

# TECH TALK

Volume 29, No. 1, June 2001



## *President's Message*

Greetings! The annual dinner meeting was a wonderful evening. We all enjoyed a great meal and a time of sharing. The highlight of the evening was the presentation of the OALT/ABO Thunder Bay Regional Branch Student Award to Sandra Reany, a very deserving student! Sandra has just completed the two-year diploma program and plans to look for full-time work after graduation. Her future plans include completing her degree and possibly continuing to an MLS program. She currently volunteers at the Lakehead Psychiatric Hospital Staff Library and is interested in finding work in any library setting.

Elections for the new executive went very smoothly. Continuing in their positions are Christina Snow as Secretary and Kathy Crewdson as Public Relations Coordinator. Thankfully Caron Naysmith volunteered for the position of Treasurer, after completing two years as Newsletter Editor. Valerie Barten has taken over the position of Regional Director, as well as being co-convener with Valerie Welsch for the 2002 Conference. Linda Bukovy and David Taylor are our new Newsletter Editors and we look forward to them sharing their talents and enthusiasm on the executive. Outgoing executive members are Valerie Welsch, Regional Director and Ron Walker, Treasurer. On behalf of the executive and the membership I would like to extend our heartfelt thanks to them for volunteering their time and talents to our organization.

Our turnover meeting took place on April 29 with a review of executive roles and the transfer of binders. The next executive meeting will take place on May 30 and our main focus will be setting the fall schedule. Also, we will hear Valerie's review of the 2001 Conference and

Annual Business Meeting. We have made our concerns regarding provincial's handling of the memberships well known and we have had assurances that this year will go much smoother. This past year we had at least three memberships (that we know of) that did not make their way through the system. This year membership renewals will be mailed out in August and must be returned to the Provincial Treasurer.

We are looking forward to the 2001/2002 season and to the next Conference taking place in Thunder Bay, May 1-5, 2002! If you have any suggestions, concerns or ideas for the Conference, please contact any member of the executive.

Helen Heerema  
President



## **Provincial Report**

### **Focus 2001**

The 28<sup>th</sup> Annual Business Meeting of the OALT/ABO took place on Saturday May 5, 2001 at the Sheridan College in Oakville. This was an interesting Annual Business Meeting. The minutes did not have the usual appearance as there were problems finding a translator and the package was printed last minute; it showed. The provincial treasurer

did not receive the auditor's report until Friday night and had not made a copy available to all in attendance. The meeting went on hold until copies could be made and distributed. The auditor's report and Maxine Corea's final report did not balance. Maxine will provide answers to the Directors at the September meeting.

Sudbury Region is on hold for a year. Everyone in an executive position last year will remain in that position, but they will not hold any meetings this 2001/02 year. By conference time in 2002, they will decide if the region will fold or carry on.

Janna Colton from Belleville made a presentation to the ABM requesting permission to start a new region encompassing Belleville, Kingston, Brockville and Coburg. She will present further details at the September executive meeting.

Nancy Abbondanza presented the report for the Committee for Change 2001. (The report was sent to everyone with the spring newsletter.) A motion was made and passed that all feed-back be presented to the Committee for Change 2001 members by September 2001 so that this committee can present a draft constitution and plan to the executive by January 30, 2002. As a member of that committee, I would appreciate all your comments and opinions on 1) how we can change our association for the better; 2) what is working well and should remain; and 3) directions we should be taking with the report. Please realize that I am on this committee and do not agree with every statement. Democracy at work!

The election of executive officers was once again another time for breaks. Chris Carmichael finally agreed to be vice-president, and a very long ABM closed with

an invitation for everyone to join us in Thunder Bay for next year's conference 2002 & you.

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## OALT/ABO Conference 2002

Thunder Bay will be hosting the annual OALT/ABO Conference on May 1-5, 2002 at Lakehead University and the slogan is 2002 & You. We are looking for ideas for workshops and for helpers, and you can contact Valerie Barten or Valerie Welsch.

**Important Notice to All Members:**  
A report from the Committee for Change was sent to all OALT/ABO members in the spring provincial newsletter. Please read it carefully and make your concerns known to either Valerie Barten or Valerie Welsch by the end of September 2001. If you have not received a copy, please contact Valerie Barten prior to the first General Meeting in September where we will be discussing this important matter. This affects all of us.

