALAMEDA STUDY of SR NEEDS ASCERTAINS VERY REAL NEEDS  
THIS PROJECT ADDRESSES.

! [ INDEPENDENT ELDER'S PROJECT ] STARTING NEXT MONTH

? [ A SCREENED VERSION OF OUR PROGRAM MAY HELP THEM! ]

! [ 10 SCREENING QUESTIONS ] ~~SENIORS SET UP WITH THE HELP~~  
DEVELOP TOOLS SO SRS. CAN SCREEN ~~THEIR~~  
~~AND~~ APPLICANTS.  
~~KARRIE~~

\* BARBARA WILL CREATE A SCREENING Q-AIRB.

\* TOM WILL WORK OUT LOGISTICS OF A  
"MORE PROTECTIVE" MATCHING SYSTEM SO  
THE SENIORS WILL CALL THE PERSON  
OFFERING TO HELP.





EMMETT E. JONES  
ASST. CITY MANAGER, H/H/S

# City of Berkeley

Health and Human Services Department  
Martin Luther King, Jr.  
Civic Center Building  
2180 Milvia Street, 4th Floor  
Berkeley, California 94704  
Telecommunications Device for the Deaf (415) 644-6915



Commission on Aging  
(415) 644-6053

SEP 11 1989

HEALTH & HUMAN SERVICES  
ASSISTANT CITY MANAGER

NORTH BERKELEY SENIOR CENTER  
1901 HEARST STREET  
BERKELEY, CA 94709

WEDNESDAY  
September 13, 1989  
1:30 P.M.

## REGULAR MEETING AGENDA

1. CALL TO ORDER
2. ROLL CALL (ESTABLISHED QUORUM NO LATER THAN 1:45 P.M.)
3. APPROVAL OF AGENDA/CIRCULATION OF ANNOUNCEMENTS, INVITATIONS, AND RELATED CORRESPONDENCE.
- 4. COMMENTS FOR THE PUBLIC (TOTAL TIME: 20 MINUTES)
  - A. SOUTH BERKELEY SENIOR CENTER ADVISORY COUNCIL
  - B. NORTH BERKELEY SENIOR CENTER ADVISORY COUNCIL
  - C. WEST BERKELEY SENIOR CENTER ADVISORY COUNCIL
5. APPROVAL OF JULY 12, 1989 MINUTES
6. STATUS REPORT OF CITY COUNCIL ACTIONS - COUNCILMEMBER MAUELLE SHIREK
7. OLD BUSINESS
  1. Senior Survey (Commissioner Nasatir)
  2. Correspondence re Housing from Rev. Dukes (Commissioner Pearlman)
  3. Neighborhood Watch Program (Commissioner Hicks)
  4. Independence Elders (Commissioner Singer)
  5. Adult Day Health Care (Commissioner Kronos/Singer)
8. SUBCOMMITTEE REPORTS:
  - A. HUMAN SERVICES, Commissioners Cinda Pearlman and Euradee Maybuce, Co-Chair  
(Includes Protective Services, Adult Day Health Care, Homeless and Housing; Mental Health and Health)
  - B. ADVOCACY, Commissioners Edna Fuller and Alfred Simmons, Co-Chair  
(Includes County Commission on Aging, Information Transfer, Seniors' Legislation)
  - C. PUBLIC SAFETY, Commissioners William Hicks and Edna Fuller, Co-Chair  
Includes Transportation, Crime Prevention, Adult Abuse, Metropolitan Transportation System "Users Advisory Committee")



SEPTEMBER 13, 1989  
COMMISSION ON AGING AGENDA

9. STAFF REPORTS
  - A. SENIOR PROGRAMS DIRECTOR REGARDING SENIOR CENTER ACTIVITIES - EFFIE BURGESS
  - B. TRI-CITY NUTRITION PROJECT DIRECTOR REGARDING MEAL SERVICE PROGRAMS - CAROL ROSENBERG
  
10. FUTURE AGENDA ITEMS
  - A. GRANDMA, PLEASE PROGRAM (MATERIALS SUBMITTED BY COMMISSIONER NASATIR)
  - B. GOVERNMENT COMMISSION CONSOLIDATION
  
11. CORRESPONDENCE
  - A. JOBS HELPING SENIORS
  - B. TRANSPORTATION RESOLUTION
  - C. INDEPENDENT ELDERS NETWORK
  - D. LETTER TO GOVERNMENT OPERATION COMMITTEE
  
12. ADJOURNMENT

NEXT MEETING: OCTOBER 11, 1989 at the NORTH BERKELEY SENIOR CENTER  
1901 HEARST ST.  
BERKELEY, CA 94709