

## “tête-à-tête”

**Ontario Association of Library Technicians/  
Association des bibliotechniciens de l'Ontario  
Ottawa Regional Branch/Section régionale d'Ottawa**  
Box/c.p. 1090, Station/Succ. “B”  
Ottawa, Ontario K1P 5R1

### Editor's Comments:

We have come to the end of another Fiscal Year. With this third issue of Volume 15, I would like to take time to say thank you to all those who have contributed articles and notices during the past eight months. Your support has been greatly appreciated. Remember that without the backing of ORB/SRO members, we cannot produce a newsletter of any substance or quality. Through our Team efforts I am sure that Volume 16 will be even better!

Linda Landreville,  
“tête-à-tête” Committee

### Commentaires de l'éditeur:

Nous sommes à la fin d'une autre année fiscale. Avec ce troisième numéro du Volume 15 j'aimerais remercier tout ceux et celles qui ont contribué des articles et des avis durant les derniers huit mois. Votre support fut grandement apprécié. Souvenez-vous que sans votre appui nous ne pouvons pas publier un bulletin de nouvelles de qualité et intéressant. A travers les efforts de notre équipe je suis sûre que le Volume 16 sera encore mieux.

Linda Landreville,  
comité “tête-à-tête”

### A Word from the President:

I can hardly believe that summer is finally here. After such a cool spring, it puts one in the mood for celebration. Perhaps that is one of the reason, we've decided that our next ORB/SRO gathering should be a picnic. Its a great opportunity to meet and get to know your fellow members, as well as catch up on the news from your association. As it may also be our last chance to get together before the Annual Business Meeting, it could be a perfect time to

meet your executive personally and hear about their experiences over the past year. Who knows, perhaps you'll be inspired to run for a position on next year's executive, help out on a committee or just lend a hand when needed. So check out the enclosed flyer and mark it on your calendar.

The big events in OALT/ABO since our last issue are, of course, this years' conference, Transformations '97 and the posting of the **OALT/ABO web page**. If you were not fortunate enough to attend the first you can read all about it in Léone Mineault's article. As for the second, you can check that out for yourself. The URL is <http://www.interlog.com/~oaltabo>. There has been a committee established to oversee the administration of the webpage and the Committee is currently looking for a chairperson. If anyone would be interested in hearing more about this position, please contact a member of your executive.

Have a great summer!

Ann Censner  
President  
ORB/SRO

### Un mot de la Présidente

J'ai peine à croire que l'été est enfin arrivé. Après un printemps très frais, cela nous met l'esprit en fête. C'est pour ça que nous avons décidé que la prochaine rencontre de l'ORB/SRO sera un pique-nique. C'est une belle occasion pour se rencontrer, pour faire connaissance d'autres membres de la région et aussi pour se tenir à jour sur les faits et gestes de l'association. Se sera peut-être la dernière chance que l'on aura de se rencontrer avant la prochaine réunion annuelle, c'est l'occasion parfaite de rencontrer les membres de votre exécutif et de les entendre parler de leur expérience à l'exécutif. Qui sait peut-être qu'en entendant parler les membres de l'exécutif de leur expérience vous décideriez de vous présenter aux

prochaines élections de la région, accepteriez de faire partie d'un comité ou de donner un coup de main quand cela serait nécessaire. Alors vérifier le pamphlet ci-joint et inscrivez-le à votre agenda.

Les événements importants qui eurent lieu depuis le dernier numéro est comme de raison la conférence de cette année, Transformations '97 et l'affichage sur Internet de la page web de l'OALT/ABO. Si vous n'avez pas eu le chance d'assister à la conférence vous pouvez lire l'article de Léone Mineault sur ce sujet; quand à la page web vous pouvez la consulter vous-même. L'adresse Internet est: <http://www.interlog.com/~oaltabo>. Un comité a été établi pour veiller à l'administration de la page web; l'association est à la recherche de quelqu'un pour présider le comité. Si vous désirez plus d'information à ce sujet s.v.p. entrer en contact avec un membre de l'exécutif. Passer un été agréable.