## OALT/ABO 2001/2002 Salary Survey and Profile

All members are urged to complete and send in the salary survey that had been sent in the spring provincial newsletter. Results will be mailed out to members.

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**Annual Dinner Meeting**



The annual dinner meeting was held on Wednesday, March 21, 2001 at the Slovak Legion in the Solarium.

Attendees were Donna Brown, Valerie Barten, Karen Cocks, Kathy Crewdson, Carolyn Enns, Helen Heerema, Jacquie Holms, Helen Hyvarinen, Cyndy MacKenzie, Margaret MacLean, LaRea Moody, Margot Ponder, Sandra Reany, Luann Sainsbury, Judy Sennett, Christina Snow, David Taylor, Kathy Walkinshaw, Pema Wangmo, Valerie Welsch, Janice Wing, and Victor Wong.

At this time, the new executive was named, and the OALT Thunder Bay Regional Branch Student Award was given out. This award was established in 1983 to recognize a deserving student who displays professional promise as a Library Technician. This is the last year for this award as the program at Lakehead University has been suspended. The following is a list of the award winners.

Gina Rawson	1983-84
Tiina Tarsitano	1984-85
Barbara Murray	1985-86
Betty McCormack	1986-87
Clare Littlejohn	1987-88
Heather Manty	1988-89
Dennis Sawyer	1989-90
Luann Wilson	1990-91
Cheryl Wardell	1991-92
Trudy Mauracher	1992-93
Trent Pittman	1993-94
Nancy Mazure-Hall	1994-95
Terri Badiou	1995-96
Kelly Maheu	1996-97
Jennifer Graff	1997-98
David Cassels	1998-99
Jacqueline Holms	1999-00
Sandra Reany	2000-01

**Treasurer's Report  
Statement as of April 28, 2001**

<b>Expenses</b>	
Royal Canadian Legion	548.78
Newsletter, stamps, etc.	41.67
Graduate Award	<u>53.50</u>
<b>Total</b>	<b>679.95</b>
<b>Revenue</b>	
Regional Subsidies	40.00
Dinner Tickets	<u>530.00</u>
<b>Total</b>	<b>570.00</b>
<b>Assets</b>	
Cash in Bank	592.83
G.I.C.	<u>2144.30</u>
<b>Total</b>	<b>\$2737.13</b>

**Membership Statistics**

Graduates	21
Students	3
Senior	0
Retired/Unemployed	2
Institutional	2
Associate	<u>1</u>
<b>Total</b>	<b>29</b>

*Submitted by Ron Walker*

**Note from the Editors:**

A number of our members attended the Focus 2001 conference in Oakville, Ontario from May 3 to 5. The following are writeups of some of the different workshops.

**Copyright in the Digital Era**

I was fortunate enough to be chosen to attend the 28th Annual OALT/ABO Conference which was held in Oakville from May 2-6, 2001. Of the many workshops I attended, I would like to share information learned from the "COPYRIGHT IN THE DIGITAL ERA" workshop. Copyright is a grey area for many of us - we usually choose to ignore it or pay as little attention to it as we have to. In the course of my position as a Technician in the Cataloguing Department, I have been paying more attention to the copyright information in the past few years than ever before. For video recordings, as an example, we now put a copyright label noting the status of copyright for the individual item: we use three categories as stipulated by information on the item. The categories range from strict Home Use Only to Public Performance Rights. In between the two is Limited Public Performance rights (all National Film Board videos are Public Performance rights). The workshop I attended was interesting in that it dealt with copyright in the digital era and libraries are dealing with this issue more and more. A point to note is that "copyright" is as much an object as something you can touch - the minute you create something that can be interpreted by any of the senses, it belongs/is owned by you. Copyright issues have been around since 1556 in the UK and have gone through many changes since that time. In Canada, the general rule is "life-plus fifty," and once copyright expires, the work is in the "public domain." An example of this is the Winnie-the-Pooh copyright which the family no longer owned. Disney purchased it but until that purchase, people could use it but did not have copyright on it.

