



President's Message

A new year of activities for 1995-96 is being planned by the executive. If you have any suggestions for workshops, meetings or special events to accompany our "tour of libraries" year, please contact a member of the executive.

On behalf of the region, I would like to extend a thank-you to Helen Hyvarinen (Regional Director) and Jill Otto (Treasurer) for their time, leadership, and dedication given to the Association and this region. The executive welcomes Jill Otto back as Regional Director and new executive member Valerie Barton as Treasurer. Thank you also to returning members, Carol Young (Secretary), Karen Cocks (Public Relations Coordinator), and Kathy Crewdson and Margot Ponder (Newsletter Editors).

A special kudos to Helen Heerema and Judy Sennett for a well planned and well run conference. This region is continually thankful for the expertise and professionalism these two Library Technicians display. Thank you!

I am looking forward to seeing everyone at our first General Meeting in September. Until then, have a safe and happy summer.

Valerie Welsch



Regional Meeting



The following are the minutes from the April 1st, 1995 OALT/ABO meeting which was held in Albion Public Library.

1. Marion Doucette, President, and Theresa Kennedy, Treasurer, are stepping down from the Provincial Executive. These positions need to be filled at the ABM in May.
2. Susan Bourdeau has received about half of the salary survey results. The final results will be published in the September issue of the newsletter.
3. OALT/ABO membership is down approximately 350 members.
4. Diane Baksa is the Archivist for Halton-Peel region. They have not had an archivist until now.
5. Ten year membership: Each region is to develop a mechanism to keep track of memberships. It was suggested that a survey of members be done at the regional level or note in the regional newsletter that members contact the regional executive re-number of consecutive years of membership. Copy of this list is to be sent to the provincial treasurer as a backup copy. (Either print or disk format)

6. It was agreed by all Board members that Marion Doucette explore the possibility of supporting OALT/ABO members regarding travel subsidies through Libraries and Community Information Branch of the Ministry of Culture, Tourism & Recreation. Currently, such subsidies are available to public library trustees and professional librarians. This subsidy would only apply to library technicians in the public library system.
7. Regions are to send copies of newsletters to the provincial newsletter editor.
8. Provincial Board will explore the opportunity of sending newsletter to people other than members. Guidelines, pros and cons of doing this will be discussed at the September board meeting.
9. Draft of the brochure to promote library technicians will be ready for the conference in May.
10. Guidelines must be set up re-what information about the association will be put on Halinet. Regions are to give input into what these guidelines should be for the Brainstorming session at the conference.
11. Regions are to provide a list of candidates for library technician profiles in the provincial newsletter.
12. Huronia will host an abbreviated conference (3 days) in Collingwood in 1996. Regions are asked what they would like regarding workshops as there will only be 2 workshops. TALTA will host the 1997 conference and LOHANIA has tentatively said they will host the 1998 one.
13. The membership directory was late due to unforeseen problems: (a) membership information was accidentally deleted from the database (b) some members who were in the directory (after the first printing) wanted to be omitted and it had to be printed a second time. Guidelines will have to be set up as to how the membership directory will be printed when updated again. Directors are asked to have the regional executive submit a formal proposal re-
 - (a) guidelines
 - (b) official title
 - (c) ideas for format
 - (d) content (i.e. directory of all OALT/ABO information or directory of members only)

Please send any corrections to the Provincial Treasurer.

14. Membership forms - There will be 2 forms:
 (a) renewal forms will have all the information about the member already on it and will only require a yes or no regarding renewing. (b) Membership form for new members which will be blank. The Provincial Treasurer will send a diskette for the new membership form and regions can print them out as required. The diskette with the new form will be available in late August.

