



NewsLETTER NouvELLES

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Message from the President ~ Kathryn Suffoletta

I departed the 2010 ABM at Mohawk College feeling optimistic that my second term as President of OALT/ABO would be better than the first. Having served one year as President, during which the position of President-Elect remained vacant, I agreed to remain as President for another year confident – no, make that desperately hoping – that someone would step forward to fill the position of President-Elect. Before the ABM was adjourned someone did. Newly minted Library Technician graduate Michael David Reansbury is our new President-Elect.

With the departure of the Newsletter Editor and the Membership Coordinator, we had some other Executive Team positions that needed to be filled. And again, it was new graduates from the Library Technician programs who took on the positions. Thank you Michael David, Amy, Jessica & Julie. You'll meet them and learn a little about them in this issue.

We've had a slight shuffle of positions on the Executive. Maggie Weaver is now Conference Coordinator and Past

President Maria Ripley has moved into the Chapter Coordinator position vacated by Maggie. Shannon Matthews remains as Treasurer, Lisa Eschli as Internal Communications Coordinator, Donna Brown as External Communications Coordinator, and Kathi Vandenheuvel as Archivist.

Having served as a fantastic Conference Coordinator for our 37th Annual Conference, Kate Morrison is (temporarily I hope) no longer on the Executive. At the Conference debriefing meeting, I presented Kate with a token of our gratitude for a job well done.

I'm looking forward to working with a full Executive slate. We are ready and eager to carry on the work of the Association on your behalf. Our "to do" list includes the following:

1. revise the executive position descriptions and create a manual of tasks, duties and contact information



Newsletter/
Nouvelles is
published three
times per year in
the Fall, Winter
and Spring and is
available with
membership in
the Ontario
Association of
Library
Technicians /
Association des
Bibliotechniciens
de L'Ontario. We
welcome your
feedback as well
as your letters,
articles and
photos, but must
reserve the right
to edit for style
and space.

~ President's message con't...

2. sponsor professional development opportunities for Library Technicians in various locations in the province
3. address the issue of advocacy for Library Technicians

At the 2010 ABM, our new and improved website with the Members Only section was unveiled. I hope that all members are frequently checking the website www.oaltabo.on.ca and commenting or contributing where appropriate. Whether you have kudos or criticisms, we want to hear from you.



Highlights in this issue...

- Advocacy: raising the profile of Library Techs
- Volunteer Spotlights
- 2010 OALT/ABO conference: including 4 page colour photo spread
- Awards: Presidential Award and Innovation Award
- Canadian Library Month
- Library vending machines
- People News
- Upcoming events



Editor's Note

We learned about and accepted the Newsletter/ Nouvelles position on the spot at the conference in May. We saw this as an opportunity to engage in the profession as recent graduates. Our goal is to not only get members to contribute content but also to respond to what you are reading. Your opinion matters to us. We would like to publish any comments received and who knows, you may be inspired to write an article or two!

We feel lucky to have Lisa's (the Internal Communication Coordinator) guidance and the rest of the executives support. We would like to extend a very big THANK YOU!

Yours in writing,

Jessica Goodman and Julie Cristinzo (J & J)

Editors recommendations...

Websites

On-line software training: Lynda.com

Blogs

www.librarianinblack.net

Podcasts

<http://librarygang.talis.com>

Books

The Rough Guide to cloud computing / by Peter Buckley

Facebook pages

Betty Blogger : A recipe for web 2.0

Toronto Deskset [for information professionals]

Thank You...

Kudos to Kate

The OALT/ABO 37th Annual Conference was a success from beginning to end. On behalf of the members of our Association, and all who attended the Conference, I would like to express our thanks to Kate Morrison, Conference Coordinator, and the members of her committee. We applaud Kate for dedicating months of her time and her many talents to organizing, planning and overseeing all aspects of the conference. She has moved off the Executive for this year for a much deserved break but will continue to be an active, contributing and supportive member of OALT/ABO. For that, we are grateful. Kathryn Suffoletta, President



Wishing Wendy the Best

Wendy Witczak has moved to Alberta to take on a job at Red Deer College so she has moved on from her role as a member of the OALT/ABO Web Development Team. Wendy, on behalf of the executive, I thank you for your hard work in maintaining and updating the OALT/ABO website as well as your work on past OALT/ABO conferences. We thank you for your dedication and we wish you the best!

Lisa Eschli, Internal Communications Coordinator

Executives Changing Roles...

Maggie Weaver ~ Conference Coordinator

I seem to have been on OALT/ABO Executive for quite a while, but my current role is something very dear to my heart -- conference. I've attended more library conferences than I've had vacations -- come to think of it, they are vacations, as I always come back reinvigorated and relaxed.

Somehow I've never actually had to organize an OALT/ABO conference, though I've been on many planning committees and actually wrote the conference planning manual. Then at the Hamilton conference this year I met a Mohawk LT student who was thrilled to be part of the conference, and I thought about all those other LT students who can't afford to travel to conference. For example, though our Ottawa chapter does a terrific job of providing programming, Algonquin students haven't had the benefit of an OALT/ABO conference for several years.

So I thought -- Ottawa, hmmm, there's the train, and lots of potential speakers, and a great venue at

Algonquin College -- how difficult could it be? I have the example of 3 "out-of-town" conference coordinators to inspire me -- Stella who organized St. Catharines conference while living in Stoney Creek, Melissa who organized Humber College (Toronto) conference while living in Ottawa, and Theresa who organized Kingston conference while living in Ottawa. Seems to me it's time to give back to Ottawa!!

And luckily I have the support of several members from Ottawa who have "spontaneously" (it seems to me) formed the conference planning committee.

Stay tuned for more about 2011 Conference, May 4-7, 2011.

Maria Ripley ~ 2010 Chapter Coordinator

I joined OALT/ABO back in 2003 when I graduated from Seneca's Library and Information Technician program. I immediately jumped into the organization with both feet as I handed in my membership form and a letter of intent to volunteer for the role of Internal Communications Coordinator. Since 2003, I spearheaded a team

Your New Executives...

~Executives changing roles con't...

that redesigned the OALT/ABO logo and website which is now under further development by Lisa Eschli, initiated the group membership idea that was rolled out successfully by Melissa Hall and Annette Desrosiers, became President-Elect in 2007, President in 2008, Past-President in 2009 and currently am taking on the role of Chapter Coordinator for 2010. I enjoy running, cycling, meeting people, and getting together with friends. I look forward to meeting many of you this coming year.

Michael David Reansbury

Born and raised in Brantford, Ontario I completed my two undergraduate degrees from the University of Western Ontario: the first a three year BA in Early Historical Canadian Culture and the second an Honours Specialization Anthropology, Major His-

tory. I took a full time position at the Bookstore at Western following my undergraduate degree. Though this position allowed me to offer superior customer service to a clientele I had a unique relation to, being both an employee and alumni of the University, I was still left wanting. It was during this time I decided to pursue a career in libraries. Libraries have always held the ideal combination of love and promotion of literacy and customer service. I choose the path of Library Technician as I spent the last six years 'theorizing' and I now want to 'do'. Nearing the completion of my diploma I had the feeling that as a profession, Library Technicians were undervalued. Whenever I interviewed for jobs I was always asked why I did not apply to do my Masters as somehow the diploma was inferior. Therefore at the OALT/ABO annual meeting I decided the best way for me to promote the value of Library Technicians was to join the executive. Hence, I am now your **President-Elect** and currently employed at the Uxbridge Public Library as the Genealogy Department Intern.



Amy Dwyer

I am please to be the new Membership Coordinator I arrived in Canada nine years ago from Canberra, Australia. After becoming a permanent resident the

first order of business was getting a job, any job, with little regard for career direction. It wasn't until about four years ago that I realized that the library and information field was where I really wanted to be.

Before I had this realization I spent five years working in the transportation industry, which was challenging and provided its own unique set of experiences. After five years I was definitely ready for a change. Before enrolling at Seneca I was taking journalism at Humber College and although I loved the writing aspect this was not the right career path for me.

I graduated from Seneca's LIT program in April this year and after a summer of intense job searching I have my first job, a one year contract with Access Copyright in their cataloguing department. With a busy year ahead I am hoping to still be able to learn Spanish and indulge in some baking.



Julie Cristinzo

Ciao! My name is Julie and I am excited to be the new **Newsletter Editor** along with Jessica.

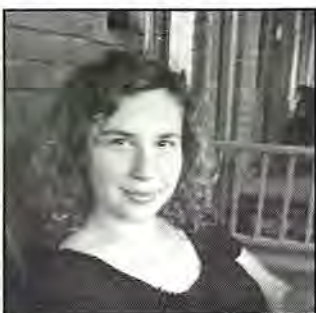
After 12 years in the hospitality industry I thought it was time to hang up my apron (although I do moonlight as a server occasionally) and try something new. After serendipitously coming across the LIT program while flipping through the Seneca catalogue, I looked into the profession (including perusing the OALT/ABO website), realized I have always loved libraries, and went for it.

Ideas to Celebrate Canadian Library Month, October 2010

Two years later I have graduated the program (as of May 2010) and am eager to fully engage in the profession. I had a fantastic time at the OALT/ABO conference this year which ended on a high note when Amy Dwyer called me over to tell me about the editor vacancy (Thanks again Amy!).

I look forward to making connections and contributions, and putting out a Newsletter/Nouvelles you will enjoy.

I currently reside in downtown Toronto and work part-time as a page for Toronto Public Library and have started a part-time Library Technician position at Branksome Hall. I enjoy reading (look me up on Shelfari!), learning Italian, travel, and movies.



Jessica Goodman

Hi everyone, my name is Jessica. I am pleased to be a new member of the Executive, Julie and I are sharing the role as **Newsletter Editors**.

I have a Bachelor of Fine Arts in Photography from Ryerson University and this spring, I graduated from the Library and Information Technician program at Seneca College. Recently, I have been hired to work at the Learning Zone at OCAD University and I look forward to working in our field.