Ann Censner  
Présidente  
ORB/SRO



**1997/98 OALT/ABO Provincial Executive/exécutif provinciale (10 May/mai 1997)**

- President/présidente: Penni Lee
- Vice-President/vice-présidente: Nancy Abbondanza
- Secretary/secrétaire: Valerie Welsch
- Treasurer/trésor: Chris Carmichael
- Membership/les membres: Janet Iles
- P.R./Relations publiques: William Land
- Ex-Officio: Susan Bourdeau
- "Newsletter/nouvelles": Lea Ann Greck
- Archivist/Archiviste: Janet Scheibler



**1996/97 ORB/SRO Regional Executive/exécutif régionale (17 September/septembre, 1996)**

- President/présidente: Ann Censner (230-6192)
- Vice-President/vice-président: Allison Johns (722-3102)
- Treasurer/trésor: Andrew Young (236-4476)
- Secretary/secrétaire: Gislaine Janveaux (230-8844)
- Director/directeur: Diana Brown (234-0718)
- Committees/comités: "tête-à-tête" Committee/comité du tête-à-tête: Linda Landreville (722-7132)



**It Was My First One**

Hi Everybody!

It is my first year as part of the Association and I was pleased to have the opportunity to attend Transformation' 97. A special thank you to the National Library of Canada, my employer, who sponsored my trip. Many thanks to Theresa Kennedy, TALTA who received us, and everybody else who helped in the organization of this conference. Well done!

At first when the Chief of our division asked me if I was interested in participating, I thought, hum! let's wait until I have received the program. Then when I read it, I was surprised with the choice of workshops. They all seemed so interesting that I had a hard time not choosing them all.

The workshops that I attended were informative and uplifting. The speakers were dynamic and they gave handouts that I can refer to from time to time. Of course

I didn't want to miss anything, so I did participate in the Wine & cheese, the Round table Discussion, the Annual Business Meeting and Brainstorming . And last but not least our "Banquet" on Saturday night. All these activities, were a good experience; a bit tiring, but worth it. I met nice people and I also had fun! We have to admit it, we had a good time on Saturday night! I felt part of a big family!

What I found very special was to have the opportunity to meet and participate in discussions with people who work in different environments. Sometimes we take for granted what we have! To be honest, it made me realize that I am fortunate where I work in regard to self respect, organization, training sessions, equipment and even my salary suddenly seemed very good.

I am looking forward to continuing to participate in the Association and perhaps one day attend another OALT/ABO conference.

Léone Mineault,  
Library technician  
Interlibrary Loan, RIS  
National Library of Canada



### C'ETAIT MA PREMIERE

Bonjour à tous (toutes)!

C'était ma première année comme membre de notre Association et j'ai été très heureuse d'avoir l'opportunité de participer à

Transformation '97. Je remercie spécialement, mon employeur, la Bibliothèque nationale du Canada d'avoir déboursé mes frais de déplacements, un gros merci à Theresa Kennedy, TALTA qui nous a si bien accueillis ainsi qu'à toute autre personne impliquée dans l'organisation de cette conférence. Bon travail!

Premièrement lorsque le Chef de notre division m'a demandé si j'étais intéressée à participer, je lui ai répondu, hum! attendons de recevoir le programme. J'ai été donc très surprise du choix des ateliers. Ils semblaient tous tellement intéressants, qu'il m'a été très difficile de ne pas tous les choisir.

Les ateliers auxquels j'ai participé étaient très instructifs et gratifiants. Les conférenciers étaient dynamiques et ils

nous ont distribué de la documentation que je pourrai consulter à l'occasion. Évidemment, je n'ai rien voulu manquer. J'ai donc participé au "vin et fromage", "la table ronde", "la rencontre d'affaires annuelle et remue-ménages" sans oublier notre "réception" du samedi soir. Toutes ces activités ont été une bonne expérience, un peu fatiguant, mais qui en valait définitivement la peine. J'ai rencontré des personnes sympathiques et j'ai également eu beaucoup de plaisir! Nous devons admettre que samedi soir, a été une soirée bien entraînante! J'ai senti que je faisais parti d'une grande famille.

