

# TECH TALK

Volume 21, No.2 September 1993



## PRESIDENT'S MESSAGE

Welcome to all OALT/ABO members, new and old! I hope each of you had a pleasant summer and feels ready now to turn your attention to fall activities and events. At this time of year a number of you will have children returning to school and some of you may be returning to school yourselves to take a course or two. The executive members would like to encourage you to make the OALT/ABO the source of some of your educational and inspirational input during the 1993/94 year.

The executive is busy planning the year's events and has already finalized some of the fall's offerings. On September 22 the membership will be treated to a CD-Rom demonstration at the Brodie Library before our first General Meeting of the year. For some, this will be a helpful introduction to a relatively new technology and for others, a useful refresher. October 2 will see all interested members making their way to the Nipigon Public Library to hear Karrie Matheson talk about her position as the head librarian in a small community library. November's event, still taking shape, sounds promising and December's highlight will be a

talk by LaRea Moody on her life and career as a library technician.

Each of these events promises to assist us in our goal of offering in whatever context we find ourselves library services that is helpful, enthusiastic, and creative.

Carolyn Enns



## TREASURER'S REPORT

As of 15 September 1993

Bank Account Balance	560.28
Petty Cash	460.28
G.I.C.	2500.00
Total	\$ 3520.56

Jill Otto

## MEMBERSHIP STATISTICS

Graduate	24
Student	11
Associate	2
Institution	5
	42

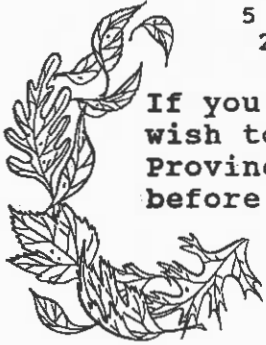


## Reviews

There has not yet been any Director's meetings to report on. The schedule of meetings are -

2 October 1993 Toronto  
27 November 1993 Toronto  
5 February 1994 Teleconference  
2 April 1994 Toronto

If you have anything that you wish to be taken before Provincial, let Helen know before one of those dates.



### Report on OALT/ABO 20th Annual Conference - Reflections '93

Judy Sennett wrote a superlative report of the conference for the last newsletter. To spread the workload around I asked Carolyn Christie and Donna Brown to write reports on the workshops they attended for this newsletter. Their reports are edited versions of their report to Mr. A.G. Pepper, Director of OLS-North.

## SPEAKERS

Donna Brown, Coordinator  
OLS-North

**CUSTOMER SERVICE IN THE  
LIBRARY**  
**MARSHA HUNT**  
**PEEL BOARD OF EDUCATION**



This was an excellent workshop presented by Marsh Hunt who is a very dynamic speaker. Topics included were: library services, setting standards, training employees in customers services and customer/patron expectations. I found this workshop to be of the greatest value. Our office is here to assist librarians in our regions, and they are in fact our customers. More effort should be exercised amongst all our staff to try and better serve our librarians. One fact presented which one should abide by stated that, "Customer relations is an integral part of your job, not an extension of it. Nothing is more important to your library than its customers. Without them, your library could not exist." This would be a wonderful workshop for our annual conference.

### INTERLIBRARY LOANS HUGUETTE LUSSIER TREMBLAY NATIONAL LIBRARY OF CANADA

Quite an informative workshop illustrating the current services of the Interlibrary Loan Division of the National Library. Different products and levels of service available; the most efficient ways of communicating requests; the tools offered by NLC to facilitate interlibrary loans; the document delivery options and lending policy of the NLC; the future of interlibrary loan services planned by NLC were all discussed in full detail.

**OPENING MAGIC CASEMENTS  
ALAN MCLAY  
ASSOCIATE PROFESSOR, ENGLISH,  
CARLETON UNIVERSITY**

While listening to Mr. McLay speak, one immediately can sense that he loves children's literature. He spoke of the many classics and stressed the importance of literature for our children of today. We were also given a bibliography of the more popular titles in children's literature, and noted which classics a library should hold.

**LEADERSHIP PERSONALITY  
SUZANNE C. FAURE  
CAREER COUNSELLOR**

In this session, delegates filled out questionnaires using the Myers-Briggs Type Indicator test to examine leadership, different aspects of personality and their effects on personal and professional behaviours. Information gathered helped each delegate to understand themselves and interactions with others. Again, another excellent workshop that should help me to better communicate and interact with fellow staff members.

