



# APROPOS



SPRING, 1993 VOL. 14, No. 3

## Editor's Note:

Welcome to the spring issue of APROPOS. This issue includes summaries of Sudbury's OALT/ABO's Spring workshop, some of the workshops that were attended at the conference in Ottawa, Reflections '93, as well as the director's report which includes the changing of the executive.

With time flying by so quickly another year has come and gone. New people will be taking charge on the executives both in Sudbury and the province. The positions are both interesting and a learning experience. Anyone and everyone who is interested in keeping our association going should consider participating. It is a good association and an excellent way to meet other Library Technicians like yourselves.

Brenda Vaillancourt

## DIRECTOR'S REPORT:

Since the last issue of Apropos, I attended my last meeting as director in Toronto, at the Albion Public Library on April 3, 1993. Here, briefly, is what transpired at this meeting.

## Reflections '93:

Much time was spent on preparations for the 1993 annual conference, Reflections '93. The Ottawa conference convenors gave a verbal report on the status of registrations. On behalf of the OALT/ABO

administration, Bette Gore expressed concerns that the timing to the annual business meeting will deter members from attending it. It was felt by OALT/ABO that the hosting region should accommodate the needs of the administration regarding the Annual Business meeting.

## Membership:

The regions are being asked to discuss adding a new category for retired and unemployed members. Bette Gore is resigning as chair of the membership database and Theresa Kennedy has agreed to take this position.

A revised membership form was examined by the OALT/ABO administration. It will be in both official languages. The regional map and membership definitions will be on the reverse. The three-part form will no longer be used; region will photocopy the single sheet of paper.

## New Director:

At the Sudbury Region's Annual Business Meeting, a new director was selected. Christine Davy will represent our region for the 1993-94 year. Christine has served as treasurer for the provincial executive, therefore she will be in familiar territory as our representative at the provincial administration meetings.

Best wishes, Christine!

Monique Fuchs, Past-Director

## OALT/ABO Sudbury Regional Branch

Apropos is published three times a year by OALT/ABO, Sudbury.

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Sudbury, ON P3A 4S8

## SUDBURY REGIONAL BRANCH NEWS

### Our regional Executive for 1993-94:

Paulette Burton, President  
Julie Rancourt, Secretary  
Millie Cayen, Treasurer/Membership  
Lorrie Roberts, Public Relations  
Jo-Ann Larose, Newsletter Editor  
Christine Davy, Director

Outgoing executive: Monique Fuchs as Director - many thanks! And myself, Brenda Vaillancourt as newsletter editor. I would like to wish Jo-Ann Larose both success and a sense of enjoyment in her new position. Thank you for taking over.

APROPOS publishing schedule: is now published three times a year: winter, spring and summer/fall.

### Financial/Membership report:

Our Treasurer/Membership person reports that as of March 26, 1993, our bank balance is \$6,853.00 and our membership is as follows:

33	Graduates
5	Associates
1	Senior citizen
1	Institutional
40	TOTAL

Christine Davy, Director

### PROVINCIAL NEWS

Ottawa was the location for this year's annual conference. It was a big one too - do you remember when you turned 20?

The Opening ceremonies consisted of a wine and cheese with many interesting vender exhibits. There were the usual "library-type" exhibitors that we all expect to see but there were a couple of unusual ones as well. Jewellery by Beth, Somali Accessories, and Wend-Tees - jewellery, hats, and clothes for everyone! Later on in the week Raymond from Cash Bay taught us how to line dance

(next stop Cactus Petes), we witnessed - and solved a murder on Thursday, and finally on Friday the night was spent gambling. (Unfortunately, I was on a midnight bus heading home!)

Canadian Parliamentary Papers was an exceptionally well presented lecture and practice session on a subject that can be very uninspiring.

Environmental issues was an extension of the morning workshops on WHMIS. It started out depressing but ended on a hopeful note that together we can make the planet a cleaner place to live.

Depository Services Program began as a brief history of the DSP in Canada and ended with hopes of a retention schedule in the future.

Romulus - talk about technology! You've got to see CISTI's (Canadian Institute for Technical Information) latest in action -- serials list and ILL (interlibrary loans) ordering all in one!

