

TECH TALK

Volume 17, No. 5 March 1992



PRESIDENT'S MESSAGE

Our year of activities is almost at a close and will culminate with the Annual Dinner Meeting on Thursday, March 26th at the Pagoda Gardens, beginning at 6:30 pm. As this date approaches, we will be contacting all of you by telephone to encourage members to run for executive positions. Experience is not a requirement, just a willingness to learn, to be a team member, and a commitment of one or two evenings per month. Please give this serious consideration in the next two weeks!

We are open to suggestions for workshops for 1992-93, and the executive hopes to see each and every one of you at the Annual Dinner.

As this is also membership renewal time, maybe we should restate the objectives of OALT/ABO, which are found both in the provincial constitution and in our regional constitution.

a) To define clearly the role of the library technician and to make this definition widely known.

b) To publicize the value of library technicians and promote wider understanding and acceptance of their status.

c) To institute recognized standards operating on the Provincial level.

d) To work in liaison with related professions and institutions and to promote effective communication among library technicians and others in closely related fields.

e) To be receptive to and aware of the constant changes and needs in the field of library technology and the community.

f) To disseminate information relating to library technicians.

Membership in OALT/ABO provides you with an opportunity to endorse these objectives and assist in accomplishing them. Your fees also provide you with an opportunity to attend free workshops, receive our regional newsletter (TECH TALK), receive the provincial newsletter, voting privileges at general meetings, reduced fees for the annual conference, and the opportunity to network with others in library and related fields! This is our Association, let's keep it a strong and viable one!

Helen Heerema



TREASURER'S REPORT

As of March 10, 1992:

Bank account balance	\$ 903.07
Petty cash	2.93
Guaranteed Investment Certificate	<u>3,000.00</u>
TOTAL	3,906.00

MEMBERSHIP STATISTICS

Graduate	29
Student	16
Associate	1
Institution	<u>2</u>
TOTAL	48

"A DAY IN THE LIFE ..."

DEPARTMENTAL

Interlibrary Loans/Search Services Offices
Lakehead University
Chancellor Paterson Library

If you're interested in placing an interlibrary loan request, having a CD-ROM or Online search done, or are in need of some general assistance -- our office is the place to be!

The Search Services Department consists of Val Gibbons (Librarian) and Lenora Randle (Library Technician), while Ginnie Taylor (Library Technician) and I handle Interlibrary Loans. The Search Services Department performs both online and CD-ROM searches for its patrons and Lenora took some time out to explain these services and what is involved in preparing for and performing these searches.

ON-LINE SEARCHING!

Online (Computerized) Searches are available to everyone who would like one. The charges vary depending on the databases used, the number of citations found and the amount of time spent online. CD-ROM searches are performed for Lakehead University faculty, students and staff at a cost of ten dollars per disk. Occasionally there is an overlap of subject matter and searching two disks would be beneficial. As well, individuals may perform their own CD-ROM searches and print the results (up to 50 citations) at no charge.

When a patron requests a search, they are required to talk to Val or Lenora to determine what type of information they desire and which database or disk should be used in the search. After this interview, the Search Services staff must prepare for the search and this includes finding various terms that can be used from indexes and dictionaries. When the patron returns to pick up their search, Val or Lenora explain the computer printout of the

search findings to them.