Respectfully submitted,

Helen Hyvarinen
 Regional Director, Thunder Bay
 April 1, 1995

TREASURER'S REPORT

as of April 30, 1995

Revenue	
Memberships	\$ 15.00
1995 Ann. Dinner Mtg.	
Ticket Sales	560.00
G.I.C. 1994 Interest	86.25
G.I.C. Redeposit	1,500.00

Total	\$ 2,161.25
 Expenses	
1995 Ann. Dinner Mtg.	\$ 560.00
(Pagoda Gardens)	
G.I.C. Reinvestment	1,000.00
Bank S. C.	.95

Total	\$ 1,560.95
 Surplus as of March 31, 1995	 \$ 245.02
Excess of revenue over expenses	600.30

Surplus as of this date	\$ 845.32
 Assets	
Cash in bank	\$ 845.32
G.I.C.	1,000.00

Total	\$ 1,845.32

MEMBERSHIP STATISTICS	
Graduate	27
Student	13
Senior	1
Associate	0
Institutional	5

	46

Annual Dinner Meeting - Pagoda Gardens

We had quite a large turnout this year at our dinner meeting. The food was excellent and everyone enjoyed meeting friends we hadn't seen for awhile. Many of the door prizes were hand crafted which added a special touch to the evening. Hats off to Ella Uremovich and Karen Cocks for their creative contributions!

After dinner, Valerie introduced the executive for the 1994-95 year, and for the most part they have all agreed to serve another year of their two year term. Jill Otto moves from the position of Treasurer to that of Regional Director, replacing Helen Hyvarinen, who has completed her term of office. Valerie Barton was elected to take over the Treasurer's position. Carolyn Enns continues in her advisory position as Past

President and Helen Heerema continues her appointed position as Archivist.

We would like to take this opportunity to thank Helen for her dedication to her various positions which she has held over the past few years. Her cheerful demeanour and conscientious efforts were certainly appreciated by everyone. Now she has time to spend at her camp and really enjoy her leisure time!

Valerie Barton, as many of you will remember from our ROVING REPORTER article in November, is in charge of the Oliver Township Public Library in Murillo. She is a graduate of the L.U. Library Tech program and will be a welcome addition to our executive for the coming year.



Library Technology graduate Nancy Mazure Hall was presented with the OALT/ABO Thunder Bay Branch Award for displaying exceptional academic performance and professional promise while enrolled in the program.



EXECUTIVE 1995-96

Left to right: Valerie Barton, Margot Ponder, Kathy Crewdson, Carol Young, Karen Cocks, Valerie Welsch.
Missing: Jill Otto

EXECUTIVE - 1995/96	
PRESIDENT	Valerie Welsch H:767-2177 W:625-5240
TREASURER	Valerie Barton H:475-3668 W:935-2729
SECRETARY	Carol Young H:475-9635 W:625-5246
PUBLIC RELATIONS COORDINATOR	Karen Cocks H:475-0248 W:345-1461
NEWSLETTER EDITORS	Margot Ponder H:767-6835 Kathy Crewdson H:345-6414
REGIONAL DIRECTOR	Jill Otto H:622-1781

OALT CONFERENCE INTERCONNECTIONS '95



Well, the big event of the year is finally over - and what a success it was! We have heard nothing but praise for the Conference, and we all applaud the MANY hours of hard work which Judy Sennett and Helen Heerema put in to make everything run so smoothly. It was a tremendous feat and they should feel proud of their accomplishments. Special thanks also go to Catherine Walsh for organizing the registration, Cathy Deguns for putting together the kits, Helen Hyvarinen and Carolyn Enns for arranging the exhibits, and Valerie Welsch for looking after the sales aspects.

Are you interested in reading some of the feedback we received from the conference? We randomly selected comments about the conference and workshops from mail we received.

“On the whole I found the 1995 OALT conference to be quite informative and a great opportunity to make new friends and renew old acquaintances...”

“Several years ago, a writer reviewing Len Deighton’s book Goodbye Mickey Mouse started with the tongue-in-cheek comment: “This is a very good book. I liked it very much.” In some ways, that says it all. This was my first conference, and I thought it was a very good one. I liked it very much....

I was exposed to things I haven’t seen yet in my own work, was presented with new techniques to help me use the tools at my disposal more effectively, and was reminded repeatedly of the importance of good communication skills...

In addition to challenging workshop material and a good time, I gained about five pounds.”

“The other aspect of the conference that I found very good was just the talking to other people in the library field, exchanging ideas and just the general interaction with peers. At one of our luncheons we were asked to sit with people working in similar types of libraries ... This gave us a chance to talk to others working in a similar situation.”