Digitally speaking, copyright rules apply the same as for printed - the ideas belong to the creator and ownership is fully with the creator. Copyright laws are exclusive rights to reproduce/prepare derivative works/distribute copies/perform or display works publicly or to authorize others to do any of these processes. A signature from the originator is required for any reproduction. The

exceptions for authorship of copyright are works that are created by an employee for an employer (the employer owns the work) and works created through a written contractual agreement (the person who hired the contractor holds the copyright). The Berne Convention "prohibits any impediments to copyright protection for authors and artists," and polices copyright infringement internationally. The Napster case is a case in point.

In conclusion, we can never use copyrighted material without the permission of the author unless copyright is in the "public domain" / is lost or has expired / are government documents (which are always "public domain"). We can critique a work using a small part of the piece for that purpose only which ensures that blurbs regarding the work are safe from copyright infringement.

If you wish to explore copyright further, the following resources are available:

- Lesley Ellen Harris' site on international copyright law - <http://www.copyrightlaws.com>
- Jak's Internet Law Boutique - <http://www.globalserve.net/~zak>
- Queen's University Libraries - <http://stauffer.queensu.ca/copyright/e-material.htm>
- Copyright Law in Canada - <http://www.wvli.org/ca-copyr.htm>
- Copyright Reform in Canada - <http://www.sfu.ca/~gagow/capcom/cpyrgh.htm>

*Submitted by Mary Lou Warren, Thunder Bay Public Library, Technical Services, Cataloguing*

## **INDUSTRY CANADA'S INFORMATION SOURCES**

**Presented Thursday May 3, 2001 at FOCUS 2001**

This workshop promised to assist us in identifying E-Commerce strategies and trends,

finding small-business information and identifying international markets. Taking place during Canada's IT Week made it a timely topic.

Allison Phillips and two colleagues from Industry Canada took us from the home page of the newly revised Government of Canada <http://canada.gc.ca> website to the plethora of information available from the government for Canadian business.

BusinessGateway.ca <http://businessgateway.ca> is a new portal website aimed at giving businesses a single access point to key government services and information. Links are provided for the following subject categories: business start-up, financing, taxation, human resources / employment, regulations, exporting / importing, innovation research and development / technology, selling to government / tenders, business statistics and analysis, and mergers / acquisitions/bankruptcy. Many of the forms required for dealing with the Federal Government are provided and can be either transmitted on-line or downloaded.

Strategis <http://strategis.gc.ca> is Industry Canada's website of business and consumer information. It provides over two million documents and three gigabytes of statistical data aimed at small and medium-sized businesses as well as consumers. Included are:

- Canadian Company Capabilities with information on over 40,000 companies and 200,000 products and services;
- Federal Corporations Database with basic information on all federally incorporated companies in Canada;
- Trade Data Online uses data from Statistics Canada and the U.S. Census Bureau to provide free international trade statistics which can be used to generate customized reports on Canada and U.S. trade with over 200 countries;
- Business Information by Sector provides several ways to find information on a particular industry sector;
- Business Support and Financing provides

information on small business loans administration;

- Licences, Legislation includes patent searching, trademarks, copyright and bankruptcy; and
- Consumer Information provides information on credit card interest rates, bank service charges, product recalls and regulations governing packaged goods, textiles, etc.

The Canada-Ontario Business Service Centre (COBSC) <http://www.cbosc.org/ontario> provides access to accurate, timely and relevant business information such as business-related programmes and services offered by the federal and provincial government for small business and includes regulations on starting and operating a business in Ontario. It even includes an Interactive Business Planner (IPB) to help you write a Business Plan.

Just launched is a new information portal [ebiz.enable http://strategis.gc.ca/ebizenable](http://strategis.gc.ca/ebizenable). This is designed as a resource to give business the information needed to seriously explore the opportunities and barriers to e-business that exist in today's economy. The content and pointers are indexed to permit information retrieval by the categories of manufacturing, services and enabling technologies, as well as the following key business process categories that are now being conducted over the Internet : procurement; supply chain management; customer relationship management; management, finance and administration; and design/R&D/engineering. With this site a business can evaluate its readiness for e-business, investigate the topic and learn the steps necessary to implement an e-business strategy.