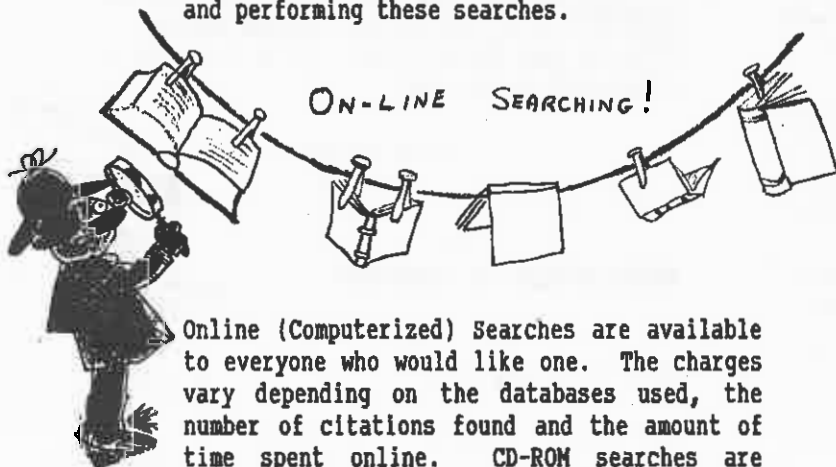
Occasionally, patrons come to Search Services with requests for information on their subject that is available at LU. This type of search is not available however. The CD-ROM and Online searches locate information that is published worldwide on their topic, including journal articles, theses, reports and books. If LU does not own the particular materials a patron needs, they are directed to Interlibrary Loans.



Interlibrary Loans processes requests for students, faculty, staff and alumni of Lakehead University. There is a charge for photocopied articles, usually \$1.00 for 1-30 pages (\$4.50 for alumni) and there usually is no charge for the loan of books.

First thing in the morning I date and number the previous day's requests. Lately the requests have averaged about 30 a day, but it has been extremely busy in the past couple of months and daily requests often number in the 70s, 80s, and 90s, as well as into the 100s! Ginnie's main responsibility is verifying the ILLO requests and determining what libraries hold the journals and books our patrons have requested.

We send the majority of our requests to other Canadian libraries through the computer using ENVOY, an electronic mail system. ENVOY is also used to read messages sent to us from other libraries. These messages include requests for information we own and cancellations of our requests to them. These cancellations are due to such things as materials already on loan, missing issues of the requested journal or the pages we have requested for photocopying are torn out. We also send cancellations to potential lending libraries.





Not all of our requests are sent using ENVOY. We often send typed requests to some local libraries, to small Canadian libraries and to the United States. We also receive typed ILLO requests from other libraries. We have sent Interlibrary Loan requests to places as far away as England and Australia and have received them from as far away as Japan and Australia. We also have a Fax machine in our office which we use to exchange Illo requests with the University of Minnesota. We estimate that the ILLO requests will take about 2 to 3 weeks to arrive at LU. However, there are occasionally students who need materials quicker, these are also done on the Fax machine, the extra cost as well as the normal fee being paid by the patron.



A large portion of my time is spent processing incoming mail, which consists of the photocopies and books we have requested from other libraries. I also send out the books and photocopies other libraries have requested from us. Ginnie takes care of sending out invoices to other libraries and she receives all incoming bills.

Through my work in Interlibrary Loans, I've become quite good at interpreting other people's handwriting, learned a lot about our patrons' research topics, and have learned some German, French and Russian words thanks to requests for information in these languages. I still have to master my French though. The other day I received an ENVOY message for what I thought was an ILLO request for material published on December 14. It turned out to be a request to renew a book until December 14.

Our office is always buzzing with activity -

it's never boring! The days pass by so quickly, that it's hard to believe that I've been at the library for seven hours! LU is a great place to work.

submitted by
Gwen Gamble



EXPLORATIONS 92

OALT/ABO 19TH ANNUAL CONFERENCE

May 27 - 30, 1992
Sudbury, Ontario

This year's Conference will provide an opportunity for delegates to learn new skills, expand horizons, and reaffirm our commitment to the library community.

Sudbury Regional Branch invites you to explore with us. Enjoy the workshops, join in the social activities, and share with your colleagues.

For further information and/or a conference registration package, please contact:

Linda Davis (705) 670-7130 (daytime)
(705) 566-9374 (evenings)

Bette Gore (705) 858-3501 (daytime)
(705) 524-9314 (evenings)

or ask a Thunder Bay Region executive member and we will gladly answer any questions!





