

... In touch with **TALTA**

THE OFFICIAL PUBLICATION OF THE TORONTO AREA LIBRARY TECHNICIANS ASSOCIATION - OALT/ABO, Toronto Region

VOLUME NO. 17

ISSUE NO. 2

DATE: November 1989

From the Editor

Well, December will be soon be upon us and we will all be consumed in the usual frenzy of trying to fit our social lives into our home and work schedules. As usual, the TALTA exec. and committee members hope to assist you by giving you dates and location information for various, courses and meetings so that you have time to fit them into your agendas.

For those of you interested in changing your job, Theresa Kennedy provides an article on TALTA's placement service. The article looks at how the placement service works.

Anyone with some extra time on their hands should look through the news from the committees. You might have special expertise or access to resources to contribute or you might be interested in developing some. Either way do not hesitate to express your interest.

I was assisted with the production of this issue by Theresa Kennedy and Jacqueline Peacock. Thank you both and I hope you will continue to contribute your ideas and time in the up-coming issues.

Linda Yarema, Editor.

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Views expressed in this newsletter are those of the individual contributors, and do not necessarily reflect those of the Ontario Association of Library Technicians/Association des Bibliothéchniciens de l'Ontario

President's Message

TALTA Connects

Being a professional association, TALTA maintains contacts with several other organizations. Members of TALTA are able to take advantage of these connections.

Our first program of the year on networking proved to be a good incentive for several people. I was pleased recently when I was chasing down some information to discover how wide spread communications networks are among TALTA members. Technicians are making use of their connections with TALTA to reach other technicians.

Our October meeting with a guest speaker from the Forms and Manuals Management Association (FMMA) exposed the participants to some of the considerations involved in designing forms. We appreciate the willingness of other professional associations to share their information with us. These connections between the various associations strengthen our own group. TALTA's membership to the Toronto Continuing Education Group (TCEG) connects us with the 14 other groups which also belong.

Our connections with Seneca are also valued. Marina Ross had the opportunity to introduce TALTA to the new students in the Seneca LT program. The response she reports was enthusiastic. Our ties with Seneca also include a TALTA rep on the program advisory committee. Through a connection like this, technicians help define our educational objectives in relation to the employment situation in the real world.

These are just a few aspects of how TALTA is "plugged in" to the Library and Information Science Industry. We invite you to make use of your associations' connections.

Kathryn Kern, President

✍ Letters to the Editor ✍

To the Editor:

I received various responses to the query posed in last issue: "Why did you become a library technician?" Here are some excerpted quotes:

I was re-entering the workforce after the birth of my baby. I knew I didn't want to go back to my old job. I wanted something that I would enjoy, that would stimulate me and also be financially rewarding. I spoke to various people about their career choices and one day while visiting my public library, I started talking to the person behind the circulation

desk. She told me about the course at Seneca College. I called Seneca and spoke to Mr. Alchuk. He was a great help.

Marina Ross

(Marina was an insurance adjuster before becoming a library technician. She did not enter an M.L.S. program because she did not have an undergraduate degree and did not want to end up in a job that meant primarily to sit in an office and concentrate on administrative work. She has no objection to being a supervisor or manager.)

Upon beginning the Library Techniques program, we all at some point asked each other why we chose to become Techs. I for one, chose Library Techniques for several reasons. I enjoyed the atmosphere in my local public library, I wanted to enter the work force quickly and of course the old motto, "I love books; I love people." We soon learned that there was more to library work than just loving books and people. Indeed, libraries are "nice" places to work, but they are not free of "stress". Technicians aspire to and do manage their own libraries. Many want to be and are involved in decision-making. Some also go on to become librarians or specialists in records management. To be a Library Technician requires hard work, motivation and commitment.

Angela Carito

(Angela is a recent graduate of the program at Seneca and is currently working at Coopers and Lybrand. Angela also felt that there is still a great deal of ignorance about library professions that could be corrected through stronger efforts to market ourselves.)

I studied civil engineering in Peru. I worked only part time until my son was born. I tried to go back to work after my son was born but it was too difficult. Maybe I didn't like the work enough. When we came to Canada, I did not have enough experience to get a job as a civil engineer. I decided to go back to school. Seneca College was nearby and I went through the course descriptions for various programs. I wanted something that I knew I would enjoy. The course descriptions for the Library Techniques program were very good. I had always enjoyed using libraries while at university so I entered the program.

