

# TECH TALK

Volume 21, No.5 April/May 1994



## PRESIDENT'S MESSAGE

The 1993-94 OALT/ABO year ended with a successful dinner meeting on Wednesday, March 30 - successful in that we enjoyed good food and good company and, by the end of the business meeting, had arrived at a new executive. A momentary impasse over the election of newsletter editor was happily dissolved when Kathy Crowdson and Margot Ponder, volunteered for the job. There will be a number of new people on the executive to provide new impetus and new ideas: Kathy Crowdson and Margot Ponder, as mentioned, Carol Young, and Karen Cocks. There will also be several former executive members on the new executive to provide experience and knowledge: Valerie Welsch, Jill Otto, and Helen Hyvarinen, and Helen Heerema. This mixture of innovation and stability promises a good year ahead.

My term as president is over, and I would like to thank those people who have been on the executive with me over the past two years as well as the membership in general, for your support. I hope Valerie finds her term as president as problem-free and enjoyable as I did mine.

Congratulations to the OALT/ABO Graduate Award winner, Mr. Trent Pittman. In his acceptance speech, Trent indicated a dedication to service that showed him to be a worthy recipient indeed of the award. Congratulations as well to

the five door prize winners who were blessed by fate on March 30.

Carolyn Enns



## TREASURER'S REPORT

As of 1 April 1994

Revenue	5905.64
Expenses	5499.94
Cash in Bank	593.34
G.I.C.	<u>2500.00</u>
Total	\$ 3093.34

Jill Otto

## MEMBERSHIP STATISTICS

Graduate	19
Student	26
Senior	1
Associate	2
Institution	<u>4</u>
	52





## Reviews

As Contact North did not show up to set up the teleconference here in Thunder Bay, I was not able to participate in this meeting. Therefore, this report is a condensed version of the minutes of the teleconference meeting.

1. Brady Leyser is looking for submissions for the newsletter.
2. Mike Mbrtimer suggested reduced prices for students at the conference in May. It was decided that every student who helps with a workshop will get to attend a workshop free.
3. Sue Orlando said a brownie pack in her area got computers donated to them from companies who are upgrading. This will be investigated further by Sue and Mike.
4. Susan Mbrley will chair elections at the ABM.
5. Theresa Kennedy only has INMAGIC running on her computer at home. The directory samples will not be ready until the end of March.
6. Membership forms should be available first week of March. Ottawa requested a copy of the membership form so that the Ottawa people can check translations.
7. The final copy of the constitution was submitted. Directors are asked to get it out to

all their region members so that they know what they are voting for at the ABM.

8. Revolution/Evolution '94 registration packages are nearly ready to be sent out. Suzanne asked regions to talk to their members re running for positions on the executive.

9. Regions are to promote the United Way campaign to their members. There will be drop off jars at the '94 conference for delegates to contribute. The goal is to collect \$500. Regions can raise money before the conference and donate it as a region at the conference.

10. Susan Mbrley has agreed to be parliamentarian for ABM. If it conflicts with her running the elections, then Suzanne will run the elections.

11. Suzanne suggested that they might lower the membership fee to encourage membership. All directors agreed. They will take it back to the regions for discussion. Suzanne wants proposals from the regions for the next meeting in April.

12. Theresa Kennedy reminded everyone that all expenses must be in by March 31st as that is the year end. The books will be closed for the month of April for audit.

Respectfully submitted,  
Helen Hyvarinen  
Regional Director  
March 12, 1994

**Annual Dinner Meeting  
30 March 1994**

Twenty eight members and/or non-members attended the Annual Dinner meeting at Pagoda Gardens to sit at the twenty eight places that had been set. Great planning on John Fell's part! The food and company were outstanding as usual. It was quite evident that this was Carolyn Enns' last official function as she visibly relaxed as the evening wore on. After the completion of the meal, Carolyn presided over the reading of reports, the election of the new executive and handed out prizes.

The executive for 1994/95 is:

President - Valerie Welsch  
Secretary - Carol Young  
Treasurer - Jill Otto  
Newsletter Editors - Kathy Crewdson  
- Margot Ponder  
Public Relations - Karen Cocks  
Regional Director - Helen Hyvarinen

Speaking for our region, I would like to thank the outgoing executive Carolyn Enns, John Fell and Ella Uremovich for their leadership, commitment and professionalism.

The OALT/ABO Graduate Award winner this year was Trent Pittman. Congratulations Trent!

Valerie Welsch



In the last newsletter I wrote about the job descriptions for the library technicians in the public school system. This newsletter will carry on the theme with several job descriptions in the medical field. Special thanks to Helen Hyvarinen (LPH), Elizabeth Browne (PAGH), and Carol Steadwell (McKellar) for sending me the information.

