



NEWSletter NOUVELLES.

ASSOCIATION DES BIBLIOTECIENS DE L'ONTARIO

EDITORIAL

This issue of *Newsletter/Nouvelles* marks the completion of our 1990-91 publishing year. I thank all members who have provided comments on the new format and especially those who have contributed articles and information for publication. The response has been most gratifying.

The work of exchanging ideas and communicating with our colleagues is critical to our professional development. We can all benefit if you will share your particular area of expertise with the readers of *Newsletter/Nouvelles*. Why not tell us about your workplace innovations, career opportu-

nities, special projects or research? Use your newsletter to make those all-important professional contacts.

Volume 16, number 1 will appear in October. Submissions for publication are due mid-September. Have an enjoyable summer!

Linda Davis
Editor

1990-1991 OALT/ABO Executive

Susan Morley President

Susan graduated from Sheridan College in 1978 and has been an OALT/ABO member since student days. She works at the Canadian Standards Association's Information Centre where she specializes in research and technical services. Susan also enjoys genealogical research, the theatre and she recently had an article accepted for publication in a popular travel magazine.

Bette Gore Vice-President

Bette is a dedicated member of OALT/ABO. This is her sixth year as a member of the provincial executive and her third term as Vice-President. Since graduating from Cambrian College in 1973, her work experience has been with elementary and secondary schools. Bette is presently employed in a one-person library at Capreol High School (Sudbury Board of Education).

Diana Dostdator Secretary

Diana is a graduate of Sheridan College and worked in several libraries in southern Ontario before moving to Moosonee where she currently resides. She is employed in the library at the James Bay Education Centre, a campus of Northern College.

Christine Davy Treasurer

In 1984, following in her mother's footsteps, Christine graduated from Seneca College as a library technician. Since the summer of 1983, she has been employed by the Canadian Federation of Independent Business in the Research Library. When she's not counting money, Christine is out kayaking with her husband.

Marsha Hunt

Public Relations Co-ordinator
Marsha is a recent graduate of Sheridan College, and is returning for a second term in her capacity as Public Relations Co-ordinator. She also has a degree from McMaster University, and works as a Library Resources Technician for the Peel Board of Education.

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Box 682
Oakville, Ontario
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INFOWAVE

18th Annual OALT/ABO Conference

Hosted by the Toronto Area Library Technicians' Association
May 22-25, 1991 at the Ryerson Polytechnical Institute

By now you'll have received your registration programme for OALT/ABO's 18th annual conference.

Please use the following guidelines to help you choose from our many workshops:

- 1) Pick something that relates to your present job (BOR-ING!)
- 2) Choose a workshop which is of interest, but not job-related (THAT'S BETTER!)
- 3) Be risky—learn something new. Choose something way out in left field. You never know what you'll learn (TAKE-A-WALK-ON-THE-WILD-SIDE!)

SEE YOU IN TORONTO!!!

"MEMBERS WORKING TOGETHER FOR A BETTER OALT/ABO"

In conjunction with Infowave '91, the OALT/ABO Board of Directors and Executive are sponsoring three meetings (to be held during the conference).

Saturday, May 25th:
Provincial & Regional Treasurers Breakfast Meeting
-idea exchange and planning session

Ad Hoc Committee on Political Awareness Breakfast Meeting
(Ron Cheney, chair)
-Update and planning session

Sunday, May 26th:
Brainstorming Session
(Outgoing and Incoming Executive and Board of Directors)
-open to all OALT/ABO members

COME AND TALK TO US!!

For more information contact:
Rita Piazza (364-6244) or Pat Petruca (593-5211, x-2233)

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PRESIDENT'S COLUMN

During the past two years, I have had the pleasure of communicating with you through this column. It is sad to realize that this will be the last. However, I am happy to hand over to Bette Gore, and wish her well with the presidential duties she will acquire soon.

I have found working with my peers to be both interesting and enlightening, as well as challenging. One issue which has become very evident to me is our constant drive to "prove" our professionalism. What is intriguing, is the fact that we constantly need to prove this, not to others, but to ourselves. Confidence in oneself also applies to one's profession—believe in it and others will observe your "professionalism" as an innate part of your attitude. Why do we find this so difficult to do, when others already see this quality in us?

I would urge OALT/ABO members to continue to communicate with the information world at large, through educating those considering our profession, and through keeping in touch with colleagues in the field. I was pleased to re-establish OALT/ABO's ties with the Council on Library/Media Technicians (COLT), through their president Bettye F. Smith. Hopefully we can continue to exchange information and maintain awareness of mutual interests.