**TQM IN THE WORKPLACE  
LYETTE DORE  
TREASURY BOARD OF CANADA**

Total Quality management is gaining in popularity in the workplace. This session was presented to help delegates explore ways to achieve an understanding of and to react to client needs. The

environment within which organizations operate has become so competitive that operating to a high quality is not just necessary to maintain one's edge, it is in many instances a matter of survival. This is just as true in the public sector as it is in the private sector. An excellent workshop illustrating the importance of not only customer satisfaction but employee productivity, teamwork, staff morale and employer/employee relations. I found this workshop to be very interesting. Again it has to be noted how important our client (librarians) are to us, and how staff morale can be improved with management encouraging decision making and input in certain situations.

submitted by Donna Brown



Carolyn Christie, Consultant  
Native Library Service

"Reflections '93", the OALT annual conference, was five days of a variety of workshops, tours and social events for the 129 delegates. The organization was celebrating its twentieth anniversary as an association with the purpose of fostering and promoting the skills and ideals of library technicians.

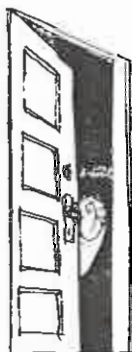
Each workshop ran for half a day - 3 to 4 hours with a 15 to 20 minute break in the middle. I felt that this was



an excellent format as it have workshop participants the chance at break to discuss information presented in the workshop with the presenter and other delegates.

Three of the workshops that I attended complemented each other very nicely, eg **"Interlibrary Loans Services and the National Library of Canada,"** The demonstration of **"Romulus"** at CISTI, and the **"Depository Services Program"**. Having limited money for buying library materials, the First Nations libraries have very few reference tools. I came away from the sessions with a clearer understanding of how ILL, DSP, and Romulus might benefit First Nations libraries now or in the future.

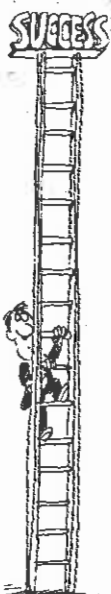
**"Innovating Programming for Children and Young People in Difficult Times"** was a practical workshop which outlined the criteria for successful programming. The speaker, Barbara Herd, emphasized that she believed it important that library programs be literature-based. She demonstrated and handed out information of several successful programs held for children and teenagers at the Ottawa Public Library.



An OPP officer gave the session **"Travelling Alone"**. He talked about how to stay safe when travelling by vehicle, but also discussed other aspects of travel as by airline, at a motel/hotel, and when walking. there was a

demonstration of safety devices that are available to the public such as alarms for the car, a person, for the home and a hotel/motel room and locking devices. Again, the details of the information he covered are in the attached notes and the valuable pamphlets he distributed.

submitted by Carolyn Christie



## Previews

**13 September** - Jill Otto and Valerie Welsch greeted the new Library Tech students with coffee, robin's eggs, and a talk on the value of the OALT/ABO. The full classroom reconfirmed to Jill and myself that we chose the right career and we hope we left the students so inspired that they also feel they choose the right career. Now if we can just instill the desire to maintain that professionalism achieved through membership in our association!

**22 September** - Wednesday at 7:00pm meet at the Brodie Street Library Reference Department. There you will be given a CD-Rom demonstration. A General Meeting to follow in the auditorium. Everyone is invited to attend our first meeting of the season and get involved with your association.

**2 October - Saturday 10:30am - 1:00pm** in the Nipigon Public Library. Library Tech grad Karrie Matheson will give us a tour and talk about her role as head librarian in a small community library. Meet at County Fair Parking lot by 8:30am so we can leave en masse. For more information or arrangement for a ride please phone Ella Uremovish at 767-6176 or Carolyn Enns at 344-0768 between 27 September and 1 October.

**18 November** - this meeting is still in the planning stages. If all goes according to plan it should be a "different" session. More information to come.....

**2 December** - this meeting is still in the planning stages also but we do know that LaRea Moody is going to talk about her life as a library technician ( and I'm sure much more) and we are planning to have pizza and pop. Look forward to more information on this event as well.



Judy Sennett started me thinking about **STAY ALIVE IN 95** and then I starting thinking about how many library technicians there are in Thunder Bay. There must be two hundred of us here in the city. Maybe we can put these two ideas together and accomplish something.



## **FIRESIDE CHIT CHAT with MURIEL DAVIDSON**

Well I have finally done it. Muriel didn't have time to get on the phone and collect all her interesting tidbits so I will have to write her column for her.

Muriel started covering for Mary McKinstry after March Break when Mary injured her knee while out skiing. Yesterday Mary had an operation on that same knee which has not been healing well. This situation has left Muriel working at FWCI library since last March. Being used to just working half time at McKellar School, Muriel has found working full time at FWCI and at home has left her without much time to chat on the phone. We hope Mary is finally doing well and Muriel enjoying the pleasures of a larger paycheck.

Penny Bower has extended her leave until the end of the first semester. This gave Viviana Toneguzzi the opportunity to extend her time as tech at Hammarskjold library. When I tried to get a hold of Viv today, she was off to class so she is still working hard at completing her diploma part-time, working full time and working full time at home. Penny, I hope you keep playing with and enjoying your little ones and Viviana enjoy working in your new career choice.