Being a library technician I like alphabetical order so we will start with Elizabeth Browne's job at Port Arthur General Hospital.

Health libraries play an important role in contributing to high quality patient care in providing current information to users. The libraries provide an educational service to the hospital in keeping abreast of current developments in a rapidly expanding and changing field of medicine. Their collections reflect current information in books, journal, government documents and other publications.

As with all libraries, there are standards of practice that must be observed. Hospital libraries fall under the accreditation process monitored by the Canadian Council of Health Care Accreditation. There are written standards for libraries and the accreditation process is performed on a regular basis.

The library at the General Hospital of Port Arthur has been established to meet the information needs of the medical and ancillary staff of the hospital. The library is staffed by one library technician or Medical Library Supervisor who is responsible for the administrative and technical services for the hospital library.

The Medical Library Supervisor is responsible for the development of policies, budgets, operating plan for the library, and ensures that the highest level of service is offered to all users. The Medical Library Supervisor reports to the Associate Executive Director and participates in middle management functions.

The position is broken down into various categories, but essentially the position is a one-person operation. Some of the responsibilities are as follows:

**Administration**

- prepares budget, and ensures adequate resource information is available to all users
- Quality Assurance reporting
- reviews policies and procedures
- attend management meetings
- Liaison to Medical Records and Library Committee

**Reference**

- assist staff/physicians in the use of CD-ROM Medline
- interlibrary loans
- orientation of users to library

**Library Control**

- maintains circulation system

**Technical Services**

- selection and acquisition of books/journals
- ordering/receiving books or journals, etc.
- cataloguing using National Library of Medicine
- classifying using NLM
- processing/registering journals
- shelving
- photocopying



Besides being a "jack of all trades", and the Medical Library Supervisor maintains good working relationships in communicating with physicians, staff, department heads other libraries and agencies. The library technician's training has provided me with the technical skill, however, I have also obtained additional training in courses in anatomy, physiology, medical terminology, communications and management that have helped in being able to perform to the best of my ability.



Helen Hyvarinen has passed on the job descriptions for the two library technician positions at the LPH - the Library Technician and the Library Technician Assistant. First "job" to be described is the Library Technician's role.

This position requires an experienced Library Technician in charge of the equivalent of a large Branch library who works under general direction of the Director of Educational Services. They provide direction to one Assistant Library Technician and one Clerk, and summer and field placement students as required. They also provide a full range of library service exercising considerable freedom of action within an established framework of policy and regulations. This person also spends a significant portion of time providing reference and research services in the area of Mental Health.

The purpose of this position is to plan, organize and direct the operation of a Staff library service, to maintain a collection of sufficient books, periodicals, and audio visual resources to meet the needs of all disciplines of Lakehead Psychiatric Hospital. They must also supervise, develop and maintain the patients' library in keeping with accreditation standards.



### Duties and related tasks

1. Assure responsibility for the operation of the staff library, developing and maintaining a comprehensive up-to-date collection of resources in the staff library by:

- acquiring books, periodicals and audio visual resources appropriate to staff and patient library needs.
- bibliographic checking of books and periodicals and forwarding bibliographic information to library clerk to process ordering of new resources.
- reviewing periodical subscription renewals in consultation with department heads before renewals are submitted.
- preparing new material for patron use by classifying, cataloguing, processing and typing catalogue cards.
- maintaining an up-to-date collection of government acts and pamphlets, distributing requested copies to interested departments and administration.

2 preparing and submitting annual budget estimates in consultation with the Director of Educational Services.

- maintaining budgetary controls on the portion of Educational Services budget allotted to Staff and Patient Library.

- maintaining and up-to-date author/title and subject card catalogue
- preparing periodicals for binding
- ensuring that periodical Kardex file is up-to-date
- maintaining an up-to-date reprint file
- weeding library's collection periodically.
- maintaining a bi-annual inventory of the library's collection
- providing library orientation to new staff, students and patrons from the community and outlying region.
- preparing library's annual report.
- providing technical supervision to library staff and field placement students.
- planning and directing the daily operation of the patient library.

2. Expands the quality and diversity of reference and research services and resources available to facility staff and region serviced by:

- establishing and maintaining an ongoing liaison with hospital staff, community libraries.
- compiling recent acquisitions lists of new books, video cassettes, etc.
- following up reference questions using the library's resources, contacting other libraries and sources as necessary.
- providing manual and on-line literature searches requested by patrons.
- informing staff of new materials pertinent to their field of work.
- preparing bibliographies and lists of recommended reading as requested.



3. Maintains control of audio-visual hardware and software by:

- cataloguing and classifying
- keeping an inventory record
- budgeting for equipment and software
- instruction staff in proper use of equipment and materials.
- showing films, videotapes etc. as requested.
- acting as resource person for all inquiries regarding audio-visual collection.
- maintaining a booking system for software.