I hope to see many of you at this year's conference **Infowave '91**. I find the theme of "Communication and Technology" to be very pertinent to today's working life. No matter where we are, some aspect of new technology is evident. Our own newsletter is a prime example of what can be achieved with desktop publishing, a relatively recent

innovation. One of the great advantages of attending a conference is the opportunity to enhance our knowledge and I believe Samuel Johnson provided an apt summary for all of us when he wrote, **"knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it."**

In closing, let me take this opportunity to express my sincere thanks for "good teamwork" to the Board of Directors and my fellow Executive members. A hearty "best wishes" for all your future endeavours. I never could have done it all without you!

Sincerely
Susan Morley
President,
OALT/ABO

Notes & News

- The *International CD-ROM Report* is a bi-monthly newsletter for the general reader interested in the developments taking place in the optical publishing world of CD-ROM. Two issues from volume one were on the topic of CD-ROMs in libraries and are available in bound volume for \$36. For more information, contact Innotech, Inc., 110 Silver Star Blvd., Unit 107, Scarborough, Ontario M1V 5A2. Fax: 416-321-0095.

- COLT was founded in 1967 "...as an international organization of and for support staff who work in and care about libraries, media and information centers..." Personal memberships are 25.00. Contact Ruth Tolbert, Central Indiana ALSA, 1100 W. 42nd Street, #305, Indianapolis, Indiana 46208.

- The theme of the 1991 COLT conference is "You/COLT and the ALA: Planning for the Future of Library Support Staff." The conference will take place in Decatur, Georgia, June 26-29th. For details, contact Bettye F. Smith, (202) 662-6156 or Victor Wilson, Conference Chair, P.O. Box 951, Oxon Hill, Maryland 20750.

- Some of the winners of the 1990 Governor General's Literary Awards are: Nino Ricci, *Lives of the Saints*; Stephen Clarkson & Christina McCall, *Trudeau and Our Times*; Michael Bedard, *Redwork*; Paul Morin, *The Orphan Boy*. The awards are worth \$10,000 each.

- H.W. Wilson Company has announced that 17 Wilson databases, including *Readers' Guide to Periodical Literature*, are now available through BRS/OnSite and BRS Search Service product lines. BRS currently offers more than 150 databases.

Georgian College Convocation

On February 9, 1991, I had the honour of attending the winter convocation of Georgian College, Barrie Campus. Gale Moreau and I watched as four more Library Technicians received their diplomas. The graduates were Wilda Allen, Flesherton; Betty Sears, Lakefield; Olive Vousen, Orangeville; and Anne Whitaker,

Caledon East. All four graduated on the Dean's List. There have now been eight graduates from the program.

Now all of this may not seem unusual to most of you, but to Huronia Regional Branch and members of the profession in this area, this is quite an accomplishment as the Georgian College program is an unusual program. The complete program is only offered through the School of Continuous Learning. There is no full-time day program available. Classes are held

on Saturdays with some two week intensive courses given in the summer. This means that for the past 5 to 8 years, these graduates have given up most of their weekends and two weeks of summer vacation to attend classes. In some cases, they have also used their week-day evenings to attain elective credits. As most of the students in the program are already employed in libraries, this has required constant juggling of work schedules, not to mention family and social commitments.

Some students also travel long distances to attend classes, no easy feat in the snowbelt during winter. This is dedication!

So to all the Library Technician graduates and future graduates of Georgian College, **CONGRATULATIONS!** Your dedication and enthusiasm do us all proud and I am sure you will continue to show this level of commitment in your work as Library Technicians.

Pat Henry
Huronia

Public Relations Update

For the information of members, I have been working on the following:

- Problem Patrons Kit (in conjunction with Valerie Parke & Liz Bayley from McMaster University)
- a new slogan for our bookmark which promotes library technicians
- general promotional materials for OALT/ABO
- organizing a contest for graphic art students to design a new OALT/ABO poster (information will be ready in September)
- speaking to various college classes about joining OALT/ABO and the changing role of the library technician.

Marsha Hunt
Public Relations
Coordinator



From B.C.

Congratulations to you in pursuing a new look for our newsletter. Finally we have a professional looking newsletter indicative of our association. The layout and format are most attractive. Thank you for a superb job.

Louise Campbell
(Huronia)
Box 911
428 Dogwood Road
Qualicum Beach, B.C.
V0R 2T0

Workplace LT Group

The OALT/ABO newsletter is to be congratulated on its layout and the news published. I am interested in hearing from any member who belongs to a workplace Library Technician group. Some questions that I have are: what is the group's mandate; how does it operate; and what employer support is provided.

