

NewsLETTER/ NouvELLES

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Happy New Year!
Peace, joy and goodwill to all for 2007!

From our President

Tracy Morgan

Happy Winter everyone! As I write this it's looking like a wet, green Christmas in Halton. Maybe some of our other geographic chapters have some snow....

Seems hardly fair that the 2nd Newsletter into this year's Executive term must highlight candidates for 2007/2008 but Conference is fast approaching and traditionally our new slate is welcomed at that time.

Things aren't looking too good my friends. Although Claudia has stepped forward as our Treasurer this year and is willing to continue next year and Maggie is willing to stand again for office, that's it. We're still without a President Elect although I hope the membership renewal inserts will motivate someone to step forward. It's really not an exaggeration to say if people don't volunteer, this Executive will have to start looking at whether OALT/ABO has a future. Apparently we have more members now than we've had in a while so we're doing a pretty good job of marketing the Association. We just aren't very good at finding people to run it but we're not alone in that. Volunteers tend to be the same people, over and over again. We need to find some new volunteers. They are out there. After all, we "old" volunteers started somewhere. If you're thinking about it, please let us know! We'll help you. You won't be in it alone.

In November I spoke to some Seneca College LIT students about OALT/ABO and volunteering in general. Over fifty of them signed up for one of two forty-minute sessions with "moi". I only talked for about ten minutes but we used all our time together with questions and answers. I thoroughly enjoyed myself. Having graduated a long time ago, I thought the students looked quite young but one of them assured me the majority were "mature" students just like my graduating class. I was surprised to see quite a few male faces. My class only had one guy and I often find myself wondering what happened to him.

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President's Message

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My wedding shower was held in one of Sheridan College's classrooms and he was kind enough to jump out of a giant present for us. There are pictures somewhere but I don't have them! I keep in (real) touch with only one of my fellow graduates but she is certainly a friend for life.

Library school and library associations (as Stella spoke to so well in her "Why Would I Join an Executive" piece last Newsletter) are opportunities to meet new people, make new friends, network and grow both personally and professionally. OALT/ABO programming offers people so many opportunities. I've always said if the only thing our Association ever offered was our annual Conference that alone would be worth the price of membership. With a fabulous newsletter and the promise of a "new and improved" website, we are doing well. I encourage all members to take personal responsibility for our Association's future.

Join! Participate! Get involved!
You won't regret it.

2007 OALT/ABO CONFERENCE

Humber College
Lakeshore Campus, Toronto
May 9-12, 2007

Theme: ***Equi-Libra***

"We chose Toronto for the conference because it is a central location that is easy for people to get to. It is about 13km from Pearson Airport and about 16km from Union Station."

Conference Planning Team:

Melissa Hall, Chair	
Susan Morley	Brenda Maxwell
Kate Morrison	Sheena Bujold
Brenda Holz	Valerie Walton
Maggie Weaver	Tracyann Crawford

See you there!

Feedback from "The Last Word" Column

- September 2006 Newsletter

What do you think of the term "paraprofessional" when used to describe a library technician?

I've been thinking about this one. It's a word I've never liked. One of the meanings of "para" in my old Webster's is "somewhat resembling". Would that make a paraprofessional almost a professional? I liken it to being someone's "assistant". Not that there's anything wrong with that but I always prefer to work with people (not for people) and have people work with me (not for me). Professional has many meanings. I'm always careful not to call myself a librarian. I know I don't have a Master's. I can see a "true professional" (one of the "limited number of occupations or vocations involving special learning and carrying a certain social prestige, especially the learned professions: law, medicine and the Church") being somewhat miffed at "just anyone" calling themselves a professional. Hence, paraprofessional but I prefer an alternate definition of professional: someone "showing a sound workman's command". I like to think anyone who's good at what they do; takes pride in their work; takes care – shows "sound command" – is a true professional. No prefix required!

- Tracy

I don't like the word "paraprofessional" - I don't like "para" anything - it sounds like "quasi" to me. As if we're not quite there.

- Stella

Three Small Library Books and a Course

By Maggie Weaver

Since we expanded my "Power of One" course on running a one-person library, making it a 6-week investment in time for the participant, I've been interested in the competition, i.e. the books that cover the same topic. What do they offer, what can I learn from them, how do they differ? Here's my take on three current books on the topic of "small libraries".

Small Libraries: A Handbook for Successful Management, 2nd ed.

Sally Gardner Reed.

McFarland, 2002. 170pp.

ISBN 0-7864-1238-0

This is quite easy to read right through – it would suit someone taking the management reins for the first time. The assumption seems to be a public library, because Chapter 1 "Creating A Political Base" discusses trustees, town councillors, and community – the best place to start if indeed you are in a public library. Chapter 2 is on Personnel, concentrating on hired staff, with a only short section on volunteers. Chapter 3 "The Collection" deals with practical issues such as balancing the demands of frequent and infrequent users, and what to do with gifts. Chapter 4 concerns the library building, mostly about constructing a new one! I find it disconcerting that Chapter 5 "Services", about customers, is the last chapter. Actually, this last chapter is about planning – thinking who your customers are or could be, and planning and implementing services for them.

Running A Small Library: A How-To-Do-It Manual

John A. Moorman, ed.

Neal-Schuman, 2006. 336pp.

ISBN 1-55570-549-9

This is a much weightier tome, and more expensive, but more comprehensive. But it is not a "good read" – you would probably dip into the specific short chapters as required. But again, the section on customers is not up front, but in Part III, more than half way through the book. The five chapters

comprising Part I "Introducing the small library" each describe a type of small library: college, community college, special, public and school, so it's clear the target audience is broad, but subsequent sections revert to the public library model. Part II "Administration" covers, in no obvious order: budgeting, policies & procedures, staffing, buildings (about design), planning, governing boards, friends groups, community partnerships and fund-raising (the only mention of volunteers is in this chapter). Part III "Public services" covers only services to adults and to youth. Part IV "Collection development" covers activities from selection to weeding, and Part V "Automation" has two chapters, one on PCs and networks, and the other on integrated library systems.

These first two books have the same concept: the manager of a small library has to be able to manage everything, so let's put a little bit of everything into the book. The next book tackles the big issue in small libraries: time management.

The New OPL Sourcebook: A Guide for Solo and Small Libraries

Judith A. Siess

Information Today, 2005. 427pp.

ISBN 1-57387-241-5

One-third of this book is "a good read" about being a one-person librarian (OPL), and the audience is clearly intended to be "international". Not only is there an overview of the concept of one-person librarianship worldwide, but also the "resources" that comprise two-thirds of the book are international, in that they include Canadian, British and Australian sources as well as American. Also, the emphasis seems to be on small special libraries, as the introductory chapter mentions OPLs working in a variety of special libraries: hospital, law, prison, museum, and church libraries, as well as public libraries, school libraries, and "infopreneurs". Chapter 2, on general management concepts, states baldly – the "user is job one", and mentions the importance

Three Small Library Books and a Course - by Maggie Weaver (con't)

of knowing the organization, but there is little help in how to find out about users or organizational culture. After these introductory chapters, the author plunges into time management – the longest chapter and well worth reading. The following chapters are all shorter, covering financial matters, marketing, technology, and the future of OPL. The bulk of the book, to be dipped into as necessary, is Part 2 “Resources” – a selection of books, articles and websites on a huge range of topics, some very cursory and some more substantially (for example 60 pages on medicine, health, nursing and medial libraries but 13 pages on science, engineering & technology).

My course, **The Power of One**, offered online through the Professional Learning Centre at U of T, is mostly about serving customers – how to identify and segment them into groups, how to adapt exiting services and design new services to meet their needs within your own time and budget constraints, and how to promote those services most effectively. The course has more in common with the OPL Sourcebook than with the other two management books, in that it is practical, and doesn't try to cover everything. As a course, it has the advantage of requiring “homework” that involves trying some of the suggested techniques on your own situation. I've tried to balance special and public libraries in the material, notably through using two “case studies” as examples: The OneManBand Inc corporate library, and Solo Township public library, but I have to admit that most of the participants have been from special libraries, as well as some departmental librarians from universities.

So if you're working in a very small library, I hope this has given you a good idea of which of these resources will be most helpful to you.

Preparing for ISBN-13

As of January 1, 2007 the ISBN changes from a 10-digit to a 13-digit number. All Canadian publishers, libraries, booksellers and related organizations will be affected by this change. Please note: ISSNs will NOT change.

Key points about publishers' transition to ISBN-13:

- Publishers should continue printing 10-digit ISBN on publications until December 31, 2006.
- Publishers should not use any 10-digit ISBN on publications as of January 1, 2007. All unassigned 10-digit ISBNs must be converted to 13 digit ISBNs as of that date.
- The 13 digit version of the ISBN matches the numbers given under the bar code on publications.
- During the two year transition to the 13-digit ISBN (January 2005 to January 2007), publishers may choose to print the 13-digit version of the ISBN on the publications along with the required 10-digit ISBN
- Make sure that all of your automated systems and those of your trading partners are ready to handle the 13-digit ISBN as of January 1, 2007
- Publishers with large blocks of 10-digit ISBNs (i.e. over 100) are responsible for doing the conversion of unassigned ISBNs to the new 13-digit ISBN format. Converters are available on a number of Internet sites including on The International ISBN Agency site at www.isbn-international.org.
- Publishers with a small block of 10-digit ISBNs (i.e. 10 numbers only), will receive 13-digit ISBNs beginning in January 1, 2007.

Additional Resources can be found at:

www.collectionscanada.ca/isbn/s11-303-e.html

The Future of Libraries

By Adriana Sgro

Recently, Forbes Magazine featured a special report on books and the future of publishing, in the face of the Internet. As I considered the subject, I couldn't help but consider how it could relate to the fate of libraries as well, and the all-important question – what is the future of libraries?

Given the advent of e-books and Wikipedia, you may have thought that the Forbes Magazine report would have spelled out certain doom for the world of book publishing. However, the magazine declared that the future of books is very much intact, even flourishing. Considering that I will soon graduate from Seneca College and embark on a career as a library technician, I can tell you that this is a comforting thought. It seems the doomsayers may have overstated their position – the Internet has not meant the end of the line for books. So maybe I won't rue the day I decided to follow a career in libraries instead of something safer – like firefighting.

When I think of the world in the face of ever-changing technology visions of *The Jetsons* and *Star Trek* come to mind (with better clothes). Although these images may be a bit extreme, let's face it – you can apply for jobs, travel the world, even do your grocery shopping without ever changing out of your pajamas. If you can log in, click onto and print up, why do you need the library? It's easy to revel in the convenience of computers and the Internet – even libraries would be lost without automation. But it can't take the place of books just yet. Somehow, the image of sitting in front of a roaring fire, blowing the foam off a hot chocolate and curling up with a good e-book, hardly seems inviting. Or how about take a nice warm bath, reading your favourite... laptop? Sure, the Internet is a convenient resource for information, but when search results average about a million hits, you have to wonder how many are actually of any quality.

They key to surviving in an environment where everything is changing at the speed of light, is accepting the consequences and embracing its possibilities. In a recent class "Internet Applications for Libraries", I learned how libraries all over North America have adapted to the new realities of the Internet and using it to their benefit including the creation of blogs for library websites, using Google as an effective search tool, and recognizing a legitimate website from someone's home page. This suggests to me that libraries are taking on the challenge of the Internet, embracing it as an information source and integrating it into the library milieu.

I like information – finding it, studying it, imparting it. Gathering data is one of the aspects of the job of a library technician that attracted me the most. Therefore, I don't see the Internet as a "threat", but rather as a tool. As an information specialist, it's my job to help navigate through the muck of useless pages and dodgy sources, and get to the really good stuff – whether in print or electronic form. From what I've studied and observed, libraries have done a great job of keeping themselves relevant by embracing changes to technology rather than shun it (the music industry could learn a lesson or two). The library is an information centre, designed to service the needs of the community. It's dynamic, it's evolving, and it's exciting.