Ce qui a été très particulier c'est d'avoir l'opportunité de rencontrer et de discuter avec des gens qui travaillent dans des milieux variés. Nous prenons souvent pour acquis ce que nous avons! Pour être honnête cette expérience m'a permise de réaliser que là où je travaille, je suis très choyée en ce qui a trait à l'estime de soi, à l'organisation, aux sessions de formation, à l'équipement, et même mon salaire m'est soudainement apparu très attrayant.

J'anticipe avec plaisir de continuer à participer aux activités de notre Association et peut être même un jour assister à une autre conférence de l'ABO/OALT.

Léone Mineault  
Bibliotechnicienne  
Division du PEB  
Bibliothèque nationale du Canada



### Round table on the Future

At this year's conference held in Toronto, a Round table Discussion was set up in order to discuss the Future of OALT/ABO. The participation by the membership was tremendous. Before we started talking about what we felt was the direction we wanted to take in the future, we had a short demonstration of the newly created OALT/ABO WEB page.

The demonstration was wonderful. The work the committee put into this was excellent.

After the demonstration we started talking about the future. The discussion started at 6:00 p.m. and continued until 8:00 p.m. and we talked about what we as members

wanted the Provincial Executive to do for us. We also talked about what direction we wanted to take in order to better promote the Ontario Association of Library Technicians/Association des bibliothécaires de l'Ontario. The questions that were put forward were:

- 1 - What would you like OALT/ABO to do for you?
- 2 - What would you like to see change or continue?
- 3 - What do you feel is the future direction of OALT/ABO

Many ideas were brought out such as:

- more advanced workshops
- increased presence of OALT/ABO at other Library Organizations
- putting together a List Serve
- and many more

Members also wanted to see more presentations at the college level as many new student members said they had not heard about the Association until they had graduated.

One of the biggest statements that came out at the Round table is that everyone would like to see more Networking with the other Library Associations that exist throughout Canada and the United States.

All in all the Round table Discussion brought out a lot of ideas that the new Provincial Executive will have to consider over the next year.

Sherry Stewart  
ORB/SRO



#### Table ronde sur le futur

À la conférence de cette année qui a lieu à Toronto, une table ronde fut constituée afin de discuter du futur de

l'OALT/ABO. La participation des membres fut extraordinaire.

Avant que commence la discussion sur la direction future de l'association ne débute nous avons eu une démonstration de la nouvelle page Web de l'OALT/ABO.

La démonstration fut étonnante. Le travail que le comité a fait est excellent.

Après la démonstration nous avons commencé à discuter du futur. La discussion a débuté à 18h00 et s'est terminée à 20h00, nous avons parlé de ce que les membres s'attendent de leur exécutif provincial. Nous avons aussi parlé de la direction que nous voulons prendre afin de mieux promouvoir l'Ontario Association of Library Technicians/Association des bibliothécaires de l'Ontario. Les questions suivantes furent présentées:

- 1 - Qu'est-ce que peut faire l'OALT/ABO pour vous
- 2 - Quels changements aimeriez-vous voir
- 3 - Quel devrait être la direction future de l'OALT/ABO

Les idées suivantes furent apportées:

- des ateliers plus avancés
- une présence plus accrue de l'OALT/ABO auprès d'autres organisations du milieu bibliothécaire
- mettre sur pied une LIST SERVE
- ainsi que plusieurs autres idées

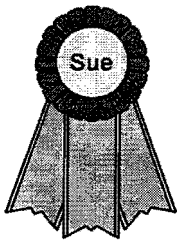
Les membres veulent aussi voir plus de présentations au niveau collégial car plusieurs de nos nouveaux membres étudiants nous ont dit qu'ils avaient entendu parler de l'association seulement qu'à leur graduation.