### OALT/ABO 10 Years/ans:

Susan Bourdeau, Ottawa  
Tina L. Brophy, Huronia  
Judy Elston, Sudbury  
Aileen K. Fisher, TALTA  
Lakehead University, Thunder Bay  
William Land, Sudbury  
Lynn Purdy, Halton-Peel  
Julie Rancourt, Sudbury  
Lorrie Roberts, Sudbury  
Seneca College, TALTA  
Maire-Leigh Sheppard, Sudbury  
Anna Takashiba, TALTA  
University of Toronto, TALTA  
Kathi Vanden Heuvel, Lohania  
Elaine Wallis, Huronia  
Sharon Wigney, Sudbury

Unfortunately, not one person was nominated to win the coveted Presidential Award. It is OALT/ABO's way of showing appreciation to those members who have been outstanding in

their contributions to the association. Please think about it and nominate someone who deserves to be recognized at next year's conference. Contact me (Christine Davy) for a list of previous winners.

ANNUAL BUSINESS MEETING  
OTTAWA, May 12, 1993:

The ABM, this year, was anything but easy! The positions of Provincial Secretary as well as Provincial Treasurer were won by acclamation - both these women knew what they wanted to do and didn't need their arms twisted by Bette! However, filling the positions of Vice-President and Public Relations was like pulling teeth! I lost track after 34 separate nominations were declined. To get the most out of this association you must participate. The "networking" is invaluable; a position on the Executive or Board of Directors is great to add to your résumé and we really do have a good time! THINK ABOUT GETTING INVOLVED. If not this year then next. (A very few people have been carrying the ball for too long and would like to take a break. Think about it for next year).

OALT/ABO Executive, 1993-94:

Suzanne Orlando,  
Halton-Peel, President  
Barbara Cope, Ottawa, Vice-President  
Penni Lee, TALTA, Secretary  
Theresa Kennedy,  
TALTA, Membership/Treasurer  
Marsha Hunt,  
Halton-Peel, Public Relations  
Brady Leyser,  
TALTA, Newsletter Editor  
Janet Scheibler, Huronia, Archivist

Board of Directors, 1993-94:

Noreen McKechnie, Halton-Peel  
Judy Koenig, Huronia

Vicki Lisowyk, Lohania  
Susan Bourdeau, Ottawa  
Sudbury - yours truly  
Christine Davy  
Helen Hyvarinen, Thunder Bay  
Toni Ariganello, TALTA

Statement of Cash and Surplus:

Our provincial Treasurer reports that our bank balance is \$13,338.00 as of March 31, 1993.

Membership:

275 Graduates  
29 Associates  
4 Senior citizens  
39 Institutional  
81 Students  
6 Provincial  
434 TOTAL

Constitution Committee:

A committee, headed by Susan Morley, Ex-Officio, has been formed to review and revise the Constitution and Bylaws of OALT/ABO. Judy Koenig, Cathy Walsh and Toni Ariganello form the rest of the committee. They plan to have proposal changes to the regions October 1, 1993; regional comments to go back to the committee members November 19, 1993; with the final draft being presented January 1994. If you have any comments, please let Christine Davy know.

College Advisory:

Regional members are to become more involved with college advisory committees in their regions. These people will report to their Director who will in turn report to the Board of Directors and Executive. It was felt that such an informal structure should work just as well as a committee headed by the Public Relations person.

If you would like to form a committee or a task force, get in touch with me for copies of the necessary forms.

REVOLUTIONS '94 is the theme for next year's conference. It is to be hosted by Halton-Peel at Erindale College in Mississauga, May 25 - May 29, 1994 (Wednesday to Sunday). Please contact Marsha Hunt, Conference Chairperson at (416) 687-7443 for more information. This conference as all the others, promises to be outstanding.

Brainstorming:

Brainstormings tend to be fairly informal meetings of the new Executive and Board of Directors. This meeting was no exception. A good portion of the hour long session centered on the fact that there is a very definite lack of new blood in both the regional and provincial executives. If you have any ideas why (this is happening I'd love to hear them. Please drop me (Christine Davy) a line - anonymously if you prefer.

Dates of Board of Directors/  
Executive meetings:

October 2, 1993 = Richview Public Library, Etobicoke  
November 27, 1993 = Richview Public Library, Etobicoke  
February 5, 1994 = teleconference  
April 23, 1994 = Richview Public Library, Etobicoke

Any suggestions or concerns will be gratefully accepted by your Regional Director, I am your voice to the Provincial Executive - what should I tell them?