I am excited that the newsletter editor position presents the opportunity to meet new people and connect with members. It also allows me to continue to learn new skills and grow both personally and professionally. I look forward to contributing to the newsletter. My favorite things include photography, art, travel, reading and watching movies. I love to eat, cook, grow, share and learn about food.

Canadian Library Month is an opportunity to celebrate libraries and all they stand for. The theme, Your Library, Your World, is general enough to include all types of libraries and at the same time specific enough to speak



to each library's individual role. Libraries are part of everyone's world and this is our chance to encourage people to use their library. All of us have ideas on how to reach our users, whether it is a CLM poster on a web site

or an article in a local newspaper. This October, let's get the library message out there!

The Canadian Library Association collected ideas from previous years, here are a few:

Advocacy

Seize the month and advocate for libraries!

- Reach every civil servant in departments that support libraries. Too often advocacy efforts are targeted at politicians and not the policy developers.

Community Centered

Libraries serve their communities. What better time to reconnect with them?

- Highlight your library's resources for "community" (defined as the community using the type of library) meetings or discussions: the library as a meeting place for a variety of segments of your user population.
- Consider the role that libraries play in people's lives: why do people come to the library? Isn't the Internet good enough? Tell your users why the library continues to be an important part of their community and lives. You could make posters, send emails or mail-outs, distribute flyers, or hold events.

(Continued on page 6)

Displays

For a better impact make also an online version of the displays.

- Create a photo display celebrating the history of your library.
- Highlight Canadian book publishers and display book award winners.

Games and contests

All patrons love games and like winning prizes. Partner with local businesses to secure prizes.

- Challenge patrons to explore your library to find out: What they know about the library; How many books, journals, indexes, databases, computers, etc. the library has; What the library's oldest book is; How many people work in the library; How large (in floor area) the library is; When the library was built; How many languages are represented in the library's collection(s)!
- Tips and tricks day - ask users for their best information searching ideas, favourite sites/blogs. Make the results of the above sharable with other library users to spread the knowledge.

Literacy

You can launch literacy programs or organize special events:

- Create awareness of libraries and their benefits around the world. A site to consult:

<http://www.bookaid.org/cms.cgi/site/index.htm>

Media/Communication

- Academic libraries could write a series of articles in the student newspaper.
- Special libraries could arrange to sponsor their company newsletter.

Highlight public access to government information and services.

- Key messages include:
 - Libraries make the world of information local to all.
 - Libraries have knowledgeable and informed staff who can help you with what ever you need to know.
 - Libraries are fundamental to creating informed and engaged communities by democratizing access to information.

Special Events

- Host an event that informs patrons about alternative formats and any special equipment or resources that you offer for people with restricted vision or restricted mobility .
- Offer multilingual computer classes.

Your Website

- Work with your IT service to ensure that Canadian Library Month is announced on your organization's intranet or through other electronic communication tools.
- Create a link to a library somewhere else in Canada; compare and contrast the informational links.

For a complete listing of ideas visit:

http://www.cla.ca/clm10/assets/documents/CLM2010Ideas_Final.pdf

Visit the official Canadian Library Month website:

<http://www.cla.ca/clm10/>



How did you celebrate Canadian Library Month?
We want to hear all about it. Send us an article,
picture, quote, etc. to :

oaltabonewsletter@gmail.com

Volunteer Spotlight:

Add a little fun to your life, give volunteering a try!

By Kate Morrison

Does volunteering actually do anything? Yes, it does! It can provide a chance to spread the love of reading (part of the reason I am a library technician) and it helps develop skills that can be used in real life and/or work life. Without being obvious you can make a name for yourself with your employer when they find out that you are a volunteer or part of a professional organization that is important to them. Here are some examples from my own life recently. I have always been a volunteer, which I didn't realize until just this moment, and it allows me to give back to my community as well as get life experience. My volunteer work has filled out my resume at various times such as when I was getting back into the paid work force after being at home with my children when they were young.

I am privileged to be a Visiting Library Service (VLS) volunteer with the Hamilton Public Library (HPL), who also happens to be my employer. I get to make and see friends monthly while I am a reading lifeline for people who otherwise would not be able to continue reading and learning. I have 2 wonderful ladies who are legally blind and 1 wonderful gentleman who is mentally challenged and his sister that I have gotten to know and look forward to seeing on a regular basis. This opportunity also allows me to see the challenges shut ins have when trying to still enjoy their love of reading. I became a VLS volunteer after I got in touch with the appropriate office in the library and had a security check done through the Hamilton Police. You have to be able to get to their residence and the library as well, whether with a car or transit.

I have also been a member of the Ontario Association of Library Technicians/Association des bibliotechniciens de l'Ontario for 10 years and have been on executives or committees for at least 8 of those years. Can you tell I tend to jump in with both feet? I have had lots of fun,

frustration, deadlines, met lots of wonderful people and learned a heck of lot about myself and what my strengths are and are not! I have learned I love to organize (hence being the Chair of the 2010 Conference) and I don't like working with money as I procrastinate too much (I actually figured this out as Brown Owl with my daughter's Brownie troop). The great thing about knowing these things about myself is being able to put myself in positions where I can help the most, be dependable, mentor others if needed and have fun while I do it. In a way it can be more difficult to be a volunteer than actually being paid to do a task because you have to motivate yourself to get the job done and done well!

Another area I have volunteered for the last 4 years is with the Forest of Reading (FOR) with the Ontario Library Association (OLA). I have worked in school libraries and work with children and adults in my present employment with HPL. I have always felt that reading is important at young ages and I like to push Canadian publishers and I get to do this as a member (at various times) of the Red Maple, Blue Spruce and Silver Birch Selection Committees (see www.accessola.com for more information). I get to keep up with new authors, old favourites and some wonderful books, as well as some not so wonderful books, but that's part of the fun! I have also met some wonderful library personnel, either on the phone, through email or in person at the FOR invitation only breakfast at the OLA Super Conference.

As I mentioned I have volunteered a lot of my life. One caution, from personal experience, is to know your energy and time limits. Volunteering can be exciting, quiet, fun and make you feel wonderful as long as you commit to being dependable, to what you can handle and to widen your horizons. Go for it!!!

Volunteer Spotlight:

Seneca Students Learn Outside the Classroom

By Julie Cristinzo

A diverse group of students who volunteer at a Synagogue in Thornhill are reorganizing and revitalizing the library including cataloguing new items and working with the Weine Classification System for Judacia Libraries. A Seniors residence in North York is currently being reorganized physically and intellectually by students who are applying spine labels and creating signage in different languages to better serve the building's multicultural residences. School libraries are also benefitting by having groups of students coming in to assist teacher librarians where there are currently no technicians.

The benefits

Carlisle Kemp-Jackson, now retired from the faculty as a Professor and Coordinator was the brainchild and

great supporter of the group.

He always emphasized the importance of volunteering and arranged annual gatherings for the volunteers (current, past, and future) to meet and mingle.

Carlisle is now keeping busy writing and publishing several

books on the topics of libraries and research and has been receiving many orders from Coutts Information Services. After he left, the group chose to still exist and approached new co-Coordinator Danielle Mercier and Marla Askensai for support who quickly agreed. While on board to stand behind the work of the students, the group is essentially self run.

The skills gained reflect the teachings of the program, notes volunteer Stacey Boileau: "Volunteering lets me put what I learn in the Library Technician Program into practice, as well as, understand what factors to consider when building a library from top to bottom."

In January 2007 we featured an article about students from Seneca's Faculty of Continuing Education's Library and Information Technician Program who, across various project sites including Toronto Community Housing, have volunteered their time to help their community. '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.' wrote Ann Hersch, former part-time Program Coordinator. At the time, the students were involved with the library in the Senator Croll Building serving the building's occupants including seniors and students, as well as Senior Adult Services (SAS), who maintain the library [Hersch]. Four years later the informal volunteer group is still going strong resurrecting the Senator Croll project as well as starting a few other unique projects.

Meet Fred Dunn

In the winter of 2009, a few part time and full time students came together to organize the collection of one Fred Dunn; a peace activist who lived alone in a ravine in Toronto. Eventually he kept an apartment that housed his eclectic collection of books which he annotated with his messages and poems of peace, undecipherable writings and his personal fitness routines (he was known to run barefoot with an 80 pound log on his shoulder in all seasons well into old age) [Fiorito]. After he passed, the books ended up as a donation to Seneca where the student volunteers weeded, catalogued, and processed the collection where it sits today in Seneca's Newnham Campus Library as The Fred Dunn Collection.

"Volunteering helps me confirm for myself that this is the profession I want to be in."

Along with gaining practical skills the students also develop skills like resourcefulness and leadership. They also use online tools such as Google Groups and Google DOCS in order to collaborate and organize.

But the benefits don't stop there. As Senior Team Leader Dubravka notes the group presents other opportunities: "Apart from doing something which is



Volunteer Stacey Boileau

"Volunteering gives me the opportunity..to get to know my fellow students...We are all building our own networks."

making a difference in a community, I would say that volunteering gives me the opportunity to meet and get to know my fellow students... we always learn something about courses, or about job postings. We



*Dubravka Trickovic ;
Senior Team Leader*

are all building our own networks. Working closely with people from other cultures, gives me and other students the opportunity to learn and appreciate different cultures. Since I would really like to work in a public library, I feel that this experience is very valuable." Adds volunteer

Bella Nay: "Volunteering helps me confirm for myself that this is the profession I want to be in. We are all building a foundation that will become useful in our professional lives."

As mentioned Dubravka is the Senior Team Leader; she oversees the different projects which all have their own team leader, places new student volunteers, and participates in developing the overall goal of the projects which is essentially to improve access to the collections they work with. Once Dubravka graduates, the position and projects will be passed on and

hopefully continue; rounding out students education with a chance to gain practical experience and serve the community.