La déclaration la plus importante à sortir de la table ronde fut que tout le monde aimerait voir plus de "Networking" avec les autres associations de milieu bibliothécaire à travers le Canada et les États-Unis.

En conclusion la table ronde a apporté des idées que le nouvel exécutif provincial devra considérer durant la prochaine année.

Sherry Stewart  
ORB/SRO





**CONGRATULATIONS** to Susan Bourdeau on winning the President's Award, at the May conference. Susan has put in untold hours and effort in support of OALT/ABO and is most deserving of this recognition. We at ORB/SRO are especially

grateful for all her hard work and proud that she is part of our region.

**FÉLICITATIONS** à Susan Bourdeau qui a gagné le trophée du Président à la conférence en mai. Susan s'est dévoué sans compter les heures pour supporter l'OALT/ABO, elle mérite bien ce trophée. Nous de l'OALT/ABO sommes très reconnaissant de tous les efforts fournis par Susan et sommes fiers qu'elle fasse partie de notre région.

**ORB/SRO  
Workshops/Les ateliers  
1997**

**MCO Workshop**



On Saturday, March 22, 1997, ORB/SRO sponsored : **TAKING CHARGE OF YOUR CAREER\*** (A resume writing and interview skills workshop). It was held at the MCO Business Group Inc., 1716 Woodward Drive.

Although the session was advertised as lasting to 3:30 p.m., participants remained until almost 5:00 p.m. as Marie Ormandy, President of MCO Business Group kept the interesting discussions flowing. No one wanted to leave.

The Course objectives were ambitious, but, we covered them thoroughly: the assessment of personal achievements, skills, traits, interests and job preferences; followed by an overview of resumes in different formats, including chronological, functional, and combination. It was a wonderful way to spend a Saturday.

Linda Landreville,  
ORB/SRO



**Atelier MCO**

Samedi le 22 mars, 1997 l'ORB/SRO a commandité un atelier portant sur le sujet suivant: Taking Charge of your career (Prendre en charge ta carrière). L'atelier a eu lieu chez MCO Business Group Inc. au 1716 Woodward Drive.

Même si l'atelier devait se terminer à 15h30 les participants sont restés jusqu'à 17h00 car la discussion menée par Marie Ormandy, présidente de MCO Business Group s'est avérée très intéressante. Personne ne voulait quitté.

Les buts du cours étaient très ambitieux mais furent tous adressés en entier: l'évaluation de nos réussites personnelles, habilités, intérêts, caractéristiques et de nos préférences au travail; ceci fut suivi par une revue du curriculum vitae en différents formats incluant chronologique, fonctionnel et une combinaison des deux. Ce fut une façon très agréable de passer un samedi.



**Introduction to Internet  
Workshop**

What better way to spend a sunny Spring Saturday afternoon than to go "Surfing" ... "The Net".

On Saturday afternoon, June 14, 1997, eight ORB/SRO members travelled to many interesting places without leaving our computer terminals!

Our "Travel Agent" was Mr. Don White of Public Works and Government Services Canada. Mr. White introduced us to the many features of Internet, including: accessing the Internet using Netscape Navigator, looking at the World Wide Web, uniform resource locators (URL's), search engines, Email, and mailing lists.

It was great fun.

Linda Landreville,  
ORB/SRO



### Atelier "Introduction to Internet"

Il n'y a pas de manière plus agréable que de passer un samedi après-midi à "surfer" ... "le Net".

Le 14 juin 1997, 8 membres de l'ORB/SRO sont allés visiter plusieurs places très intéressantes sans quitter leurs terminaux !

Notre guide fut M. Don White, des Travaux publics et Services gouvernementaux Canada. M White nous a introduit à plusieurs caractéristiques de l'Internet incluant: l'accès à l'Internet via Netscape Navigator, visiter le World Wide Web, outils de recherche, courrier électronique, et les listes d'envoi, Nous avons eu beaucoup de plaisir.

