



SEPTEMBER 1983

TALTA would like to welcome all members, both new and returning, back from their summer break. We hope that you all had a healthy and productive summer — we know we did! As you can see, the executive has been quite busy these past few months lining up all kinds of wonderful events for TALTA's membership. The new executive, voted in at the Annual Meeting in May, is looking forward to a year filled with renewed vigour and spirit. Following is a list of the new executive. Please feel free to contact any of the following people, for anything:

President	Rita Piazza	965-9174 (w)	928-3296 (h)
Vice President	Maggie Hotchkiss	741-7734 (w)	791-6550 (h)
Secretary	Pat Petruga	863-5441 (w)	691-5440 (h)
Treasurer	Gail Archibald	231-4111 (w)	791-1459 (h)
Newsletter/Publicity	Kim Gallant	978-7064 (w)	787-9120 (h)
Bd. of Directors Rep.	Nancy Deas	592-2720 (w)	886-0548 (h)

**CONTENTS**

From the President  
Editor's Note

Fall Line-up .....	p.2
Annual Conference Report .....	p.3
<b>SEPTEMBER MEETING</b> .....	p.4
Newmarket P.L. Strikes .....	p.5
Micromedia Tour .....	p.6
Continuing Education .....	p.7
<b>CONFERENCE CORNER</b> .....	p.8
Wrap Up .....	p.10

*The views expressed in the newsletter are those of the individual contributors and do not necessarily represent those of the Ontario Association of Library Technicians/ Association des Bibliotechniciens de l'Ontario.*

## FROM THE PRESIDENT

Welcome to a new season with TALTA!

This year is an exciting one for TALTA. You have an executive which is dedicated to the professional enrichment of Library Technicians. Their enthusiasm and ideas have produced an interesting and informative year of activities. Before I discuss these, I wish to express the objectives which we wish to accomplish. They are:

1) greater participation/communication with our members

2) greater co-operation to OALT/ABO and from OALT/ABO

3) making TALTA the voice of library technicians in Toronto.

As a first step in achieving these objectives we are proposing to establish the following committees:

Publicity Committee	Provincial Workshop Committee
Phone Committee	Career Week Committee
Constitutional Committee	Conference Committee
Roundtable Committee	

Under the auspices of a new executive these committees will be looking at the ways and means of successfully achieving our objectives. Members are encouraged to participate in the committee of their choice and interest.

Our meetings this year will focus on getting to know each other and discussing current library issues. Maggie Hotchkiss, Vice President, and the Program Committee have spent many hours planning your meetings. We hope you will attend.

Have you noticed the change in our newsletter? (If you haven't, take a peek at the cover.) Kim Gallant, Newsletter Editor/Publicity Co-ordinator has re-designed our format and has searched for a new cover style. We are all pleased with the new look!

Communications between OALT/ABO and TALTA will be expertly handled by Nancy Deas, Board of Directors Representative.

Keeping our records straight is Pat Petruca, our Secretary. And keeping our expenditures in line is Gail Archibald, Treasurer.

As president of TALTA, I look forward to guiding the Association in its new direction. With the assistance of the executive, and the support of the membership, the next few years will truly be exciting.

Rita Piazza  
President

## EDITOR'S NOTE

As I hoped you could tell from the new design and layout, I am attempting to inject the "spirit of professionalism" into *In Touch with TALTA*. To do this I need the support of all our members and the assistance of but a few. If you have any views you wish expressed, or you disagree with anything that you read in this newsletter today, I urge you to let me know about it. I would be delighted to accept any input, and am always open to suggestions. I thank all who have contributed to this issue, with a special thanks to Patty Brady for help with the typesetting and to Gil Prioste, the designer of our new logo.

Again, if you have questions, contributions or suggestions as to what you would like to see in *In Touch with TALTA*, please contact me either at the address listed on the bottom of page one. or at 978-7064 through the day.

See you at the September meeting!

Kim Gallant

---

---

## FALL LINE-UP

SEPTEMBER 22 1983

"TALTA'S GOING PLACES!"

Promotional meeting, in which you can come out and meet the new executive, hear what we've got in mind for the year, see the wonderful things we've been doing.