What is the future of libraries? It's hard to say. But I do know that there's no need to sound the alarm... just yet.

Adriana Sgro is a Library and Information Technician student at Seneca College - she will graduate in May 2007. She is a member of OALT/ABO.

A Day in the Life of a Library Technician at Northern College of Applied Arts & Technology

By Lydia Alexander, Kirkland Lake Site

As I write in the Northern College Library at the Kirkland Lake campus, my eyes stray out the library window over to Gull Lake. My mind could wander over to the provincial park 20 minutes to the east, or more likely, to our camp/cottage 30 minutes west. Restraint is required! In the background I hear the comforting tap-tap-tap of computer key. At one library table a teacher / instructor provides one-on-one tutoring for a student; at other tables, students quietly confer. Indeed, our library exists in an idyllic landscape.

At first pass you might assume that isolation is the distinguishing characteristic of college libraries in Northeastern Ontario. The reality is our relatively small size is our strength. Students quickly become known on a first name basis, and a sense of an academic community emerges as the school year progresses – a community interdependent and interconnected. Staff and students join forces.

This story illustrates my point. On a cool day in October a new student was observed by library staff to be outside without a coat. Was the student having a cash-flow problem? The student was approached with caution, lest the student be offended.

Apparently the student has lost weight and the coat needs altering. . The now-hackneyed expression "It takes a village to raise a child," might be modified to "It takes a northern community to educate a student."

In many ways this is an ideal environment for learning and studying. Library resources are more accessible and less costly than traditional paper-based repositories. Electronic access to major educational resources and library collections has revolutionized teaching and learning, and significantly reduced so-called isolation. Our library system is small enough to be personal; large enough to access the necessary resources.

Northern College encompasses the area north of North Bay to James Bay coast. There are three campuses with Library Resource Centres and many satellite and distance education centres throughout the area. The South Porcupine/Timmins campus is the largest campus with two full time and one part time technician. Kirkland Lake has one full time and one part time technician and Haileybury has one full time technician.

OALT/ABO Treasurer and Membership Updates

From Claudia Persaud, Treasurer & Christopher Evans, Membership Coordinator

Many members had questions about membership renewals and were uncertain how the possible change of the membership year and fiscal year to Jan 1-Dec 31, might affect this process. Membership renewals were delayed this year because the organization was without an official Treasurer since May. Since I have only recently taken over the position, it will take me some time to get up to speed with the membership process. By the time you receive this newsletter renewals have been mailed out. Since renewals are delayed, current memberships are still valid, despite the September 2006 expiry date. The change of the membership year to match the calendar year requires a constitutional amendment. More will be coming to you in the mail shortly about voting on the amendment. If the change passes, all memberships will be extended to December 2006.

We are asking all members to send in their renewal forms as soon as possible. Please also be advised that this will be the last issue of the newsletter if your membership has not been renewed by the end of January. Best wishes for 2007.

Merging Two Libraries Into One: The Story of NPS Pharmaceuticals in Canada

By Pam Casey, CTT⁺, Research Information Specialist

June 12, 2006 – News from NPS - 53% of staff terminated and one of the Canadian sites closed.

This is the news that I heard while I was attending the SLA conference in Baltimore. I came home to 85 of my colleagues in Canada terminated and the Mississauga location was to be closed. Two of my library colleagues including my boss were gone. The closure meant the merging of two libraries into one and the one that was remaining (MaRS) was 1/3 of the space of the one to be closed (Goreway).

I have worked for NPS since 2001 working out of Goreway and in September 2005, moved with R&D to the MaRS location in Toronto. I spilt the collection to support the groups that were located in each site and took care of the responsibilities at both. Life was good and then came the restructuring news on June 12th. Quickly I had to learn how to dispose of library materials that could not go downtown. Books and Journals went to the Canadian Book Exchange in Ottawa, another library in Mississauga, a library in Toronto and a library

in the USA. Some of the older books were disposed of and some others went home with the staff. I arranged for some of the shelving and tools from Goreway to be moved to MaRS. After a very busy and stressful 5 months and working by myself, the library at Goreway is completely empty and the library at MaRS is now a fully functional location.

It has been a learning experience for me and one that I do not want to go through any time soon. I learned who I could lean on, who I could not and what a great assistance my discussion lists are and that I have friends and colleagues who are both library technicians and librarians. NPS is starting to get back to normal and I have come through it intact.

My contact information is now:

Pam Casey, CTT⁺
NPS Pharmaceuticals
101 College Street, Suite 800
South Tower, Toronto ON M5G 1L8
email: pcasey@npsp.com
phone: 416-849-5648
fax: 416-849-5589

OALT/ABO 2007 Presidential Award

- submission deadline: April 1, 2007

It is time once again to submit your nominations for the Presidential Award. As stated on our website, the purpose of the OALT/ABO Presidential Award is to recognize outstanding contributions or major achievements of an OALT/ABO member in promoting and / or developing the Association.

The first recipient of this award was Danielle Amat in 1984, and since that time only 20 other people have received the award. I was the honoured recipient of the award for 2006, and as such am chair of the Presidential Award Committee for 2007. For complete award submission guidelines, and application please visit our website www.oaltabo.on.ca under the "What's New" section. If you have any questions, please contact me at (905) 576-2617, or at pchalk@sympatico.ca

Confidential submissions must be submitted in writing by April 1st, and should be addressed to:

Penni Chalk
OALT/ABO Presidential Award Committee, Chairperson
555 Conlin Road East, Oshawa, ON L1H 7K5

Programming for Public Libraries Summer Reading Club

By Stella Clarke

I have been doing a pen-pal program at the Hamilton Public Library for the last five years as part of the summer reading program. The goal of this program is to have libraries and kids reach out to other libraries and kids all across Canada in a fun way that encourages literacy, pride in our own home area, and knowledge of another part of Canada. The program is called "Library to library – pen-pals across Canada". Besides the support of our Chief Librarian and the Children's Services Department, we receive greeting letters to send from the mayor of Hamilton, goodies from the Tourism Department, and huge support from Canada Post Heritage Club.

On one program day early in July we make up posters, write lists and draw pictures that we will send to a corresponding branch, and receive a matching package from that branch that we can display in the library at the end of summer. We call our final program/party day "We've got mail!"

Stoney Creek Branch is an easy place to teach our kids a little of the history of the area with the War of 1812 and Billy Green, and they transcribe this information onto Bristol boards with pictures and write-ups. Lists include favourites – books, sports, tv shows, games etc. We also include information on our summer reading theme, on our library, and why we like living here in Stoney Creek.

At Hamilton Public Library, we usually have seven or eight of our branches participate in the program, so I have learned to look for a corresponding library system that has a good number of branches that would also participate. Then we can match up branches, and library staff can email back and forth and get a good sense of what to expect as far as numbers and ages. We do include the option of children receiving a personal pen-pal, although it is hard to know how many actually do write. Since everything is going through a library staff member, we have decided it is a safe way for children to find a pen-pal.

Over the years, I have discovered that children's staff are on the same wavelength. Once I describe the program, they are very enthusiastic. Especially since we have developed a lot of templates that we are willing to share – half the work is prepared! I find it amazing that the staff in Victoria, B.C., in Nova Scotia, in Nunavut, in Saskatchewan, and in Alberta all work the same way with their kids, and share the same ideas. What a lot of fun to receive posters from both ends of the country and in between. And of course kids everywhere like the same things – and that's a great thing for them to learn about kids across their country.

This year we are sharing with the Ottawa Public Library, and I am looking forward to hearing from staff there. Now that we have travelled across the country and up to the north, we should connect with our Capital City.

My hope through these programs is to link our libraries and staff across Canada, to feel that we have friends in our work farther than in our own places of work. We can connect through conferences in our home province, but most of us don't have the opportunity to attend conferences in other provinces and meet staff there. My hope also is that those systems we have partnered with will continue the trend, and find another system to connect with in other years. I would encourage those staff in public libraries who are involved with programming and children's services to give it a try. I can provide all the information and templates that you need, and would be happy to answer any questions on how to find a partner. I can be reached at the Stoney Creek Branch of the Hamilton Public Library; sclark@hpl.ca, 905-546-3200 ext 1123.

Do you have a library project to share? We would like to hear about it. Submit stories to the editor for the April Newsletter. Deadline for submission is March 15th.

Changing Landscapes

By Mary Anne Reinhard

Change is probably one of the few constants in my life the last 24 years. My family has lived in many places including Lahr, West Germany, Victoria, BC, Borden ON, the Montreal area, Winnipeg MB, Barrie ON, and now Ottawa.

I have worked contract, on call, part time and full time in and around libraries in three provinces in that time including three college libraries, an elementary school and a school board media centre. Positions that I've held have been varied as well: Library Clerk, Circulation Assistant, Reference Team member and a general "jack of all trades".

I earned my Library Technician's diploma in a part-time program. My first course was An Introduction to Computers in Libraries. We used computers that had drives that held 5 1/4" floppy discs and were driven by DOS codes. Catalogues are another example of changes. When I first worked in a library I was typing catalogue cards and had to do that in my cataloguing course as well. (Yes, my mother was right I would benefit from that typing course that she made me take.) A few years later cards were computer generated and catalogues became computer based. I have also worked in areas where the catalogue and union lists were at one time kept on microfiche, and newspapers were stored on microfilm.

In one of my contract jobs I was responsible for 4 microfilm reader/printers that could be switched to microfiche readers. I learned that there were many ways to misfeed microfilm and showed numerous students how to operate the machines. I also helped students find periodical articles on various topics using print indexes as we were just beginning to use CD Rom periodical databases. How much easier it is to search for articles using an electronic database and now they are available on line!

Computer hardware has presented other challenges. I didn't have a lot of computer

experience when I took on a school library technician position but I was the "point person". (Did you know that all you might need to get that disc out of a Mac computer is a paperclip?) I was able to take advantage of professional development courses through the school board. The central Audio-Visual Technicians were also a great source of information. I appreciated the technician who could understand my questions in layman's language. If someone told me that my machine wasn't working because the miniDin connector wasn't functioning it didn't really help but I could understand that I was looking for the round connector with 6 pins and that one might be bent. I have tried to remember that "language" lesson when I'm working with a patron and they begin to get a glazed look in their eye when I use too much library jargon.

New advances in technology mean learning to cope with new "adventures". At the beginning of a new semester members of the reference team delivered orientation tours for students. We showed them how to access the catalogue, and read a record on the OPAC as well as how to navigate the web page. The adventure would begin as we set up the classroom and made sure that the computer, digital projector and our microphone/headset were all talking to each other. During the orientation the network would occasionally slow to a crawl and I became a master at ad-libbing to fill in gaps.

The computer theme also flows into the technical services aspect of my experiences. I spent a contract period working as a clerk in a college library performing data entry tasks. This was my first real introduction to working with Marc records. The experience helped me obtain employment in an elementary school where one of my principle responsibilities was cataloguing.

Each of these opportunities has exposed me to different age groups, with different cultural backgrounds. All of these experiences have contributed to how I relate to people in my

Changing Landscapes - by Mary Anne Reinhard (con't)

customer service work. As an example I can empathize with new students because it wasn't so long ago that I was the new person on campus in a new city. I also know what it is like to go back to school, work part-time and look after a young family.

I have been in positions where I have had to work independently, job shared with another part-time (this taught me to leave notes to help keep my other half in the loop), and worked in various sizes of teams. Some of the teams have worked well because they shared a common goal and mindset. Other teams struggled occasionally with priorities or personalities.

Working on a reference team gave me a chance to refine other skills. I became involved with print acquisition in two areas of the collection, and learned about information literacy initiatives. I worked on refining my reference interview skills to better serve our virtual reference clients. (I've found that I have to ask more questions when I can't see my patrons reactions to a previous question or judge whether I was on the right track from their visual expression).