Linda Landreville,  
ORB/SRO



### Library Profile: County of Carleton Law Association

The County of Carleton Law Association Library is located in the Provincial Courthouse and its primary function is to serve members of the County of Carleton Law Association. Members consist of lawyers in the Ottawa-Carleton area. The Association is a not-for-profit sub body of the Law Society of Upper Canada. We receive some funding from the Society, but the majority of our funding is generated from membership revenues. These monies also help to run and maintain the library.

There are eight staff members; five full time, one part time and two students. Three work primarily with the Association, and the others deal mainly with the library, but because the physical location of the Association and the Library are one and the same, these lines are often blurred. It is often necessary for all to know bits of everything. We all work well together as a team and we must, as we are a small group serving 1100 members.

The library has a collection of 23 000 volumes of mainly Canadian legal material, with some UK publications. Contained are Canadian and UK law reports, periodicals,

a regular text and reference section and legislation; both federal and provincial. We also have a small historical section of Criminal Codes, law directories, rules of practice, and reference items.

We provide a number of library services. ILL, Reference, Internet and Quicklaw searches are some of the many. Members also have access to the collections of Carleton University, University of Ottawa, and the National Library via our network. As well, we have recently acquired new software such as, DBText, Wordperfect 6.1 and a number of CD-Rom products on legislation and legal material. The library is open 24 hours to the members and is a reference library only. Books cannot be borrowed, but may be taken for a few hours for use in a courtroom. Because of the often hectic and rushed pace of the court system, members often require assistance and answers in seconds not minutes. As such, this makes for a demanding workplace, but our staff is up to the challenge.

We are a private library for members only, but because of our location, members of the public do often wander in looking for assistance - especially if they are representing themselves - as many people are today, due to cutbacks in Legal Aid funding. We must refer them to a public library or to one of the university libraries as they receive municipal and provincial taxes. This is frustrating for both the staff and the public, but it is one of the issues of working in a privately funded library.

I have worked here for two years now and I look forward to the changes and challenges ahead in the coming years.

Gislaine Janveaux



### Profil d'une bibliothèque: Association juridique du comté de Carleton

La bibliothèque de l'Association juridique du comté de Carleton est située dans l'édifice de la Cour provinciale et sa principale fonction est de servir les membres du barreau du comté de Carleton. Ces membres sont des avocats de la région d'Ottawa -Carleton. L'Association est sans but lucratif et est affiliée à la Société du Barreau du Haut Canada. Nous recevons certains fonds de la Société mais la majeure partie de nos revenus proviennent de nos membres. Ces revenus aident aussi à maintenir la bibliothèque.

Huit personnes sont employées par la bibliothèque, cinq employés sont permanents, un employé est à temps partiel ainsi que deux étudiants.

Trois des employés travaillent directement avec l'Association et les cinq autres travaillent principalement avec la bibliothèque, à cause que le siège social de la bibliothèque et de l'Association est le même les lignes directrices sont parfois floues. Il est nécessaire que tous connaissent un peu de tout. Nous travaillons tous en équipe car nous servons 1100 membres.

La bibliothèque a une collection de 23,000 volumes de matériel juridique canadien ainsi que quelques publications britanniques. La collection comprend principalement des rapports juridiques, publications en séries, livres provenant du Canada et du Royaume-Uni ainsi que des sections législatives fédérale et provinciale et de référence. Nous avons aussi une petite section de textes historiques soit: des codes criminels, annuaire juridiques, règles de pratique et des items de référence.

Nous fournissons un certain nombre de services: prêts entre bibliothèque, référence, Internet et recherches juridiques rapides en sont quelques-uns. Grâce à notre réseau les membres ont accès aussi aux collections des universités Carleton et Ottawa ainsi que de la Bibliothèque nationale du Canada. Nous avons récemment acquis des nouveaux logiciels tel que DBText, WordPerfect 6.1 et un certain nombre de CdRom aux sujets juridique et législatif.