Hersch, Anne. "Seneca Students Learn First Hand About Librarianship" *Newsletter/Nouvelles* Vol. 30 no. 1 (Jan 2007) pg 12 (print)

Fiorito, Joe "The Wonder of Fred Dunn Lives on in a Novel Way" *The Toronto Star*. 06 02 2009 Wed. Sept. 21st 2010



We are hoping to make 'Volunteer Spotlight' a regular feature, so please send us your own or someone you know volunteer experiences to:
oaltabonewsletter@gmail.com

Friendly Reminder

Membership renewal will be due at the end of January.

Thank you for your continued support!

Vending Machine Library Hits the Spot

By Joanne Chianello



Councillor Maria McRae admits the library kiosks were seen as a bit of a risk at first. But at last count, almost 1,700 items have been checked out since the program began in April and the costs associated with the kiosks are a tiny fraction of what it would take to build and run a library.

Photograph by: Chris Mikula, The Ottawa Citizen

The automated library kiosk in the Hunt Club-Riverside Community Center are the first of their kind in Canada, but already users are coming back for more, Joanne Chianello reports.

It looks like a regular vending machine, the kind you might feed loonies and toonies in exchange for a chocolate bar or bag of chips.

But if you were looking for a quick junk-food fix from this unit, you'd be out of luck. Instead of a box of Smarties, it dispenses Stella, Queen of the Snow.

These library kiosks — there are two of them in the foyer of the Hunt Club-Riverside Community Centre — are the first of their kind in Canada. They work just like regular vending machines, except that users swipe their Ottawa library cards instead of inserting coins into the

machine. And instead of buying a pack of gum, the user is borrowing a library book or DVD. The printed receipt tells the library customer when the item is due back.

At last count, almost 1,700 items have been checked out since the program began in April. One machine stocks children's materials, while the other offers items for teens and adults in both English and French. The selections are chosen by library staff from the most popular, in-demand titles. Between the two kiosks is a return bin, where residents can bring back not just items that they borrowed from the kiosks, but from any library in the city.

It's been such a hit, says Councillor Maria McRae, that she once saw a little boy hugging the machine.

The pilot project grew from McRae's frustration that the area didn't have its own library. In fact, she began to complain about the fact that the 12,000 residents of

River ward didn't have library services almost from the moment she was elected in 2003.

"I was the indignant rookie councillor, beside myself that my ward didn't have a bricks-and-mortar library," admits McRae.

The opportunity to do something about it arose about five years ago when McRae and city staff began serious discussions for expanding the community centre, which was originally built about 25 years ago. The councillor wanted the refurbished centre to be a "one-stop shopping" resource for the community, where residents could do everything from take an exercise class to get a referral for substance abuse — or take out a book.

And that's where Barbara Clubb came in.

"We knew that this was an area where people had to leave their constituency to use a library," says Clubb, the Ottawa Public Library's chief librarian.

Over the years, there had been a number of attempts to get a library into the area, "but it just didn't happen, because of the time or the money or the circumstances just didn't come together."

The money for a full-fledged library still wasn't there, but Clubb knew that library vending machines, popular for years in Europe and starting to appear in the United States, could "fill the gap" for the community.

"One of the rules of librarianship is, 'Save the time of the reader,'" says Clubb. "Anything we can do within our power to do that is heading in the right direction."

McRae credits Clubb — along with Linda Standing, one of the city's managers of public services, and Councillor Jan Harder, who's been the chairwoman of the library board for four years — for championing the program.

"It's was a bit of a risk, having never been done before," says McRae.

Indeed, there were a few hiccups when the machines were first installed, mostly to do with cards not working properly, but those issues have been ironed out, says Standing.

And while the costs associated with the kiosks are a tiny fraction of what it would take to build and run a library, they aren't free either.

The capital expenditure for the two machines, which included installation and set-up costs, was \$100,000. Another \$50,000 in operating costs are associated with handling returns and re-stocking the machines, plus a new service where staff hold "library hours" twice a week at the community centre. (This is in addition to weekly bookmobile service in the area.)

Meant to augment the kiosks, during these hours library staff can issue library cards and also deliver items that residents have put on hold online from anywhere in the library system.

Although this is a one-year pilot program, other areas of the city are already inquiring about getting their own kiosks, including a "major request" from a new community complex planned for north Kanata.

"We're just in the early stages of getting the machines to work and figuring out all of the implications, so we need to do a thorough evaluation before we look at a roll-out plan," says Clubb.

And while they seem to be popular with the public, especially among children and the seniors who live in a co-op across the street from the community centre, kiosks shouldn't be considered a replacement for full-service libraries, warns Clubb.

"This is a supplementary, a stop-gap," she says, although she admits that the vending machines may have an impact on the location of new library branches.

Kiosks can't work with groups, offer free computers, personal assistance or foreign-language materials.

"This is a supplementary service," says Clubb. "This is like your Mac's Milk versus your Superstore. They have different features."



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Advocacy: What's in a Name

By Michael David Reansbury, Genealogy Department Intern, Uxbridge Public Library

It should be stated from the outset that what follows is by no means the opinion of the current Executive of the OALT/ABO; this article is strictly my own personal thoughts on the topic of advocacy.

The name library technician is a double edged sword. On the one hand it allows for quick identification of what we do: technical work within a library. However, our association with the word library often means that when it comes to advocacy the technician is forgotten and libraries and librarians takes precedence. I think it prudent, therefore, to clarify what it is that, as an Association, we should ultimately be advocating for: library technicians. Larger organizations such as the Ontario Library Association and the Canada Library Association are mandated to advocate for libraries. We, however, as an Association have a more specific focus and mandate. Our membership is made up of library technicians and therefore our mandate is to advocate for library technicians.

I am by no means saying we should not advocate for libraries, for the fate of library technicians is directly linked to the fate of libraries. I am, however, emphasising that at all times when we, as an Association, are in position to advocate we must first and foremost advocate for library technicians.

Advocacy is defined by the Canadian Oxford Dictionary as "verbal support or argument for a cause, policy, etc." As individual members and or smaller sub sects of the larger Association, i.e. School Chapter, I believe it is our right and obligation to verbally support library technicians. One way we, as individual members, can make verbal our support for library technicians is to ensure that on all library boards, school councils, etc,

there is at least one person who is or has firsthand knowledge of the importance of library technicians within libraries. It is in my opinion the obligation of the Association, and by default the Executive, to ensure that the knowledge, the hard evidence, of the importance of library technicians to libraries is available to our members and to the general public.

My research for this article revealed an invaluable resource which outright states the importance of library technicians within all libraries. In 2002 the American Library Association made available the updated version of the *Library and Information Studies Education and Human Resource Utilization: A Statement of Policy* which states that "to meet the goals of library service, both professional and supportive staff are needed in libraries." The Statement explains that "skills other than those of librarianship also have an important contribution to make to the achievement of superior library service. There should be equal recognition in both the professional and supportive ranks

"It must be our ultimate goal to make library technicians synonymous with libraries."

for those individuals whose expertise contributes to the effective performance of the library." Although the document does not specifically name library technicians, referencing the terms LIS assistant and or LIS Associate, upon reviewing the definitions of both these positions, whose main requirement are a general education, which can include a Bachelors degree, combined with library specific training, I think it not unreasonable to say that this fits the definition and requirements of Library Technician diplomas within Canada. Though library technicians are not the only support staff the statement speaks to, we are a major and important component of the support staff. Library technicians are afforded this importance because our

unique combination of general education and library specific training permits support staff, who do not have specific library training, and prevents librarians, who do have a special form of library training, from having to deal with routine and basic library functions thus allowing each of these groups to bring to bare their own unique skill sets within the library. Library technicians, therefore, become the daily point man with the patron.

There are two further points I think prudent for us to extract from the Statement. The first is that “[p]ositions which are primarily devoted to the routine application of established rules and regulations, however useful

and essential to the effective operation of a library’s ongoing services, should not carry the word “Librarian” in the job title.” I would go further and say that if such positions should not carry the term ‘librarian’ in the job title, it therefore should not be held by librarians. Put another way, as a position which is routine and applies established rules and regulations, a skill set which is taught to library technicians and not necessarily in master’s courses, when hiring for such a position candidates holding a diploma must be seen to be the more ideal candidate over those holding a master’s. I do not feel that such a statement attempts to remove

“Along with being Library Technicians we must assume a related role; that of advocate for library technicians.”

perspective jobs from master’s graduates. Instead I think it supports the differences in education and skill sets possessed by master’s and diploma graduates ensuring that the most qualified candidate is chosen for the job instead of regulating the job to a candidate whose skills are not suited to the tasks at hand. The



second point the statement makes which requires our attention is that “access to continuous learning for support staff” must be provided. The *Library and Information Studies and Human Resource Utilization* has made it clear that support staff and librarians are both invaluable in providing superior library services. As librarians are offered and often expected to partake in continuing education it makes sense that support staff

would also be offered and expected to continue their education. As Library Technicians we are granted a unique opportunity in that we can upgrade our library technicians training or we can chose to complete a master’s. I feel both are viable and admirable pursuits and a library technician who chooses to pursue his or her master’s should

be supported by the Association as these individuals are excellent ambassadors who demonstrated the importance of library technicians and the skills we possess. In time it could become the standard that all librarians first are trained as library technicians. As an Association we must also challenge our members to constantly seek upgrading of skills they already possess and/or knowledge of new techniques and technology to ensure the relevancy of library technician positions within the profession.

This article offers only a preliminary exposition of advocacy for library technicians. I offer this article as a means of beginning a dialogue within the Association on the issues of advocacy and how we as an Association, and individual members, will go forward. It must be our ultimate goal to make library technicians synonymous with libraries. In doing so, we ensure that anytime someone advocates for libraries there is also the understanding that library technicians are part and parcel of the library. We all have firsthand experience that the public assumes that everyone that works in a library is a librarian. All library staff are not librarians in much the same way that not all hospital or legal staff are doctors or lawyers.

