



# A PROPOS



SPRING 1994, VOL. 15, NO. 2  
OALT/ABO SUDBURY REGIONAL BRANCH

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- \*Public  
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L. Roberts
- \*Director:**  
C. Davy
- \*Newsletter  
Editor:**  
J. Larose

**Important dates  
to remember...**

- 1) Annual  
Business Meeting  
(ABM) and  
Elections to be  
held March  
26/94...see  
enclosed flyer.
- 2) Board of  
Directors  
Meeting: Next  
scheduled for  
April 23/94.

**President's Report...by Paulette  
Burton.**

The Sudbury Regional Branch is still alive even though you have not heard from us in the last few months. Due to the extremely cold weather we have had, we were probably frozen in our positions and we did not have an executive meeting. However, the membership did meet on January 21 for our New Year's Rendez-vous. We had a good turn out at East Side Mario's Restaurant. It seems that most people preferred this social activity after the Christmas rush. The atmosphere was more relaxed and the food was great. Thanks to all who joined us. It was fun! Having been involved in the Sudbury Branch of OALT/ABO for quite a while, we have formed a resourceful network of valuable contacts. Our genuine interest in other Library Technicians that do similar work and our professional attitude towards the library field in general certainly has helped us in the last twenty years to be recognized and more visible in the work force. The more we communicate with our peers, the more we are able to learn from each others as we facilitate our technological transition to our jobs during the information age. Let's continue to keep these channels open.

Apropos is published three times a year by OALT/ABO Sudbury. Letters and inquiries can be sent to Box 2351, Stn. "A", Sudbury, ON P3A 4S8, Attn: Newsletter Editor.

OALT/ABO EXECUTIVE &  
BOARD OF DIRECTORS

SRB DIRECTOR'S REPORT  
... November 27, 1993

MEETINGS:

February 26, 1994 -  
teleconference (date changed)

April 23, 1994 - TBA, Toronto  
(Incorrect dates were listed in  
the last APROPOS).

NEWSLETTER/NOUVELLESPUBLISHING

SCHEDULE: Next issue in March,  
1994. If you have any great  
(or even good ideas for a new  
name for the newsletter, please  
let me or Brady Leyser know.  
There will be a PRIZE!!

Our Vice-President, Barbara  
Cope (Ottawa) has resigned. Is  
anyone willing to stand in for  
her until May 1994? You will  
not have to be Vice-President  
for the 1994/1995 year unless  
elected. This is an excellent  
way to learn the ropes - your  
term would only be until May  
instead of the usual one year  
leading to the Presidency. You  
will need good communication  
skills; the ability to have  
others work together as a team;  
a working knowledge of Robert's  
Rules of Orders, OALT/ABO  
constitution and other  
documents; ability to attend  
scheduled meetings of Executive  
and Board of Directors. It  
sounds like a lot but everyone  
works together as a team and  
helps get the newcomers over  
initial misgivings and  
difficulties. Please contact  
me or Suzanne Orlando,  
President. Many thanks go to  
Barb!

The Association has purchased  
INMAGIC and conversion software  
for \$1,085. Theresa hopes to  
have the conversion completed  
by January. Each region and  
the archives will be provided  
with both paper copies and  
floppy disk of the documents on  
INMAGIC. We will produce our  
own camera-ready Membership  
Directory, perhaps to be  
printed every year if the costs  
are lower. We should have this  
Directory ready for the  
conference in May.

The 1994 conference at Erindale  
College is slowly creeping up  
on us. Start thinking about  
who you will nominate to  
receive this year's  
Presidential Award. No one was  
even nominated last year, so  
this year, with your help, we  
should get lots of nominations.

The concern that all regions  
share, is the lack of  
participation from the  
membership. If you have not  
been out to any meetings, or  
workshops, or socials, please  
try to make it out to  
something, or nominate someone  
for the Presidential Award.  
You've paid your money, now get  
something out of it! We have a  
lot of fun, learn a little  
something and the networking is  
invaluable!

Respectfully submitted,

Christine Davy  
Director, Sudbury Regional  
Branch.

## TOTAL QUALITY MANAGEMENT (TQM)

This article is really hi-lites from the following book:

Jablonski, Joseph R. (1991)  
*Total Quality Management :  
Competing in the 1990s.*  
Albuquerque, New Mexico :  
Technical Management  
Consortium, Inc.