La bibliothèque est ouverte aux membres 24 heures par jour. C'est une bibliothèque de référence seulement. Les livres ne peuvent être empruntés mais peuvent être utilisés au tribunal pour quelques heures. À cause de l'allure parfois fébrile du système de justice nos membres requièrent souvent de l'aide ou des réponses dans les secondes qui suivent. Ceci fait que le milieu de travail est très exigeant mais nos employés se montrent à la hauteur de la tâche.

Nous sommes une bibliothèque privée au service de nos membres seulement.

Souvent à cause de notre location, les membres du public qui se représentent eux-même (dû aux coupures de l'aide juridique), viennent consulter la bibliothèque et nous devons les référer aux bibliothèques publiques et universitaires car elles reçoivent des subventions municipales et provinciales. Ceci est très frustrant pour les employés et les membres du public mais c'est un des désavantages de travailler dans une bibliothèque privée.

Il y a deux ans que je travaille ici et j'envisage avec plaisir les changements et les nouveaux défis qui s'annoncent.

Gislaine Janveaux

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**From / de: Lakehead University, Library and Information Studies, 955 Oliver Road, Thunder Bay, Ontario, P7B 5E1 ↗**

February 27, 1997

Ms. Ann Censner  
President, OALT/ABO  
Ottawa Regional Branch  
395 Wellington Street, Room 414B  
Ottawa, ON K1A 0N4

Dear Ann,

On behalf of myself and the Library and Information Studies students from Lakehead University, I would like to thank you and the members of your OALT/ABO Branch for providing a delicious potluck supper for us on Friday, February 14. In particular I would like to thank Allison Johns for contacting us and keeping us informed of your plans. We were all impressed that you took time from your busy schedules to plan this event for us and we all really appreciated your efforts. I guess other OALT/ABO members read our newsletter!

The students certainly found it interesting sharing experiences with other library technicians, comparing the Library Technician program at Algonquin College with Lakehead University's, and finding out what the job possibilities are in the Ottawa Area.

It was a very enjoyable evening for all of us, and if any of you are up in Thunder Bay, our OALT/ABO members would certainly reciprocate your generosity.

Sincerely,

Margot Ponder  
Library & Information Studies

Attention!

The following letter was published in the Ottawa Citizen in response to a local columnist. The column of March 12 referred to the "unfortunate decision" made by a local school board to replace its Teacher-librarians with Library Technicians.

Attention!

La lettre suivante fut publiée dans l'Ottawa Citizen en réponse à un article écrit par un journaliste local. L'article du 12 mars renfermait à une "unfortunate decision" [décision regrettable] prise par une commission scolaire de la région de remplacer ces professeurs-bibliothécaire par des bibliothécaiciens.

Ott. Citizen, Wed., March 19, 97 p. B5

# It's unfair to keep picking on library technicians

Please tell me why the *Citizen* is forever picking on library technicians. Has anyone on your journalistic staff taken the time to investigate exactly what a library technician does vs. a librarian, vs. a teacher-librarian (Randall Denley's March 12 column, "Teachers' nightmare comes true.")

You could begin by visiting your own library which successfully employs library technicians.

This could be followed up by a phone call to the Canadian Library Association which keeps statistics on the number of library technicians that are successfully running and in charge of academic, public and private libraries in the city.

If as you imply we are not qualified to run elementary school libraries after having graduated from our two year program at Algonquin College, let's extrapolate and say that nurses who graduated from the same school can't provide health care and journalism students that you hire can't write and hotel management students are only fit to make beds in motels, etc. etc.

You don't need to hire a very expensive librarian who has a Masters degree in library science and who would be the equivalent of a top-level manager in private industry to run an elementary school library.

Librarians are in charge of staffing, scheduling, library policy, collection development, public relations and are usually found in charge of large and medium sized public, special and academic libraries.

