

APPROPOS

vol. 6 no. 4

(SPRING 1985)

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EDITORIAL ELOQUENCE (?)

This final issue of Vol. 6 is devoted to information pertaining to the Sudbury region's general membership meeting and the events of the Provincial conference, NEXUS '85.

What does OALT/ABC do for you? Read on...

Bette Heard
Editor

PRESIDENTIAL PONDERINGS

As newly appointed President of the Sudbury Regional Branch, I want to thank the 1984/85 Executive for the excellent job they did, and the members of the new Executive for their willingness to serve. I also wish to extend greetings to our general membership - that's YOU.

Your 1985/86 Executive met April 15, 1985, to plan for the upcoming year. Our workshop people are already busy organizing the regional workshop for October. Cassio's has been chosen as the site for our annual Christmas dinner. It's bound to be a fun time you won't want to miss, so set November 29th aside. Then in February you'll want to attend our region's annual business meeting, while in April a provincially sponsored workshop will again take place. Watch for the Calendar of Events which will appear in the next issue of APPROPOS.

In closing, let me remind you that this is YOUR branch. We, the Executive, are working for YOU, so don't hesitate to contact us and express your opinions.

Millie Cayen
President
Sudbury Region

SRB GENERAL MEETING & REPORTS February 28, 1985

Reports of the various officers (President, Secretary/Treasurer, Membership, Director, Workshop Co-ordinator, Newsletter Editor) were given and accepted by those present. Some of these reports are given in abbreviated form below.

The Statistics Canada workshop scheduled for March 30 in Timmins was reported as being set up and ready to go.

The slate of officers for 1985/86 was selected as follows:

| | |
|------------------------|------------------------------------|
| President: | Millie Cayen |
| Secretary/Treasurer: | Monique Fuchs |
| Membership: | Linda Davis |
| Director: | Denise Denomme |
| Workshop Coordinators: | Judy Laplante Ursula Skowronski |
| Newsletter Editor: | Bette Heard |

A video tape on the effectiveness of computers was available for those who wished to view it after the business part of the meeting.

TREASURER'S REPORT (Apr. 1/84-Feb. 28/85)

| | |
|---------------------------|----------------|
| Opening Balance | 5000.48 |
| INCOME | |
| Memberships | 475.00 |
| Workshop fees | 288.00 |
| Prov. Wkshp reimbursement | 200.00 |
| Nightshirt sales | 122.00 |
| Deposit from Decade 1 | 193.00 |
| Interest | 50.97 |
| TOTAL INCOME | <u>1328.97</u> |

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Sudbury Regional Branch

OALT/ABC

EXPENSES

| | |
|------------------------------|------------------|
| Prov. membership dues | 910.00 |
| Honoraria & Wkshp leaders | 305.00 |
| Other wkshp expenses | 328.45 |
| Postage | 111.84 |
| Printing | 59.90 |
| Ed. of Dir. meetings | 224.49 |
| P.C. Bcx rental | 16.96 |
| Xmas supper (wine) | 30.69 |
| Bank service charges | 3.21 |
| Returned cheque | 12.00 |
| Bank correction | 145.00 |
| Savings Certificate | 1000.00 |
| TOTAL EXPENSES | - 3147.54 |

CLOSING BALANCE 3181.91
SAVINGS CERTIFICATE 1000.00

MEMBERSHIP REPORT (1984/85)

Total membership '84/85 31
Graduate members 25
Associate members 6

Geographical Distribution of Members

| | |
|--------------|------------------|
| Sudbury 19 | Elliot Lake 3 |
| Timmins 2 | Kirkland Lake 2 |
| S.S. Marie 2 | Kapusking 1 |
| North Bay 1 | Iroquois Falls 1 |

Members' places of Employment

| | |
|--------------------|------------------|
| Schools 9 | Comm. Colleges 6 |
| Public Lib. 5 | Prison Lib. 2 |
| Gov't. Lib. 2 | Hospital Lib. 2 |
| Univ. Lib. 1 | Regional Lib. 1 |
| Looking for work 3 | |