Metro Central Library Meeting Room "D" 6:00 - 9:00 pm

OCTOBER 29 1983

DAY LONG WORKSHOP

In the morning, hear Pam Zahn from University Microfilms, Ann Arbor, Michigan, speak about microforms. In the afternoon, pick up some tips on Marketing your Library from Rita Piazza. Ryerson Polytechnical Institute - Oakham House 9:00 - 4:00

And yes, lunch will be served.

NOVEMBER 22 1983

Come to our ANNUAL BASH

We've changed our location for this event. Join us at Deer Park Public Library from 7:00 - 9:00 pm for an evening of wine, cheese and conversation.

DECEMBER 1983

There will be no meeting in December. Enjoy your holidays.

# OALT/ABO CELEBRATES 10 YEARS

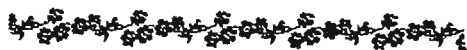
The 10th Annual Conference of the Ontario Association of Library Technicians/Association des Bibliotechniciens de l'Ontario was held May 5-7 in Sudbury. Entitled *Decade One*, the conference featured workshops ranging from freelancing to newsletter editing for technicians. Former NDP leader Stephen Lewis addressed the members at the annual banquet.

## ELECTIONS

Elections for the 1983-84 Executive were also held: Loretta Taylor (Ottawa) is the new president, Barbara Cope, also of Ottawa, is the vice president; Donna Fossum of Thunder Bay, secretary; Ron Cheney (Halton/Peel), treasurer; our own Alicia Friese is the publicity co-ordinator; Andrew Porteus (Niagara) is the archivist; and the team of Marg Bushell and Marion Doucette, both of Niagara, are the newsletter editors.

Huronian will host the conference next year, to be held May 30 - June 2 at the Geneva Park Conference Centre in Orillia.

The following is one technician's account of her first experience at an OALT/ABO Conference.



As a hopeful undergraduate of a Library Techniques Program and a student member of TALTA, I was eager to attend my first OALT/ABO Conference. Living in Southern Ontario I packed lots of winter clothing stopping just short of including snow shoes. I met two fellow TALTA members and we happily set off for the long drive to Sudbury. My suitcase full of winter clothing seemed out of place upon arrival at the spring-like campus of Laurentian University.

The first workshop I attended was "Library Management". This particular workshop although very informative was far too much like a college lecture than a workshop. The workshop conductor did not ask for or obtain any audience participation and therefore many attendees felt this session came across as a reading of dated textbook material.

The second workshop I attended was "Microcomputers in Library Administration". This session was very impressive to a non-computer type of person as many pieces of computer hardware were on display. The workshop conductor was an ardent computer fan and never had a negative word to say about computers. The many uses for microcomputers relative to library work were thoroughly discussed. The audience fielded many questions and expressed genuine curiosity with the computer hardware. Further discussions on this subject revealed the special software programs that are required for library work and a number of sources and suppliers were given.

The third workshop was "Bless all the wee beasties and children" which was concerned with storytelling for pre-school and early grade school children. The workshop conductor insisted upon true workshop participation and we all had a great time making up simple props to stimulate children during storytelling programs. I found this workshop gave me numerous ideas on how to get children's attention and retain their interest during storytelling programs. This program could benefit in having a longer time period as the cultural benefits of this type of program are often underestimated.

The final program attended was "An introduction to a toy library". A slide show illustrated the storage and cataloguing of toys. This new library service appeals to a very young patron. Unfortunately the workshop did not stress the important aspects of toy safety or in fact the psychological benefits of this type of program.

Concluding I think the most important benefit of attending such a conference is the chance to meet fellow workers and discuss their problems and successes. An added benefit of alternating the location of the conference is the realization that Toronto is not the only area that has libraries and that our second language is alive and well in northern Ontario.

Helen Simpson

*Well said, Helen*

# You are going places !



You're going to TALTA's September Meeting

At Metro Central Library  
Meeting Room "D"  
789 Yonge St. (Yonge & Bloor)

On Thursday September 22nd, 1983

At 7.00 p.m.



HEAR who is doing what and why

DISCOVER the plans for Conference 1985



MEET people with answers to your problem

SHARE your solutions with others

REMEMBER last year - we'll help with video and slides

ENJOY meeting your friends

There's a great night set up. Be there.

Your presence makes the difference in your Association



TALTA'S GOING PLACES

find out where - help it go!