REVIEWS

PROVINCIAL AFFAIRS

On Saturday, January 25, 1992 the executive and board of directors of OALT/ABO held their quarterly meeting using teleconferencing facilities and it was quite an effective and efficient meeting.

Explorations '92

The conference materials package will be mailed out February 10th. The fee is \$265 for members which includes workshops, all meals except breakfast. The conference will be held at the Sheridan Caswell and rooms will cost \$70 plus tax per night. The provincial treasurer is planning another treasurers meeting during the conference. Each regional treasurer will receive a letter from the provincial treasurer before the conference outlining expectations.

The only French language library technician program in the province is scheduled to be cut by Algonquin College. OALT/ABO is writing a letter of concern to the college and the Ottawa region is gathering further information on the matter.

The salary survey results are coming in very slowly from the Thunder Bay region. Results will be published in the next provincial newsletter.

Corrections to the membership directory will be published as an insert in the provincial newsletter. The directory cost \$3505 to publish.

OALT/ABO is getting estimates from companies to manage our membership list. The database manager will receive all changes of address to keep the database current and will provide all regions with mailing labels. Whether we go for an outside service or not will depend on the cost for services rendered. A decision will be made in April.

Although the final report is not yet done, the books for last year's conference, Infowave '91, were closed in January and the provincial share of the profit (50%) is \$6,073.68.

The final product of the Conference Manual will be made available at the April executive meeting. We were the only region to give the editors input.

Marsha Hunt, Public Relations, wanted the regions to consider an annual "Buy a Book" event for the local Library Technician programs. It would be a donation on behalf of the local OALT/ABO membership. The provincial executive turned it down as a provincial project because of the cost.

submitted by

Cathy Walsh, Regional Director



REGIONAL AFFAIRS

Promoting Your Library
January 18, 1992

Saturday, January 18th seemed to be the coldest day of the unseasonal cold snap that Thunder Bay was experiencing (with a wind chill that brought the temperature down to -43 C). This also brought out a group of a dozen or so adventurous and eager listeners to hear Barbara Koppenhaver, who is the Coordinator of Community Services for the Thunder Bay Public Library, speak on promoting a library.

She began the session by playing the new promotional jingle for the Thunder Bay Public Library that has been heard on the radio. The campaign's message is "Discovering the Possibilities". A new logo featuring the letters TBPL stacked like children's alphabet blocks, which provide the basics for education and literacy, replaces the Indian reading a book.

The different types of MEDIA which can be used





to get the message across were discussed. They cover print (magazines, paid ads, newsletters and in-house production of bookmarks, brochures and posters), television and radio. Ms. Koppenhaver pointed out that although television is extremely expensive, there are some "freebies" such as "Community Clipboard" or the local cable station, if sufficient notice is given to the programming personnel. Radio is another way to promote the library's message through the use of public announcements, which are free and are used by non-profit organizations.

When putting together a library programme, there are things to remember. Purpose and description of the programme, target groups, dates, places, staff required, times, outside people and prices are only a few things to consider. Make sure that all staff, trustees and Friends of the Library are given information to perform their respective duties that contribute to the awareness and commitment to the goals, such as a training session for customer contact skills. It is a good thing to have the endorsement of the organization, be it a cheerful smile or efficient service.

In conclusion, Ms. Koppenhaver stressed some important points:

1. Don't re-invent the wheel; "beg, borrow or steal" other people's ideas, improve on them and make them your own.
2. Maintain attractive surroundings, such as bulletin boards.
3. Be willing to take risks; don't be discouraged if it doesn't work.

Submitted by Linda Bukovy



"AN EVENING AT THE ARCHIVES"
February 18, 1992



The experiment of an evening workshop, as opposed to a Saturday morning, certainly was a success. Eighteen people came to the archival building to be intrigued. We were invited to sign the Guest Book and soon found that in doing so, we had put ourselves up for scrutinizing suspicion if anything was found

to be missing at the end of the evening, as we had fallen right into a security "trap"! The Archives does not allow anything to be taken out of the building - unless it is a fairly recent deposit from a City department who require its use again.