VIOLENCE IN THE WORKPLACE

According to Sharon Sidlar, the proper technique to defuse a violent situation in the workplace is to:

- ▶ keep our voice in a normal range
- ▶ keep a 1.5 - 3 foot distance between us and the upset person
- ▶ look the person in the face but have your feet planted a foot apart
- ▶ have your body at a 90 degree angle to the person for quick flight if necessary

CUSTOMER SERVICE IN THE LIBRARY

Marsha Hunt is a bubbly presenter full of new and good ideas. Her interactive workshop required much feedback from the participants. The handouts were easy to follow, and her talk incorporated all aspects of

different libraries. She led us through the library from the patron's point of view describing their needs and wants. Marsha listed three simple facts to remember:

- ▶ nothing is more important to your library than its customers. Without them, your library could not exist
- ▶ organizations grow through satisfied customers. Satisfied customers not only come back, but they also bring relatives and friends

Like mastering any skill, being able to excel in customer care requires practice and experience. The more you put into it, the more you will receive from it.

While making these suggestions to accommodate the patron, she never lost sight of reality for the library tech during this time of fiscal restraint.

REVIVING THE REFERENCE DEPARTMENT

Marsha Hunt spent time assessing the environment within a Reference Department (i.e. position of the reference desk, signage, and efficiency). She briefly mentioned the overused reference terms (the short and directional reference questions and in depth reference interview). She also discussed the implications of automation on reference services and then possible solutions and prevention of "Reference Burnout."

MANAGING STRESS

Helen A. Hamilton provided a new slant on stress management. This excellent, lively presentation was geared towards women's stress issues - so it was a good thing that the audience was all female. (We all know which gender usually carries the brunt of the extra burden related to housekeeping and childcare, as well as a full day of paid work!) Helen explained the social pressures, environmental factors, and physical conditions that set us all up for stress. She gave us an overview of the symptoms of stress in our lives. It is important to cue in on what the body tells us about its current levels of stress. Intellectual systems of stress are usually the first symptoms to be experienced. We closed with a very relaxing stress-reduction visualization exercise.

INTERNET

What an afternoon trip! The computer lab at LU was full of library technicians surfing the net, under the watchful eyes of Ian Dew and Gisella Scalese. We were introduced to the three access points of Internet: Telnet, Gopher, and World Wide Web. After checking out the library in Regina, Saskatoon, London (England), NASA, and even Australia, we landed in "Cyberpigs in Space." You certainly need more than three hours to learn how to manoeuvre around Internet and appreciate all its potential.

EVALUATING CD-ROM PRODUCTS

The main product we evaluated was the Canebsco CD-ROM (magazine database). Marilyn McDermott mentioned that many universities and colleges, to save money, are purchasing only the CD-ROM and not the paper product. She also mentioned that the original purpose for CD-ROMs (as a magazine database) is being replaced by Internet as it is more current.

THE ROLE OF THE TEACHER LIBRARIAN

Marie Clarke, (teacher-librarian at McKellar School) spent most of the three hours talking about her role in her school and the work she does for "partners in action." She produced the ministry documents where she combines "outcome based learning" with the school topic. Marie uses the media at the IMC, as well as school resources to tie the lessons together. She left the meeting illustrating to everyone the valuable role of teacher librarians and where library technicians can fit into the picture.

INTRODUCTION TO CD-ROMs

Val Gibbons demonstrated the CD-ROMs used at the university or college level. At L.U. the library purchased the U.S.A phone book on C.D. and saved hundreds of dollars (and space) by not purchasing each major city's phone book.



THANK YOU



We would like to thank the following contributors to this report on the various workshops:

- Penny Bower - Library Tech, Hammarskjold High School
- Janet Sabourin - Algoma University College, Sault Ste. Marie
- Valerie Welsch - President, OALT/ABO - Thunder Bay
- Judith Carter - Library Tech, Westfort High School, Fort Frances
- Christel Klein - Library Tech, L.U.
- Helen Heerema - Library Tech, Con College

- VICE-PRESIDENT:** Penny Lee
- SECRETARY:** Margaret Bushell
- TREASURER:** Siobhain Doyle
- PUBLIC RELATIONS COORDINATOR:** Mary Grace Stewart
- NEWSLETTER EDITOR:** Brahm Gilman
- ARCHIVIST:** Janet Scheibler

1. **Public Relations**

Marian Doucette gave a copy of the brochure promoting library technicians to each of the regions and went over the changes that were submitted by the regions.