Teacher-librarians are teachers who upgraded their skills by taking a four-

to six-week summer program in library sciences. They are given a crash course in circulation procedures and classification. Their libraries are mini-classrooms where they teach the use of curriculum-based resources. To give credit where credit is due, there are some wonderful teacher-librarians who developed fabulous collections and then there are others who stocked their shelves with *Sweet Valley Twins* and *Goosebump* books.

A library technician who has successfully graduated from the program has courses in library classification, library management, subject analysis, purchasing, inter-library loan, English literature, political science, reference (arts, sciences, humanities, etc.), computer science.

We spend six weeks of our two-year program working in public, special and academic libraries. The graduating class of 1995 had men and women who had degrees in business, social science, science and arts and even former teachers going back to school to upgrade and to acquire new skills. We bring to our profession skills acquired in public and private industry.

We sit on community and school associations and have volunteered thousands of man/woman hours as volunteers in schools and neighbourhoods.

We share a passion for all types of literature and want to share it with everyone who uses our libraries.

We pride ourselves in the accurate dissemination of information, wherever we are employed. I wish the same could be said for the efforts made by your paper.

**Donna Presz, Nepean**



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## INTRANETS

By Bill Reed

billr@8x8.com

### WHY INTRANETS?

Intranets are changing the way information is delivered to organizations all over the world. Experts now agree that intranets will continue to have a dramatic impact on the global economy and worldwide infrastructure.

Organizations and governments are investing in intranet technology because they believe they will be at a distinct competitive disadvantage if they don't. Potential cost reductions offered by intranets are hard to ignore. Intranets can be excellent vehicles for information delivery to small or large organizations, are non-platform dependent and offer a user-friendly web browser interface.

With all of these advantages, intranet technology often gives rise to numerous questions, from seemingly simple ones, to quite complex ones. Let's examine some of the more frequently asked questions about intranets...

**What the heck is an intranet anyway?**

An intranet is typically defined as the use of the Internet or WWW technology within an organization or company to improve information retrieval, delivery and transfer. Intranets can be effective in reducing costs and improving productivity while providing easy and fast access to needed information.

**Just how is an intranet different than the Internet?**

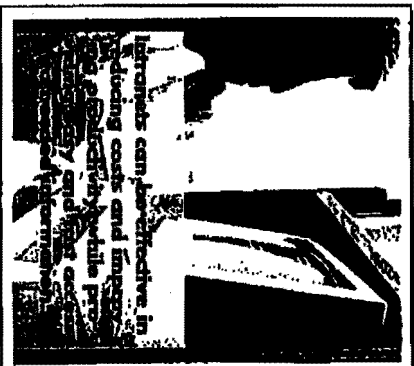
Actually, they can be quite similar. To the user, the interface to their corporate intranets, for example, is typically the same as for the Internet. Most often a Netscape web browser or Microsoft Explorer. An intranet connects you to your internal organization's network of information, while the Internet connects you to a world wide web or network of information. An intranet can have access to the Internet, but not vice versa. Both use web pages to deliver information, where the organization or individual

creates the web pages for internal or internet delivery, and any number of organizations or individuals create the web pages we browse on the Internet.

**Just how can an intranet save time?**

Companies and organizations are usually run by people that work more effectively as team members. Communication comes in many forms: telephone, voice-mail, email, fax, bonding meetings, etc.

An intranet can reduce communication time for people or employees by streamlining routine tasks. Email can be highly inefficient when used incorrectly. What if your organization posts forms on an intranet for frequently requested items or asks instead of using email? For example, my PC is broken... again, so I'll visit the repair request site. I'm out of paper clips- again, so I'll visit the office supply order site instead of searching the building for the order book.



Intranets can be effective in reducing costs and improving productivity while providing easy and fast access to needed information.

How much time do employees spend trying to hunt down paper forms and internal documents? Sure, most of this can be delivered via the usual dull and boring email format, but this is a very inefficient and ineffective means of communication for these types of requests.