I have been blessed with many exemplary library role models in my travels. These women have mentored me when I have had questions, led by example, provided professional development opportunities, challenged me to try something new,

and encouraged me to run with an idea.

Currently I am in a position that uses many of the skills that I have learned over the years. I am involved in front line circulation and reference duties, I spend some time on virtual reference, and along with another co-worker we facilitate tours of the library for English as a Second Language students. I serve as a contact for information about copyright and I also work behind the scenes performing technical services for Audio-Visual materials.

I have learned never to say "never" about moving or changing positions. Finding a new position means searching job boards/ads and sending out resumes. On occasion I have been in the right place at the right time: in one instance I walked into library to volunteer and was told there was a part time position available in the media centre. I have also returned to a previous workplace when a move has taken us close enough and found that they were hiring as well. Recommendations from previous directors, and managers, have also paved the way for me to find a new position.

As a final note Harrison Ford has said **"We all have big changes in our lives that are more or less a second chance."** Being an optimist, I believe that second chances are usually an opportunity for growth, and new adventures.

Mary Anne Reinhard is currently a Library Technician at Algonquin College in Ottawa.

Remembering a dear friend – Jill Anderson

Although I had only known Jill for a few years I certainly became good friends with her since joining the Executive. Jill was most definitely a dedicated OALT/ABO supporter and cheerleader. She NEVER failed to amaze me with her dedication to our organization - we all need to take a page from her book. When called upon (or not) she was there to pitch in and the travelling she did to Toronto or Oakville for meetings from London never seemed to phase her, no matter what the weather. I remember quite vividly the day Jill attended a meeting and I thought 'how did you ever get here'. She looked terribly unwell and I was very concerned. I remember repeatedly asking her if she was ok and she would always say "oh yeah, I'm fine." From that day, I recall phone calls and chitchats with her where she was so happy that the doctor had given her lengthier times between visits. I was extremely sad to hear of her death. She will be missed dearly.

- Maria

A full "Tribute to Jill" can be found on pages 16-18

A "Long Tail" of Library Transformation

By Tamara Monster

"Rapid transformations, particularly in the technological sphere of the public world, are more and more profound and more frequent than at any other time in humanity's history. Whatever occupation we hold, the day-to-day reality of our workplaces is change". (OCLC Environmental Scan)

I work in a university library in the midst of changes on a groundbreaking, *transformational* level. If asked what the biggest challenge is in this job is, my answer would simply be: Change. Continuous change. Technological change. Copyright and ownership change. Even the tides of social and political change in North America affect academic libraries, and the way I do my work.

To thrive as a Library Technician in an academic library involves constant learning and relearning of theories, technologies, trends and patterns in the library profession. It is never wise to be complacent and accept that what you are doing and thinking today will really apply tomorrow. I have recently completed all the required courses to for my Library and Information Technician diploma, but the program has served to only *partially* prepare me for the work that I do, and the work I *will be doing*.

Since February 2006, I have had the unique chance to change positions and work as a Library Assistant (in a Reference department), at the Science and Engineering Library, McMaster University. This "career growth opportunity" has been an eye opening experience: it has enhanced my understanding of how users *really use resources and access information*. On another, more subtle level, it has humbled me to realize *daily* that I will never "have all the answers", and it is more probable that *users* will continue to be the true experts of methods for searching information in their chosen field. (This is a big assumption, however, and another challenge that library staff face: what is the best way to teach users about all the awesome products and services that are available *only* through libraries?) I ponder this question every day and try to instruct others as much as I possible while simultaneously educating myself

for the future: exchanges on the Reference desk are *always* reciprocal, and I learn something new and different every single time I help someone.

By the time you read this article, I will be back in my position in the largest library on campus: Mills Memorial Library. I am aware that the way that I do my job will change, and my tasks will inevitably be adapted and modified continuously to accommodate the changes. There is one known certainty: as the entire landscape of the larger Library community evolves, it will unfold *the way that it does* because our mission to meet the needs of users will not change: this is a shared goal of libraries that continues to be valid. In fact, whether we decide to hate or embrace technological giants in our environment like Google, we can still be assured that "the order and rationality that libraries represent is a necessary and a public good" (OCLC). As library staff, we could *all* do the profession a favour by reminding everyone more often about *the good that libraries do*, whether they be academic, school, public or special. As library staff, we should always make an effort to become very well-versed in new technology as it relates to our field and feel confident to pass this knowledge on to others.

J.G. Ballard once said that, "Science and technology multiply around us. To an increasing extent, they dictate the languages in which we speak and think. Either we use these languages, or we remain mute". I have found that, while it is certainly important to be able to define and understand all the emerging technological and library lingo, it is even more important to be able to determine *what is relevant to our own learning process*, and *relevant to getting the job done in the best way*. It is too easy to also become inundated and overwhelmed with data and forget to see the forest for the trees. (Maybe, in library terminology we could say it is akin to "forgetting to see the library for the books": our libraries have so many books that there is no longer enough room for people, so I think this is a very valid argument).

- con't on p12

Seneca Students Learn First Hand About Librarianship

By Ann Hersch

First and higher year students from the Faculty of Continuing Education's Library and Information Technician (LIT) Program are learning first hand what it takes to build a library. Some of them have volunteered their time to transform a second floor room in the Senator Croll Building (on Toronto's Bloor Street West) into a functional library that serves the building's occupants (seniors and students who reside in the building, as well as Senior Adult Services [SAS], who maintain the library). Others are working at various Toronto Community Housing sites across the city creating order to stacks of chaotic books.

The Seneca students are turning a huge accumulation of haphazardly shelved books into organized collections that are classified, catalogued and shelved according to the principles taught in their program. These projects are the brainchild of Carlisle Kemp-Jackson, part-time LIT program co-ordinator. He saw the learning opportunity for students, as well as the potential to make a contribution to the community in which these libraries are housed. What students are learning in the classroom, one student commented, "is indispensable to these projects, but the actual hands-on responsibility for each aspect of the work as it arises fully engages [their] experience of librarianship as art and science". Another of the volunteers, suggested that this kind of hands-on knowledge can't be found in a classroom. These projects have been such positive experiences that many go on to volunteer at other locations including their local school libraries. Through such situations students have fun learning and receive many useful tips that are helpful in both their studies and their life.

Ann Hersch or Carlisle Kemp-Jackson
Program Coordinators - Faculty of
Continuing Education and Training
1750 Finch Ave E., Toronto, ON M2J 2X5

A "Long Tail" of Library Transformation - by Tamara Monster (con't from p11)

Works consulted / Recommended readings

Dempsey, Lorcan. (2006, April). Libraries and the long tail: some thoughts about libraries in a network age.

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November 21, 2006, from

http://www.dlib.org/dlib/april06/dempsey/04_dempsey.html

De Rosa, Cathy, Dempsey, Lorcan, Wilson, Alane. (2004). *The 2003 environmental scan: Pattern Recognition:*

a report to the OCLC membership.

Dublin: OCLC. **

**A web version of OCLC's report can be retrieved from this web address:

<http://www.oclc.org/reports/escan/introduction/default.htm>

Tamara Monster is a Library Assistant at McMaster University Library in Hamilton, ON. She can be reached at tmonster@mcmaster.ca if you have any questions or comments.

Part time program LIT Program - Seneca College Faculty of Continuing Education and Training

Upcoming workshop on January 27th
10am – 1pm, (\$50) **Media Monitoring**.
Enroll by calling 416-493-4144. Details at our
website: <http://www.senecac.on.ca/parttime/pip-library_technician_workshops.html>
click on the subject code for more details. View
this site for other unpublished workshops and
subjects of interest.

Upgrading your skills? Check out Seneca's
diploma subjects at our website
<http://www.senecac.on.ca/parttime/pip-library_technician.html> for areas of interest.

Contact Ann Hersch or Carlisle Kemp-Jackson
to discuss your specific situation at -
416-491-5050 x2528 or 4121.

Library Services in Attawapiskat

By Sally Patterson-Braun

Attawapiskat is a fly-in, aboriginal reserve community of 1,700 people on the James Bay coast. I arrived in the fall of 2005, accompanying my spouse, who was hired as the new technical trades teacher at Vezina Secondary School. The elementary school, J. R. Nakogee School, consists of 10 portables and has a student population of 405. The original school, located beside the portables, was boarded up and condemned in 2000 due to oil contamination. The Attawapiskat First Nation Education Authority is planning to build a new school, which we hope will open in 2010. There was never any question in my mind of working at anything else here other than my profession as a library technician.

Assessing the Collection

I decided I would concentrate my efforts on the students of the elementary school since that school already had a library. I introduced myself to Stella Lazarus, the teacher's assistant who had just been assigned to the library for the 2005-2006 school year. We began by weeding out about 33% of the fiction collection. In late October, we opened the doors so each class could have one library period a week. Stella began the monumental task of preparing the collection for circulation, which allowed me to concentrate on library programming. In the fall of 2006, Stella's library hours were cut back to ½ days due to budget constraints. I carried on weeding and converted the non-fiction section to the Dewey system. The gaps in the collection became quite obvious after all this weeding and organizing. From there, we were able to draft a collection development document to distribute to prospective donors.

Establishing Priorities

The need for a library and literacy advocate at the elementary school, the secondary school and within the community is tremendous. The illiteracy rate in the community is well over 50%. Many of the adults are residential school survivors and this fact alone has created a reservoir of distrust against books and reading throughout the community.

According to the Ministry of Education funding formula, the enrolment requirement for a full-time teacher-librarian in the north is 769 for

elementary schools and 909 for Secondary schools. Under these parameters, 0% of northern elementary schools qualify for library staff, of any description, and only 9% of secondary schools qualify. That has not stopped me from asking for a salary and advocating for library services for this community since I got here. I make sure both principals, the local Education Authority, and our MP, Charlie Angus, are provided with the most current study findings linking staffed, school libraries with increased student literacy. I do advocate for a public library, however, the political will to develop and sustain a community library must come from the community itself. To be truthful, the community leaders have so many other pressing needs on their agenda such as securing a clean water supply, housing, employment issues and health services; that the need for a public library is pretty far down on their priority list.

Documenting the Challenges

The challenges facing literacy here are huge, the rewards enormous. The biggest challenge is language. The curriculum is taught in English, which is a second language to these children. Most children enter junior kindergarten lacking foundation language skills in both Cree and English. These children come from homes where there are few, if any books and a kind of pidgin, as opposed to pure Cree, is spoken. The children do not see their parents read and the children are rarely, if ever, read to. We hope that very soon, we will have the space and resources to start the Aboriginal Head Start program in this community. This program, aimed at 3 year olds and their parents, focuses on learning activities and language development skills in Cree. Once a child has learned their mother tongue properly, learning a second language, such as English, is much easier.

Many students have a real aversion to books and reading. I have had students tell me they hate books or flatly refuse to open a book. More and more parents and grandparents are encouraging the children to read, despite their unhappy memories as former students of the residential schools set up by the missions.

Library Services in Attawapiskat by Sally Patterson-Braun (con't)

Many students are very shy and rarely read aloud. For this reason, it is hard to get a fix on how fluently a student reads unless there is a one-on-one situation. Other challenges to literacy include overcrowded housing on reserves, the high cost of nutritious food, overcrowded schools, issues with mould and potable water in the schools, no space for a library, lack of trained library and special education staff and funds to hire them.

I have never met a more dedicated group of teachers than the ones I have met in Attawapiskat. They work days, nights and weekends and do the best that they can, with few resources, to provide the students with an education.

Where to Start?