(Continued on page

Conference Review Re: School Libraries

By Karen Infantino, Library Technician, Niagara C. D. S. B.

As a School Chapter Champion, once again I had the pleasure of hosting the “Roundtable on School Libraries” session on Saturday morning.

Over the past few years, the Ministry of Education has invested large sums of money into elementary school libraries. I thought it would be pertinent to have discussion with the Ministry and Library Technicians who, in many cases throughout Ontario, are the keepers of this investment. I had really hoped to secure a representative to join our discussion; however, despite having had some positive conversation with

Ministry staff last December, my hopes were dashed when Premier McGuinty shuffled his cabinet in January. To her credit, the new Minister of Education, Leona Dombrowsky, did send a letter of regret, as well as a letter to the conference session participants, in which she stated:

“On behalf of the Ministry of Education, I am pleased to extend my best wishes to all the participants at the Round Table on School Libraries.

I understand that library technicians from across Ontario are meeting to discuss school library trends, challenges and successes. You are to be commended for gathering together to network with your colleagues, exchange ideas and share best practices. I value the important function of school libraries in Ontario’s publicly funded education system. Library technicians enrich the implementation of the Ontario curriculum for students.

I offer my thanks to the Ontario Association of Library Technicians for organizing this round table discussion to

provide an informative experience for all the participants. I also thank the participants for encouraging good literacy skills. Students with strong literacy skills are more likely to succeed at school. Together, we can help them reach their full potential.

Please accept my warmest wishes for a successful event.”

We know we are loved and respected for the work we do on site in our schools; our staffs and students are grateful for our services when we provide guidance, assistance, knowledge and help. It appears the Ministry of Education also values the work of Library Technicians; yet there still is an underlying current of fear for our jobs.

“It appears the Ministry of Education also values the work of Library Technicians; yet there is still an underlying current of fear for our jobs.”

Integrated and automated library systems should be the greatest of friends with library technicians, especially those of us who are old enough to remember what it was like to manually type sets of catalogue cards. However, the trend to go to centralized processing, cataloguing, self-checkout, etc., appears to be a means by which upper administration will use to reduce the services of library technicians within the school setting. It is a scary thought and ironic that new technology, welcome for us as a means to provide better service, could be the very thing used as a means of reducing the employee cost budget line.

School Board administrations need to understand that ILSs and LMSs are just tools to make school libraries more efficient and accessible to enhance learning, and allow library staff more time for personal interaction with patrons to be of better service and to keep Ontario’s investment in school libraries in good shape. Computers in the classroom have not replaced the classroom teacher, and new library technology cannot

and should not replace the ability and human touch of qualified library staff.

This year, the Ontario School Library Association released its new document developed with the support of the Literacy and Numeracy Secretariat of the Government of Ontario's Ministry of Education.

"Together for Learning: School Libraries and the Emergence of the Learning Commons, A Vision for the 21st Century", offers some interesting suggestions. It

seems to me, it is even more important to maintain and indeed, increase levels of library staff when one considers even just these very few suggestions from the document:

- * Students and staff have access to qualified library staff and resources as needed during and **beyond the instructional day**.
- * In embracing the Learning Commons, a school library plays a pivotal role.
- * A school library already has a multi-grade focus and a mandate to support the needs of all learners. It can model and facilitate the enriched learning opportunities inherent in the Learning Commons.



be colourful, inviting and playful.

- * Establish an "online presence". This does not have to be limited to creating a website, writing a blog or establishing a wiki. Look at multiple formats where users can access information.
- * Alter your "hours of operation" and rethink your assumptions about "acceptable activities". (e.g., email, SMS, cyberarts, multimedia mash-ups, etc.)
- * Create online meeting spaces for learning that utilize social media concepts.
- * Remember that equitable access to qualified library staff — not as pre-scheduled set periods but on an as-needed basis during and **outside the school day** — is just as important as access to resources.
- * By drawing on the expertise of everyone — students, teacher-librarians, library technicians, community members — learning becomes relevant and dynamic.
- * Consider cell phones as potentially powerful computing devices (e.g., use them to gather student responses, find information, read downloads of news articles, read books and reviews, explore Google maps, act as a GPS, record interviews, take digital photos, play language games, etc.)
- * Use bookmarking web technology (e.g., Diigo, Del.icio.us, Shelfari) for building reading lists with students; encourage them to add to the list
- * Explore Web 2.0 applications for their potential to engage learners (e.g., Wordle, YouTube, Audacity, Facebook)

In embracing the Learning Commons, a school library plays a pivotal role.

The time has come for school libraries to welcome an ever-widening variety of learning practices and activities. Design components of 21st century learning spaces need to consider collaboration, comfort and community. Wherever possible, learning spaces should

Wow! That's just a few choice pickings; access the entire document at: http://www.accessola.com/data/6/rec_docs/677_OLATogetherforLearning.pdf

Despite the positive work we do in school libraries, the appreciation and respect from students, staff and the Ministry, round table participants still feel there's a need to raise the profile of Library Technicians, promote our role in the school, and secure our place in the education system. Could this be a job for the OALT/ABO School Chapter?

After the Roundtable, there was a following session which was simply a meeting of the School Chapter. Much of it was a continuation of some discussion already generated that morning. It is very difficult to get a consensus of all the School Chapter members as we are all across this massive province and very few school LTs manage to attend the conference. People work hard and between work and family, it becomes very tedious to try to keep in touch. Here are some thoughts that were brought up at our meeting for School Chapter members to consider.

Most (if not all) of us school LTs belong to a Union Local (many are CUPE). The Ontario School Board Coordinating Committee (OSBCC) is a group affiliated with CUPE Ontario and CUPE National. The OSBCC, CUPE and SWAG (Support Workers Advisory Group) were involved in negotiations with Ontario School Boards facilitated by the Ministry of Education. All school board collective agreements across the province were negotiated in 2008 and ideally will be done so again in 2012. Having a voice at the Provincial Discussion Table should be beneficial to school library support staff, and hopefully could be the beginning to some consistency in services across the province in all Ontario elementary and secondary schools.

If our School Chapter could form an alliance with OSBCC perhaps we could achieve some gains in 2012, such as increases in hours and secure places in our

education system. There was a suggestion at the last OSBCC conference that a campaign could be conducted to raise the profile of school LTs. It might be a good idea for our School Chapter to spend some of its funds on supporting such a campaign.

If you can manage it, here are some ideas to become an advocate in promoting the role of Library Technicians in the education system:

- * make plans to attend the OALT/ABO Conference in Ottawa May 4-7, 2011
- * get involved in your union Local and ask about provincial bargaining in 2011
- * consider attending the OSBCC Conference February 1-5, 2011
- * dialogue with other school LTs and School Chapter members
- * encourage your colleagues to join OALT/ABO, help keep the School Chapter alive
- * become a School Chapter Champion
- * get active regarding the School Board elections this fall, find out which candidates for Trustee are supportive of school libraries and qualified staff

As you open your library doors to another September full of excitement and promise, I wish you all the best for a wonderfully successful year. Kudos to you all, for everything you do for your students, staff and school community. See you in Ottawa, next spring!



*What a school thinks about its library is a measure of what it thinks about education
~ Harold Howe, former US Commissioner of Education*

37th Annual Conference/Le 37 jeme conference annuelle



Photographs and comments from attendees of the 2010 OALT/ABO annual conference at Mohawk College - Fennell Campus in Hamilton, Ontario

“Excellent local info (restaurants, maps) provided”



“Accommodations were excellent”

“Always enjoy tours that inform about other cities in the province – their history, types of libraries”





“Overall this was a great experience and I can’t wait to come next year. This was my first time. I loved the networking and gained a lot of new knowledge and ideas”



“Keep it up – excellent work”

“Lots of good tech info and wonderful networking. Much better networking for an LT than OLA conference. Congrats to the committee for all your hard work”

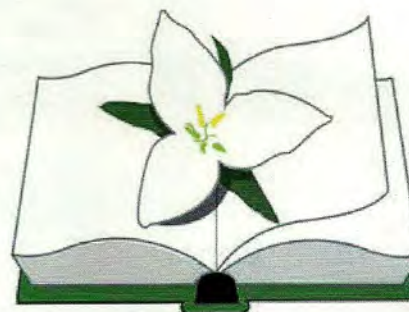


“Such a great selection of workshops – perhaps offering some popular sessions twice. There were so many good sessions offered at the same time so I couldn’t go to everything. Great conference! Good job! Congratulations!”



“You have a good range of topics across entire range of LT experience. Most sub-disciplines represented and good balance from new technology to soft skills to core technologies”

“Panel groups represented various spectra of new grads/old timers, from each major type of library. Not easy to get such a good arrangement”

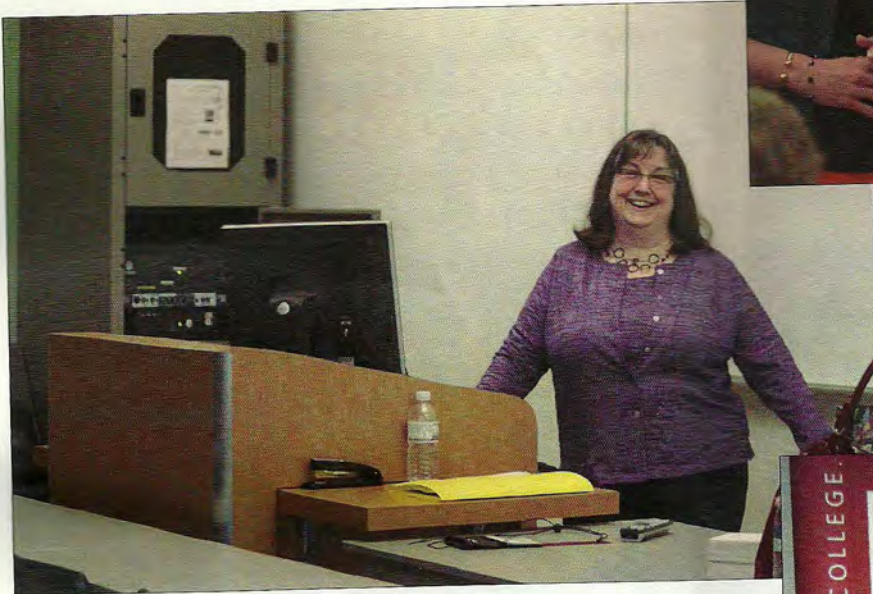


OALT / ABO

“Love coming to these conferences every year meeting old friends and making new ones”



“As a recent graduate it was really nice to feel part of a professional community... a great introduction to the field”



“Thank you for all your effort in making the conference a great success”



“Looking forward to next year!”