Elizabeth MacLaurin
(TALTA)
Ryerson Polytechnical
Institute
350 Victoria Street
Toronto, Ontario
M5B 2K3

Voodoo Virus??

Recently two problems have surfaced at the Health Sciences Library of Mohawk College. One is the increasingly common computer virus which we have taken steps to overcome. The other difficulty is with our VHS videotapes and involves the picture dropping out every few seconds, or being covered with a 2 inch band of interference which is not corrected by the tracking button. Our a.v. and electronics technicians have been unable to solve the problem despite considerable testing. Has anyone else encountered this problem and do you have any ideas for a solution?

Liz Aldrey
(Lohanía)
Health Sciences Library
Mohawk College
135 Fennell Ave., W.
Hamilton, Ontario
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This column informs readers about meetings and special events sponsored by regional branches of OALT/ABO. Please forward all regional information to the editor for future publication.

Halton-Peel

June 1991
Banquet
-details to be announced

Contact Person:
Suzanne Orlando
(416) 452-0271
(416) 840-2328 (work)

Lohanía

Contact Person:
Liz Aldrey
(416) 389-7814
(416) 575-2508 (work)

Ottawa

Contact Person:
Susan Bourdeau
(613) 722-2028
(613) 995-0371 (work)

Ryerson Polytechnical Institute Library Technicians Group

In May, technicians from all regions of Ontario will be attending the 1991 conference in Toronto, based at Ryerson Polytechnical Institute (R.P.I.).

Huronía

April 28, 1991
Executive Meeting
-1:00 p.m.

Fall 1991
General Meeting &
Workshop
-details to be announced

Early December 1991
Annual Christmas
Pot Luck Supper
-at the home of Judy
Koenig in
Collingwood

Contact Person:
Pat Henry
(705) 728-3480
(705) 728-1221 ext-54
(mornings)

TALTA

May 22-25, 1991
18th Annual Conference
INFOWAVE

Contact Person:
Linda Yareema
(416) 259-0480

Thunder Bay

Contact Person:
LaRea Moody
(807) 345-9083
(807) 344-3481 (work)

Sudbury

April 13, 1991
Workshop
-Eileen Goltz will
present a session on
government documents
at Laurentian
University
(Desmarais Library)
from 10:00 a.m. until
noon

Contact Person:
Paulette Burton
(705) 560-1788
(705) 675-3028 x-13

Library Technician position." At periodic meetings, we highlight and discuss news from TALTA.

This is a unique programme which the technicians find helpful in carrying out their jobs.

We invite all delegates at the conference to tour the library and visit the staff of R.P.I.

Elizabeth MacLaurin
TALTA

Professional Reading

"The Soul of Professionalism." *Royal Bank Letter*. November/December 1990)

For many years, library technicians have argued their "professional" status with librarians. This brief (4 page) issue of the Royal Bank's monograph supports the definition of a professional as being "...one who behaves professionally, not necessarily one who has been certified by a licensing body."

"The Royal Bank Letter is available in French or English, free of charge, by contacting your local branch of the Royal Bank.

McQuillan, Colin M. "Image and Empire: the Librarian as Revolutionary." *Business and Finance Division Bulletin*. (Winter 1991) p.6

This article takes a hard look at the image of people who manage libraries and offers a "call to arms" to overcome the negative stereotypes. The author discusses the implications of failing to address the situation and emphasises the importance of proving our competence as problem solvers and solution finders.

Wilburn, Marion. "CD-ROMs in Libraries." *The International CD-ROM Report*. (June 1990)

The author describes how CD-ROM has become an indispensable teaching tool in the Library Techniques Program at Sheridan College. Students use CD-ROM to develop their skills in online searching, indexing, and cataloguing and classification. Instruction in CD-ROM is also offered as part of a post-diploma Information Technology Certificate course at Sheridan.

In Praise of Library Technicians

Library technicians are a mystery. Everyone knows what a librarian is but what does a library technician do? Of course, those of us who are library technicians know we do everything from shelving books to running individual corporate libraries. I would like to highlight a team of four library technicians I work with at Oakville Public Library who have displayed a great variety of skills and are a fine example of the wealth of talent hidden behind the scenes of successful information services.

In the space of 18 months, these team members have developed from part-time data entry clerks to full-time cataloguers and computer systems assistants. Last spring they were entering data from catalogue cards into the database in non-MARC format. If they were lucky they could catalogue some entertainment videos and provide searching service for the cataloguer on REF-CATSS. Their enhanced capabilities and growing confidence soon led to a greater role in original cataloguing for print and non-print materials.