My thanks to Industry Canada's excellent handouts for all of this detail.

*Submitted by Judy Sennett*

## **Teaching Others How to Use Your Library**

On Thursday May 3 I attended a workshop entitled "Teaching Others How to Use Your Library" given by Pat Hedley from the Professional Development Department of Humber College. Pat is an excellent speaker and her presentation was fabulous. She maintains that, regardless of whether we speak to patrons or colleagues one on one or one to a group, we are always teaching. Given our positions as Library Technicians, we must make the most of every "teaching" opportunity. For the process of learning to happen, we must consider three areas:

- The physical environment - Is it conducive to learning or is it too noisy? Does the physical layout help or hinder learning?
- The psychological environment - Is your patron stressed, worried and in a hurry?
- The cognitive environment - Are you speaking in technical jargon that the patron doesn't understand? Can the patron comprehend complex concepts? Is the patron a child or an adult?

Pat also distributed some handouts to illustrate her points and to discuss in depth the three areas to be considered to create the best learning environment.

Overall, it was a most insightful workshop with great ideas and food for thought.

*Submitted by Penny Bower*

## **Web Content: Designing for Usability**

This workshop was presented by Margo Martin, Coordinator of the Interactive Multimedia Post-Graduate Program at Sheridan College. Margo stressed that when you create content for the World Wide Web, you must consider how the user will find your site through on-line searches, as well as how they will locate the content they are looking for once they arrive. Before you turn

on your computer, there are several decisions that must be made. You must first define the goals for your "product" and find out what the audience wants. Then you have to gather, assess and organize the content and decide on your method of delivery. It is essential to develop a project plan.

When you set goals for your product, it is important to realize that your goals will determine your design, define the results you seek and give you something to measure your success against. Once your goals are established, print them out on bright paper, post the sheet near you and refer to it often. There are five types of sites, and your goals will determine what type of site you design

- read and retain;
- have fun or entertain;
- understand/inform/educate;
- experience;
- act or buy

The next step in the design process is to assess the needs of the audience. The environment in which the site is viewed can influence the design as much as the content itself. A guidance system to orient your users is then created. The icons you use are visual metaphors for your product and should be obvious to the user. The navigation and access routes (subway map) for each page should be designed. You should also decide what should happen on every page of your site and design controls for interaction. In other words, create a storyboard. Each page of your site should be fleshed out on paper.

The most important point that many designers overlook is that the user, not the designer, controls the sequence and pace. In other words, the user decides what to look at and what to ignore. Your job as the designer is to figure out what the user will want to do at any given time and how to hand control over to them. You must turn information into an experience. The 3 click rule is extremely important to remember - all major content should be within 3 clicks or the

user will become frustrated and lose interest - you have lost the opportunity to sell your product. Your users should be oriented right away as to what they are going to do, see or experience. You should make it clear what the product is and where to find things. You should create the shortest path between any two points, minimize depth and avoid redundancy. Before launching your site, be sure to test it. Test it on a variety of users. Above all else, use common sense. Don't make your users learn how to use the site - remove the obstacles for them. Be explicit making sure the links are obvious.

This was an extremely useful and informative workshop for anyone thinking about designing a web site. We were all amazed at the amount of work that was done on paper before hand. If anyone is interested, I have a list of useful web sites on web design. Please call and I will get you a copy.

*Submitted by Valerie Barten*  
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### **Desktop Publishing: Digital Layout and Production**

One of the workshops I attended at Focus 2001 was Desktop Publishing: Digital Layout and Production. There was a problem at the beginning of the workshop in that none of the computers in the lab had PageMaker loaded on it. While the program was being loaded on each computer, the workshop presenter, Peel Board of Education teacher Terry Da Silva, had his four student helpers present samples of their work. Anand Mohan and Stephen Murray, two of the awesome four students, then presented the workshop which they had prepared for us. We were to create a threefold brochure - complete with borders, headers within blocks, imported graphics, and finally imported text which had to wrap around the graphics. Mr. Da Silva and the other two students constantly traveled throughout the room assisting those of us who had trouble following the steps in creating our "threefold".

We were all having such an enlightening experience that the entire class skipped coffee break and worked right up to the lunch break. The students explained that when they are actually doing a project, they plan everything first with a paper and pencil, making all decisions before they transfer their ideas onto the computers.