DIRECTOR'S REPORT

The 1984/85 Provincial Executive and its various committees were busy with many undertakings. The membership directory was published; CALT/ABC exhibited at the CLA conference in the fall; our PR coordinator visited Library Science schools to explain to future librarians who and what LTs are/do; Vol. 8 no. 2 and Vol. 9 no. 1 of Newsletter/Nouvelles have been produced. Vol. 8 no. 3 and Vol. 9 no. 2 have been delayed. Newsletter/Nouvelles is becoming exorbitant to print. There has been much discussion at the provincial level on ways to reduce the cost. It is hoped that guidelines will be formulated for future newsletter editors. Know a printer in your area that could provide constructive advice

if you showed him/her your latest issue? Any suggestions will be welcomed. Please forward them to the AFRCFCS editor as soon as possible.

An amendment to board policy was passed, effective March 1985. "For an individual to receive the 10 year recognition award the membership must be in that individual's name." So if you work for someone who has an institutional membership, be aware that you are not listed in the Membership Directory, nor will you be eligible for this award. If your company has the membership for you, ask it to reimburse your purchase of the membership instead.

My term as SRB Director is now over, but having had the opportunity to serve in that position has given me an appreciation of the time, the effort and the professionalism to be found at the provincial level as well as at our region, and consequently, has filled me with a sense of pride to be involved in an alliance such as CALT/ABC which is dedicated to promoting library technicians.

Millie Cayen
SRB Director '84/85

FREE...For the Asking

- Write to: Ontario Status of Women Council
3d Floor
700 Bay St.
Toronto, Ont. M5G 1Z6
- Ask for: Status - a newsletter of awareness for women on programs and issues affecting them - published 2-3 times a year.
- Write to: Ontario Science Centre
770 Don Mills Rd.
Don Mills, Ont. M3C 1T3
- Ask for: Newsience - OSC's newsletter published monthly and useful for Science and Geography courses at all three public ed. levels.
- Write to: Modern Curriculum Press
13900 Prospect Rd.
Cleveland, Ohio 44136
USA
- Ask for: A free sample of MCP's Beginning-to-Read books

DID YOU KNOW...

- ...the Canadian Telebook Agency, a cooperative effort of publishers and booksellers, begins service in June. CTA will make it easier for users to buy books from Canadian vs. American sources through a microfiche listing 250,000 titles arranged according to both author and title, which will include information on price, format and the name of the Canadian source. Updates will be issued monthly and subscribers will pay \$170/yr. for the service. (Publishers Weekly, v. 227 #15 (April 12/85) p. 22)
- ...in St. Louis, delinquent borrowers are rushing their overdue books back to the library due to a proposed new law under which they could face up to five years imprisonment and fines up to \$5000. (Library Journal, v. 110 #7 (April 15, 1985) p. 11)
- ...the University of Toronto has established a maternity leave for graduate students, the first of its kind in Canada. A student can take up to one year off without having to lose out on her studies. (Canadian Human Rights Advocate v. 1, no. 5 (April 1985) p. 12)
- ...robbery victims who actively resist are more than 14 times as likely to be killed as are those who resist passively or give in. (Psychology Today v. 19 #5 (May 1985) p. 20)

TIMMINS WORKSHOP

Fifteen people attended a very successful OALT/ABC workshop March 30th at Northern College in Timmins. Ruth Parsons of Statistics Canada addressed the group, outlining the many Stats Can services and publications available to libraries, organizations and individuals.

Included in the handouts was a copy of the Data Users' Directory which facilitates access to Stats Can information. Ms. Parsons also indicated the regional office in Sturgeon Falls is open to patrons in the north and encouraged those in need of assistance to contact the officer there. There is no toll-free line to this office, but customers will receive answers more promptly than if they call the Toronto office which is extremely busy.