Ana Marie Brou

(Ana got a job at the Legislative library soon after graduation. She has since left there to work for the large law firm of Borden and Elliot. Ana feels that library work allows a person more flexibility than a profession such as civil engineering. She said that you are better able to contribute to the development of your profession. Library work is more creative.)

Job Placement in Review

Theresa Kennedy spoke to Grace Lofters recently to find out just how the placement service works - and if it works.

What is the job placement service?

It is a service for TALTA members to use if they'd like help looking for a job. It is run by the placement liaison - a volunteer position currently manned by Grace Lofters.

How does it work?

TALTA members are encouraged to send multiple copies of resumes to Grace along with a brief description of the type of job and working conditions requested (full time, part time, public library etc...). Prospective employers get in touch with Grace providing her with a brief job description. Grace then goes through all the resumes and mails those that match the positions.

Some of the problems with the service:

Cost - At present, TALTA bears the cost of maintaining this service. This includes stationary, postage, long distance transactions and frustrations.

Non-members' requests - Grace is often approached by non-members. Presently there is no policy regarding the treatment of their requests other than to ask that they become TALTA members before using the service.

Resume anxieties - It is generally recommended that the resume and accompanying letter closely match the job being offered. With this service, we would appear to be losing that freedom of individual applications.

Follow up - There is no follow up on any of the applications by either Grace or the employer. Grace requests that employers call to let her know when a position has been filled, but not everyone does. Grace also requests that people using the service let her know the success of it, but again not everyone does.

Suggested solutions:

Cost - Applicants using the service could pay for it. It could be a simple amount like \$1.00 per resume sent, or applicants could be asked to provide the stamps and brown envelopes. Perhaps it would be appropriate to charge the would-be employer for providing this service to them.

Non Members requests - We could charge a non-members fee for this service. The fee would be less than the cost of a membership and would be affordable to technicians "between jobs". The contact and support might encourage them to join TALTA once they are employed.

Resume anxieties - Grace has suggested that members send more than one type of resume i.e. one for general, one for special libraries, one for public libraries etc., along with a letter detailing special skills/interests, eg. proficiency with particular software, or equipment. This information would help match prospective employees to employers.

Follow-up - There should be a time limit on the use of the service. When the limit is up, the TALTA member should send new resumes to the placement liaison. The responsibility for seeing that everyone is informed about who and what jobs are available should be a shared responsibility. The applicant should receive some notification of where applications have been sent. The liaison should be told when applicants are no longer available.

The Problems with the solutions

Some of the suggestions above could be easily adapted and accepted others might not, for eg. does a prospective employee really want to have several different resumes floating around? Will the applicant be told which resume went to whom? Who is ultimately responsible for follow-up? What is a reasonable time limit for holding onto a resume?

Other Considerations

As most people are aware, OLA has a job hotline that includes library technician positions. OLA advertises the hotline by word of mouth and in their newsletter. Non-members are charged a fee of \$10.00 per week to advertise their position on the hotline. Members are not charged a fee for this service. No statistics are available on the success rate of the service. It's not known how effective it is since many vacancies are posted using concurrent advertising.

Do we really need this service?

We have the OLA hotline, newspapers, various library job boards and "networking". Do we need a job placement service? Perhaps we should be looking more closely at why the service is under utilized. Grace is constantly short of resumes. Is this because most technicians are employed? If that is the case, perhaps we do not need a placement service so much as a skills bank and a head-hunting operation. We may not be able to get more technicians into the work force, but we may be able to find better employment matches.

Network - it Works!

Joan Lawden of Preiss Shulman and Associates gave a lively talk to us about networking at the October 16th meeting. Summarized here are a few highlights gleaned from open discussion and group work that we participated in.

Interested in networking but don't know where to look?

Try alumni - former classmates and teachers, professional associations, use the phone book and professional directories, seek users groups, talk to friends.

O.K., so you've found a network. What do you do now?