The challenge that I chose is to get the elementary students "hooked on reading". This is what I do better than anything else. I am passionate about this and will use every means in my arsenal to turn reluctant readers into reading fans. There is nothing more satisfying to me than seeing that light go on behind a students' eyes when they realize that the library has something - just for them - to read. To me, every student is precious. I will talk to a student about how they feel about books and reading in general. If they don't want to read, I ask them to draw, or look at pictures and describe what they see. We talk about areas of interest, authors and genres. They eventually figure out that reading is not an end in itself, but a tool, at their disposal, to get them where they want to go in life. This realization can be very positive and empowering.

I have had students refuse to sign out a book and sit in a corner of the library. Those are the students I ask to come in individually, at the end of the day, to help me repair books or glue pockets in. After a while, I'll see them sitting quietly, reading, with a book they were repairing. I mentioned earlier that the students here rarely read aloud, due to their shy nature. For this reason, I will ask the teacher to leave behind a student who is still looking for a book. The student and I will select a number of books at various reading levels and I will ask the student to read to me. I tell the student if they can read

the first few pages of the book, they won't have trouble reading the rest. I can also get a fix on whether the student comprehends what they read or is decoding. Many students are very good at decoding words without knowing what the words mean. We then select two or three books at that reading level and the student chooses one. The student leaves with a book they know they can read. Furthermore, that student has now established a reading path that they can follow, book by book (with guidance).



More of the reluctant readers are boys and I pay special attention to the boys for that reason. I find that in Grade 3, the boys who are struggling are more likely to ask me to read with them or help them find a book. By the time they are in Grade 4 they are starting to realize they are falling behind if they have trouble reading. To that group I ask, "Who wants to learn how to read faster?" and most of the hands shoot up. I make sure the grade 1's and 2's have plenty of fresh reading material in their classrooms. I was tremendously encouraged this year by the Senior Kindergarten teachers' request for guided reading material for their classrooms. This means these children are learning to master certain reading skills before Grade 1.

I concentrate on the Grade 7's and 8's, knowing full well that the speed with which they read must increase as they move into the upper grades. Although reading levels are improving in our student population, there are still many students in the high school who are not fluent readers. There are needless behavioural situations that arise in every grade that involve students who will do anything to distract attention away from the fact that they can't read the textbook.

**Library Services in Attawapiskat
by Sally Patterson-Braun (con't)**

Final Thoughts

I hope to have a student come to me one day and say they would like to learn how to be a library technician like me. I would like to see more students graduating from high school and contributing to their people in a way that is culturally meaningful. It is my hope that the students I am working with today are going to be the parents of tomorrow who will have the political will to say "We are going to build a library here."

Personally, I think we need to understand that the contribution that Aboriginal culture has made within our country is barely a fraction of the contribution that could be made, if the level of literacy could be increased within the Aboriginal population. Up and down the James Bay coast, and across the northern 2/3's of Ontario, there are many aboriginal communities, few libraries and even fewer trained staff. These are the areas with the highest rates of illiteracy. "The federal government has a fiduciary responsibility to provide adequate funding for education based on need."¹ This was one of the many contractual promises our federal government made to the aboriginal people in exchange for the use of their land. In the last two centuries, the federal and provincial governments have taken hundreds of millions of dollars worth of resources from aboriginal lands. Why is it that those in power will not honour their promises and allocate the funding to these geographic areas where our skills are most desperately needed? Our profession must ask why and advocate for the cause of literacy in the North before more students of this generation fall through the cracks.

¹ The New Agenda – A Manifesto for first Nations Education in Ontario. Presented at the 31st All Ontario Chiefs Conference. June 2005.

Sally Patterson-Braun is a former CUSO cooperant who has worked with indigenous peoples in St. Lucia and Papua New Guinea. She is a graduate of the Library and Information Technology program at Georgian College (class of 1998), Barrie. She is working towards a degree in Law and Native Studies from Laurentian University.

***FEEDBACK: Library Technicians
in School Libraries -- Reprinted with
permission: Spring 2006 edition of Canadian
Children's Book News***

I just wanted to say that I enjoy your publication and find it to be a valuable tool in keeping the shelves of my library stocked with well-appointed Canadian reading. However, it did ruffle my feathers when I read about the bad news for Ontario school libraries – teacher-librarians positions are being eliminated from the Toronto Catholic District School Board ("School Libraries in Ontario: good news, bad news," Winter 2006). I know teachers resent having their jobs taken away because of budget restraints, but it does not follow that the quality of a school library will suffer because it is being cared for by a library technician.

Many newspaper and magazine articles imply that library technicians just do clerical work to maintain a school library and know nothing about instilling a love of reading and literature in young minds. Wrong! I have worked in an elementary school library for 12 years, not as a teacher librarian, but as a library technician. I love my library and spend many enjoyable hours selecting wonderful books that support our curriculum and showcase the wonderful children's literature that is available. Visitors often comment on how inviting the library is and I love to take time to recommend some of my favourite books to children. Story time, Library Club, the Silver Birch and Blue Spruce Reading Programs, reading circles, book displays and bulletin boards are some of the activities that I have used to expose the children to the delight of books. I never purchase formula written series (though I will, on occasion, take donations because I believe there is place for "comfort reading").

Yes, there are some limitations to having a library technician in a school library. When hired, we were told that we were not teachers. I do not plan formal lessons on developing library skills and evaluate students on their mastery of these skills. But not a day goes by where I do not show students how to use the Online Public Access Catalogues and how to find resources in the library. I am proud of the job I do.

– con't on p19

A tribute to a dear friend and colleague

JILL ANDERSON

ANDERSON, Jill.

Unexpectedly on Tuesday, November 7th, 2006 Jill R. Anderson passed away in her sleep in her 53rd year. Daughter of the late Hugh and Janet Anderson of Pt. Edward, Ontario, she will be sadly missed by her special friend Duncan, as well as her many friends and extended family. Always with a positive attitude to bring books to students she will be sadly missed in the library world. Friends will be received at Forest Lawn Memorial Chapel, 1997 Dundas Street East (at Wavell), London for visitation on Friday from 1-3 p.m. A private family interment will be at Forest Lawn Memorial Gardens at a later date. In Jill's memory, donations to the Salvation Army, World Wildlife Fund or the London Humane Society would be gratefully appreciated.

OALT/ABO members remember

I know that I will miss her **wonderful giving spirit** and her **good friendship**.
Rest in peace Jill and enjoy those cruises in heaven. - Pam

I was deeply saddened and shocked to hear about the death of Jill. Jill and I go back a long way and I can reflect with fond memories the many good times we had attending the OALT/ABO conferences in particular the one held up in Thunder Bay in the mid 70's which was my first time on a commercial jet and the harrowing return flight trying to land back in Toronto which was fogged in. Jill was a **tireless and dedicated worker** with OALT/ABO even during her period of illness. - Doug

Even though we all knew Jill was very sick, it is still shocking news. She was a **great support** to all of us; **always ready to help** with conferences and meetings. I will miss her friendliness. - Stella

1976 Thunder Bay Conference



Photos courtesy of: Doug Willford



Left Photo:
Jill giving Duncan a back rub

Right Photo: Jill tending the bar



Left: Jill Anderson
Right: Nancy Carlucci (Mid-80s)



Jill – bottom right - 25th Anniversary



Jill receives Presidential Award from
Pam Casey (May 2005)



Jill delivers the Presidential Award
address to Penni Chalk (May 2006)

Photos Courtesy of : Barbara Cope

I was stunned and shocked to hear the news that Jill passed away. I spent most of the morning remembering all of the great times we had at the Executive meetings and conferences. The association has truly lost a **good friend**. - Diana

I go back with Jill to the beginning. To the founding conference in the early 1970s. Generations of Library Technicians have probably been born, and come on board since then, and Jill was an **inspiration** to them all. Her **dedication**, and her sweet personality will be missed. - Janet

My best memory of Jill was of my 2nd provincial executive meeting. I was all alone in Oakville...and she invited me out to dinner. We did that a couple of times...post meeting beer :-)
- Kathy

Jill and I worked quite closely while on the executive and during the London conference. When we phoned each other about association business I would usually end up venting about something and she always had a sympathetic ear. She last called me a couple of weeks ago, when trying to contact a friend in Milton. She had just taken delivery of a brand new Honda Civic and she was so excited. That's how I'll think of Jill, driving down the 401 in her new Honda. - Vicky

On behalf of CLA LTIG as well as AALT, I would like to extend our deepest sympathies on the sudden loss of Jill Anderson. Please extend these condolences to everyone at OALT/ABO.
- Karen

Jill was a cat owner and admirer. She always asked about my Maggy after she met and admired her when she and Duncan visited me in Goderich. Therefore, I think Jill's status in Heaven is secured!
- Marg

I too do have very fond memories of Jill. I will always remember her very pleasant and friendly manner when we corresponded on the phone.
- Jenna

Philosophers' Café on Work-life Balance

*This session is dedicated to my friend
Jill Anderson*

Stan Skrzyszewski - Philosopher Practitioner

**Farewell dear friend,
Farewell dear colleague.
*Rest in peace.***

Remembering a Dear Friend

by Annette Desrosiers

Although I only knew Jill since joining OALT/ABO when I moved to Ontario 5 years ago, she was a great friend to me.

During my term as President-Elect Jill lent me her collection of the OALT/ABO newsletters. She had a copy of every issue ever published! She had lent me these for my perusal at my leisure. She thought that it would give me a good idea of the history of the association and some information about members. It was a brilliant idea and I greatly appreciated it.

Even when she was sick she still worked on things for the association. When I became president, Jill offered her support to me in anyway she could. She became the "Presidential Adviser". She provided me with a sounding board, advice, wisdom, and at the end of the day she always put things into perspective for me. I felt greatly out of my depth as President of OALT/ABO but she always reassured me that I could do the "top job". I know that I never could have done it without her!

One of the jobs that Jill always did for the association was getting the outgoing president's gavel at her local trophy shop. And this year when I needed a parliamentarian at the ABM, Jill took on this job too. She never let me down, or OALT/ABO.

I will always remember our last executive meeting when Jill came and stayed with me at the Banting House Inn in downtown Toronto. There we were sitting in the B&B's lounge in our dressing gowns (supplied by the inn), sipping on fine single malt like we owned the place! I'm glad she was impressed with the place, felt at home there, and enjoyed our evening there. We also enjoyed some glasses of single malt in the evenings at conference this year. I am so sad their will never be anymore of these evenings. As I write this I am toasting Jill with a glass of Glen Garioch Highland, single malt, of course.

So with a heavy heart I bid adieu to my colleague, mentor, and friend.

Goodbye dear friend.
Annette Desrosiers,
OALT/ABO Past-president

Accomplishments of Jill Anderson

List received from Martie Grof Iannelli who worked with Jill for many years at UWO's Library School and knows of Jill's commitment to OALT-ABO

Jill Anderson spent over 15 years with the graduate school of Library and Information Science at the University of Western Ontario

- she helped move the school from Elborn College to Middlesex
- was a founding member of the Friends of SLIS and served in various capacities
- delighted in showing students the ins and outs of acquisitions/ serials and circulation
- was a frequent speaker in a variety of MLS courses including collections development, serials, systems
- had an extensive correspondence with SLIS graduates for over 20 years and frequently helped them on a personal level in their job searches

Jill was a good friend and mentor to many. She was tireless and passionate about library technicians and served on the OALT/ABO Executive where she was President in 1995

Jill was an active volunteer for OALT/ABO's annual conference for many years and was the recipient of the 2005 Presidential Award for OALT/ABO.

The conference committee would like to **"dedicate"** the *Philosopher's Cafe* to Jill -- she initiated the series, and waxed enthusiastic about it to enrol the rest of us as participants. And she did so enjoy the OALT/ABO conferences, that it will be great to have her there again in spirit.