Although most Stats Can materials are now offered on a cost-recovery basis, the department produces a Librarians' Newsletter which is sent free upon request. This newsletter serves to keep readers informed about new developments and publications. The basic tool is the Statistics Canada Catalogue, which provides an explanation of services and ordering procedures, as well as an annotated listing of documents. The cost of this publication is \$5.00 and is indexed by title, subject, commodity and census. Customers are also welcome to visit the Stats Can Reference Centre in Toronto where they can make use of all available documents. (If you would like to borrow a copy of the information folder distributed at the workshop, please contact Linda Davis at 675-4427 or 1-800-461-0183, within code 705)

Following lunch, Ms. Parsons presented a typical case study, detailing the steps followed in seeking and compiling the statistical data. This gave us a clear understanding of the types of data available and the appropriate research methodology involved in a search. Participants also appreciated the opportunity to ask questions and discuss individual concerns with the workshop leader.

This is the first time Sudbury Region has attempted to offer a workshop in a centre outside our regional headquarters. The response was very rewarding and since our region encompasses such a large geographical area, we hope to organize similar sessions in other communities. This workshop provided an excellent opportunity for us to explain how OALT/ABC works for its members, and the personal contact certainly increases our visibility in the library community. SRB recommends the provincial association continue to support these endeavors financially.

In conclusion, I want to thank Maire Leigh Sheppard and Faith Poirier, members in Timmins, for their wonderful hospitality. The executive certainly appreciates the willingness of these members to help with arrangements, thereby making the organization of this session so much easier for us. The Association looks forward to making our "community workshop" an annual event.

L. Davis

NEXUS '85 SUMMARIES

The conference consisted of nineteen workshops presented in three days. Participants could attend a maximum of three workshops, plus the annual business meeting and a panel discussion. There were also tours available ranging from the archives of the Art Gallery to a reference library of the CBC.

PANEL DISCUSSION

A panel discussion chaired by Susan Morley of Canadian Standards Association dealing with Library Technicians in the Workplace. Five working library technicians employed in major occupational areas (Library of Parliament, insurance companies, university and high school libraries) covered issues that directly concern library technicians in today's working environment. A question period following the discussion brought to light many of the common problems experienced by library technicians on a day-to-day basis.

PROBLEM PATRONS

Discussed how to establish and implement a rules and guidelines policy for dealing with undesirable library patrons. David Esson, Young People's Coordinator, City of Toronto Public Libraries explained the set up and implementation of the City of Toronto's Public Libraries rules. Sergeant Michael Sale, Metro Toronto Police, explained the legalities of enforcing rules and guidelines and the effectiveness of the Trespass to Property Act (1980) for dealing with offenders. The emphasis was on discretion and dealing with problem patrons on an individual basis. It was stressed that when all rules and guidelines are posted and the patrons are informed of procedures, many problems can be avoided.

LIBRARY AUTOMATION

A very complete and interesting demonstration by Mr. Harry Chan of Bibliofiche (Montreal). Bibliofiche's Book Trak system completely automates library functions of circulation, ordering, cataloguing and card production and periodical control. It was a practical introduction to the available merits of automation. Added attractions with this system were the low initial cost of installation, compatibility with IBM PC and other systems, choice of floppy disc or hard copy usage and the use of a bar wand reader. Bibliofiche focuses on the upgrading of small to medium size libraries and is adaptable to fit special requirements.

PERIODICALS MANAGEMENT

Frank Turton, manager of CanebSCO Subscription Services Ltd., outlined the advantages to using a subscription agency, services available, ordering, recording of magazines received, claiming, routing, storage retention policy and hooding lists. Penny Lipman, Librarian, Rio Algom Ltd., explained her choice of CanebSCO as her subscription service, outlining the benefits and the disadvantages of such service. Primary criterion for such service includes time management, cost and services available from other libraries in close proximity.