Many options are available. You can go to meetings, workshops, seminars. You can volunteer for something or mix business with pleasure and attend social events. Networking is sharing so you have to make connections - speak to people. Networking is also learning. Keeping up with current literature lets you know what is going on in your areas of interest. Various publications will have names, addresses and phone numbers of people who you might be able to help or who might be able to help you.

What is the point? This will depend on you. Benefits can vary. Networking can mean greater access to various things. Reassurance in a new position, advice, new interests, access to limitless resources, access to the expertise of others, access to a grapevine and access to new career opportunities can be had through networking. Ultimately what can be achieved through networking is enhanced self confidence and self esteem.

How can I be a successful networker? Sincerity is extremely important. To be a successful networker use the network appropriately. If you are honest and if networking is important to you, you will be a successful networker.

1991 Conference Committee

As you may have heard, TALTA is hosting the OALT/ABO provincial conference in 1991. Many thanks to those who volunteered to be on the planning committee. By the time you read this newsletter, the committee will have met to begin the work of organizing the best conference ever. It's not too late to join in! If you want to be on the committee or have any suggestions for the conference, please contact **Kathryn Kern (w) 865-2240**.

Political Awareness

After a somewhat slow start, the Ad Hoc Committee activity is underway. Guidelines have been set up under which the committee will set up and document its mandate and budget. Job descriptions are being collected and examined. The definition of Library Technician as described in the Canadian Classification and Directory of Occupations is being reviewed and updated.

The committee needs at least one representative from each OALT/ABO region. The 7 regions are Halton-Peel (HP), Huronia (H), Lohania (L), Ottawa (O), Sudbury (S), TALTA (T) and Thunder Bay (TB). Presently sitting on the committee are: Liz Aldrey (L), Marg Bushell (L), Janet Fear (HP), Donna Fossum (L), Penni Lee (T), Judy Sennett (TB) and Linda Yarema (T). The committee needs representatives from Sudbury, Ottawa and Huronia.

If you are interested in the work of the committee, please contact **Ron Cheney (w) 863-1133 ext. 5257**.

Promotional Visit

On October 10, 1989 Marina Ross visited the first year students in Seneca's Library Techniques program. Marina sits on TALTA's executive as the Treasurer/Membership person. She reports on that visit.

I was warmly received by approximately 60 students. They had not learned about library associations yet and had many questions after my 20 minute speech. I stressed the importance of getting involved with an association - for business and personal reasons. I must have been convincing, for I have received four new student members since my talk. Hopefully we will get more new members who will be eager and involved.

TCEG

Kathryn Kern attended the first meeting of the Toronto Continuing Education Group held in mid-September. Members of the group exchanged program schedules. We will be including this information in our continuing education column in this and future issues.

TALTA Committee Update

The **Salary Survey Committee** is currently reviewing the questionnaire and comparing it to the OALT/ABO questionnaire which is being revised for mailing in January '90. The data collected will be used to produce both the provincial view and the regional view. TALTA wants to have its regional picture ready for March 1990. OALT/ABO will have its survey ready for September 1990.

The **Directory Committee** is getting a break this year. The executive decided to postpone production in order to produce an up-to-date attractive directory to be ready for the 1991 conference when TALTA plays host to the provincial conference.

Catherine Honkawa our representative on the **Seneca College Library Techniques Program Advisory Committee** reports that the meeting was postponed due to the teacher's strike. She will let us know when the committee plans to reconvene.

The **Pamphlet Committee** is awaiting approval of a budget and hopes to be ready with the completed prototype at the March ABM.

Its All in the Form

Wendy Martin teaches a forms development course at George Brown College. It is 15 weeks long and each class is 3 hours. There is enough material on the subject to easily fill the time. Most of us probably would not have thought that the topic of "how to create a form" could be so involved, but it is. In the 2 hour session we were able to glimpse just how complex the creation of a good form is.

A good form will be in the proper medium (eg. on paper or on a screen). It will not be too wordy. The meaning and purpose will be clear. It will be easy to fill in and process. It will look good. To accomplish all this the forms developer must know the purpose of the form, who uses it for what and how often. The forms developer must also know something about design, printing fonts, type faces, spacing, colour utilization, the use of white space, paper sizes and weights, folding machines, envelope standards etc... Is it starting to sound complicated? Well, it is complicated but in the long run it is a good idea to put in the time and do it right.