Need more info?  
Call Maggie Hotchkiss  
741-7734



*It was the best thing that could have happened ...*

## NEWMARKET PUBLIC LIBRARY STRIKES

On May 17, 1982 the employees of the Newmarket Public Library, excluding six management staff and student pages, were certified as members of the Canadian Union of Public Employees (C.U.P.E.) The decision to unionize was not made rashly, but rather over a few months and many meetings. The main reasons for unionizing were: 1) job security and 2) better pay.

When we first discussed what we would like in our contract, one of the points mentioned was a no-strike clause. At the time, most of the employees were in favour of such a clause. A year later, on May 20, 1983 we went on strike.

The bargaining unit was made up of ten part-time clericals and eight full-time staff (three clericals and five technicians). We began negotiations in September of 1982. Three of the employees made up the bargaining committee which represented the unionized workers. The Library Board chose to hire an outside negotiator.

The negotiator and the Chief Librarian attended all the negotiation meetings on behalf of the the Library Board. Negotiations went very slowly, and in December we filed for conciliation. We had come to a stand-still, with neither party willing to move on their proposals. A neutral conciliation officer was brought in at this point to try and bring both parties to a settlement. In March, we filed for mediation. Again a neutral officer (the same one we had in conciliation) was brought in. Vacations for full-time staff, mileage and quite a few other articles, however, were also still outstanding. Of the 18 employees involved, six of these were earning \$3.50 an hour. Some had started in 1981 at that rate and had had no increase or promise of an increase in the future. We had a full-time clerical earning \$3.50 an hour who did not qualify for benefits because she did not earn enough. These people were our main concern.

Because we certified in May 1982, our contract would be effective June 1, 1982 until December 31, 1983. Because of this, we were aiming to receive an increase for 1982 and the 5% allowed by the Wage Restraint Board for 1983. Being our first contract, and because of the 1982 certification date, we were allowed to strike due to wages.

We asked for parity with other area libraries such as Aurora (a town with half the population of Newmarket and only 2 km. south) where clericals with no experience begin at \$6.04 per hour. The Library Board's first offer to us was 38¢/hour for part-time and 5% or \$750, whichever was greater, for full-time. We knew that their first offer would most likely be very low, however, we never dreamt that they would offer less than the government minimum of 41¢/hour for part-time at \$3.50. A month later when we met again, they made the same offer to us.

### STRIKE

On Thursday May 19 at 10:00 a.m., the two negotiation committees met for mediation. We had been in a legal strike position since midnight of May 14, and we hoped we could reach a settlement. It was interesting to note that between February and May 1983, the entire staff's attitude on striking was exactly opposite to that of September 1982. Every person involved was eager to strike if we reached that point. Early on in negotiations the employees were willing to consider any reasonable

offer, but when such little respect was shown from the Board by making such degrading offers, the employees realized that if they did not fight for parity now they would never reach it. On May 19 we were told that all outstanding clauses would have to be cleared up before money was put on the table. We were led to believe by the Board's negotiator, and by the mediation officer, that they had a valid offer to make. By 9:30 p.m. on May 10, 100% of the employees were present to show their support. None of the Library Board attended. We negotiated until 5:00 a.m. on the morning of May 20. The negotiator at this time suggested we set another meeting up the following week to discuss money. We could not believe that we had stayed up all night negotiating and giving up a lot to told they did not want to discuss money. Needless to say, we would not agree to this suggestion and half an hour later their final proposal was tabled. Their final offer was the same as before, with one exception. The employees earning \$3.50/hour would receive a 50¢ raise effective December 31, 1982 at 11:59 p.m. and another 38¢ effective January 1, 1983 at 12:01 a.m. Five minutes later, we were on strike.

When we first mentioned the possibility of a strike to the mediation officer, he said that we would be silly to even consider a strike. According to him, we had three strikes against us before we began — a) we were all women, b) we were public service employees and c) the public would not be willing to support us in a wage restraint year. We considered these points and still felt we had no option but to strike.

### PUBLIC SUPPORT

We were out on strike for exactly four weeks. The public support was tremendous. None of us had anticipated the amount of support we received. In less than three weeks we collected more than 3,000 signatures on petitions from people in support of us. The library hours were cut and only basic circulation service was offered during the strike. Three strike-breakers were hired. Every week there were letters in the local newspapers, all from people who were disgusted at the pay of the library employees. The Chairman of the Board made statements such as: "My 15-year-old daughter could do every job in the library"; "these are only women making pin-money, why do they need a raise?" Ironically these statements worked in our favour — we have a single parent on staff with two teen-age daughters; we have several single people who support themselves.