We sat around a long table to hear the special care required by ancient documents. Constant temperature and humidity, metal shelves for less fire risk and Halon gas fire system, no exposed pipes because of risk of leaks, dustproof storage cartons with attached lids, cotton gloves to handle fragile materials, photographs and negatives. Whilst some of the "do's and don'ts", no smoking, no eating, no metal fasteners, no writing on documents, were familiar to us, others were new, yet completely logical if we had pondered a while. No tracing on documents, no ink allowed near them - only pencil, avoid using original records in displays because of exposure to sunlight, ultra-violet filters over fluorescent lights, never fold anything because folds are the first place to decay, use acid-free folders and boxes and Mylar sleeves for photographs.

We were introduced to those pesky little "silverfish" and "firebrats", who aid and abet the rodents in destruction. We learned of the other security measures, such as never leaving researchers alone and never allowing them more than five items at a time. So much information! It was lined up at the turnstile for entry to our "little gray cells" so that it was necessary to walk around a little to assimilate it and view the stored documents.

But the highlight of the evening - even above the tour of the building, the lecture and the refreshments - was the hypnotically exciting thrill which could be felt vibrating from each person as they beheld the pages of history of Fort William and Port Arthur - Thunder Bay. Spaced -- colourful -- unbelievably awesome!! Truly a night to remember!

fifteenth-century book of hours showing the decollation of St Catherine





"A DAY IN THE LIFE OF ..."

SPECIALIZED LIBRARIES

Fort Frances-Rainy River Board of Education
Central Resource Library

Hi! Welcome to the world of our board's teacher resource library. There are some similarities to the IMC of the Lakehead Board, but there are also many differences. One of the biggest differences is that we have a staff of one (myself). I work under the indirect supervision of the five district teacher-librarians. They do the actual ordering of materials and I do all the rest.

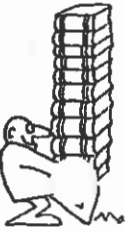
Most of my day consists of cataloguing. I catalogue material for our centre, which consists of individual books, novel study units, filmstrips, videos and many other items too numerous to mention. Also books are catalogued for individual school libraries when they are unable to purchase them preprocessed. Although this consumes a large part of my time, because of the variety of material no two days are the same. This is what makes it so interesting.

On any given day there are also numerous other tasks which add variety to what I do. I am always filling requests for material teachers wish to borrow, some of which is booked a year in advance. Although I do my cataloguing on the ICON computer, the rest of my work is done manually. Thus I have large monthly calendars on which I write bookings. This means constant checking to make sure that material is returned on time and that material booked reaches the teacher at the proper time. I also do some videotaping of TVOntario programs and also some dubbing of material for which we have the proper rights. Our delivery system to the country schools is once per week and twice per week to the town schools. So as you can see it is very important that material be returned and sent out on time. Considering that last year's circulation was almost 4,000 up over 1,200 from the previous year, this takes a fair amount of time. Another time consuming task is orders. I record all orders to companies, check off material as it comes in, check on orders that have not arrived and keep track of three budgets. Trying to make

sure that we do not overspend our budgets but that we don't leave any money in them requires a fair bit of calculations. Although the teacher-librarians do the actual ordering, I often recommend material to them. I do this by looking through new catalogues and publications as they arrive. Also, this year we have published a new and improved catalogue of our materials for the teachers to use. We currently have well over 2,000 pieces of material in our library and are now reaching towards 3,000. Considering we have only been in major operation for the past four years, this is a substantial amount.

Then there are Fridays! Fridays start out with laminating. This is the day that all laminating for the board is done. After doing the laminating, it must all be measured by hand and recorded. Twice per year the schools are billed for the amount they use (May 31 and November 30). This is followed by counting the week's circulation and filing of the same.