37th Annual Conference/Le 37 jeme conference annuelle A few words from Kate Morrison, 2010 OALT/ABO Conference Chair

Thank you to everyone who made the 2010 OALT/ABO Annual Conference in Hamilton a wonderful success! We had a wonderful time in Hamilton and personally it was wonderful to show off the place where I live! We had 132 registrants and the days were busy with sessions, networking and fun. There are more nitty gritty details available in the Members Only area of our website. Our keynote and banquet speakers were well received as were the sessions and tours. Some of the notes from the sessions are available in the Members area of the website. The enthusiasm by all throughout the conference was palpable and made for some very interesting discussions.

The conference committee did a great job of planning and implementing the conference. It was excellent to know I had these wonderful people to get their jobs done before and during the conference to make this a fantasitc time to be had by all. Your 2010 Planning Committee consisted of: Liz Aldrey; Pam Casey; Stella Clark; Traceyann Crawford; Stacy Goddard; Delores Harms-Penner; Lynne Kumagai; Irène Kumar; Shannon Matthews; Beth Murray-Bannister; Melissa Poremba; Maria Ripley; Cyndi Smith; Kathryn Suffoletta; and Wendy Witzak. A big thank you to Maggie Weaver who was on call whenever we needed to consult with her. Another huge thank you to all the people who pitched in and helped at the conference itself, whether doing registration or introducing a session speaker or doing any of the other little tasks that need to be done to make a conference successful. As an Association we come together and do a great job of putting on a conference!

It was a privilege to be able to help provide a place for all of us to be able to grow as professionals and have fun doing it. I can hardly wait to go to the 2011 OALT/ABO Annual Conference in Ottawa next year to learn and grow more!



OALT/ABO Conference by the Numbers!

Attendance

Full members: 49 non members: 15

2 day members: 32 non members: 0

1 day members: 8 non members: 6

TOTAL

members: 99 non members: 21 students: 12

132 attendees in total!!

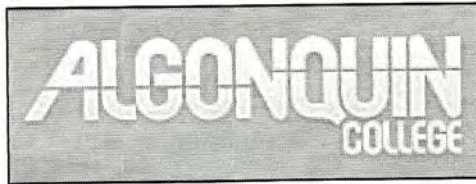
See you in Ottawa!

The OALT/ABO executive has decided to go paperless. As an initial step the draft ABM minutes and related reports normally included as inserts in our Newsletter/Nouvelles will be available on the Members Only area of the website under Publications > ABM Minutes.

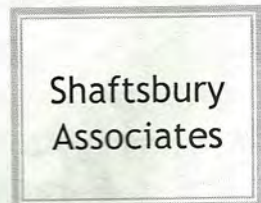
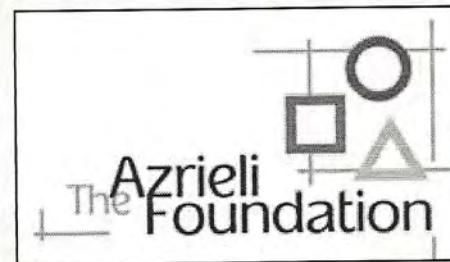
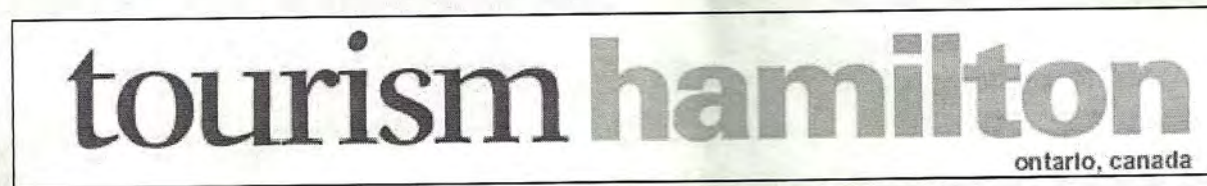
Participants at the 2011 conference/2011 ABM will receive electronic copies of the minutes along with their conference material.

If you require a paper copy please contact Ontario Association of Library Technicians / Association des bibliotechniciens de l'Ontario Abbey Market, P.O. Box 76010, 1500 Upper Middle Road West, Oakville, ON, L6M 3H5 or by email: info@oaltabo.on.ca

OALT/ABO Annual Conference 2010 would like to thank the following sponsors for their generosity:



Groupe Archambault



We are Fa-mi-ly : 2011 conference preview

By Maggie Weaver, Chair, OALT/ABO Conference 2011

My Canadian husband has a map of Canada on his wall, with a tiny insert showing the British Isles to the same scale. It always reminds me how small my family is compared with his, which includes aunts and uncles and cousins galore, mostly in Ontario. By comparison, each generation of my family had only one or two offspring, and the resulting 25 people are scattered across UK, France, Canada and Bermuda.

So when we received a surprise invitation to celebrate the arrival of the latest additions, a Parisian wife for my eldest second cousin, and a baby for my youngest second cousin, I of course rushed online to book air tickets and B&B, and thought about dieting.

At a country hotel, actually the dower house of a stately home, we admired the baby and the bride, and got to know the newer family members a bit better. We caught up with the operations and ailments of the older generation (that's me) and the job situations of the younger generation. We initiated the Canadian side (now 5 strong) in the tradition of "French cricket" on the lawn, and in the art and science of retrieving cricket balls from nettle patches. We laughed at speeches (my brother gave the "pain grillé" to the newlyweds), and took lots of photos. And at the end we promised to communicate more frequently, and to treat ourselves to another reunion when the next bump becomes a baby and/or the remaining singles get hitched.

And no sooner were we home than sure enough, a nephew phoned to say he was getting married, and we were invited to do it all again next summer – Bliss!

It's just like OALT/ABO conferences. We meet to learn new skills from the bright young things, and tips from the old guard. We hug friends from the past and meet new friends for the future. We indulge in rituals like energetic discos and door prizes. We ask about family and jobs, congratulate the new mums, grandmas and

uncles, and welcome the latest grads and even students. We laugh a lot, and learn a lot. And at the end we promise to communicate more frequently, and to meet again next year.

And no sooner are we home, than a team forms to plan the conference for next year.

Our next conference will be at Algonquin College in Nepean, Ottawa – home of a vibrant LT program so we are sure to meet lots of students at the conference. And Ottawa has a plethora of great libraries, so tours and conferences sessions will be well up to the standards we've come to expect from OALT/ABO conferences. (If you'd like to join the planning team, email me at mweaver@iecanada.com.)

No surprise invitation – and lots of time for you to plan to join the OALT/ABO family reunion, May 4-7, 2011. See you there!

Call for speakers at the 2011 conference!

We are looking for some panelists to participate in:

- (a) *New professionals panel* -- this is always an interesting session, and students and new professionals learn lots as panelists share their experiences in landing their first job, learning the ropes, and applying their "school learning" in the real world.
- (b) *Libraries and the Net* -- Is your library doing interesting things with the Internet? From wikis and blogs, to online event registration, to teaching e-mail to seniors, library staff engage the Internet in numerous ways. Share the neat things that your library is doing, as one of the panelists on this session.

Please send the outline of a proposed session, plus contact information, to the Conference Planning Committee c/o mweaver@iecanada.com The program will be finalized by mid November. In the meantime, mark May 4-7 in your 2011 calendar!

The Last Question

By Maggie Weaver, Chair, OALT/ABO Conference 2011

The last question of the last session of the last conference I attended was: “Ms Rosenfeld, what career-building advice do you have?”

The conference, on market research, had been full of insightful sessions on how to do our jobs better, from speakers who had researched “best in class” practices, speakers who had developed useful techniques and tools, and speakers who had learned through experience the most effective ways to do research.

So by the end of the conference, we were fired up with new information and great plans to be even better at what we do – which of course is why many employers pay us to attend conferences.

But we also attend conferences to benefit ourselves, to learn and grow out of our current positions and into new ones. That’s personal development, and it’s our personal responsibility, and the reason why many of us pay our own way to conferences. The “last question” addressed that aspect of conferences – what can I myself do to improve my lot, enhance my position, grow my career?

The question was addressed to Irene Rosenfeld, Chairman and CEO of Kraft Foods, number 53 in the Fortune 500 with revenues of \$40.4 billion. Ms Rosenfeld had worked through the ranks at Kraft to reach the top – who better to ask for career advice? She’s smart, of course, but also genuine and approachable – any one of us would have asked her the same question, though perhaps not in front of 800 other people.

She replied simply “Make a difference.”

There are lots of ways to make a difference. In the information sector we are blessed, because the information we provide, or make accessible, makes a difference

to our customers. But to build a career, you must also make a difference in the view of your employer. How you do that will depend on your workplace: making a difference in a school workplace is different from making a difference in a government department, for example. It will also depend on your own personal traits – it may be more natural to you to make a difference through contributing to a team than going it alone. And it will also depend on your ambition – the process of making a difference over the long term can be just as satisfying as the adrenaline rush of making a difference in one spectacular display of entrepreneurship.