New tools such as the CD

CATSS workstation were embraced with enthusiasm and in no time, our team was searching and editing in the MARC format. They developed their own MARC worksheet for original cataloguing and basically taught themselves about MARC coding. Through a series of workshops, the technicians discussed the fields and made decisions about the level of detail required. At this point, our library didn't even have a MARC database, but by the time we did, the team members were experts on the necessary record structure for three formats.

The whole process of enlarging the roles of these employees was also facilitated through bi-weekly cataloguing meetings. Anyone could contribute to the agenda and items included clarification of local cataloguing policy, concerns about our role in supporting public service staff, and establishing consistent cataloguing practice. It was not unusual for one of the team to bring actual examples of UTLAS copy or a box of cassettes that were causing confusion. We shared examples and reached a consensus as a team

(with the help of AACR2, of course).

Expert cataloguing is only one half of their expanding job however. The other half is computer systems support. In order to implement the new DYNIX system, the team had to learn about creating cable ends, organizing a patch panel, supporting new on-line public access terminals, running circulation reports in a new software environment and trouble shooting new workstation configurations. For example, we now have a bookmobile on the road that uses a portable TELXON unit for circulation and then dumps transactions through a branch terminal. An increase in the number of micro-computer workstations used as terminals presents another set of problems.

Training for systems support is done as a team and is ongoing. We share solutions through a trouble log and at informal meetings. When there is an opportunity to demonstrate an unfamiliar procedure, such as restarting the system after a power failure, all available staff are pulled in to observe. We keep a procedure manual and each

team member has assisted in writing specific procedures or editing and testing those written by others.

Although the team works hard, it often feels more like it is scrambling to keep up with software upgrades and changes in hardware. There is a constant need to build a theoretical understanding based on the ability to visualize configurations of workstations, telecommunications and the central system itself. Also important are the concepts of databases, indexing and how DYNIX software works. All other staff expect them to provide explanations for the many elusive problems that arise every day.

It is at this point that the two parts of the jobs come together. Cataloguing work provides a comprehensive understanding of our database and systems work gives the total picture, making the group invaluable as a resource to public service staff. For flexibility and team work, these four women are a fine example of what library technicians are capable of accomplishing.

Jane Parker
Halton-Peel

Executive and Board Expenses

In just a few weeks, we will again be searching for volunteers who are willing to devote themselves to the running of OALT/ABO. These individuals will be required to give a large part of their time to the work OALT/ABO carries out on behalf of our members. They must be committed, be able to meet deadlines and accept responsibility. As team members, they are obliged to communicate with their regions and other members of the executive, while carrying out duties in a professional manner. Directors and executive members must network and share their expertise with the goal of meeting the needs of members and making OALT/ABO the best we have ever been.

There is presently a move on at the provincial level to have more of your representatives' out-of-pocket expenses covered from regional or provincial funds. Some of the feedback received at board/executive meetings is unfavourable to this proposal. Many see this attempt as being the equivalent of politicians voting themselves pay raises. Before subscribing to this school of thought, however, remember that your Board and Provincial Executive members do not earn a salary for their work. Hidden expenses, such as meals, must be covered directly from their own personal funds.

Financially, your representatives' plight has improved a great deal from the days when every cent to attend these meetings came from their own pockets. Further reducing their costs at this time may encourage fresh faces and ideas on the Board and Provincial Executive. We can not only make their jobs a bit easier but show them our appreciation as well.

Bette Gore
Sudbury

Job Liaison Contacts

Halton-Peel:
Gisela Smithson
(416) 279-9973
Huron: Judy Koenig
(705) 444-1076
Lohan: Donna Fossum
(519) 668-7823
Ottawa: Danielle Amat
(613) 998-8299 (w)
Sudbury: Linda Davis
(705) 566-9374
Thunder Bay: Joyce Torma
(807) 345-5008
TALTA: Grace Lofters
(416) 239-5646

Change of Member Information/Formulaire de changement de données

Name of Member /
Nom du membre

Region /
Section régionale

Name From /
Nom de

To /
à

Home Address /
Adresse domicile

Work Address /
Adresse bureau

Home Telephone /
Téléphone domicile

Work Telephone /
Téléphone bureau

Date

Signature

Please complete and mail to: Membership Chairperson, OALT/ABO, P.O. Box 682, Oakville, Ontario, L6J 5C1.
Veuillez remplir ce formulaire et le faire parvenir à la: Présidente, Comité d'adhésion, OALT/ABO, C.P. 682, Oakville (Ontario) L6J 5C1.