Jablonski defines TQM as "A cooperative form of doing business that relies on the talents and capabilities of both labor and management to continually improve quality and productivity using teams."

I agree with this definition in part and think that it would be applicable to libraries if it read: "A cooperative form of doing business that relies on the talents and capabilities of" the library staff to "continually improve quality and productivity using teams" (or networking) and the resources that are available.

It is important to understand the concept of TQM, because it is a never-ending search for high quality, it makes each person responsible for the work they do and pushes us to always be looking for a better way of doing things.

For many employees, TQM has become another management buzzword, that will require the employees efforts to make a reality. Some employees don't even bother to digest this new term believing it is a passing fad of their management.

All this may very well be true, your management may be smitten with the term and a year down the road, they won't even

remember what the acronym TQM stand for. But, and there is a but, I believe this term is a formulary for libraries to meet their customers needs and push their own limits of good customer service. Many of you, who may be in positions of having to justify your service, couldn't find a better way of doing just that (justifying your service) than providing good customer service. -Let them justify your service for you. If you provide excellent service, every time, to the best of your resources, talents, and capabilities, your customer will know it and let others know it.

Jablonski believes that in order for TQM to work the following three components are necessary: 1) participative management; 2) continuous process improvement; and 3) the use of teams.

Again, when I relate this to the library setting I agree with his concept. In a one-person library, perhaps #1 - participative management isn't always necessary. I'm sure there are a few of you who disagree with me on that one. (I'll come back to this item.) As for #2, while the idea of always looking for better ways of doing business is a must for every library - no argument there. Jablonski uses the word "teams" and if I replace it with "networking" I find it works for me. Networking is invaluable to me in doing business, to be able to provide a customer with a "rush" interlibrary loan requires good networking - people who support you and respond professional to your needs. I think everyone can see how important this item

is to the concept of TQM.

Now I'll go back to the first item, #1, participative management. If you belong to a large library - my heart goes out to you because your relationship with management means everything. It can decide how you are with your customer and how far you will go to provide good service. However, this doesn't have to be the case. TQM says that each individual must take responsibility for quality. As a professional Library Technician, it is our goal to increase visibility of our skills and what better way to achieve that than stretching ourselves to always doing better.

Now for those of us in a one-person library, some of you probably still believe that in order to do your job well you must have participative management. For the reasons outlined above, I would make the same argument. I provide the best service for my customer because they are my customer and not because I have the cooperation of management. Sometimes the way to achieve the cooperation of the management, is by providing your customer with TQM.

The sum all this up, I'd like to outline the table of contents of Jablonski's book. It covers the following topics for you to explore as a Library Technician, although it's written to management, the chapters of further interest are:

\*Six principles of TQM  
\*Planning, assessment, and implementation of TQM

and  
\*TQM in everyday life

The following references are part of my bibliography that will point you in the right direction on the subject of Total Quality Management.

1) Taylor, Margeret Haines and Wilson, Tom, eds. (1990) *Q.A. : quality assurance in libraries : the health care sector : a collection of studies*. Ottawa, Ont. : Canadian Library Association.

2) Pedersen, Wayne A. (1986) Graphing : a tool for collection development. *Bull. Med. Libr. Assoc.*, 74(3), pp. 262-264.

I have also compiled a bibliography on Benchmarking and copies of it are available to anyone who writes for a copy.

The rest is up to you - create the desire in yourself to provide excellent service and the results will surprise you.

Jo-ann Larose.

Mar. 4/94

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## Other News Items:

THE EARLY YEARS...the Cambrian College alumni publication CONNEXION (latest edition) has featured a group of Library Technicians that were amongst the early graduates of that program. You will certainly recognize some familiar faces. They all work at the Educational Media Centre for the Sudbury Board of Education. Thanks to CONNEXION for showing an interest in the earlier graduates that are still working in the library field. Former Cambrian College students may obtain alumni information including a subscription to CONNEXION by contacting the Public Affairs Department. (P. Burton)