During the third week of the strike, we attended the regular Town Council Meeting. Approximately 60 members of the public and other libraries, such as North York, East York and Toronto attended. The Council voted not to hear us. The Mayor said our problem was with the Library Board and not the Council. The following week we attended the Library Board meeting. The Mayor, who sits on the Library Board, was not present. At this meeting, the public demanded answers to a lot of questions. One question in particular was to know how much money the negotiator was being paid since the Board could not afford to pay its employees better. It was brought out that the negotiator was being paid \$30/hour. After this, the Chairman agreed to move on the Board's last proposal if we would go back to the bargaining table.

*Continued* We agreed. Two days later, we had a settlement. The settlement received an acceptance vote of 76% by the employees. We received a raise retroactive to December 15, 1982, with an increase of \$750 or 5% on top of that retroactive to January 1, 1983. The exact figures cannot be released at this time as the Library Board has not yet ratified.

We all feel the strike was worthwhile. It was an excellent learning experience. We all gained invaluable knowledge through the strike. Everyone is a great deal closer and more unified. It was the best thing that could have happened. The involved employees have no regrets.

*Editor's Note: Because the Library Board had not yet ratified at the time of printing, the author's name was withheld.*



## NEW MEMBERS

---

---

### WELCOME TO:

J. Anders  
C. Barnes  
S. Barry  
K. Bickin  
A. Butryn  
M. Coombs  
M. Daunt  
K. Dedrick  
G. Donaldson  
A. Fisher  
L. Gordon  
P. Griggs  
I. Harper  
L. Jackson  
K. Jones  
P. Khanna  
E. La Prairie  
N. Leduc  
H. Lynch  
J. McCatty  
S. McGregor  
Metro Toronto Library Board  
P. Parker  
D. Peters  
G. Potzel  
S. Ro  
Royal Bank of Canada  
N. Seppanen  
I. Siddique  
A. Takashiba  
M. Theale  
L. Varga  
L. Yarema

---

---

### MICROMEDIA TOUR - April 21, 1983

Fifteen members attended the tour led by Kathy Elliott, sales representative for Micromedia. A detailed explanation on how microform is produced was given, complete with an opportunity to observe the equipment used at each stage. Most impressive was the vault which holds all the masters. It was very small, but housed thousands of fiche and some film.

Next came acquisitions, cataloguing and database publishing. Micromedia depends on their sources sending them all material that they publish. These items are then indexed in monthly reference works available in paper form and on-line.

Micromedia offers a document delivery service and does information searches (SVP) on request. Both of these area available for a fee.

The evening ended with coffee, tea, cookies and an opportunity to ask questions.

G. Potzel

## CONTINUING EDUCATION

The following are but a few of the options available to you:

SEPTEMBER 1, 6

**Online Basic Search Techniques** workshop given by Ruth von Fuchs, someone who has spoken to TALTA of the joys of being online.

SEPTEMBER 23

**Records Management** workshop to be given by Caroline Werle of RIM. A former co-ordinator of records management in two multinational corporations, Mrs Werle will discuss implementations of a program and problems.

OCTOBER 14, 15

Workshop for Health Science personnel and librarians.

OCTOBER 18

**Management Information for Survival.** Mary Stevens reviews computer-based systems in support of management.

OCTOBER 21, 22

**Labour Relations** workshop to be given by Charlotte Mudge who will discuss discipline and grievance procedures.

NOVEMBER 4

**Supervising in Libraries: Alive! and .... Well?** A restoration clinic to be given by Professors Ethel Auster and Larry Denis, of the Faculty of Library and Information Science. The clinic will deal with supervision from the point of view of supervisor and supervisee.

JANUARY 18 - MARCH 7 7:00 - 9:00 pm

**Legal Bibliography** was designed for public, school, special and community college librarians and other information personnel in corporate and institutional environments. To be given by Ann Morrison of the Faculty of Law Library, University of Toronto. Little or no prior knowledge of material is required.

If you are interested in attending any of the following, or you require further information, contact address listed below.