Jill was an unusual nominee for the Presidential Award -- we typically honour "leaders", members of the Association who are high profile. Jill was anything but high profile -- she worked behind the scenes. But we nominated her, and she won our most prestigious award, because she proactively helped every library technician she came into contact with, from new grads at Fanshawe College and new staff at University of Western Ontario Libraries, to the new-to-OALT/ABO President (Annette) and the OALT/ABO Board. Jill represented the quintessential library technician -- understated, modest, in the background. She was Everywoman in our field.

I shall miss her greatly -- her knowledge and experience, her compassion, her concern, and her sense of humour.
- Maggie

It is disheartening to have the press consider your job to be part of the problem with our libraries. I know we deserve better. The library technicians in my board are a dedicated group of workers who deserve praise for the job they do in maintaining school libraries and in encouraging the young children in our schools to take joy in the written word.

Library technicians are capable of upholding high standards in a school library and it would be nice to be acknowledged.

Mary Beth Doyle, Library Technician, St. Leonard School, Manotick, Ontario

From a fellow library technician:

I wanted to congratulate Mary Beth Doyle, a school library technician in Manotick, for her excellent letter in the Spring 2006 edition of Canadian Children's Book News.

The well-written letter expresses what I have known to be true for a long time - Library Technicians are not only capable, but are doing a great job in school libraries.

- K. Suffoletta, Dorchester Public Library

My Experiences as a Library Tech

By Julie Almond Raso

After working at the Guelph Public Library for twelve years in various capacities, I have decided to pursue a library technician's diploma in order to increase my knowledge of libraries and information resources. I hope that working towards my diploma will allow me to be eligible for promotions, where I will be able to become more actively involved in the library community.

My first four years of library experience took place at a small branch located across the street from my high school, where I worked as a page after school. My primary responsibilities were re-shelving books and maintaining proper shelf order in the children's space. I also had the opportunity to interact with the patrons by performing circulation and basic reference duties. After graduating from high school, I took a job working mainly evenings as a part time library clerk at the main branch in the Adult

department; here I was responsible for performing circulation duties, as well as clerical duties such as forwarding phone calls, calling out reserves, and maintaining patron records.

After working in the circulation department for about one year, a six-month contract position became available in the Children's department. Being a clerk in the Children's department is significantly different from being a clerk in the adult department, where librarians and clerks do not work closely together. A part-time Children's department clerk not only has the opportunity to provide circulation and clerical duties, they are also responsible for answering reference questions. I enjoyed this job thoroughly, and at the end of my contract, a permanent full-time position became available.

For the past seven years, I have enjoyed working full-time in the Children's department, where I have had the opportunity to create and run original programs for children, visit schools for outreach services, catalogue library materials, create displays and booklists, while also providing circulation and reference services. After finishing my first semester through Distance Education at Mohawk College, I already feel that I have a better understanding of libraries and have been able to apply some of my new knowledge into my job. While I currently have a permanent job that I love, achieving my diploma will provide me with the skills that will enable me to pursue positions and careers that I would not have been eligible for otherwise.

Julie Almond Raso is Library and Information Technician distance education student at Mohawk College.

Do you have a story to tell? We want to hear it. Please send it to the editor for the April newsletter – deadline for submission is March 15th.

Success will not lower its standard to us.
We must raise our standard to success.

- Randall R. McBride, Jr.

Ex Libris Annual General Meeting Update

Submitted by: Douglas Willford

The Ex Libris (association for retired library staff) Annual Conference was held on Nov. 6th, 2006 at the North York Central Library with more than 40 people in attendance.

Following the mix and mingle the meeting was called to order by outgoing President Frances Davidson-Arnott who welcomed everyone and gave an overview of the activities of the association for the past year.

In her remarks Frances pointed out that by means of active promoting of Ex Libris through the Web site (<http://exlibris.fis.utoronto.ca>), attractive brochures, and more visibility at major library conferences such as OLA, CLA, etc., our membership continues to grow albeit at a slower pace than most would like to see.

The speaker for the morning session was Anna Porter author and former Publisher of Key Porter Books whose topic was **"Canadian Publishing in the Global Marketplace"** In her presentation Anna painted a rosy picture of the Canadian Publishing industry today noting that it has come a long way with more and more Canadian authors appearing on the best sellers lists. However, Anna went on to point out the future still holds many challenges, in part due to the fact that too few young people are entering the publishing field and the smaller independent book stores are closing or being eaten up by the major chains such as Chapters-Indigo. The challenge she states is

now passed on to Library Staff to educate and promote Canadian authors and writers.

The afternoon session entitled **"Trends and Challenges in Collection Building (What are libraries buying and why) (The shrinking dollar and expanding choices)"** was a panel with speakers from a Catholic School Board, Academic Library and a Public Library.

Panel members were given about 20 minutes each to address this topic but in most cases they went on for a good 30 minutes not allowing much time for questions and answers at the end.

Each speaker gave an overview of the many challenges they must overcome in their particular library environment including: smaller budgets vs increased demands from students/public, more consortia collaboration, increased demand for digital resources such as e books, the cost of licensing, diversity of formats, the fact that today's patrons are far more savvy with much higher expectations than in the past.

All in all, it was another successful AGM and I would encourage anyone who is retired or thinking of retiring to join this vibrant and enthusiastic group.

For information, link on their Web site noted above or contact me at dwillford@cogeco.ca. For only \$25.00 a year it is a great deal!

UPDATED INFORMATION – 8Rs

The Sept 2006 issue of OALT/ABO Newsletter/Nouvelles reported that the full text of this document was available online at the Cultural Human Resources Council. In fact, only the executive summary is available online at:

<http://www.culturalhrc.ca/competencies/Librarians/Revised%20ExecSummary%20May%20rev.pdf>

The full report, Training Gaps Analysis: Librarians and Library Technicians (which includes the Executive Summary), and the companion publication 8Rs The Future of Human Resources in Canadian Libraries are available for purchase from the Canadian Librarian Association at orders@cla.ca or 613-232-9625, extension 310.

- Pat Buczkowski

OALT/ABO Conference Update – “Equi-Libra”

By: Melissa Hall, Conference Chair

Now that 2007 is upon us, only a few short months until the OALT/ABO 2007 Conference at Humber College, Lakeshore Campus. As mentioned in the last newsletter, the theme for this conference is “Equi-Libra”, dealing with creating a work-life balance, which is important to everyone!

Conference planning is well under way. We are scheduling lots of speakers that reflect different types of jobs done by Library Technicians, while a focus on Work-Life Balance. We are also planning some interesting tours as well as fun evening activities.

Are you interested in history?? One tour that we have planned is of the grounds of Humber College, Lakeshore Campus. Many people do not realize that there was a psychiatric hospital on the location before. In fact, some of the buildings have been converted into classrooms!! Wayne Reeves will be giving a tour of the grounds and its ‘colourful’ history!

Another session that you may find interesting is a session on Tai Chi. A presenter from the Taoist Tai Chi Society, Toronto Chapter will be coming to speak on the benefits of tai chi as

well as give a demonstration, including things that can be done at work! Right to the heart of work-life balance.

These are just some examples of some fun sessions that are being held but there are lots more coming that will be informative for all Library Technicians. Some topics from previous conferences are coming back to show us some progresses and how to make our libraries better! This includes Dave Hook who will be back to talk more about technology and its uses. Anyone who attended his session on blogs, wikis and rss feeds at the last conference will know this should be a great session!

There are many sessions and lots of learning and fun to be had! There is something for everyone and hope you can make it!!

We have reformatted the conference schedule this year. The banquet will be on Friday, May 11. The AGM will still be on Saturday afternoon and we will be having a farewell barbeque on Saturday after the AGM.

Programs and registration information for the conference will be mailed out in February, so watch your mailboxes!!!

Library and Information Technician program at MOHAWK College

By: Dolores Harms Penner, Program Manager

Happy New Year to OALT/ABO members from the faculty and staff of the Library and Information Technician Program at Mohawk College. We hope that you have had an enjoyable holiday season and that you’re facing the new year feeling refreshed and energetic.

At Mohawk our convocation is held annually in October. This past October we were very pleased to recognize 28 graduates from the library technician diploma program and 8 graduates from the records management certificate program. It was a wonderful celebratory evening. We honoured three of our graduates in particular with awards based on their academic achievement: Gillian Roefs with the Geraldine Hughes Cataloguing Award, Linda Schneidereit with our Library Technician Award, and Christine Marvell with the OALT Award. All of our graduates can be proud of their hard work in achieving their goal by completing the program.

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Mohawk College
by Dolores Harms Penner (con't)

Winter term courses in our program have just begun, on Friday January 12. We had a successful fall term and expect that the same will be true for winter. The fall term saw the first offering of our courses through Ontariolearn, which is a consortium of 22 community colleges in Ontario who share their distance education courses. This means that students can register for our courses through a number of colleges in Ontario.

Some new courses that have been introduced in our program in recent terms are:

INFOLT340 Database Design for Information Workers
LIBR10034 Youth Services and Issues
LIBR1004 Health Libraries and Resources
MGMT10041 Library Financial Management and Budgeting

OALT members may be interested in these or other courses in our program for professional development. Our courses are all taught online.

Our course offerings for upcoming terms are listed at
<http://www.mohawkcollege.ca/cecat/library.html>
under "next semester". Registration for spring term opens on March 5, 2007 and registration for fall term courses opens on August 13, 2007.

In late January, Mohawk will again be joining with the library technician programs from Seneca and Algonquin colleges, as well as the OALT/ABO, to share a booth at the OLA Super Conference in Toronto. If you are at the conference, please stop by to say hello.

If there are any questions about our courses, please contact me at 905-575-2309 or email dolores.harmspenner@mohawkcollege.ca

Dolores Harms Penner
Program Manager
Library and Information Technician Diploma Program; Records and Information Management Certificate Program - Mohawk College

Primary Sources, that's the Goal!

By Linda Bukovy (Thunder Bay Chapter)

For any graduate of Lakehead University's now-defunct Library Technology Program, it was like old home day on Wednesday October 18, 2006, when OALT/ABO members went up to the 5th floor of the Chancellor Paterson Library (the previous home of the Library Technology Program) to tour the Lakehead University's Archives and meet the new archivist, Jeremy Mohr. He has been here since March of 2006 but is only working part-time.

Lakehead University keeps an archives area for several reasons: 1) to provide a central location for collecting primary sources; 2) for the research that may be generated; 3) to attract graduate students and researchers; and 4) to distinguish itself from other universities. The Archives' mandate is fairly broad: the history of Northwestern Ontario and Lakehead University. Some outstanding sections of the archives include the Finnish Historical Society Collection (also has pictures and play books written in the Finnish language), ledgers of the Finlandia Club, Ontario women's organizations, information on Silver Islet, Northern Ontario sports teams, the Oscar Styffe collection (lumber & gravel), and Lakehead University's history and development of its campus.

The Archives acquires much information through donations, but it's up to the discretion of the archivist. Very little access is allowed, being limited to only the staff of the Northern Studies Resource Centre and the archivist.

The role of archives is to collect unpublished resources such as ledgers, photographs, newspapers, audio-visual formats and electronic records (which is tricky, due to the ever-changing format of information i.e. cassette, CDs, MP3). It is regarded as a primary research source since it's comprised of original material. Cataloguing rules decree that all items of one provenance (derivation) are kept together in order of date to show the scope of context of the items; this shows how things worked through the years. It may take a day or more to organize each box since each item is listed individually and placed in a separate folder. Items are placed in acid-free envelopes and file folders, then put into acid free boxes, then given a series
(con't on next page)

Primary Sources, that's the Goal!
by Linda Bukovy (con't)

number. Boxes are arranged on shelves, each shelf has number, and each box has a number according to its position on the shelf. These numbers are listed in an index in this order: Series, box, folder, items.

Sometimes personal information guidelines may put time restrictions before items can be viewed. For example, years can go by before some items can be accessed because of sensitive privacy issues.