Christine Davy, Director

REFLECTIONS '93 : SUMMARY  
OF WORKSHOPS

"Impact of Current Information  
Technologies":

Speaker: David C. Coll, Department of Systems and Computer Engineering, Carleton University

Libraries are repositories of information. They acquire, classify, store, retrieve and distribute information. Therefore library technicians are instrumental in the realization of these functions. Access to information is stored via new media, new platforms, new communications, new software and new applications. So what are the implications?

Everything will be digitally represented because it can be controlled. The power exists to enhance the library role. We as library technicians have to assert the need for our training, insist on complete technology, master the technology and be an asset to our employers. Efficiency comes when you can actually learn how to use the tools you have.

The speaker's use of computer language such as NOVELL network, LAN (Local Area Network), File server, Communication Server, CD Server (just to name a few) was not foreign to me - I actually knew what he was talking about since we have all of the above where I work.

In his closing remark, he believed that the computer is a human artifact. Our knowledge migrates with tools. There is an increased understanding that systems have to be open. We must learn what to worry about and what not to worry about. And, yes, someone can penetrate the systems. Just as a reminder - all back-ups should be stored off the

premises.

**Paulette Burton, President**

"Leadership and Personality":

Speaker: Suzanne Faure

Using the Myers-Briggs Type Indicator, the session touched on how to develop leadership, patterns of personal and professional behaviors. The questionnaire allowed the participants to interpret their own results as to the scales and preferences they have. Information about your "type" was provided to help you understand yourself and your interactions with others.

**Paulette Burton, President**

"TQM (Total Quality Management) in the Workplace":

Speaker: Diane Houle-Rutherford,  
National Capital Commission

Total quality is a management-led effort that involves the entire organization in continuously improving all work processes. The effort is customer-focused and uses objective data to eliminate waste of all kinds. Its goal is to achieve a breakthrough in quality, in order to reach unprecedented levels of performance. Employees need tools, knowledge, training, authority and encouragement from the top in order to satisfy the clients. Employees need to be conscious about what they are doing and not leave their brain in the parking lot. Quality improvement is a major paradigm shift. The speaker also examined what is a client and how to measure the clients' needs. In conclusion, total quality is:

- 1) a cultural change, not an overnight cure;

- 2) a continuous improvement, not a new program;
- 3) a structured approval to identifying /solving problems, not fighting fires;
- 4) long term, not short term;
- 5) conveyed by action, not by slogans;
- 6) practiced by everyone; not practiced by selected few.

High quality is necessary to compete in the public sector as well as the private sector.

(Handouts were available).

**Paulette Burton, President**

"Ontario Library Service produces CD-ROM catalogues for public libraries":

The Ontario Library Services-North region has produced CD-ROMS which will permit public libraries to search for materials from holdings:

- 1) Metropolitan Toronto Area Libraries,
- 2) Northern Ontario Public Libraries, and
- 3) Thunder Bay Public Library

The CD-ROMS are replacing the Northern Ontario Microfiche catalogue and are to be used by public libraries to facilitate interlibrary loans.

The staff at the OLS-North office will be training staff at public libraries on how to search with the new CD-ROMS.

If a public library is networked, these catalogues will be accessible to patrons. The CD-ROMS will be quicker and easier to search and will definitely be more user-friendly than the microfiche readers. If patrons are able to search for their own materials, staff will spend less



time with instructing on the use of equipment and more time on reference.

It is possible for public libraries to purchase additional copies of those CD-ROMs. If you are not in a public library but are interested in purchasing these for your library, contact Diane Delorme or Peter Lukasewych at the OLS (Ontario Library Service) North office in Sudbury at (705) 675-6467.

**Monique Fuchs, Past Director**

"Depository Services":

Speaker: Bruno Grassi,  
Canadian Communications Group

Mr. Grassi informed workshop participants of the history behind federal government publishing and the depository service. He also stated the philosophy behind the differentiation between freely available government publications and those on restricted or for sale lists. Essentially, all information which is believed to be "for the social good of the Canadian public" is free, whether policies, programs, or services. It is the Canadian Communications Group Publishing which currently handles depository services, theoretically making available by deposit copies of all public information from every government department.