Lakehead program needs to be added in, and we need to have it translated.

A question arose about the graphic not being gender neutral. Each region is asked to look for a gender neutral graphic, and submit it in camera ready format to Marian by September 1st, along with any other changes. The Provincial Any other paper will be paid for by the regions.

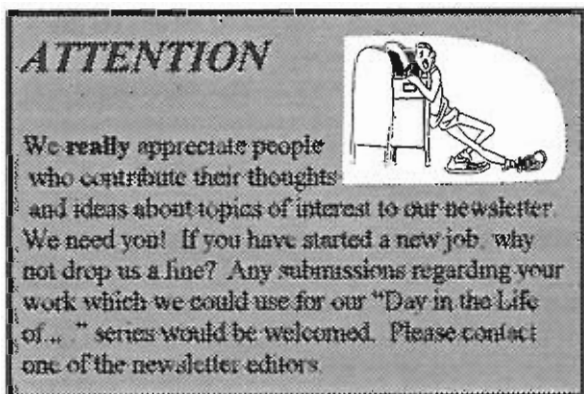
Mary Grace Stewart would like to put together a Public Relations Kit, so that we are consistent in what we send out. She would be happy to receive any suggestions. Please send to her by Sept. 1st.

2. **Internet**

Susan Bourdeau has a request to form a Task Force called "Internet", reporting to the Public Relations person. The duration will be one year. It was suggested that perhaps we would want someone from each region to participate. If anyone is interested, please let Mary Grace know by Sept. 18th.

3. **Conferences**

There are no actual guidelines regarding holding conferences. The only requirement is to hold an **Annual Business Meeting**. TALTA should monitor the attendance at this conference, and next year's conference and judge from that.



**OALT/ABO 1995/96
BRAINSTORMING
SESSION**

**Lakehead University
May 26, 1995
10:45 A.M.**

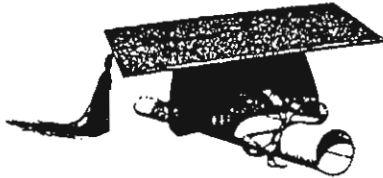
HIGHLIGHTS OF THE MEETING

The provincial executive for the 1995/96 season is as follows:

PRESIDENT: Susan Boudreau

4. **Translation**

Theresa Kennedy suggested setting up a permanent committee to look after translation, with the vice-president chairing, and Ottawa and Sudbury having members. The board of directors will look at it in September.



FROM THE HALLS OF LEARNING

Our congratulations go out to the following students who graduated in May.

B.A. Nietschei, Karin

DIPLOMA Anderson, John
Bellamy, Jennifer
Chandler, Christine
Despres, Joseph
Duhaime, Jason
Ficca, Antonella
Hatfield, Crystal
Kelly, Carmelina
Kivari, Jill
Kumhyr, Nadine
Latulippe, Kurtis
Mazure-Hall, Nancy
Moggy, Dawn
Palonen, Sheryl
Scheibler, William
Smyke, Derek
Walkinshaw, Kathleen
Wilson, Michael

STUDENT AWARDS

The winner of the OALT/ABO award and the Dean Braun medal was Nancy Mazure-Hall. Recipients of the Diana Kertland Memorial awards were Josephine Fiorenza, Crystal Hatfield and Nadine Kumhyr. Sumiye Sugawara received the George I. Dawosyr Memorial award and is continuing in the B.A. program

at L.U. The Thunder Bay Public Library award was given to Betty Bailot.

WHAT WAS THAT YOU SAID?

SEE IF YOU CAN TRANSLATE THESE WELL-KNOWN CLICHES AND PROVERBS:

- 1. Scintillate, scintillate, asteroid minikin.

- 2. Members of an avian species of identical plumage congregate.

- 3. Surveillance should precede saltation.

- 4. Pulchritude possesses solely cutaneous profundity.

- 5. It is fruitless to become lachrymose over precipitately departed lacteal fluid.

- 6. Freedom from encrustations of grime is continuous to rectitude.

- 7. The stylus is more potent than the claymore.

These brain teasers were given as a handout in Marie Clarke's workshop. You'll have to wait until September for the answers!!!!!!!!!!!!