4. perform related duties such as:

- chairing Library Committee meetings.
- attending monthly Educational Services department meetings.
- as assigned (Have to love this statement!!!).

#### Skills and knowledge required

Good knowledge of library skills and tools normally acquired through a combination of formal training from an accredited library technology program and related experience; good oral and written communication skills, good knowledge of audio-visual hardware and software; ability to determine priorities and meet deadlines; good organizational skills; ability to communicate tactfully and diplomatically with a variety of facility staff, also members of community groups, agencies and institutions.



The other technician position at the Lakehead Psychiatric Hospital is described as an **Assistant Library Technician**. The purpose of this position is to assist the Library Technician in maintaining the staff and patient library collection and to provide audio-visual services to the hospital.

#### Duties and related tasks

Assists the Library Technician in acquiring resources for the staff and patient libraries by:

- bibliographic checking of books and periodicals before ordering.
- forwarding this information to library clerk for ordering.
- assisting in cataloguing, classifying, processing and typing catalogue cards as requested.

2. Assists Library Technician to maintain a comprehensive, up-to-date collection by:

- filing catalogue cards.
- assisting in the preparation of periodicals for binding.
- removing and sorting back issues of journals.
- assisting in recording current journal issues into kardex file.
- filing reprint articles.
- reshelving books.
- assisting in processing new books.
- assisting with bi-annual inventory.
- assisting with patron service.

3. Provides audio-visual services to the hospital by:

- instructing and demonstrating use of audio-visual equipment to clinical and support staff.
- arranging bookings for audio-visual hardware and software.
- assisting in cataloguing, classifying and processing of software.

- Examining the functioning of all audio-visual hardware; maintaining where appropriate, and requisitioning as necessary more advanced repairs to maintenance department.
- inspecting all audio-visual equipment upon return to the library.
- arranging showings of videotapes and films in the staff library or in the Educational Services training rooms.
- assisting in requesting films from local library system for staff.
- when requested transporting audio-visual equipment within the hospital.
- assisting in the videotaping of educational workshops and clinical demonstrations.

4. Assists the Library Technician in providing reference services to staff and the surrounding district by:

- assisting in the compilation of recent acquisition lists.
- carrying out manual and on-line literature searches.
- processing inter-library loans.

5. Assists the Library Technician in the Patients' Library by:

- organizing the collection in the stacks.
- processing books, audiotapes.
- cataloguing and classifying the collection.
- in conjunction with the Volunteer Co-ordinator, assigning projects for volunteers working in the library.

6. Performs related duties such as:

- assisting in general library duties in the absence of Library Technician or Library Clerk.
- as assigned.

#### Skills and knowledge required

Good knowledge of library procedures and tools normally acquired through formal training from an accredited Library Technician Program and related experience. Sound working knowledge of audio-visual hardware and software; ability to instruct others in the use of the same. Good organizational skills; ability to communicate tactfully and diplomatically with a wide variety of patrons.



Carol Steadwell at McKellar General Hospital has written our last job description.

The following definition is intended to clarify the role and responsibilities and key tasks of the Library Technician at McKellar General Hospital.

Health Sciences Library Technicians, because of their combined education, training and experience, are uniquely qualified to obtain, interpret, organize and disseminate information in the health care environment. Their knowledge of the structure of the health sciences literature and databases, as well as of information technology, makes them an invaluable resource to all health care professions.



The responsibilities of the health sciences Library Technician include selecting resources that will meet the information needs of the institution's personnel, carrying out literature searches and instructing health professionals in the use of library tools, including computers. As managers, Library Technicians set goals, establish policies, prepare budgets and organize personnel, again in order to meet the information needs of the organization. In some situations the Library Technician assists the health care team, attending rounds and providing patient-specific health information.

#### Key Tasks

- Assess information needs
- Develop and implement new technologies and services
- Develop policies and procedures
- Setting goals and objectives for library services
- Evaluate library goals
- Hire and discipline staff
- Plan and organize
- Prepare and administer budgets
- Provide in-depth reference and on-line searching
- Select information resources
- Promote library services
- Provide user education

#### Technical Services

- Acquisitions
- Audiovisual maintenance
- Interlibrary loans
- Serials control
- Cataloguing
- Circulation
- Bookkeeping

#### Clerical Tasks

- Shelving
- Typing
- Filing
- Photocopying

#### -Circulation duties

Carol concludes her job description with her mission statement.

The Library shall be organized, administered and evaluated in a cost effective manner to meet the informational needs of the Administrative and Medical Staff, Patients and Affiliated Health Professionals. Willing to adapt to the changing needs of the client, the Library will support patient care, education, management, and research activities fostering a work environment consistent with the mission statement of McKellar Hospital.

Hope this series has been enlightening and interesting to long time grads as well as students.

Valerie Welsch