**How does an intranet compare with groupware?**

This usually comes down to a difference in the way they are designed and implemented. For example, Lotus Notes uses a proprietary database architecture that's not ideal for widespread connectivity. This format doesn't offer fast access to remote databases and essentially replicates information.

Using a familiar and standard browser interface in Windows can be an advantage by offering easier integration with other applications, such as email, faxes, video-conferencing, scheduling programs, links to additional information sites, etc. One platform independent interface to multiple information sources translates to lower

cost, higher productivity, greater efficiency and ease of use. Integrated with a WWW server, an intranet can support both internal and external information sharing, while a system like Notes is strictly internal.

With an intranet, information can be accessed via web browsers from any desktop, regardless of the operating system. With Notes, it's all in real time as requested by the user across the network. In short, an intranet server means never having to say you're sorry for that complicated mess of a database retrieval system that everyone despises was their idea to install.

**How does the speed of an intranet compare to the Internet?**

How does the German autobahn compare to downtown Toronto on Monday morning? Of course, the speed difference is directly related to how the intranet is deployed. If we're talking delivery over an intranet network, such as a 10 MB/s or 100 MB/s LAN, then the speed difference will be dramatic compared to a 14.4 Kbit/s modem. Remember, a T1 connection to the Internet will improve the "RTMIL in your face" time, but you still have no control over the actual routing on the Internet, so don't expect warp speed.

Most intranets will find operation at 10MB/s or 100MB/s internally and 28.8Kbit/s or ISDN speed externally to be sufficient, given the cost. To improve speed, you might consider running your intranets using frame-relay or ATM.

**The last question, of course, is: How much does an intranet cost?**

This is a loaded question. Nothing if you don't have one and a zillion dollars if you have a zillion users. The best way to approach this question is to ask another question: How much is the productivity, time, efficiency and smiles of your employees worth to your organization? Perhaps the best way to budget for an intranet is to determine a "per-seat" savings and/or productivity increase, multiply this by the number of seats, add an extra padding for those "just gotta have goodies" and then take out the cheque book.

Perhaps you'll find that investing in an intranet just might answer the biggest question of all: Just why are we all on this planet anyway?

To browse, of course. ■■

*Bill Reed's background includes nearly 15 years in technical sales and marketing positions in the computer industry and is the recipient of numerous industry awards. Bill holds a MBA in Marketing from San Diego National University.*

**OALT/ABO**  
**Ottawa Regional Branch/Section régionale d'Ottawa**



***Picnic & Rap session***



***Thursday, July 17, 1997***  
***6 pm***

***Vincent Massey Park***

***Hot Dogs, Veggie dogs & refreshments provided***

***A year end gathering with members***  
***Find out what's been going on in the region***

***RSVP Diana Brown (234-0718) by July 10, 1997***

***Please call if you need a ride, or can provide rides***

**OALT/ABO OALT/ABO**  
***Ottawa Regional Branch/Section régionale d'Ottawa***

***Pique-nique et session de RAP***



***Jeudi le 17 juillet***

***18h00***

***Parc Vincent Massey***

***Chiens chauds, chiens véggie & rafraîchissements fournis***

***Un rassemblement des membres en fin d'année  
Découvrez ce qui se passe dans la région***

***RSVP: Diana Brown (230-0718) avant le 10 juillet, 1997***

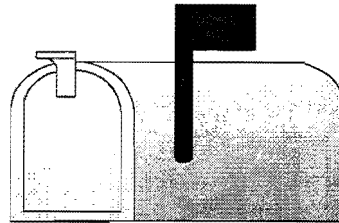
***SVP téléphoner si vous avez besoin d'un moyen de transport  
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Keep in Touch! We wish to hear from you and find out what you would like us to do for you!

*Gardons le contact!* Nous désirons connaître vos idées et savoir ce que l'on peut faire pour vous!



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