Jeremy Mohr set items out on a table for the OALT/ABO members to examine, reminding all to wear the white cotton gloves for the items' protection. It was a tantalizing glimpse into what the Archives holds.

The 2007/2008 OALT/ABO Executive will be needing the following positions filled:

President (One Year Commitment)
President Elect (Two Year Commitment,
President Elect moves to President)
Internal Communications Coordinator
(One Year Commitment)
Conference Coordinator
(One Year Commitment)
Chapter Coordinator (One Year Commitment)

Anyone interested in volunteering for a position
should contact Tracy Morgan (President)
morvay@globalserve.net
Tel: 905-878-4463

**The future of OALT/ABO is dependent on its
members volunteering!**

ASSOCIATION NEWS ALERT:

Watch your mail for proposed Constitutional changes. This will be the first time we exercise our right to vote by mail – one member, one vote – POWER TO THE MEMBERS!

School Library Chapter – News and Updates

By Douglas Willford

The School Chapter in the Niagara Region held a panel workshop on Wednesday, Nov. 22nd in the community room of the Niagara Regional Police with about 12 people in attendance with some coming from outside the Niagara Region (Dunnville and Cayuga) which are part of the Grand Erie District School Board.

Taking part in the panel was Francine Latcham (Catholic Secondary School), Vida Slak (Don Reilly Resource Centre of the Public Board), Joan Goodram (Public Secondary School) and Doug Willford filling in for an Elementary Catholic School.

Each panel member was allowed to speak for 15 minutes based on some but not all of the following criteria: structure and who they report to, library programs they have developed and offer, cataloguing, OPAC system, professional development, budget, book selection (who, how, when and where), challenges and any additional information they wish to offer.

Following the presentation there was a fifteen break followed by a question and answer time allowing guests the opportunity to dialogue with the panelists and network with each other. This proved to be very popular with much dialogue taking place.

At the end of the evening everyone agreed that this was a great idea and that more meetings like this between the Catholic and Public School Library Technician should continue. It was suggested that the 2 groups could meet during a joint Board PA day where a large collective audience could be captured.

Chapter News and Events:

Current events and 2006/2007 Executives

Book Club Chapter

Kelly Brooks has joined the Book Club Chapter as a new member. Welcome Kelly!

Antanas Sileika from Humber College will be our guest author for the 2007 OALT/ABO conference in Toronto. We will be discussing his book "**Woman in Bronze**" on the blog and at conference.

Maria is doing a great job with the blog. And thank you to Stacy, Maria, and Stella for "championing" books. We were hoping a couple of other book club members were going to take on some books, but those that did sure helped me out this year.

Unfortunately, we are still only a handful of members who are blogging. I hope this will change next year.

Here is a list of some of the books we are reading in 2007:

- January 2007:
The kite runner by Khaled Hosseini
- February 2007:
Seek my face by John Updike
- March 2007:
Liar, liar by Gabrielle Williams
- May 2007:
(OALT/ABO Conference Author)
Woman in Bronze by Antanas Sileika

If you wish to become a member of the book club please check the "bookclub" chapter option on your membership renewal form.

If you want further information about the bookclub please e-mail Annette Desrosiers at e-mail: strathaven@rogers.com

The difference between
'ordinary' and 'extraordinary'
is just that little 'extra'.

- Anonymous

Halton-Peel Chapter

2006-2007 Executive

President: Kate Morrison

Vice President: Dena Monachino

Secretary: Vacant

Treasurer: Barb Allen

Publicist: Sean Crowe

Shop Talk in September, was enjoyed by all who attended. We were able to reconnect and catch up with news to carry us into the fall.

Town Hall in October included 2 presentations. The first was about evaluating web sites for ourselves and others as presented by Kate Morrison. The second presentation discussed internet security and was presented by Sean Crowe. All who attended learned some new information, especially about computer security.

The Christmas Tea was enjoyed by all who attended. There was lots of discussion about various topics, some related to libraries.

Super Saturday will be happening on Saturday, February 17, 2007. More details will follow once the topics have been finalized. It will be held at the Hilton Garden Inn in Oakville.

The Annual General Meeting will be held on Wednesday, March 28, 2007 at the Burlington Public Library. Come out and have your say in how Halton-Peel will be run in the next year. Many executive members are finishing this year so new members will be needed.

The June event is being planned for the middle of June but a definite date has not been set yet. Keep your eye on the web site for more information.

We will be presenting the Eva Schnurr Award (there is a longer name but I can't remember it right now) at a meeting soon so more information will come out then.

We are in need of Executive members for the 2007-2008 year please consider volunteering. Information can be found on the OALT/ABO website under the HP Chapter.

Chapter News and Events:

Current events and 2006/2007 Executives

Ottawa Chapter

2006-2007 Executive

President/ présidente:

Adriana Ribble ADRIANA_RIBBLE@acdi-cida.gc.ca

Vice-President/ Vice-présidente:

Nicole Watier nicole.watier@lac-bac.gc.ca

Treasurer/trésorière:

Theresa Ziebell Theresa.Ziebell@statcan.ca

Secretary/secrétaire:

José Gélinas jgelinas@nrcan.gc.ca

Jose.Gelinas@nrcan-rncan.gc.ca

Committee/comité du "tête-à-tête":

Linda Landreville landreville@rogers.com

linda_landreville@hc-sc.gc.ca

Event Coordinator/Coordonatrice aux

activités: Barbara Cope

Barbara.Cope@pwgsc.gc.ca

Membership/Coordonatrice aux adhésions:

Ann Censner acensner@magma.ca

Ex Officio:

Irène Kumar Irene.Kumar@nrcan-rncan.gc.ca

Chapter news:

Wanda Baburek is no longer Co-President.

The Executive is grateful for her contribution.

2 issues of our Chapter newsletter, tête-à-tête have been published since May.

Summary of Chapter Activities:

Oct 4, 2006 - Wine and Cheese @ Algonquin College; Speaker - Annette Desrosiers; OALT/ABO student award for attending Algonquin College's LIT Program was presented to Nicole Hanson.

Nov 28, 2006 - Shared event with LANCR (Library Association of National Capital Region); Fred Baker of Statistics Canada Library presented 'Hired - now what?'

Dec 14, 2006 - Christmas Party at Nagina

Summary of upcoming events:

January - Library of Parliament tour

February - E-serials workshop with Laura May

April - Annual General Meeting.

School Library Chapter

In November, Library Technicians in the Niagara Region held a panel discussion. More information on this meeting can be found the "School Library Chapter – News and Updates" by Doug Willford.

Later in the month, a group of 4 (Liz Aldrey, Stacy Goddard, Doug Willford and Joanna Zalewa) met in Hamilton to discuss Conference sessions of interest to School Library Technicians. Our suggestions have been forwarded to the Conference Co-ordinator.

Thunder Bay Chapter

2006-2007 Executive

President: Valerie Welsch

vjwelsch@tbaytel.net

Treasurer: Donald Henderson

dnhender@mac.com

Secretary: Linda Bukovy

Newsletter Editor: Wanda Ewachow

wlewacho@lakeheadu.ca

Public Relations: Kathy Crewdson

kcrewdso@lakeheadu.ca

and Margot Ponder

Archivist: Helen Heerema

heerema@confederationc.on.ca

We started our year with a business meeting following by a tour of the Jean Morrison Library at Old Fort William. Shawn Patterson, the Fort's archivist provided background information on the building of the Fort at its present location... and no... this is not the original location. He also provided the ups and downs of the library at the Old Fort. He then took everyone on a tour of the library explaining the value of the unique collection

continued on p 26

Some people want it to happen, some wish it to happen, others make it happen.

- Anonymous

Chapter News and Events:

Current events and 2006/2007 Executives

Thunder Bay Chapter – con't

In October Jeremy Mohr, the new archivist at Lakehead University Library took us on a tour of LU's archives. Jeremy works half time for the university and the other half time at the city's archives. He is not from Thunder Bay and his enthusiasm for the region's archives was quite contagious. The university's archives are housed on the 5th floor of the library where many of us attended our Library Technology classes. So the tour was a real walk down memory lane.

The Jingle Mingle will be held at Margot Ponder's house on 7 December. We will have our second required business meeting followed by munching and mingling. I am also going to give everyone a gift... a Sudoku book and a quick lesson on how to complete this logic puzzle.

That's the past but now the future is not quite so clear. Near the end of January we will be going on a backstage tour of Magnus Theatre. In February, we are going to have a digital camera session. That leaves March when we have our last meeting for the year and that is our Annual Business Meeting which will be held at Scalero's in East Side Mario's again. The exact times and dates are still to be confirmed.

The March meeting will bring about a new slate of executive who usually stand for two years. Our membership is growing smaller and so finding that new executive may be a real challenge. Time will reveal all!

Volunteers are not paid not
because they are worthless, but
because they are priceless.

- Anonymous

Toronto Chapter

2006-2007 Executive

President: Vacant

Vice-President: Vacant

Treasurer: Aileen Fisher;
aileenfisher@sympatico.ca

Newsletter Editor:
Kerry McCauley;kermcc@rogers.com

Membership & Publicity Coordinator:
Patricia Talarowski;
patricia.talarowski@gmail.com

Secretary: Vacant

In September, the Toronto Chapter held a successful meeting with the topic of "Business Research, Inside Out and Upside Down" presented by Robyn Stockand. This meeting was well attended and enjoyed by all.

In November, we hosted Norma Gibson-MacDonald from CCOHS, who presented "Healthy Libraries, Healthy Employees".

We held our annual Holiday Social on Wednesday, November 29th at the Mandarin Restaurant which was enjoyed by all members who attended. Traditionally, the door prizes were always a treat, with thanks to Maggie Weaver.

Upcoming Meetings:

Wednesday, January 24, 2007, 6:30pm –
Children's Library Programming at Northern
District Library. Please watch for the event
flyer on the website in early January.

Monday, April 16, 2007, 6:30pm - Annual
Business Meeting at North York Central
Library (topic TBA)

If any Toronto Chapter member is interested in any vacancies on the Toronto Chapter executive, please contact Aileen, Kerry or Patricia directly.

Business Searching: Start with what you know!

By Robyn Stockand

These days, a little bit of information can be a dangerous thing. When we know enough to know that we need to know more, knowing how to proceed can be daunting, and web searching can lead to information overload. So, where to start? Start with what you know!

Business information really comes down to questions about companies and industries, with a little bit of country information thrown in. Every question starts at some point, such as a company name, and the task is to then find other information relating to that starting point. To start with what you know means being sure of what you already know, being sure of what you're looking for, and using your existing knowledge to search for the information you need. The challenge is often in linking all the components together.

So, consider a metaphor: putting a puzzle together. Most people proceed in much the same way:

- 1) Turn out all the pieces right side up, and set up the cover some where so you can see the picture;
- 2) Sort the pieces into edges (find the corners!) and insides, and maybe the inside pieces into colour or image groups;
- 3) Build the edges first, and work in, maybe starting with the most easily recognized patterns.

Starting with what you know, then, means using the bit of information you have, say a company name and description, as the basis for finding what you need to know, like industry information. The piece we already have fits into the picture some where, and we may even have an idea where. We just need help linking that piece, the company name, to the rest of the picture. One way to proceed is with industry classifications. Industry classifications are just like subject headings and call numbers in a library catalogue: they are a form of controlled vocabulary, and we use them to pull together like items. To find the best code for your search, use words from a sample company description (from a company website; profile from Hoovers,

Strategis etc); to search for an industry code in www.naics.com, the site for the North American Industry Classification System which is widely used across government and commercial information databases. This means that you can also find industry classifications via the indexing in sources such as Factiva, Hoovers/Dun and Bradstreet, Datamonitor, and other established business information sources.