Your employer must also recognize that you made the difference. Here, the process is the same for all of us – market yourself. Make sure that you are not anonymous in the organization, by regularly pointing to your achievements. You can do that formally in your performance reviews, or informally by dropping in to your boss to say “I want to share a success.” But you must do it. So, make a difference, and show you made a difference, today!

Key Messages from Keynote Speaker @ the 2010 OALT/ABO Conference

Ken Roberts, Chief Public Librarian, Hamilton Public Library (Past President CLA) gave a lunch time presentation “Healthy Workplace: Why can’t all workplaces be perfect? It doesn’t seem too much to ask, does it?”

Some key ideas were presented:

Communicate the path, keep key messages simple, and use the strengths of people

And some key resources shared:

Marketing Communication: A Story Of Tappers And Listeners:

<http://www.smallbusinessdelivered.com/marketingcommunicationastoryoftappersandlisteners.html>

Strengthsfinder 2.0: A New and Upgraded Edition Of the Online Test From Gallup's Now, Discover Your Strengths Take a free version of the test at <http://strengths.gallup.com/110659/homepage.aspx>

Thank you to Susan Morley for passing along her notes

OALT/ABO Award for Innovation

This award, in memory of Judy Koenig, Huronia Region, is to recognize an OALT/ABO member(s) who has done something innovative in the workforce, for the Association or for professional development. The winners receive a certificate for the award. This years winners are:

Maria Ripley, Annette Desrosiers and Melissa Hall for their work on the Group Membership Project for OALT/ABO.

A few words from the winners

Thank you to the OALT/ABO Innovation Award Committee and the OALT/ABO Membership for honouring Melissa, Annette and I with the 2010 OALT Award for Innovation. The recognition given to members for ideas that benefit the Association or our profession is important to the longevity of our organization. I encourage all members to think about the roles they perform in libraries as well as the roles performed as members and volunteers for OALT/ABO and to nominate those who deserve recognition for efforts put forth to enhance what we do and who we are.

Maria Ripley

I would like to take this opportunity to thank OALT/ABO for awarding the Group Membership Pilot Project with the 2010 Innovation Award.

As I am in total agreement that the pilot project is worthy of recognition, certainly for the changes it has brought about to the association, I am humbled that my name is actually on a certificate. The project was very much spearheaded by Melissa Hall and greatly benefited from Maria Ripley's input.

Again thank you for this honour.

Annette Desrosiers, OALT/ABO Ottawa Chapter, Ex-Officio



Thank you very much for awarding me with the Innovation Award for the Group Membership project. I would like to personally thank Maria Ripley who was instrumental in getting this project off the ground. This change in our membership design has allowed for us to increase our membership which in turn will make OALT/ABO a stronger association in the Library community.

Melissa Hall

*Team work divides the task and
multiplies the success ~ Anonymous*

Congratulations to our 10 and 25 year members:

10 years

Kate Morrison and Stella Clark

25 years

Tracy Morgan

Thank you for your ongoing

commitment to OALT/ABO



2010 OALT/ABO Presidential Award

By Tracy Morgan

The Award Process

I want to take the opportunity to say once again what an honour it is to receive the OALT/ABO Presidential Award. It's an honour too to be trusted with the responsibility of being on the Award Selection Committee. Thank you to Marian Doucette and Vicky Lynham for serving with me. It truly was a team effort and a joyous one this year. It began with a call for nominations in the January NewsLETTER/Nouvelles and the updating of our Nomination Form. Marian took my draft, improved on it and converted it to an electronic format. Together, Vicky, Marian and I reviewed the nominations and were unanimous in our selection of this year's recipient by conference call in April.

“The selection was a difficult one this year as we had several nominees ALL more than worthy of recognition.”

Thanks to everyone involved in the process especially those of you who nominated someone. The selection process was a difficult one this year as we had several nominees, **ALL** more than worthy of recognition. Two of the nominations were outstanding; heart felt, well researched and could be reviewed in their entirety just as submitted.

The future of the Presidential Award is assured, as the 2010 Selection Committee will pass our “unsuccessful” (yet well deserved) nominations forward to next year's Selection Committee. In addition to the nominations already on file, someone who missed the 2010 deadline contacted me about a nomination they have in mind for next year. I encourage all of you to do the same. Start thinking now about 2011. Next year's Selection Committee already has a head start!

Congratulations to Linda Landreville

The Nomination Form asks the Selection Committee to keep four specific things in mind when reviewing nominations:

Evidence that the Association has played a significant role during the nominee's professional career.

In Linda's own words, membership in OALT/ABO gave her the stability and encouragement to learn new skills and try new paths when early career days were confusing and frustrating. When times were uncertain Linda found fellow library technicians to be an anchor.

Demonstrated leadership in helping others achieve full participation in the library profession within the Association/workplace.

Nominators stated that Linda's willingness to share her wealth of knowledge has been a factor in ensuring the stability of their Chapter. They say at every event Linda attends, she makes an effort to share her experiences with new members and explain how OALT/ABO has helped her in her professional career.

Outstanding contributions in building the Association.

Outstanding contributions to the Association are often made by members who shun the spotlight. Keeping a

“They say at every event Linda attends, she makes an effort to share her experiences with new members.”

Region and Chapter strong, keeps the Association strong. The importance of such contributions should not be overlooked or undervalued. Linda has been dedicated to Ottawa for 35 years! She has also served on Conference Committees and as a Director on the Association Executive.

Advanced recognition of the Library and Information Technician profession through publications, seminars, or workshops.

Linda has been integral to the Ottawa newsletter since 1979 – as its Editor or on the Editorial Committee since volume 1; number 1. She has ensured the quality of this bilingual publication and revolutionized its method of delivery, giving members the option of receiving the newsletter electronically since ~ 2002.

The Presidential Nomination Form states we present this Award annually to recognize leadership, commitment and persistent endeavours that have contributed significantly to advancing the Association and/or our profession. There is no doubt in the minds of this Selection Committee (and Linda's nominators) that she has been quietly walking this talk for 35 years. To quote from her nomination: "untiring efforts"; "dedication"; "respect"; "organizational skills"; "technological expertise"; "relationships"; "remarkable patience"; "tact"; "unflinching enthusiasm"; "leadership"... These are but some of the attributes that make us proud to recognize Linda Landreville with our 2010 Presidential Award.



Linda Landreville with her Presidential Award

A few words from Linda...

I feel very privileged to have received the **2010 OALT/ABO Presidential Award**. Although I was unable to attend the Association Conference in May to speak with them in person, I want to relate a heartfelt **"Thank you"** to the Association's Presidential Award Committee. Most recently, I am still in shock that 16 people from Ottawa Chapter came out to a local restaurant on June 1st to present me with the plaque ... *and, if that wasn't enough to leave me numb, there were several more e-mails and follow-up chats into July from folks who were unavailable in June!*

2010 will be a year to remember! First of all, there was my Retirement and everything that goes along with beginning this new Adventure – now, this incredible Award!

I honestly have pondered lately what my world would have been like had I not started out as a Library Technician in 1974. What if I had not stayed with OALT/ABO as my career took me along different paths? My Life certainly would have been a darned sight poorer for not having maintained some pretty awesome Friendships all these years!

Anyway, to borrow our **2005 OALT/ABO Conference** theme -- it's simply an honour in of itself to be a part of such a fantastic Team and to be forever linked to a Profession that continues to **SURVIVE AND THRIVE!**

Take care!

Linda



I am a Library Technician and Proud of my Profession

By Angela Sullivan, Library Technician/Learning Commons Specialist, Windsor Essex C. D. S.B.

I do not hold an MLIS degree, nor do I hold a BA. What I do have is specialized Library and Information Technology diploma from a local community college. I worked hard to earn it. I wear it proudly. It has become my “brand”.

The library is one of the few institutions I hold in very high esteem. I am passionate about it. Even a little addicted to it. I can't bear to be away from it. When I learned of the Library Technician program, I knew it was the perfect fit for me.

The education I received equipped me with the necessary tools to become a knowledgeable paraprofessional. The “mechanics” of the library environment were well ingrained and reinforced throughout the duration of the program. I was confident that I could successfully integrate in any library environment. My educational journey took me through a vast array of technical tasks... from descriptive and subject cataloguing, circulation and interlibrary loan, acquisition, database searching, collection management, computer supported application and other information-focused skills. I have evolved into a highly trained and well-skilled Library Technician.

Am I presumptuous in my estimation of my skills? Do I feel I know it all? Of course not! I am cognizant that my educational arsenal does not possess a contextual education and I don't have a specific expertise in specific disciplines.

Do I want to supplant the role of the library professional called “Librarian”? Absolutely not! These keepers of knowledge merit a great deal of respect. Administrative organization, strategic planning, selection/collection development, in-depth knowledge of disciplines and current publishing trends will always remain

within the domain and parameter of the Librarian. However, I have a responsibility to myself and my fellow library technicians not to minimize the important role I too can play. I have developed a highly specialized skill set and a solid knowledge base. I can make a valuable contribution to any library environment.

Sadly, I have discovered that not everyone is convinced that my newly acquired profession skills are valuable. For example institutions in my own backyard such as the local university, county, city library system, and the public school board are more inclined to give precedence to a candidate who as earned a BA rather than

give consideration to a Library Technician. As a result, there are few Library Technicians among the ranks of these institutions.

“We want our profession to remain viable in future library cultures.”

Perhaps such institutions need to rethink their policies and consider a change in the structure of their educational qualifications to include Library Technicians.

As a group there is need to be vigilant and continuously look for opportunities to advocate for our profession. There is a need for a sustained effort as we raise awareness among the administrations of institutions that may not be as library technician friendly as others. There is a need to foster and enhance our professional image and to promote a better understanding and acceptance of our group as a whole. It is also imperative that each of us do our part to advocate. We want our profession to remain viable in future library cultures.