I know that I cannot justify the purchase of the PageMaker program for the desktop publishing I do at home, but I can take the concepts learned and apply them to a program that I do have.

*Submitted by Valerie Welsch*

## END OF AN ERA

The following article appeared in the Monday, May 28, 2001 edition of the Chronicle-Journal. Reprinted with permission.

## LIBRARY PROGRAM GRADUATES LAST CLASS

On Saturday, the Department of Library & Information Studies saw the last official class of library technicians graduate from Lakehead University. To these 12 students and the hundreds of grads since 1965 when the program first began, I would like to say thank you for your encouragement, enthusiasm and desire to succeed. You have truly overcome many obstacles in your personal lives to pursue your educational goals in order to complete the LIS program.

Four of these graduates are from Kenora and have diligently taken both off-campus and Web-based courses in order to fulfill the requirements of the program. Congratulations to these four and to Bev Penner who "ex aequo" with Allison Miedema, an on-campus student, were awarded the Dean Braum Medal for their academic achievement.

Congratulations also to on-campus student Sandra Reaney, who received the OALT Award for demonstrating "exceptional academic performance and professional promise". Special congratulations to Cyndy MacKenzie for winning the Canadian Library Association "Student to CLA Conference Award."

Over the years, the department has graduated many international students. This year Pema Wangmo deserves special honour. Pema is from Bhutan and she graduated with both a Library and information studies diploma as well as a Bachelor of Arts degree from Lakehead. Pema has taught us all - students and instructors - about this fascinating country.

This September, the Department of Library and Information Studies will embark on a minor in information studies. Every student enrolled at Lakehead can complete the minor program or any course which makes up the minor. Please visit our Web page [www.lakeheadu.ca/~liswww/lishomec.html](http://www.lakeheadu.ca/~liswww/lishomec.html).

The objectives of the new program are to enhance student learning in the area of information access and retrieval. These skills will contribute to student lifelong learning during their academic career as well as provide graduates with the ability to locate and assess information in any format, no matter what the discipline. These skills are requisite competencies for success in today's knowledge-based economy.

Good luck to this year's graduands: Norma Ewen (Kenora), Arlaine Kozak (Kenora), Lynne Liimu, Cyndy MacKenzie, Robert Matejko, Allison Miedema, Bev Penner (Kenora), Sandra Reaney, Debbie Rubert, Dorothy Strain (Kenora), Pema Wagmo and Victor Wong.

**Margaret MacLean**  
Chairwoman and Associate Professor  
Department of Library & Information Studies  
Lakehead University



## CONGRATULATIONS!

Terri Badiou, recipient of the 1995-96 OALT Thunder Bay Regional Branch Student Award has been awarded the Diana M. Priestly Memorial Scholarship announced at the Canadian Association of Law Lawyers conference held in London, Ontario, this past May.

After graduating from Lakehead University, she continued on to get her MLIS degree from the University of Western Ontario in 1998, and she was awarded the medal for highest overall average in the program. She came back to Thunder Bay after graduation and worked at Lakehead University in the Education Library. To pursue an interest in law, she went to the University of Alberta and has just completed her second year of law school and worked as a circulation assistant in the Weir Memorial Law Library. She was chosen to be a teacher assistant for a course on Introduction to Legal Research, a credit course taught by librarians. In the summer of 2000, she worked on the Legal Education / Reform Project of Student Legal Services, which is part of the law department, and she will be working there again this summer. Her intent after qualifying as a lawyer is to work in an academic or government library.

## *Editors' Message*

*A big thank-you to all the contributors to this edition of the newsletter.*

*If you have stories or information (library related or other) you'd like to share, please contact us. Hey, if you've done anything exciting during the summer that you think other people would like to know, let us know too and we'll post it in Tech. Talk!*

*A reminder that the next General Meeting will be held in September 2001 - details will be given in the next bulletin.*

*Have a great and safe summer.*

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## IMPORTANT NOTICE:

After the printing of the newsletter, information was received that the Annual General Meeting will be held on September 13, 2001 at the LIS Lab at Lakehead University at 7:00 p.m.