Also, twice per year I send out notices to teachers who do not return material promptly. Another important aspect of working for this particular school board is that I service a wide variety of schools. One school in our district is a JK to 8 school contained in 2 classrooms with a total enrollment of under 40 students. Another school that I service is a Kindergarten to grade 12 religious school that has an agreement with our board whereby the board supplies the teachers and basic supplies and the parents of the children attending supply the building and maintain it. This was originally a school for just the Mennonite children but now has expanded to include children of other religious denominations. A third interesting school in our district is a school located on an isolated Indian reserve. This school is only accessible by water or plane. To reach this school by water you must drive to Crane Lake, Minnesota and then travel approximately 30 miles by water or over the ice by snowmobile. It is located in two buildings - JK to 8 and high school. It is located at Lac La Croix. In servicing these schools, I must keep in mind the individual needs of the schools as some of the material used in other schools is not always suitable for these schools, particularly the last two.



PREVIEWS



OALT/ABO THUNDER BAY REGIONAL BRANCH ANNUAL DINNER MEETING

Thursday, March 26, 1992
Pagoda Gardens
Symposium 6:30 pm Dinner 7:00 pm

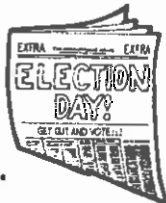
The Annual Dinner Meeting is to be held at the Pagoda Gardens again this year. The Symposium will begin at 6:30 pm and a smorgasbord supper will be served at 7:00 pm, after which the Business Meeting will be held. The most important points of business will be the proposed fee increase (as explained in the last issue of **TECHTALK** this increase is to cover the increased provincial fees which we approved at our last Annual Dinner Meeting), and the elections for a new local executive.

The positions of President, Secretary, Newsletter Editor and Public Relations Coordinator are open to interested members. Please consider sharing your talents with the Association!

AGENDA

1. Call to order.
2. Introduction of executive.
3. Minutes of last General Meeting (Dec.10/91).
4. Reports of Executive.
5. Old Business - Fee increase.
6. New Business - Fiscal year.
7. Elections of Executive
8. OALT/ABO TBRB Award Presentation.
9. Thank you to outgoing executive.
10. Adjournment.

Tickets for the Dinner are \$20.00 (meal, tax & gratuities) and are available from any executive member. Bar service is an extra.



HONE YOUR SKILLS

Up to now, not a single person has made any response! Shame on you all!

This edition you will not need any clues to solve these authors. Can you name them, give their dates of birth (and if applicable death) and name at least 2 fictional characters created by each?

NO. 3



NO. 4



The last "Hone Your Skills" were inventors shown with their inventions. No. 1 has also many photos showing him wearing spectacles. His equipment is shown in a showcase. Just concentrate on that equipment! It is AV -- but not exactly as you see it.

For all 4 challenges there will be a total of 12-15 points. A small recognition will be given to the person who accumulates the most points, so let me have responses by March 20th, so that the results will be ready for the dinner! phone 623-7173

PROFILE OF A VERY SPECIAL PERSON

In our June/91 issue we printed a article about Jackie Baker (now Craig), a Library Technician Extraordinaire, and in the Editorial Note we invited other such articles, or suggestions for them, from any of you.



At last somebody has risen to the Challenge!

In the September issue our "News from Around and About" mentioned two ladies, Jo Hay and Laura Russell, who had made quite an impact in Atikokan, both in Community and Library voluntary work. Now we are to hear of another wonderful lady from Atikokan.

Margeurite McRuer is a very outstanding person. In January 1989 the Atikokan Public Library nominated her as a recipient of the Citation for Citizenship Award, which we are very proud to say she won. This is an award for outstanding achievement for voluntarism.