A NAICS code (or SIC or other industrial classification system) will not always be a perfect match to what you are looking for, but provide an excellent starting point. Some niche industries just won't be represented by a formal code. However, a code and a few well chosen key words in a search can yield remarkably good results, even for the most niche industries. They make the information universe much more manageable, much like sorting puzzle pieces into insides and edges. Another way organize your search is to ask yourself, Who Cares? You can always be sure some one other than you (or your client), does. Regulated industries, for instance, have many government agencies collecting and disseminating information about the industry as a whole and sometimes companies specifically. The options are quite vast, and often free: the Canadian Radio and Telecommunications Commission includes industry statistics for the broadcast and communications industry, and ownership charts for broadcasters in Canada; the Energy Information Administration provides historical and forecast data for energy pricing and consumption . . . the Office of the Superintendent of Financial Institutions gives access to financials for all institutions it regulates, including for private companies . . . (see selected source list for more). Or, tack on the word "association" to a search in your favourite web browser (for more precision, also include a geographic/nationality concept). Industry and trade associations collect data for and about their members, and frequently make it available (not always free, but usually worth the price). You'll find materials such as industry trends and

Business Searching: Starting with what you know – by Robyn Stockand (con't)

revenues, personnel changes, and key news events. If you need comparable companies, or just a list of companies that all do the same kind of work, association member lists are great source.

Surprisingly, there is yet another option for Who Cares? Trade journals and magazines are an expert source when it comes to understanding an industry and the companies in it. You'll find rankings, industry revenues, market shares by company, geography . . . Such publications are quite easy to find, just like a web search for an industry association. Here, precise wording for the industry can really help: we know restaurants in mall food courts as "fast food" restaurants, but the industry refers to ITSELF as "quick service restaurants", or even just QSR. Use the language used by the industry and create a simple search with word "magazine" will find www.qsrmagazine.com, which has produced an annual industry ranking issue for years. Or, when using an aggregator, just pay attention to the journal titles that keep recurring in your results, and then tailor your search to focus on those trade and industry publications.

In the end, business research relies on the same knowledge and tricks as any other kind of research. It involves parsing out a question to be sure you understand the component parts; finding and using controlled vocabularies; and relying on existing knowledge found in industry associations and trade publications. Just like putting a puzzle together, each research step is like putting in another piece. Each new piece creates the potential for others, and before you know it, the picture is complete.

Happy searching!

Robyn Stockand is the Librarian at National Bank Financial - a specialized library in Toronto's financial district.

Energy Information Administration from the Department of Energy

<http://www.eia.doe.gov/>

historical and forecasted data for energy consumption, production, prices

Alberta Energy and Utilities Board

<http://www.eub.ca/portal/server.pt>

US Census

<http://www.census.gov/>

Statistical Abstract

<http://www.census.gov/compendia/statab/>

an annual compendium of statistics for the US, covering all aspects of society and the economy

CIA World Factbook

<https://www.cia.gov/cia/publications/factbook/index.html>

Yes, that CIA, this is an annual compendium of economic, government and social statistics for countries around the world.

Statistics Canada publications search

<http://www.statcan.ca/english/pub/index.htm>

Statistics Canada has made many of its electronic publications available for free

Securities and Exchange Commission

www.sec.gov

free access to filings in the US (US equivalent to SEDAR)

Investopedia

<http://www.investopedia.com/>

good source for investor concepts in plain English

PubMed free search site

<http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?DB=pubmed>

WebMd

<http://www.webmd.com/>

a good source for understanding medical concepts

Office of the Superintendent of Financial Institutions

[http://www.osfi-](http://www.osfi-bsif.gc.ca/osfi/index_e.aspx?ArticleID=3)

[bsif.gc.ca/osfi/index_e.aspx?ArticleID=3](http://www.osfi-bsif.gc.ca/osfi/index_e.aspx?ArticleID=3)

includes financial filings for all federally regulated financial institutions in Canada, even if they are privately held.

Bank of Canada

<http://www.bankofcanada.ca/en/index.html>

historical exchange and interest rates, downloadable into excel

Canadian Association of Petroleum Producers

<http://www.capp.ca/>

their annual statistical publication is now available for free

Canadian Bankers Association

<http://www.cba.ca/en/>

Insurance Bureau of Canada

<http://www.ibc.ca/>

Canadian Life and Health Insurance Association

http://www.clhia.ca/index_en.htm

QSR Magazine

<http://www.qsrmagazine.com/qsr50/>

home to the top 50 quick service restaurants listing

Benefits Canada

<http://www.benefitscanada.com/>

home to the top 100 pension funds, top 40 money managers

Standard and Poor's

www.standardandpoors.com

S&P index information, some free credit and equity research information

If you wish this business resource Internet list to be sent to you via e-mail so you may have access to the links, please contact the editor.

Now Playing in a City Near You...

By Maggie Weaver

In November, I presented "Making the Business Case" to 110 library staff – not all at once, mind you, but during a whirlwind tour of Vancouver, Edmonton, Winnipeg and Calgary in just four days.

Not everyone could relate to the topic at first – after all, a "business case" sounds like it should be just for staff in business libraries. But library staff is increasingly expected to be able to produce "a business case" for a proposed expenditure or effort, whether it's a request to attend a conference, the acquisition of a new e-journal, or a proposed upgrade to the library system.

My presentation took us through the research necessary to construct a business case, including cost benefits and finding local champions for the cause; suggestions for structuring an effective request for funding, either in writing or orally; and tips for the actual words used – focusing on the goals of your organization and speaking in the language of your audience.

As you might imagine, I didn't see much of the four cities – I arrived in Vancouver in time for an evening meeting at the beautiful Vancouver central library, then just had time for a coatless stroll down an east-end Vancouver street on a balmy evening. Up at dawn to catch a plane to Edmonton, where it was -10° C with snow on the ground, arriving in time for a lunch meeting in at the University of Alberta. Then I whizzed off to Winnipeg, where I stayed with Joanne Richling, a Maritimer who has created a little bit of Halifax in her new prairie home. After a relaxing morning reading the paper, it was up-and-at'em again for the Winnipeg crowd, then off to Calgary....

....Well, that was the idea, anyway. But it seems that Calgary airport seizes up during the first snow storm, exactly the way Toronto streets seize up at the first sign of snow. (I've often

Now Playing in A City Near You... - by Maggie Weaver (con't)

wondered why the first snow catches Canadians so totally by surprise, year after year. But then we Brits are the same – we moan about the lack of summer, year after year – you'd think we'd have got over it by now!) Anyway, I had several false starts at various gates at Winnipeg and different aircraft and hanging around on the runway and being de-iced a couple of times, finally arriving at Calgary four hours late, at about midnight. Bless Nancy McKenzie for waiting so long to collect me! In Calgary the snow was deep and crisp and even, and rather than going to bed, Nancy and I curled up in her lofty living room and had a good gossip. The next morning's meeting was at the Board of Trade, where the presentation was definitely second place to the smashing breakfast we all had. Dashed off to Calgary airport, which was functioning again, and arrived home that evening, exhausted but exhilarated.

The best part for me was the great people I met – new friends and old, from all types of library and all types of library job, including Lesley Perkins, who is incoming SLA Western Chapter Director for Vancouver; the staff of InfoAction, the fee-based service at Vancouver PL; one of the students from the online course that I taught last year, who drove in from Chilliwack; Alvin Schrader, incoming CLA President; Darlene Hammond who is part of the Business Information Interest Group; the Chair of Winnipeg Public Library; people I taught when I worked for Dialog (none of whom has changed a bit!); and a whole bunch of young (relative to me, that is) library staff. No OALT/ABO people, of course – I hope I'll be seeing some of you in February, when I do the session one more time... in Ottawa.

Bits and Bites:

Unshelved Comic Strip

by Bill Barnes and Gene Ambaum

<http://www.overduemedia.com/archive.aspx?strip=20060929>

O'Reilly Web 2.0

<http://www.oreilly.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-20.html>

Dealing with “Cognitive Overload”

By George Ambler

Regarding my previous post “Cognitive Overload: Life Interrupted”, I have found two additional articles, one titled “Brain overload: Too much to do, too little time” and the other “Defeating Overwhelm”. Reflecting on these articles “cognitive overload” is often exhibited as having the following symptoms:

- Shrinking attention spans.
- Uncompleted tasks.
- Delayed decision making.
- Superficial responses to questions.
- Causes a decline in our performance, becoming less and less efficient.
- An addiction to crisis.

Personally I have experienced cognitive overload as a lack of focus, distracted and being constantly interrupted making it difficult to find time to focus and complete tasks. With the increased use of technology “cognitive overload” is something we need to learn to deal with, as part of modern life. Thinking about how I could deal with the increased interruption and information overload, I have collated some strategies to be used to deal with cognitive overload.

Focus on One Task at a Time

If you've made it a habit to multi-task, change your approach to work. Multi-tasking employed frequently as a means of coping with overwhelming demands of daily life. However, research by David Levy, has shown the we (male or female) are not good at multitasking. In fact, multitasking make less effective! Especially tasks that require some serious *thought* or a *high level of quality*. As Stever Robbins says:

Multitasking is a chance to accomplish many things poorly, all at once.

I suggest when working on tasks requiring some thought and a quality outcome, that you remove all distractions and possible sources of interruptions, shutdown your e-mail client, switch the phone onto voice mail and focus on completing one task at a time. This is usually best completed at a time that is suited to your energy levels.

con't on p32

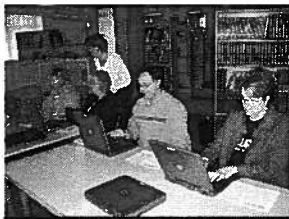
“A Day in the Life”: of a High School Library Technician

By Janice Richmond

The life of a Library Information Technician in a high school can be a very lonely life. You are surrounded by countless teachers, dozens of education assistants, several office staff and multiple custodians. Ours can be a solitary position, with only one technician in each school, spread out across a large school board.

Fortunately, this is not the case for the Library Technicians who work for the York Region District School Board. In the beginning, there were only a few technicians who met for dinner a few times a year to talk shop. Now, 20 years later, the group is comprised of Library Technicians from every school. In all, over 32 people meet on a regular basis.

The York Region District School Board is a great supporter of the group and allows us to hold a combination of five workshops and meetings a year. The school board allows us to plan full day workshops on PA days. The schedule on regular school days is arranged so that a workshop takes place half on board time and half on our personal time. We have a wonderful small lead group of volunteers who work closely with our Leadership Development Department where they create workshops specific to library needs. Leadership Development also kindly provides funds for refreshments and small gifts for our guest speakers.



Sharepoint Workshop

Each workshop is located in a different school library. The various locations allow us to see the new libraries as well as the old. We always get great ideas from each other to take back home. The variety also allows us to share the distance that we each must travel.

The Library Technicians have full control over the agenda for the meetings and workshops. Ideas are collected from everyone and the agenda has covered a wide range of topics relating to libraries. Our workshop discussions have brought forth some very interesting ideas, such as job shadowing.

With the Board's approval, every newly hired Library Technician is given the opportunity to shadow a fellow technician at the school of their choice. They report back that it is a very useful experience and that they learn so much easier in this one-on-one setting. Over the years there has been a wide variety of guest speakers. Topics such as "Cataloguing of Literature", "On-line databases" and "Classroom Management" have been discussed



Library Technicians' Meeting –
Canebsco presenter

The York Region District School Board has a fully staffed Library Automation Team which provides and oversees "Horizon," the school library automation program. Another goal of the workshops is to provide Horizon training and technical support to the technicians.

Communicating and helping each other are the cornerstones of our group. The group has given as the opportunity to meet and know each other as well as share ideas. We each have a group contact list and readily contact one another when needed. I am very fortunate to work with such a wonderful group of people in the field of my choice. Good friendships have developed and I never feel that I am alone.