ANNUAL BUSINESS MEETING...of the Sudbury Region will take place on March 26, 1994. We have decided to have a CAFE/CROISSANT breakfast meeting combined with a tour of the Educational Media Centre (where I work). We thought some people would be interested in seeing how our network operates. For instance, how the schools access our BiblioFile cataloguing software. Our library also has the Circulation & Public Access capabilities. The tour will be very informal. (More details about our ABM are included in this newsletter.) Come and join us! (P. Burton)

## NEW ACQUISITIONS IN LIBRARY TOOLS...

Kogon, Marilyn. (1993) The Canadian Library Handbook : Organizing school, public and professional libraries. Toronto, Ont. : McGraw-Hill

Ryerson. The cost is approx. \$40.00. (First published under the title of Organizing the school library in 1980.) (P. Burton)

## EDITOR'S REFLECTIONS

Seeing as how I have submitted an article for this issue, I won't belabour this section of the newsletter.

One of the points I did want to make in this newsletter is that on March 26, 1994 we will be holding elections for the Sudbury Regional Branch's executive positions. Now before you scan for something else to read, let's think about this.

The executive is a group of people who take ownership for the continuation of this regional branch's existence. Many of the people presently on the executive have repeatedly held these positions because of their commitment to the OALT/ABO. But, have YOU ever thought to nominate yourself for one of these positions?

Perhaps you say, "I'd be interested in running only I don't live in Sudbury, so it wouldn't work." -Not true, I'd say. The newsletter itself could be written, photocopied and mailed from Timbuktu, if necessary. In reviewing other memberships, such as the Alberta Association of Library Technicians, you'd see that some of those people live in Calgary and others in Edmonton. The same goes for the Special Library Association in U.S., the

executive for that association is spread out across the country and still manage to run a very successful association. -So, please before you decide it isn't something you'd want to do, just consider the fact that this association needs to stay viable. We need people to stay involved. Your input around Public Relations and Workshops could be the best ideas we've had, but we won't know that until we hear them. Belonging to this association has been beneficial to you -

\*\*you receive the newsletters (both regional and provincial)  
\*\*you have the opportunity to attend local workshops as well as the provincial conference

\*\*being part of this association allows you to list your membership on your resume to indicate to prospective employers of your continuing professional contact.

You may have your own reasons for belonging to the regional branch, but whatever they are, consider what you could do for this association.

If you would like to run for any of the following positions, please feel free to call any of the executive - we'd be more than happy to hear from you!  
(The following Duties of the Regional Executive has been edited for space purposes. A complete copy of the duties can be faxed or mailed to anyone who inquires.)

#### **PRESIDENT'S DUTIES:**

1. Official rep. for the SRB
2. Co-ordinates activities of the regional executive
3. Chairs meetings of the SRB
4. Signs all cheques with Treasurer

#### **SECRETARY:**

1. Maintains all minutes
2. Keeps record of attendance

#### **TREASURER/MEMBERSHIP:**

1. Keeps financial records and carries out all transactions of the SRB
2. Presents financial statement at meetings
3. Maintains membership list

#### **NEWSLETTER EDITOR:**

1. Researches/writes articles for newsletter
2. Solicits/edits articles
3. Distributes newsletter

#### **DIRECTOR:**

1. Represents SRB at provincial level
2. Attends Provincial Ex./Board of Directors' meetings (approx. 5/year)
3. Reports all activities of OALT/ABO to the general membership through the newsletter...





## SUDBURY REGIONAL BRANCH

Ontario Association of Library Technicians/  
Association des bibliotechniciens de l'Ontario

### CAFE/CROISSANT

### ANNUAL BUSINESS MEETING

SATURDAY, MARCH 26 1994

**LOCATION:** Educational Media Centre (Staff Room)  
(located in Ecole publique Jeanne Saurvé  
296 Van Home Street

**TIME:** 9:30 a.m. - Café/Croissant  
10:15 a.m. - Annual Business Meeting

### AGENDA

- 1) Minutes of 1993 ABM
- 2) Executive reports
- 3) Election of Executive for 1994/95
- 4) New business

11:00 a.m. - Tour of EMC

Members are encouraged to attend. New members always welcome.

**RSVP (if attending) by Wednesday March 23, 1994**

Please contact: Paulette Burton at 675-3028 (business)  
or at 560-1788 (home)