Among their accomplishments, these Canadians have made valued contributions in the areas of human rights, literacy, and our official languages, to promoting multiculturalism, and to ensuring equality for women, Aboriginal peoples, and disabled persons. They have helped make our communities more open and compassionate, and more aware of both the human problems and the potential that exists in society today. They lead lives that speak eloquently in support of the Canadian tradition of voluntary action and placing the needs of others before one's own.



Margeurite was quite shy about being nominated and continues her life just as before. She has always lead a busy and productive life. She taught at an elementary school in Atikokan and took care of her family whilst doing community work. If you ask Margeurite why she spent a considerable amount of her own time volunteering in the community, she'll say one of the reasons she helps others is because one day she might need their help. But as the Atikokan Public Library Board said in nominating Mrs. McRuer; "Her help is organized and benefits society as a whole, not just individuals ... Many of her projects will long remain an integral part of life in Atikokan".



A lifetime of devoted dedication.

Mrs. McRuer's community achievements are numerous. She was responsible for persuading a number of area residents and organizations to establish a Rehabilitation Centre for the Mentally Handicapped in Atikokan. She has provided innumerable services to the Library which include: expanding their shut-in service to include books on tape; providing books in a number of languages and in large print; and raising money to purchase cassette recorders, a movie projector and a screen. Her many contributions to Senior Citizens in the area have not only been accomplished on their behalf, but with their involvement. She enlisted Seniors' help, for example, in compiling a large-print telephone directory and she was a driving force behind the building of an extended-care wing at the Atikokan General Hospital.

Margeurite McRuer is one of the Atikokan Public Library's very special volunteers. She has been sick recently and as a result has not been very active. Margeurite is missed and we are looking forward to having her up and around again.

We are sure that this wonderful example has a lot to do with the remarkable fact that there are 3 young children (10-11 years old) who are volunteering at the Library once a week. Among their duties are stamping the Date Due Cards, cutting out things for Storytime, and even Shelfreading. A good place to start!

submitted by
Marie McInnis



CHIT CHAT COLUMN



At the end of
a good book,
do you 'hunger
for more'?



First my apologies for improperly describing the job and place of work for Joyce Torma in the last newsletter. Joyce was not only Secretary, but also the Library Technician at the Department of Library and Information Studies. Thank you Margaret, for pointing that out.

Job Changes

Now we can congratulate Joyce again! She has been appointed Secretary of the Northern Health Human Resources Research Unit. Joyce tells us that the new building is beautiful. She began her new full-time appointment on Monday, March 2nd. Good luck Joyce, we hope that you do not find full-time too tiring now that you have a larger family.

Luann Wilson, who covered Joyce's maternity leave, has returned to the Department to finish the Winter Term (the end of April). That is very handy as she knows the ropes now and won't need training.

Valerie Barten, who lives in Kakabeka Falls, now has a part-time position at Oliver Township Library. She is one of our part-time students in the Dept. of L.I.S. Good for you, Valerie, learning whilst working at it as well is the best way to go!

We would like to commiserate with Betty McCormack. She has been the first innocent victim of "Budget Restraint" as her half-time job in Cataloguing for TBPL has been eliminated. We hope that you will soon find another opening.

Mary Lou Warren has just returned from a fortnight in England and is now 'stage-struck'! The most wonderful part of the trip was seeing "Miss Saigon" (a new version of Madam Butterfly). "They actually landed a helicopter on stage!!!" Now, if you come upon her lost in a glassy-eyed trance, you will know that she is really in a heavenly reverie in which she has the leading role in Miss Saigon herself!