I am looking forward to the day when the library succeeds in fostering a seamless, harmonious union of differentiated employees, where Librarians and Library Technicians co-exist side by side, each complementing the role of the other.



A Word or Two of Encouragement

By Maggie Weaver

On July 7th someone inquired on the discussion list about the LT profession i.e. job market, education required and career experiences asking for feedback. This sparked quite a discussion with a variety of points of view expressed. One posting in particular stood out. Here it is as it appeared on July 9th 2010 on the discussion list:

“Though short-term contracts are not what you really want, they are a really good way to collect a diverse set of experiences in a relatively short time. Each contract can be treated (on your resume) as a "project" with a beginning, middle and end – and since employers want people who are "self-starters" and quick to learn, writing up your contracts as projects is a sure way to illustrate that you have those skills



Another value of contracts is that you learn what you don't like. I've met many people who are "trapped" in a job they don't like because they didn't get out of it early enough, and lost the art of job-hunting. Your job is

“I think successful job hunting is a creative activity. It's about imagination”

an important part of your life, if only because it consumes so much time, so it's worth "trying before you buy" into a long-term relationship.

When I graduated (1971) it was not unusual to be out of work for 1-2 years -- contract work wasn't very common. Be grateful for it, and use it to your advantage!

[A member mentioned] networking as the source of jobs. Believe it or not, that is ALWAYS the major source of new jobs, not just at the beginning of your career, but throughout it. Even if your resume gets you onto a short-list, it will be people in your network who leverage you into the position.

People in your network know who you are, better than a resume can ever tell. So they will be the ones who steer you towards potential work. Your resume is then just the packaging, the box inside which is the real you.

And as with products, so with people -- if the product is endorsed by a friend, you will use it whatever it says on the box. So work those networks, now and forever.

And finally (I know, it's been way more than 2 words...!), it's not the resume but the cover letter that

sells. The cover letter relates what's in the resume to what's in the job, and does it from the employer's perspective. If there are 15 people from your class applying for a job, their resumes will all look much the same. The cover letter tells the employer why he would be best to take **you** -- what you would **uniquely** bring to the job and to his workplace. Put most of your research and thinking into the cover letter, and put yourself in the employer's shoes when you write it. What you uniquely bring might trump any number of MLS applicants -- who, lets face it, don't have better qualifications, just different ones.

To be honest, I don't think it's about statistics, or about the economy, or about how persistent you are, or about how qualified you are. I think successful job-hunting is a creative activity. It's about imagination.”

Maggie



Advocacy: What's in a name Con't from page 13

To provide superior service there must be a spectrum of qualified employees. We as an Association and individual Library Technicians must make known our position and importance in the spectrum of the library. Along with being Library Technicians we must assume a related role; that of advocate for library technicians.

Strategic Directions. Ont. Lib. Assoc., 2010. <http://accessola.com/ola/bins/content_page.asp?cid=3410>
Mission, Values and Operational Policy. Can. Lib. Assoc., 2010. <http://www.cla.ca/AM/Template.cfm?Section=Mission_Values_andamp_Operating_Principles&Template=/CM/HTMLDisplay.cfm&ContentID=8621>
 "Advocacy." *The Canadian Oxford Dictionary*. 1998.

I also suggest reading Chapter 10 Staffing the Library the subsection beginning on page 210 "Types of Staff" from Stuart, Robert D. and Barbara B Moran. *Library and Information Center Management*. 7th ed. Westport, Conn.: Libraries Unlimited, 2007.
Library and Information Studies Education and Human Resources Utilization: A Statement Policy. Amer. Lib. Assoc., 2002. <<http://www.ala.org/ala/aboutala/offices/hrdr/educprofdev/lepu.pdf>>
Guidelines for the Education of Library Technicians. 2nd ed. [Ottawa]: Can. Lib. Assoc., 1991. <<http://www.cla.ca/AM/Template.cfm?Section=Resources&Template=/CM/ContentDisplay.cfm&ContentID=4400>>

See also: *Training Gaps Analysis: Librarians and Library Technicians*. CHRC, 2006. http://www.culturalhrc.ca/research/CHRC_Librarians_and_Library_Tech_TGA-summary-en.pdf for further support on the necessity for continuing education for

Library

The issue of advocacy and the implications of advocacy for our Association was raised at the Business Meeting following the 2010 Conference at Mohawk. In response to the dialogue that occurred at the ABM the Executive is establishing a committee to examine the issue of advocacy given the Association mandate. It is the Executives desire that the committee will be made up of individuals representing all regions within Ontario as well as all types of libraries. If you wish to join such a committee please email your intention to info@oaltabo.on.ca with "Advocacy Committee" in the subject line.

Technicians.

An Update from....



Attention Digital Citizens of Ontario!

eResources Portal

Knowledge Ontario (KO) has officially launched its eResources Portal! The portal provides direct access to four of Knowledge Ontario's services for all Ontarians and is meant to complement access to the resources already available in our libraries. The goal of this portal is to create barrier free and easy access to trust-worthy digital resources and services in both official languages. Curious? Check it out here:

<http://eresources.knowledgeontario.ca/>

Funding

Perhaps you heard that provincial funding did not come through for KO this year. Currently they are working with partners to maintain cross sector collaborations while aiming to work out a sustainable funding plan for the future.

What can we do?

1. Join the Knowledge Ontario Matters Facebook group.
2. Tweet a message of support using the #KOMatters hash tag.
3. Let your provincial decision makers know how KO equals cost savings, online community building, tech tools, outreach and support for your users and community.

For more information please visit:

<http://www.knowledgeontario.ca/JoinTheFlow>

Getting control of E-mail

By Hellen Buttigieg

Addicted to the Internet? Constantly checking your email? Challenge yourself to disconnect for just half a day. See if you can work yourself up to a full day, then an entire weekend. Impossible? Look to novelist James Sturm for inspiration; he went four months without the internet because he felt his addiction was a constant distraction, lowering his productivity level and deteriorating his relationships.

When I ask clients what their biggest time gobble is, the answer I get most often is email. It seems we have a love/hate relationship with our inbox. However, if we don't take control of our email, it controls us, our time and our life.

Here are my top ten proven tips on managing email.

1. Avoid checking email first thing in the morning. Work on priority task first.
2. Turn visual/auditory notification off to avoid distractions and multi-tasking.
3. Checking email takes longer than you think. Enforce a time limit – use a timer.
4. Empty inbox daily. The inbox should be used for new email only. You wouldn't open snail mail and then put it back in the mailbox, so avoid reading email and leaving it in your inbox; act on it immediately:

- * Decide what the first action is: reply, forward, file or delete.☐
- * Reply immediately if you can do it in 2 minutes or less.☐
- * For longer emails, or when you require more information, transfer to action folders and schedule time in your calendar to act on them.☐

- * Some emails require no action. Delete or file as soon as you read.
5. For quicker responses, stick to one subject per email. Change subject line when you change topic, for easier filing/retrieving.
 6. Be brief and to the point when sending emails. Start with what action you need the recipient to take. If longer than three paragraphs, call instead.
 7. To save time and effort, create templates for common responses.
 8. Limit FYIs and CCs. Don't clog the inboxes of friends and co-workers.
 9. Check at scheduled times, a few times a day. We're teaching people how to treat us by responding to emails instantly, 24-7.
 10. Increase focus and get more done by creating an 'email free time zone'. Let everyone in the office know in advance that, during a specified time (one hour or more per day, one full day per month), you will not be responding to emails.

Email can be a great time-saver if used correctly. Once you have your email under control, you'll be amazed at how much more productive your days will become.

Adapted with permission from: <http://weorganizeu.com/blog/?p=471>

Hellen Buttigieg, CPO®, is a Certified Professional Organizer®, life coach, TV Host and owner of We Organize U. She is the author of the award winning book, Organizing Outside the Box: Conquer Clutter Using Your Natural Learning Style. For more tips on organizing your home, your office and your life, visit www.WeOrganizeU.com and sign up for Hellen's free e-newsletter. Hellen is available for speaking engagements and can be reached at

People News: Retirements

In April 1974, I received a Library Technician Diploma from Algonquin College and began my efforts to land my first full time Job. Within a few months, I found a Clerical Position with the Federal Government. Now although I was very fortunate to be working so quickly after Graduation, whether or not I could remain employed was by no means guaranteed. I remember my Manager's words: "...we'll give you two weeks and then we'll decide if you are the right fit for the Job", As it turned out, I did get invited to remain in this small section of Agriculture Canada and I looked after their Reference Centre for the next 15 years.

In as much as I tried to manage my expectations, Government Reorganizations, Policy Changes, Branch consolidations and co-locations left me continually confused and frustrated.

Moreover, there were several periods of terrible anxiety while I awaited word if my Position was going to be retained following the latest Departmental shuffle. Yet, I persevered and through this sea of uncertainty, I have to say that I was able to anchor myself through my collaboration with fellow Library Technicians. My membership in OALT/ABO gave me some needed stability as well as the encouragement to learn new skills and try new paths which eventually lead me to doing Computer Technical Support and Informatics and Business Analysis in Agriculture Canada for five years and then in Health Canada for my final 15 years.

A few months ago, someone asked me what was the highlight of my 35 years in the Federal Public Service? There is no contest. The most significant milestone has to be witnessing The Evolution of Technology. Since the late 1970's, the Computer Industry has taken us

Life is a Marathon, Not a Sprint!

By Linda Landreville

from the electric typewriter and early electronic word processors to the Mainframe, dial-up modems, desktop terminals, the Macintosh, the IBM and Microsoft operating systems, the early Personal Computers, the first Arpanet (which evolved into the Internet) to the Laptops, Palm Computers and Virtual Systems and Wireless Communications that we take for granted today. Who can live through all this change and not feel incredibly fortunate to be a part of it! Further, few people realize that Library and Information Science

Professionals have been at the leading edge of all this expertise from the very beginning! For example, libraries were performing Online Searches and using electronic databases more than 30 years ago - long before it was fashionable to be called "a Geek".