FEBRUARY 7 - MARCH 13

**U.S. Government Publications** to be given by Kirsti Nielson and directed to novices.

FEBRUARY 9 - MARCH 29 7:00 - 9:00 pm

**Labour Relations in Libraries**

MARCH 30, 31

**Librarians and their Research.** To be given by Professor Frances Halpenny of University of Toronto, and several librarians. A workshop for those about to engage in research.

## FOR FURTHER INFORMATION

Send a stamped, self-addressed envelope to: Continuing Education, Faculty of Library and Information Science, University of Toronto, 140 St. George St., Toronto, Ontario M5S 1A1. Please specify what course or workshop you are interested in.



## SENECA COLLEGE

The following courses are offered on the Newnham Campus (Finch) of Seneca College:

LIQ 110 Books, Libraries & Publishing

Sept. 12 - Dec. 12 Mon. 7:15 - 9:45

LIQ 112 Circulation & Public Relations

Sept. 14 - Dec. 14 Wed. 7:15 - 9:45

LIQ 114 Computing Fundamentals

Sept. 12 - Dec. 12 Mon. 7:15 - 9:45

LIQ 311 The Organization of Non-book Materials & Automated Cataloguing

Sept. 14 - Dec. 15 Wed./Thurs. 7:15 - 9:45

LIQ 312 Reference I

Sept. 13 - Dec. 13 Tues. 7:15 - 9:45

LIQ 314 Audio Visual Technology

for Library Technicians

Sept. 13 - Dec. 13 Tues. 7:15 - 9:45

For further information contact Seneca College at 493-4144.

## RYERSON

The following courses are offered beginning Fall 1983 as part of Ryerson's new *Information Studies* programme.

XXTC 025 Information & Society

XXTC 027 Sources of Information

XXTC 028 Principles of Records Management

XXTC 029 Indexing & Abstracting

XXTC 030 Information & the Marketplace

For further information contact Ryerson's Continuing Education Department.

## FORTHCOMING MEETINGS

### WATCH FOR THESE EVENTS

OCTOBER 12 Chelsea Inn  
National Library of Medicine. Update. Contact: Jan Greenwood, OMA, 925-3264 ext. 230.

OCTOBER 12-15 Chelsea Inn  
Medical Library Association, Upstate New York and Ontario Chapter. Annual Meeting. Theme: Wearing two hats — librarian/manager. Contact: Sheila Swanson, Academy of Medicine, 964-7088

OCTOBER 27-30 Royal York Hotel  
Ontario Library Association. Annual Conference. Theme: Library futures: law, money and social change. Contact: Gini Taylor, OLA, 363-3388

FEBRUARY 23, 1984 Toronto  
Art Libraries Society of North America (ARLIS)/College Art Association. Meeting. Contact: Pamela Jeffcott Parry, ARLIS/NA, 3775 Bear Creek Circle, Tuscon, AZ 85715.

JUNE 7-12, 1984 Toronto  
Canadian Library Association. Conference. Contact: CLA, 151 Sparks St., Ottawa, Ont. K1P 5E3.

JUNE 9-14, 1984 New York, N.Y.  
Special Libraries Association. Annual Conference. Contact: SLA, 235 Park Ave. S., New York, NY 10031.

JUNE 23-28, 1984 Dallas, Texas  
American Library Association. Annual Conference. Contact: ALA, 50 East Huron St., Chicago, IL 60611.



### QUILL AND QUIRE

reports that Ottawa Public Library has recently extended its on-line circulation system to include its two bookmobiles. Ottawa's main library and seven branches all have on-line circulation capacity using the ULISYS System. Each of the branches is connected using a dedicated line which allows them to communicate without a modem with the main computer. The holdings of the entire system are thus accessible to all the branches. 'We got the idea from watching the sales representatives from on-line information vendors, like Informart, who arrive with a portable terminal and simply plug it into their own data bases,' explained Chief Librarian Gilles Frappier. 'We just applied the same principles to our bookmobiles'. Frappier believes Ottawa is the only public library in Canada to have installed on-line circulation in bookmobiles.

Q&Q July 1983 v. 49 (7)

## CHECK THIS OUT

### Woman sues after arrest for overdue book

A New Bedford, Massachusetts woman, arrested and jailed briefly in January for keeping an overdue book, is suing the city, charging that the experience caused her to have a miscarriage. A report in the *Boston Globe* notes that after she was jailed, it was found that she had returned the book, had paid the fine, and had received from the library a letter to the court clearing her name.