Also in England is another Library Technician - graduate of LU in 1988. Sian Brockhouse came to Lakehead from Caledon East in Southern Ontario to do the Library course. She stayed on to do her BA and finally began her studies to be a Teacher over at the Bora Laskin Building. Sian's father was transferred to England in the course of his work. You may remember her coming back to LU the proud owner of the family car! Going through the many official channels she managed to have her credits transferred to England so that she could do her final year of study in England and be qualified on both sides of the ocean. Sian is studying at Reading University (about 1 hour west of London), "It is great, but a lot of work", she says. Most of all she misses the SNOW! and complains about it being cloudy (does that sound like here?). Whilst she is enjoying her work, she is "really nervous" about her practice work. We are sure that she will be able to charm everyone with her happy smile and disposition. I hope you are not too nervous Sian, otherwise the children will think you are going to 'rise up the chimney' like Santa! (when she is nervous Sian has an endearing habit of rubbing her nose!) I wonder if she has been to see Miss Saigon? Enjoy your travels while you can Sian, and Good Luck! (Her address can be obtained from me or Linda Bukovy).

Hatched, Matched and Dispatched

The Library Stork paid a visit to Angel Rebello (Brodie Street) and her husband Mannie on February 9th and delivered a son, Joshua, to them. We hope that the New Addition will bring you a lot of happiness to you both, to make the extra work a pleasure.

Sick Bay

We are sorry to hear that Liz Hamrak, in Atikokan, is rather under the weather at present and we wish her a speedy recovery.

This is my last edition. I would like to thank all who have talked with me on the phone, those who have written articles and especially Helen Heesema who put them on computers to neat them up. Hope you have all enjoyed our efforts. Muriel Davidson





FROM THE HALLS OF LEARNING ...



SPRING AND SUMMER SCHOOL

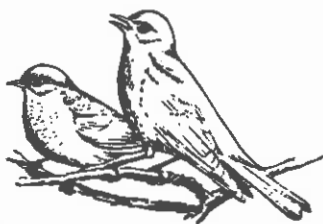
Unfortunately enrolment for Spring and Summer Courses has declined over the last few years to the point where the minimum required number has not been achieved. It is therefore with regret that we have to announce that there will be NO classes held at Lakehead University this year.

However, the last three weeks of the Summer Session - July 27th to August 14th - classes will be held in KENORA.

**Library & Information Studies 2070/
Library Technology 2070
Adult and Technical Services in Libraries**

A study of the ordering of library materials, books, serials, etc., and the administration of acquisition records and files. The administration of, and the processes involved, in the work of a circulation department with special emphasis placed on charging systems. The repair of materials will also be covered.

For more information please contact Margaret MacLean at 343-8398, or Deanna Hallonen in Kenora at 468-4702.



APRIL WORKSHOP

**The Integrated Library
Guest Speaker - Jean Weiss
April 3, 1992, 1:00 - 4:00 pm
Rm 5022 Chancellor Paterson Library,
Lakehead University**

Making a special trip from Toronto, Jean Weiss will grace us with her presence once again. This year her topic is a little different from her field of expertise in Cataloguing on which she has instructed us on previous occasions. The workshop will deal with the pros and cons of integrating videotapes, audiotapes,

records, filmstrips, kits, etc. with the books on the library shelves. Many questions spring to mind when such a vast subject is announced, so write them down so that you do not forget them before you get there.

Please contact Margaret MacLean as soon as possible to enrol or make further enquiries.



FIELD TRIP

This year a smaller, but select group of students flew to Ottawa for their Field Trip. They booked into the "Novotel" which was central for the libraries they were to tour. The Library Tours were awe-inspiring both in their architecture and in the volumes of volumes! There was the National Library, the Public Archives of Canada and the more modern CISTI, all of which were as fascinating behind scenes as they were from the normal patrons view, in fact more so.

The timing of the trip was perfect as it happened to also be "Winterlude", the Ottawa Winter Carnival. Amongst the other excitements the girls skated on the Rideau Canal along with other merrymakers.

On the Thursday evening, the six students and Margaret were enjoying a special Celebration Dinner for Jodi Philips. When the restaurant staff learned that the high spirits were because of a birthday, not only was there a candle in her desert, but Jodi had her dinner free! All in all a very successful trip.