The benefits of creating a good form include ease of use, low incidence of errors, smooth running efficient systems and time savings all of which translate into cost savings.

Wendy Martin is a senior forms analyst at The Bank of Montreal. Anyone interested in finding out more about forms development can reach Wendy at 927-5406.

From Stats Can

Sandra McIntyre of Statistics Canada's Toronto Regional Offices has replaced Liz Lovis as our contact person.

Statistics Canada Catalogue - 1989 is now available. (cat. no. 11-204E)

The 1989 issue of the *Statistics Canada Catalogue* updates the 1987/88 edition. It describes all publications in print as of June 30, 1989, except those containing data more than 10 years old. The new catalogue also includes out-of-print 1981 Census publications and a brief description of the 1986 Census publications released after July 1, 1989. Bibliographic descriptions with abstracts for each publication and prices, plus a title, subject, and personal author index are also included.

Statistics Canada: something for nothing!

Overview is a quarterly news bulletin produced by Statistics Canada and distributed without charge to its clients. It covers the full range of statistical and survey activities of Statistics Canada.

There is a 'Library Round Table' column which addresses issues of concern to libraries. Vol.1, Number 2 was dated Summer 1989. It does not have a Statistics Canada catalogue number. If you are not already receiving this bulletin, please call our Inquiries line at (416) 973-6586 or 1-800-268-1181. You may also write directly to the **Editor, Communications Division, Section 3P, R.H. Coats Building, Ottawa, Ontario, K1A 0T6.**

Focus for the Future

Focus for the Future is a bulletin produced by the Census Marketing Project at Statistics Canada. It provides information on census products and services developing from the 1986 census. The bulletin also keeps you up to date on 1991 census activities. The bulletin is produced about 6 times per year. The next issue comes in December.

Previous issues have focused on lifestyle, seniors, health and home, youth and census history. This bulletin is free. To receive it, contact **Gail Aube, Statistics Canada, 3-E.R.H. Coats Building, Tunney's Pasture, Ottawa, Ontario K1A 0T6 (613) 951-1189, or contact the Toronto regional office (973-6192).**

Continuing Education

FLIS is offering:

Preventive conservation and safe repair technique for paper

Nov. 17/89

\$140.00

Online Information Retrieval: An Introduction

Nov. 30, Dec. 7 and 14.; Feb. 6, 13 and 20.

\$165.00 (call to find out the deadlines for payment)

The Inside Story - 1 Behind the Scenes of Text Databases

Dec. 1 (all day session, lunch provided)

\$120.00

The Inside Story - 2 The Index and Database Performance

Dec. 15. (all day session, lunch provided)

\$120.00

The Unreluctant Profession : Youth Services in the 1990's

Feb. 9. 9 a.m. - 4:30 p.m.

\$120.00

Project Management

Feb. 23, 1990 (all day session, lunch provided)

\$120.00

Please note: there is an additional fee of \$10.00 if you register after the deadline. Info.: Marcia Chen at 978-7111

Seneca College Presents

Post Diploma Workshops for Library Technicians:

Please note that the November meeting will be rescheduled if the teachers strike is not resolved in time.

Techniques in Visual Communication.

Instructor: Moyra Fulwell, Co-ordinator, Visual Merchandising Seneca College

Date: Saturday, November 25, 1989

Cost per workshop: \$50.00

Coming in February 1990

Feb. 3, Jean Weihs is doing a workshop on Dewey;

Feb. 10, Jan Greenwood, on Communications;

Feb. 17, Grace Scheel on Literacy;

Feb. 24, Karen Olsen on Indexing.

Registrations are sent to:

Seneca College

Continuing Education

1750 Finch Ave. E.

North York, Ontario

M2J 2X5

Attn: Frances Davidson-Arnott

Statistics Canada is offering 2 workshops on statistics:

The Beginner's Guide to Surveys.

Nov. 15, 1989 (all day session)

\$60.00 (deadline Nov. 7, 1989)

contact: Penny Basset at 973-6574

Survey Methods and Questionnaire Design.