Dealing with "Cognitive Overload" - by George Ambler (con't)

Get Organized

By becoming more organised we are able to focus more effectively and make optimal use of our time. An excellent system, which I'm personally implementing, and would recommend is David Allen's book "Getting Things Done". In fact, many of David's strategies are designed to reduce information overload and help you to focus on completing one task at a time.

Maintain Your Locus of Control

With the number of tasks that requiring our attention on a daily basis it's easy to focus of "fixing" things that are out of our control. Identify that which you can directly control and focus on addressing those issues.

Focus on Quality Information

With the Internet, e-mail and other media, information is abundant, don't just passively accept information. The majority of information is useless, seek *quality* information from *credible* sources.

Take a Break Looking for the Big Picture

When you're overwhelmed by one crisis after another, take a break, take some time out, away from your desk to allow your mind to clear. Cognitive overload is from "too much, too fast" take a break and re-establish your boundaries. See the bigger picture....take a step back and develop time to think. Without taking time to reflect on life's experience we are doomed to repeat our past.

Printed with permission from George Ambler. Further items of interest can be found on his blog at:

<http://www.thepracticeofleadership.net/2005/02/08/strategies-for-dealing-with-cognitive-overload/>

LTs New and Old, Around the World

Submitted by: Maggie Weaver

First, the new – the OALT/ABO Outstanding Student Awards have been delivered to the three schools in Ontario. The winners are: Christine Marvell, Mohawk College; Nicole Hanson, Algonquin College; Maria Aldcroft, Seneca College. As well as having their names added to the plaques which are displayed at the colleges, the winners receive a membership in the Association. Please join me in welcoming these award-winners as new OALT/ABO members, and also in welcoming all the graduates as new members of our profession.

And now the "old" – Diane Walker, from British Columbia, sent news of the 40th anniversary celebration for the Langara College Library & Information Technology program, held on September 15. About 100 people attended the event, and a wonderful time was had by all. Some photos of the reunion celebration have been posted on the program website at <http://www.langara.bc.ca/libtech/40thAnnivers ary/40thphotos.htm> and a timeline of the program history is available at <http://www.langara.bc.ca/libtech/40thAnnivers ary/history.htm>.

And finally, LTs around the world – Through the energies of an Australian LT, Kevin Dudeney, an international library support staff network has been set up, in the form of an email discussion group. The group is called **Library Assistants/Technicians International Network (LATIN)**, and aims to "facilitate better communication and understanding of the roles of library support staff and paraprofessionals internationally." Information on how to subscribe to the group and to contact the list owner is at: <http://lists.alia.org.au/mailman/listinfo/latin/>.

Enhance your Career and Profession: Library Association Participation

By Shelagh Paterson

"What can the association offer me?" My response to that question is "what can you offer the association?" This sometimes prompts memory of a forgotten, urgent appointment, or mumbling something about time restraints, but thankfully, more often some interest in learning more.

I confess I was a traditional non-joiner until I started working in the library profession. I used the usual reasons for not volunteering;

- I just don't have the time right now
- I don't really know what I can contribute
- I would not know where to begin
- I am sure the association has enough volunteers

I have since found out that all of those reasons are bunk.

I was recruited into my first library association volunteer job via the "if you are not part of the solution, you are part of the problem" strategy. In response to a small critical remark I made about an aspect of the conference planning (some of the sessions I wanted to go to were in the same timeslot – how could that be?!), my boss at the time suggested that perhaps I should volunteer for the conference planning team. I leaped at the opportunity, and despite a few sleepless nights due to realizing I really did not know what I was doing, I continue to volunteer.

Volunteering for your association can include everything from a large commitment such as association president to a shorter commitment such as convening/organizing one conference session.

Here is what I have learned:

Volunteering can be strategic for you personally and for your career:

- A chance to learn something you may not learn on the job. Through volunteering, I have learned a bit about everything from Robert's Rules of Order, to key digital initiatives going on in Ontario.

- An opportunity to do work you may not have a chance to do in your place of employment. This can include conference planning, writing for association publications, and even judging a bookcart race.
- Networking: meeting people you would never have a chance to meet otherwise. When planning conference sessions, I had a chance to contact all sorts of interesting people inside and outside of the library world. Past highlights as a result of conference volunteering: chatting with David Suzuki back stage, and crashing a 'Guess Who' rehearsal session during late night Super Conference work.
- Raising an issue that is under-represented in the profession. It takes only one or two people to start to make a difference.

All of the above can really leverage your marketability both within your place of work, or when job seeking (although I save "met David Suzuki and discussed global warming issues" for cocktail parties, not my resume).

Volunteering can be strategic for your place of work:

- Your organization can be represented at the table. While supporting the goals of an association generally, you also bring the issues affecting your workplace or patrons to the table. As an employee of the CNIB Library, I have a chance to include library issues affecting people with vision loss in broader initiatives.

Professional connections with customers or strategic partnerships. The networking aspect of volunteering is a way of fast-tracking to a valuable connection. I have had opportunities to link CNIB with consortium offers and other initiatives that may have taken much longer to learn about had I not been working for an association.

con't on p34

Enhancing your career and profession - by Shelagh Paterson (con't)

So how to start? First, you'll want to consider matching your work style with the opportunity. Do you like committee work where you can wrestle a policy issue to the ground, discuss strategy, and approve a budget? Or do you prefer to be given a specific short term role? Do you feel more comfortable participating as a specialist or expert, or do you want to leap into something unknown?

Here are some general categories of volunteer opportunities based on the type of work involved or the things you can learn:

Board/Council/Committee Work:

- Governance: managing the strategies, not operational issues
- Usually an opportunity to meet people from different sectors: requires different backgrounds/perspectives.
- Fiscal/Legal responsibility for the association
- Learning how to run a meeting effectively (Robert's Rules of Order)
- Advocacy/Government Relations
- Policy directions
- Political aspect

Interest Groups/Special Programs

- Subject expertise, for example open access, or information literacy
- Research
- May be people from the same sector, but different perspectives around the specific issue

Marketing and Communications:

Newsletters/Publications

- Writing
- Design/layout
- Subject expertise
- Web based work
- Managing online communities
- May be more solitary than group based work

Event planning

- Task based

- Using/learning skills outside of your profession: catering and facility logistics, promotion/advertising, securing sponsorship/funding, etc

As the time commitment is usually the biggest concern for people contemplating volunteering for their association, ask for a job description or ask to speak to someone who has done the job previously. Often it is a smaller time commitment than assumed. There are also opportunities to split volunteer jobs if you are interested in a specific position but don't think you can do it all. Also engage your workplace – if the opportunity is a fit for your employer, they may permit time for some volunteer hours.

Here are some suggestions for testing the waters:

- Convene a conference session. For example, OLA divisions usually issue a call for convenors a month or two before the conference, with information of what is involved. You have a chance to learn a bit about the conference planning process, plus to meet the presenters.
- Present at a session. You can be recognized as a specialist in the library community on your topic.
- Participate on an award committee. This is a great way to learn about some of the amazing accomplishments going on in the library world. Some associations put out a call for volunteers for the award selection committee, but you can also contact the award chair to find out how to participate in the process.

Finally, there are opportunities for people who are still in school to seasoned library leaders. Contact the association you are interested in to discuss the opportunity best for you. Happy volunteering!

Shelagh Paterson is Director, Advocacy, Sales, and Marketing at CNIB Library. Volunteer work with library associations include OLA Super Conference Planning, Past President, Ontario Library and Information Technology (OLITA), and currently, Councillor at Large, Canadian Library Association.

People News

Pam Casey:

I became President of SLA-Toronto on Thursday December 14th, 2006 at the chapter's annual AGM. My involvement with SLA began in 2003 when I took on the role of Membership Chair. I managed the role for two years, then was approached by the current President - Gayle Gossen - to think about running for President-Elect. I did and the rest is history. At the AGM last Thursday which took place during the Holiday Social, I met several people who also happened to be library technicians. I was very happy to see that. I know that some have said that SLA is just for librarians and that is not the case. I took the Presidency to prove that and more. I like working in a special library and you who know me, know that I always get actively involved in whatever association I belong to. My two goals for the chapter in 2007 is to increase our networking with other associations and this will include OALT/ABO (I hope) and start succession planning. So to all of you who are members but not actively involved, change that and become a part of the executive. You get some much more out of your association, looks good on your resume and you get to put through your own ideas if you become President. Food for thought!!

Marina Dranitsaris

My business is going well. I have two shows a year: a Christmas show in my home and I participate in Art in the Park, a one-day outdoor show in July on the Scarborough Arts Council grounds. The shows are my way of introducing myself and my art to new and prospective clients. I try to get new commissions at each show and so far I have been lucky enough to do so.

I started teaching stained glass through the Toronto District School Board Continuing Education in October 2006. I will be teaching again in January 2007.

I have also been very busy with curling: as well as curling three times per week, I convened a one-day bonspiel for our Business Women's Section and I am the Secretary for our Day Ladies Section.

Welcome to the following individuals and institutions that have recently joined or rejoined OALT/ABO. These memberships were received from September 16, 2006 to December 31, 2006.

Christina Andrews	Beth Boudreau
Michelle Camelford	Meilana Dickenson
Susan Evans	Flora Fabiani Buda
Sherry Helleman	Mireille Lauzon
Elizabeth Mantella	Mary McClavey
Emily McLaughlin	Andrea Meszaros
Diane Montreuil	Lori O'Connor
Kathy O'Reilly	Manda Plasva
Paula Rosenquist	Christine Rudin
Patricia Semmens	Amy Simpson
Andrea Soper	Kathy Vandenheuvel
Allison White	Millie Yip
Xiandong Zhao	

The Last Word

From our President – Tracy Morgan

It is my understanding that renewals are "in the mail". The expiration month on our cards will be September per usual.

It's obvious to me that Association members are not aware that we were (and still are) in some trouble. Renewals are late for a number of reasons but the most important Association-related reason is that up until recently we did not have a Treasurer. We could not send renewals out without one. This information has been shared via email and the listserv(s) each and every time someone has asked about it. Executive members have also spoken at Regional Chapter meetings about our desperate need for members to step-up and volunteer. For some reason this information is not filtering through the membership. I call on everyone who has understood for a while now our uncertain future, to communicate this with others. The Executive is trying to do so!

I hope all of you recall the last Newsletter insert. WE ARE STILL WITHOUT A PRESIDENT ELECT! What does this mean? Well for one, we have no one to take over from me as President in 2007.

The Last Word – con't

If someone volunteers now they will have at least two Executive meetings to get their feet wet. (Our next meeting is January 28.) If we find someone by Conference there will still be continuity on the Executive as some of our current slate is staying on. The real issue is, if no one steps forward, what does this mean to the future of the Association? Is this Executive our last? Will I be the last President of OALT/ABO? I certainly hope not but perhaps members are telling us it's time.

Last Conference's brainstorming theme was "What Do I Want for My Membership Dollar?" It was a very positive brainstorming session that gave this Executive some very concrete goals. I understand that we have more members now than we've had in years. Let's all take a look inside ourselves and ask not what our (non-profit, volunteer) Association is doing for us but whether we've given what we can to our Association? If we don't, we might not have OALT/ABO to kick around much longer.

Do you have a final word? Please submit to the editor by March 15th for the April Newsletter.

OALT/ABO'S NEWS ALERT:

We have a new Discussion List and it is hosted with Yahoo! Groups. Please be sure to get yourself signed on so you are kept up-to-date with shared job postings, questions from fellow LTs and recent issues that need immediate action.

OALT/ABO in partnership with Algonquin, Mohawk and Seneca Colleges will have a booth at the OLA Super Conference Feb.1 to 3, 2007.

If you are interested in volunteering at the booth, please send your name to Maggie Weaver kweaver5478@rogers.com

(Subject line: Volunteer Feb 1-3, 2007)

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