Reported in *Library Journal* vol. 108 (13) July 1983

## CONFERENCE CORNER

### Conference '85 Update

At the Annual Business Meeting in Sudbury last May, TALTA was granted the privilege of hosting the 1985 OALT/ABO Conference. We want this to be the best conference ever!

If you would like to be a member of the 1985 Conference Committee or if you have suggestions for workshops, guest speakers, banquets, conference theme, etc., call Pat Petruga, Conference Chair at 863-5441 (work) or 691-5440 (home) with your ideas.

Watch this space for Conference '85 Update.



## OF INTEREST

### CONGRATULATIONS TO

the Manitoba Association of Library Technicians (MALT) which recently received its first provincial operating grant from the Minister of Cultural Affairs and Historical Resources. The grant (\$1,410) matched the association's membership fees for the past fiscal year. How come TALTA has not thought of something like this?

### DID YOU KNOW

That the 1982 Placement and Salary Survey of graduates presented at the February 1983 meeting of the Seneca College Library Techniques Advisory Committee indicated that more technicians were placed in special libraries than any other type of library. The salary range was 11,200 - \$20,200; the average salary 15,101 and the median \$15,000.

"Oh, if only I'd known - ten things you can do today to prepare for library automation tomorrow". Joseph R. Matthews and Joan Frye Williams. *American Libraries* June 83 vol. 14 p. 408-412

"Microcomputers for Libraries: features, descriptions, evaluations". William H. Warden and Bette H. Warden. *Library Hi Tech* Vol. 1 (Summer 1983) p. 25-39

"Online databases vs. hard copy subscriptions in King College Library". Mark V. Herring. *Library Hi Tech* Vol. 1 (Summer 1983) p. 63-68

"Freelancing: keeping it ethical". Judith Houk. *Wilson Library Bulletin* 57 (June 1983) p. 854-5, 895

## WORKING WOMEN

After a year of selection and editing, *Women in Business and Management: an Annotated Bibliography* compiled by Marsha Meyer and Martha Franklin is available. Each entry includes author, title, and date, with brief descriptive annotations. Also includes a separate section on reference sources. The bibliography can be ordered from the Portage Public Library, 300 Library Ln., Portage, MI 49081 for \$3.00 pre-paid.

## WRAP UP

### ARE YOU SUFFERING FROM TERMINAL STRAIN?

Exercise while working at your word processor or computer terminal with Denise Katnich's *Tone Up at the Terminals*. Includes 20 exercises, such as "Upper Back Stretch", "Derriere Firmer", and "Strengthen the Quadriceps", all of which you can be done while seated at your VDT. Free copies are available from *Tone Up at the Terminals*, Verbatim Corporation, 323 Soquel Way, Sunnyvale, CA 94086

### HAVING DIFFICULTY SUPERVISING?

Try these:

"Telling subordinates what to do and how to do it" Jack W. English and Jay I. Gottesman. *Supervisory Management* July 1978.

"So you want to be a supervisor ..." Donald G. Begosh. *Supervisory Management* February 1978.

"Making the transition to supervisor" Claude T. Mangrum. *Supervisory Management* September 1978.

They are all taken from a bibliography entitled: *You'll manage: becoming a boss*. A bibliography prepared for use at the ALA Annual Conference, 1980. 12 p.

## CLASSIFIEDS

### TALTA PINS

Anyone interested in a 10K gold TALTA PIN, please call Margot Froud at 978-2796. The cost is \$19.65 including tax.

Do you know about our **JOB PLACEMENT SERVICE**? If not, please contact Peta Shelton at 862-3352.

IF you are interested in setting up coffee, tea, etc. before each meeting, please contact Maggie Hotchkiss at 741-7734.

### PEN SETS

Sets consist of a red, blue and black pen, in an attractively designed pouch. Wouldn't you like a memento of your association? So practical too. If you are interested in purchasing a pen set (only \$1.25) please contact Kim Gallant at 967-7064, or pick one up at our next meeting.

THE OFFICAL PUBLICATION OF THE TORONTO AREA LIBRARY TECHNICIANS ASSOC

**TALTA**

VOLUME 11 No. 2

DATE September 1983

ISSN