Nov. 28 - 30. (3 all day sessions)

\$395.00 (deadline, Nov. 21, 1989)

From the TCEG calendar

Powerful Job Descriptions

Nov. 16, 1989 (all day)

Sponsoring Group: SLA

Canada Online Conference

Dec. 4-6, 1989

Location: Sheraton Centre

Christmas Socials:

Dec. 4, 1989 for THLA

Dec. 5, 1989 for CASLIS

Dec. 7, 1989 for TALL

Dec. 13, 1989 for SLA

Managing the Organizations Archives.

Jan. 17, 1990. 5:30 p.m.

Sponsoring Group: CASLIS

Primary Care Medicine

Jan. 18, 1990 (evening)

Sponsoring Group: THLA

**For information on who to contact for more details call
Kathryn Kern at 865-2240.**

Talta Welcomes these New Members:

Vickie Cantelon	Carolyn Garnick
Theresa Daykin	Lisa Hcho
Marianna Fettes	Emmy M.Y. Heung
Laura Fleming	Maureen Schofield

And The Nominees Are ...

Nominations are being collected for all positions except that of president. If you know of someone interested in running for a position, please fill out the nominations form included with this newsletter and bring it to the November 28th meeting or the Christmas social in December. Please note that the nominations form has to be signed by the candidate. This is to ensure that all candidates know that they are running.

TALTA Upcoming Events

Mary Alice White has some interesting events planned for TALTA members. The topic for November 28th will be freelancing and we will have the opportunity to pose questions to a person who mastered the art of successfully marketing her skills in the information field.

In **December** we have our social evening. This year we do not intend to have a speaker. Instead we have a few surprises planned. The intention here is mainly to relax and have some fun.

January is the month for the panel discussion. This year the panel will discuss union versus non-union positions, pros and cons of each.

February we will be doing skills assessment. The program will run on two evenings and give the attendees help in discovering what their talents and skills are and how to use them to their best advantage.

March is the annual business meeting. We present the new executive and say farewell to the old. This is always a dinner meeting and there is always a speaker.

Extended Thanks

Due to time constraints and conflicting interests, Kathy Major, our Board of Executives representative has decided to resign from this position. Thanks are extended to Kathy for her hard work on the executive over the last year and a half.

Congratulations

Mary Alice White has accepted a new position as West Area Literacy Facilitator for the Toronto Public Libraries. Kathryn Kern has accepted a new position at the BT Bank of Canada. Kathryn was hired to develop and maintain the services in this one person library. Alan Devine started a new part time position at Hatch & Associates Consulting Engineers. (This position was attained through the Job Placement Service.)

December Social

TALTA will be hosting its annual Christmas social during the week of December 11th. The executive will provide all the goodies, games and prizes - you provide the company. More complete information is on the flyer enclosed with this issue of the newsletter.

TALTA EXECUTIVE 1989/90

PRESIDENT: Kathryn Kern..... (W) 865-2240
 VICE PRESIDENT:..... Mary Alice White (H) 767-7787
 SECRETARY: Barbara Cayley (W) 364-4242
 TREASURER/MEMBERSHIP: ... Marina Ross (W) 480-7674
 PUBLICITY COORDINATOR: ... Margaret Bryan (W) 362-1812
 BOARD. OF DIRECTORS REP:... Currently Vacant
 NEWSLETTER EDITOR: Linda Yarema (W) 364-1241

Request for Change in Membership Record

Name of Member: _____ Phone: Home Work

REQUESTED CHANGES

New #: _____

Name: _____

Address: Home Work

Other: _____

Mail To: TALTA, 66 Bonniewood Rd., Scarborough, Ont. M1K 2M1

Freelancing - How Difficult is it?

November 28th, 1989 at Metro-Reference, Bev Watters of Halupka-Watters Information Brokers, will be talking to us about FREELANCING. This is currently a very hot topic as more and more people smitten with the entrepreneurial spirit, start their own businesses. **Make sure to contact Mary Alice White during the evening at 767-7787, or Kathryn Kern between 9 and 5 at 865-2240 as soon as you know you can make it that evening.**

Corrections

In the last issue we gave new member Kathleen Hicks a new name - Kathleen Kickes. It was a spelling error. We also spelled Toni Ariganello incorrectly because some people have bad handwriting and some have bad eyesight and some can't type. We are not mentioning any names. Apologies to all who suffer our inadequacies (and sympathies to all who share them.)

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