INDEXING AND ABSTRACTING

This workshop was conducted by Frank Gagne of Micromedia Limited and Toni Olshen of Olshen & Associates (an Indexing/Abstracting Firm). An in-depth explanation was given and many examples provided to illustrate the various points made: "an index aims to guide the seeker of information to the desired information"; "an abstract is an abbreviated, accurate representation of the contents of a document." There are two types of abstracts, the indicative and the informative. The former resembles a table of contents, whereas the latter is a miniature version of the original document. It was suggested that the demand for abstracts will increase substantially in the near future. Presently good abstractors are rare. The qualities required are good writing skills, analytical skills and subject expertise. Anyone wishing a copy of the handouts from this workshop, please contact Millie Cayen through SRB's P.O. Box (listed on the front of this publication).

THE REFERENCE INTERVIEW REVISITED

Kathryn Dixon, branch head of the City of Brampton Public Library, defined the reference interview (or question negotiation) as "a dialogue between someone who needs information and someone who can assist in finding it." The components of an interview, factors which inhibit a reference interview, common barriers which exist in one, and interview techniques were covered. One excellent point was that no one is born a communicator; communication skills are learned, and interviewing is a technique that one can learn.

MARKETING YOURSELF AND YOUR PROGRAM WITHIN YOUR ORGANIZATION

Ruth Markel, President of RNM Enterprises which specializes in Leadership and Management Development programs lead this workshop. Three C's were stressed: confidence, competence and credibility. In order to market yourself, the most important things to remember are to be positive, work hard, and keep a personal portfolio consisting of manuals you have prepared, special projects you've worked on, etc. Politicking comes into play if you wish to secure the library's position within an organization. It's a must to raise the library's visibility as well as your own. This can be done in many ways - tours, orientation packages, open houses, acquisitions lists and/or notices in the company newsletter, and the like.

ART OF NEGOTIATING

This was a hands-on workshop with detailed handouts and a negotiating worksheet. The practical session proved how easy negotiations can/should be under ideal conditions when the relationship is important to both sides and trust is equally high. Some very good formulas were discussed to help improve negotiating skills of the participants for both personal and business matters.

TEENAGE LITERATURE

Canadian materials for 12 to 18 year olds were emphasized in this workshop. Some history of the Canadian children's book publishing industry and the reasons for 'buying Canadian' were given, along with an interesting slide/tape presentation on Canadian author Gordon Korman. Many recently published books were on display, and a brief synopsis of each was given. Books for reluctant readers other than the expected 'Hi interest-Low vocabulary' were discussed. The purpose of the Children's Book Centre and the benefits libraries can obtain from the Centre were also discussed (e.g. Children's Book News, a free newsletter to libraries).

ANNUAL BUSINESS MEETING

Lorretta Taylor, President, presided over the annual meeting which featured an amendment to the Provincial constitution (Associate membership will be given to an individual interested in the objectives of the organization. At the end of five (5) consecutive years, if he/she wishes to pay graduate fees, he/she will be granted full membership. - Passed), election of new officers (President - Janna Munkittrick; Vice-President - Roberta Tripp; Secretary - Otto Silius; Treasurer - Ron Cheney; Public Relations - Caroline Boardman; Newsletter - Doug Willford) and notice of the 13th annual conference to be held in Ottawa, May 27/28-June 1, 1986. It was an extremely well run meeting and much was accomplished in a very short time.

MEMBERSHIP RENEWAL

Please remember to forward your membership renewal form for the 1985/86 year. It helps keep our list up-to-date if everyone renews promptly.

If you need a form or have any questions concerning your membership, please call Linda Davis at 675-4427 or 1-800-461-0183 (code 705 only). Membership cards are issued directly to you from the provincial treasurer but you will receive a tax-deductible receipt from SRB as soon as your form is received by Linda.

To ensure that you continue to receive newsletters and other information from OALT/ABC, send us your renewal today!