Depository libraries are periodically re-evaluated, and could lose their free depository status if they are inactive. The mandate of a depository library is to meet the needs of the public, not the institution where the materials are housed.

In my role of Reference Technician for the Sudbury Board of Education, it became increasingly apparent that

to be a full or even partial deposit library would require more time for selection and organization of materials than is available to us, or would likely be worthwhile considering the use made of received items. However, it was also obvious there is much worthwhile information available free of charge or at low cost from the federal government which could be valuable to certain positions within the Sudbury Board. Therefore, it is my intention to investigate the possibility of sharing government resources with Cambrian College's Government Documents section (contact person Christine Davy). There is also a possibility the Board could obtain lists of recently published material pertinent to education. This will have to be further researched.

**Bette Gore, Past-President of  
the provincial OALT/ABO**

"Travelling Alone":

Speaker: Constable Eric Booth, OPP

Constable Booth covered many aspects of safe travel by various methods of transportation. Most of his tips are useful regardless of the transportation used, and whether at home or on a trip. There were so many really good personal safety ideas and devices that it would take too much to list them here. Rather, pick up brochures available from travel agents, insurance companies, and police. Remember to keep a clear head in all situations, and draw attention to yourself by making a lot of noise when in a situation requiring assistance.

**Bette Gore, Past President**

"Laughter as a Stress Releaser":

Speaker: Marjorie Mann, LDM  
(Laughter Does Matter) Consultant

Many physiological and psychological benefits are obtained by having a good sense of humour. Laughter increases your T-cells which increase your immunity to diseases; your cholesterol level may be lowered through laughter (at least, stress is a known factor to increase cholesterol so laugh and reduce stress); some people have been known to come out of comas, psychological depressions and other serious illnesses as a result of hearty laughter by those around them or a sudden incident which caused them to laugh. Laughter/humour can enable one to meet and beat many of life's challenges, thereby improving the quality of life for the individual.

Workshop participants were given a "Humour Test" to assess themselves on their sense of humour, as well as a number of handouts which emphasized one's perception (optical illusions) or humorous cartoons. Although people have different 'tastes' in what they find funny, it is the overall attitude which is essential to easing stress and enjoying life. Try telling a joke a day - and learn one in return - to improve your own 'humour quotient' and happiness.

**Bette Gore, Past-President**

REFLECTIONS ON REFLECTIONS '93  
by William Land

Introduction

It was my pleasure to attend the recent 20th OALT/ABO annual conference, Reflections '93 at Carleton University in Ottawa. Overall, the experience was very enjoyable, affording the opportunity to develop new

skills and reinforce others, meet other library technicians and reacquaint myself with familiar ones, reflect on my career as a library technician and involvement in our professional association and have fun.

Although I felt there were two major drawbacks about the conference, the Ottawa Regional Branch must be commended for their overall good efforts in staging Reflections '93. Briefly, I'll outline what I think were flaws, 1) five days was too long for this conference as activities during the first two days were very slow and could have easily been combined into a shorter time period and, 2) the timing of and attendance of the Annual Business Meeting (ABM) was very poor. Time wasn't allotted for lobbying, so many members weren't encouraged to run for positions on the Executive which reflected negatively on the quality of the ABM.

Many aspects of Reflections '93 were excellent and showed a lot of hard work and planning on the part of the members of the conference committee. Several of the workshops I attended were wonderful. Listed below are the highlights of those I favoured.

Early Conference Activities:

While I felt the first two days of the conference were extremely slow, I met with Regg Struyk, M.E. Phipps and Associates, distributors of INMAGIC Plus. The possibility of his travelling to North Bay for Plus training exists if I can arrange a gathering of North Bay and Sudbury area users. Secondly, I had a very enjoyable guided tour of the Ottawa Public Library given by Stephen Toy, Head of Computer Systems.

" 'How May We Help You?' :  
Customer Service in the Library":

Marsha Hunt of the Peel Board of Education and OALT/ABO's Public Relations Coordinator for many years gave an excellent presentation about providing quality customer service in a library setting. It is important to know who are your customers, what they want and need, what they think and feel and whether they are satisfied and if they'll return. Techniques for developing a simple customer service plan and obtaining feedback were given. A bibliography of articles and books was provided. As library technicians and library staff members, we know that it is very important to keep our patrons satisfied and returning to the library. This workshop succeeded in reinforcing that belief!