I admit that I took quite a gamble redirecting and morphing myself over more than three decades. It wasn't easy to get to the place in my life where I completed my Career. I often wonder, too, what would have happened if I hadn't been a Library Technician? It seemed that no matter what Assignment I was given over the years, I could always find a way to link it to ... something that I learned from a workshop or something that I had memorized from one of my College classes.

On January 15, 2010, I retired with many memories and plenty of mixed emotions. At times like this, though, we remember the People. I will miss my colleagues and I know that they will continue to maintain the level of professionalism that gives Canada a Public Service that is envied around the World.



Nouvelles de nos membres: Retraites

La vie est un marathon pas une course de vitesse!

By Linda Landreville

C'est en avril 1974, que j'ai reçu mon diplôme en bibliotechnique du Collège Algonquin et que je me suis mise à la recherche d'un emploi à temps plein.

Quelques mois plus tard, je commence à travailler comme commis au sein du gouvernement fédéral. Quoique j'avais la chance de trouver un emploi si rapidement suite à ma graduation, il n'y avait aucune garanti que cet emploi soit permanent. Je me souviens de ce que mon gestionnaire m'a dit : "...nous te donnons deux semaines, puis nous déciderons si tu es la bonne personne pour le poste. Finalement, on m'a invité à travailler dans cette petite section d'Agriculture Canada et voir au bon fonctionnement de leur centre de référence où je suis restée pendant 15 ans.

Quoique j'ai essayé de gérer mes attentes, les réorganisations gouvernementales, les changements de politiques, les fusions de directions et les partages de bureaux, me laissaient continuellement confuse et frustrée. De plus, j'ai traversé plusieurs moments d'angoisse où j'ignorais si ma position serait abolie suite au remaniement ministériel. Mais, j'ai persévéré et à travers cette mer d'incertitude, je dois admettre que je me suis ancrée en collaborant avec mes collègues bibliotechniciens. Mon adhésion à OALT/ABO, m'a fourni une stabilité et l'encouragement nécessaire pour apprendre de nouvelles compétences et pour essayer de nouveaux sentiers, qui m'ont éventuellement amenés dans le domaine du support technique en informatique et l'analyse des affaires à Agriculture Canada pendant cinq ans, puis à Santé Canada pendant mes 15 dernières années.

Il y a quelques mois, on me demandait quel a été le point culminant de mes 35 années au sein de la fonction publique. Sans hésitation, le jalon le plus significatif a été d'être témoin de l'évolution technologique. Depuis 1970, l'industrie informatique nous a amenés de

la machine à écrire électrique, aux premiers systèmes électroniques de traitement de texte, à l'ordinateur central, aux modems commutés, aux terminaux d'utilisateurs, au Macintosh, aux systèmes d'exploitation IBM et Microsoft, aux premiers ordinateurs personnels, au premier Arpanet (qui est devenu l'Internet) aux ordinateurs portatifs, aux ordinateurs Palm, aux systèmes virtuels et aux communications sans fil que nous prenons pour acquis aujourd'hui. Qui peut vivre à travers tous ces changements sans se sentir incroyablement privilégié d'en faire partie! De plus, peu de gens savent que les professionnels des bibliothèques et de la science de

l'information, sont à l'avant garde de cette expertise depuis le début! Par exemple, les bibliothèques font des recherches automatisées et se servent de bases de données électroniques depuis plus de 30 ans - bien avant que ce soit à la mode d'être appelé un "cybermanique".

Je dois admettre que j'ai pris des chances en me réorientant et en me transformant au cours des trois dernières décennies. Cela n'a pas été facile de me rendre où j'en suis à la fin de ma carrière. Parfois je me demande, ce qui serait arrivé si j'avais été une bibliotechnicienne. Il me semble qu'au cours des ans, j'ai toujours pu trouver une façon de lier les tâches que l'on m'assignait avec quelque chose que j'avais retenu lors d'un atelier ou que j'avais mémorisé d'un de mes cours du collège.

Le 15 janvier 2010, c'est avec plusieurs souvenirs et pleine d'émotions, que j'ai pris ma retraite. Durant ces moments-là, on se souvient des gens. Mes collègues me manqueront et je sais qu'ils continueront à maintenir le niveau de professionnalisme qui donne au Canada, une fonction publique qui fait l'envie du monde entier.

(traduit par Irène Kumar)



Are you subscribed to the OALT/ABO discussion list?

How to subscribe to the discussion list:

1. Go to the oaltabo website www.oaltabo.on.ca
2. Click on Discussion List under the left side Navigation menu
3. Enter your email address in the box in the middle of the page and click on Yahoo! Groups Join Now!
4. You see a page showing "Confirmation Message Sent"
5. Check for a confirmation email at the address you entered
6. Follow the link they provide in the email
7. At the request to join oaltabodiscussion list click on Join the group
8. At this point you will either need to register for a Yahoo! ID or sign in with your Yahoo! email address
9. After signing in, set your membership preferences. You can choose a profile you would like to display to the group, select the email address at which you prefer to receive group messages, add a comment to the owner, choose the method by which you receive group messages, and more.
10. Click Join and then start to enjoy the listserv benefits.

If someone sent you an email invitation to join a group, click on the link provided to join via the Yahoo! Groups web site.

The purpose of the listserv is to communicate electronically with members regarding OALT/ABO and other library organizations events and activities, and to provide a forum for our members to discuss career related issues. All members are encouraged to post job opportunities, meeting notices, professional development activities, and to discuss issues which are relevant to Library Technicians and libraries.

Why people have joined the discussion list:

"I am a graduate of the Library Technician Program back in 1996 at Algonquin College. For the last 10 years I have been working in another field but want to return to the library field."

"I work at the International Development Research Centre (IDRC) in our library."

"Hello, I am the coordinator of the Library and Information Technician program at Algonquin College in Ottawa"

"Library Techs. are not really appreciated. Many library jobs are awarded to those with a BA. I want to garner as much information in an effort to raise the profile of library tech."

"I am graduating from the LIT program at Seneca...and I would like to stay up to date on relevant issues, professional development and job opportunities."

"Library Tech for over 20 years and would love to share with others"

"I am a library technician currently working full-time in a K-12 school Learning Commons."

"I'm a reference assistant at an academic library, and am in the midst of doing library tech courses at Mohawk College. Would like to know more about library tech world!"

"I've been a Library Technician since 1975, and am currently enrolled at Seneca College to upgrade my LT skills. "

"I would like to post a library technician position."

"I am the director of a library support staff online professional development program."

"I am a member of OALT and run the library of a private Christian teachers college...and am interested in knowing more about the library world."

If you enjoy an evening of
good food, good wine,
and great entertainment, don't miss the ...

OCULA Fall Dinner

Thursday, October 21st

Our special dinner guest is Larry Horowitz,
often referred to as "The Dean of Canadian Comedy"

Mix and Mingle: 6:00 pm

Dinner: 6:30 pm

Cost?

\$39.00+HST per person; spouses or other guests are
welcome

Where?

Humber College North Campus, 205 Humber

College Blvd, Toronto

www.humber.ca/content/maps

Note: Parking is free and suggested entrance is the
Registration Entrance.

Dinner takes place in The Humber Room.

Register at: [http://www.accessola.com/ocula/
Fall_event](http://www.accessola.com/ocula/Fall_event)



OALT / ABO Humber College

ocula University of Guelph-Humber

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Welcome / Bienvenue

A very special welcome to all our new members:

Abbie Gourgon	Melissa Paladines
Alison Adams	Michael Charles Twardski
Amna Hussain	Michael David Reansbury
Ann Nicol	Michelle Benincasa
Brenda Weaver	Monica Dingle
Cindy Parisi	Natalie Williams
Deb Adesso	Oliver Delhaise
Edward Sernie	Petkana Stefanova
Elizabeth Mathew	Ruth Sadlier
Jessica van Keulen	Shireen Harbin
L. Brittney Kreuzer	Susan Schadenberg
Laura Julien	Vahid Amnab Saeed
Laura Lamb	Vellasamy Ganeshan
Margaret Seyler	Victoria Berkeley
Matthew Blacquiere	Weiqiang Ren

The Last Word

What do you think of extending library services to such things as book vending machines as seen on page 10?

Please submit your thoughts/comments to the editors. Responses will be featured in the January issue.

Have an idea for the "Last Word" column? Please send to the editors for consideration.

oaltabnewsletter@gmail.com

Call for Submissions

We would love to hear from you, all and any (even a quote) contributions are appreciated. Our goal for the next issue is to hear from as many of our members as possible. This newsletter is your window of opportunity, to which YOU can send:

- * Professional development and education matter to us, so please send us your experiences
- * Upcoming events/workshops/training etc...
- * Updates about yourself, your work, job developments etc... How about telling us about a day in the life of your workplace?
- * Volunteer Work; your experiences volunteering including projects, accomplishments etc...
- * New technologies/tools/database
- * Book reviews are a fantastic ice breaker if you are nervous about writing
- * Library related anecdotes, humour, interesting facts and quotes
- * Your blogs or blogs you enjoy, websites, your social cataloguing profiles; GoodReads, Shelfari, LibraryThing
- * Photographs

Please submit your articles to:

oaltabnewsletter@gmail.com

Submission guidelines:

- * 1000—1500 words. We will accept longer submissions if room permits.
- * Microsoft Word Documents
- * Photos can be submitted in black and white or colour. Please send as a ".jpg" file.
- * Indicate the names of the people in photos you submit
- * With your submission please include your name and a line or two about yourself
- * We welcome articles in French

The deadline for the next newsletter will be **December 1st, 2010**. Saying this, we will accept submissions at any point prior to the date. Thank you to all those members who continue to write and share their articles with us.