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How to Survive 3 & 4

From the Editor

The September Workshop on Customer Service was very well received by those who attended. We came away with many ideas on how to offer better service in a library setting.

The article on pages 3 &4 of this newsletter, "How to Survive" is reprinted with the permission of Maureen B. McCormick, the chief librarian at the British Columbia Courthouse Library Society. This article appeared in *1993 Canadian Law Libraries/Bibliothèques de droit canadiennes*, Vol 18, No. 3.

Although this article focuses on law libraries, the situation described is not unlike the situation currently being experienced in all types of libraries. One aspect of customer service is public relations. She says "We have to emphasize the quality of our services and their value to the user."

You may want to pass this newsletter on to your library's management. They will, I believe find this article of interest. All ready thoughts are going to the 1994 budget. Have you heard the words, "1993 was rough but 1994 will be no better, perhaps even worse."?

I hope to see as many as possible at the Christmas social at Judy's.

From the President

🎁 *Holiday Greetings to you all!* 🎁

It's that time of year again; which means it's also time to start thinking about the annual meeting and executive positions. We will be appointing a nominating committee at the December 2 meeting. I would like to encourage you to think about serving a term on the executive. We will have vacancies in at least 2 positions (President & Treasurer) with others possible if someone moves from one position to fill another (*nudge, nudge, wink, wink*). Time on the executive can be very rewarding. If you have some ideas about the association and its goals or pursuits there is no better way to make them a reality!

Anyway, back to the season at hand. The Christmas social is our most popular event. Please make an effort to attend so we can all get to know one another better.

See you soon.

Chris

Survey results

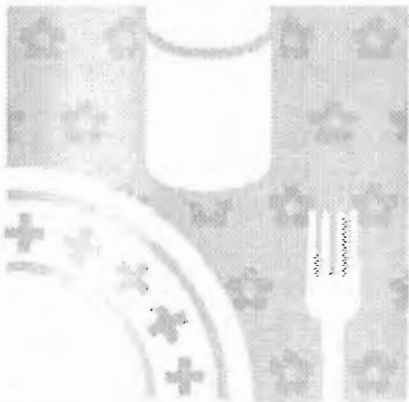
General Comments from the Survey

- 📖 I do not work in a library, therefore, I don't believe I could answer questions as you would like. One point that I did not know about was your job placement services. That would help me out.
- 📖 I am not a confident driver, so I don't attend meetings because I don't like to travel to these locations. My husband works shifts so attending during week is difficult and weekends are family time.
- 📖 I filled out this survey the best I could. I found it hard because I have never worked in a library. I am trying to get my degree first, then find a job. In the area I live the library jobs aren't too plentiful.
- 📖 Having a young family and working full time I have found it impossible to attend evening meetings. I like the Saturday meetings/workshops but I have to admit that I don't attend unless workshop appeals. Contact with other members is what I have especially missed.
- 📖 Distance is the biggest factor in attending programs & events.
- 📖 Somehow we have to regenerate interest from old members and bring in new members. I'm not sure how this can be accomplished.
- 📖 Members need to be reminded of meetings; Students need to be introduced to OALT/ABO.
- 📖 I think the present system of staggering times and locations for meetings works well. I would like to see meetings and workshops with a more polished look but the expenditure this would require re

time and money is not worthwhile until we can guarantee a better commitment from all members.

- 📖 The improvement in the newsletter is great. — you are doing a great job Janet. I have not attended many meetings lately but that is not the fault of time/location — it is my schedule that precludes it.
- 📖 I hope you receive many & meaningful responses.
- 📖 It is important for library technicians to be active in their own association. It is vital to have a support network of other technicians — Huronia region and OALT/ABO provide this. The branch can only be strong if we have an active group. We need numbers to have special workshops. I'd like to see us develop a welcome package for new members and to ensure that membership forms are sent out to former members.
- 📖 I find it difficult to relate because I'm no longer in the field actively, but I do like to keep up on what is happening. When one has given so much in the past it almost is like a small piece of me still wants to know and care about what people are doing.

32 out of 42 surveys were completed and only 1 came back marked moved. There were many areas of interest for possible workshops. The executive and workshop committee will likely wish more specific direction on topics but it acts as an excellent starting point. Future issues of *Networks* will highlight some of the specific questions.



*You are cordially invited to attend
the Huronia Regional Branch Christmas Social
December 2, 1993 at the home of Judy Koenig
(641 Hurontario Street, Collingwood, ON)
Social 6 o'clock; Catered Supper at 7 (\$5.00)*

Short business meeting to follow

Cash donations for the food bank are requested instead of a gift exchange.

RSVP (705-444-1076 h. or 705-445-1571 wk.)