Interlibrary loans:

Huguette Lussier-Tremblay, National Library of Canada (NLC), provided an overview of Interlibrary Loan (ILL) services provided by NLC. Various ways to submit requests to NLC were discussed; mail, ENVOY, DOBIS, CAN/DOC, UTLAS, etc. This was particularly informative for me as I use NLC services for ILL frequently and access DOBIS. By April, 1994, this out-dated system will be replaced by AMICUS.

The package given to each course participant also included, in addition to ILL data, information regarding other services of NLC. Particularly interesting is a four-page overview of various aspects of NLC.

This workshop was extremely useful to me in my position as I gained a greater understanding and some helpful tips about NLC services, particularly ILL.

Leadership and Personality:

(Again, but in William Land's perspective).

Using the Myers-Briggs Type Indicator, Suzanne C. Faure led a session to examine different aspects of personality and their effect on personal and professional behaviours. Ms. Faure has a Masters Degree in Education with specialization in counselling and currently has a private practice in career counselling.

This was particularly informative for me at a time where I have seen many changes and much growth in various aspects of my professional career and personal life. After seeing which of the sixteen Myers-Briggs personality types was mine and reading its description (which certainly applies), prayers were presented to the group. For my type, the prayer reads: LORD, GIVE ME PATIENCE, AND I MEAN RIGHT NOW! So what's the point?

"Laughter as a Stress Releaser":

Marjorie Mann, a retired teacher whose age is one year younger than the Model-T Ford and one year older than Canadian Navy, lead the workshop attendees in approximately ninety minutes of jokes, laughter, humour and fun! She was very entertaining and loved to laugh and hear others laughs. Her current project is "Laughing Does Matter (LDM)"; its purpose is to bring humour to those who might need it; persons who are ill, aged, or experiencing great amounts of stress!

This workshop proved to be an enjoyable, and lively, end to conference life. Mrs. Mann greatly complimented Bette Gore and I (William Land) when she exclaimed, "I wish I could bring those two with me



whenever I have to do a presentation".

SOME BOOKS OF INTEREST

FOR LIBRARIES

Conclusion:

Due to the timing of the flights returning to North Bay, I wasn't able to stay for the Banquet on Friday evening or the closing ceremonies on Saturday, but I was able to participate in the other evening activities. I enjoyed the barbecue, but heartily concur with Suzanne Orlando, OALT/ABO President, that "line dancing" is a spectator's sport!" Rhythm in dancing is not one of my qualities.

Mystery Night was wonderful! The production, "The Joker's Wild," staged by several talented members of Big Time Murder Productions was fun-filled, humorous and riveting! To my astonishment, I won a prize, not for being a talented sleuth, but for being "way out in left field" with my solution to the mystery! Despite my fondness for the adventures of Nancy Drew and the Hardy Boys, obviously I lack many of their detecting abilities. However, as an amateur author, I know that storytelling is an art!

As part of my professional development, I look forward to future OALT/ABO conferences. The opportunity to learn new skills, network and make friends among members of my profession is extremely important to my development and growth as a library technician. Judging by the members at REFLECTIONS '93, I'm sure that many members of OALT/ABO would agree.

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Dictionary of acronyms and abbreviations : library, information and computer terms / compiles by Rashid Tayyeb and Krishna Chandna. -- Ottawa : Canadian Library Association, 1993.  
ISBN 0-8802-266-2 \$39.95 pbk.

The Internet companion : a beginner's guide to global networking / Tracy Laquey with Jeanne C. Ryer. -- Addison-Wesley Publishing, 1993.  
ISBN 0-201-62224-6 \$35.00 pbk.

OPAC directory, 1993 : an annual guide to Online Public Access Catalogs and databases / compiled by Regina Rega. -- Westport : Meckler, 1993. ISBN 0-88736-883-2  
ISSN 1066-1425 \$71.24 US

Includes four indexes: a) by dial in area code; b) by type of system; c) by Institution, including Internet address; and d) to OPACs by subject and collection strength.

Possible jobs:

There are a few possible postings at Laurentian University Library, J.N. Desmarais, for a library technician and cataloguing data entry clerks. For more information contact Brenda Vaillancourt at 673-5661, ext. 207.