

... In touch with TALTA

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

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From the Editor

Where does time go? Has it only been three months since our last newsletter? It's hard to believe that by the time you receive this newsletter, christmas will only be weeks away. It's that time again where one starts preparing for the holidays, getting ready for parties and of course, making that mad dash to finish (or in some cases "start") their christmas shopping.

You will find included with this newsletter your copy of TALTA's Constitution, also enclosed is your invitation to the Christmas Interassociation Social. This year's social will be held on December 8, 1992 at the Toronto Marriot Hotel (across from City Hall). Please have the registration forms returned to Sue Craig on or before December 2, 1992.

The Talta Executive would like to welcome Bonnie Gibson as our new Seneca Student Representative. Bonnie's duties include participating in TALTA Executive meetings and notifying her class mates of TALTA activities. Bonnie will also keep us up-to-date on what the students would like to see in TALTA.

As this is the last newsletter for 1992, the TALTA Executive wishes everyone a Merry Christmas and hope that you have a very nice holiday. We know that 1993 will be an exciting time for TALTA and are very happy that you are a part of it.

Darlene Holtz
Newsletter Editor

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President's Message

I was delighted with the response to our TALTA 1992 Strategic Planning Survey. We received a 33% response rate. With such a wide response, we now have the statistical validity to identify the needs and wants of all our members. Thank you to all who responded.

The majority of you feel that overall we are doing a good job, with the highest rating going to our newsletter, In Touch with TALTA. The next highest rating went to our salary survey. Since these two items touch every Association member we were pleased that you considered them to be very good. On the down side, you told us that our job placement service needs improvement. With this in mind, we are working to enhance this aspect of our association.

The 1992-1993 TALTA Executive Committee is paying close attention to the survey results. We learned that the majority of our members have been working in the library and information field for more than 10 years. As a result, this year we will be offering programs that will appeal to our mature membership.

The majority of you wanted workshops and seminars on business-related subjects, such as on-line searching, evaluating your library's services and employment equity. At the two workshops that have been held this year, the turn out was excellent. I hope that this will keep up from now on. On the social side, the majority wanted to continue to take part in the Interassociation joint Christmas party.

Again, a big thank you to all who completed and returned the Strategic Planning Survey. We think we're now doing a good job, please let us know if you agree!

Marina Ross
President

TALTA EXECUTIVE 1992-93

President: Marina Ross	480-7692 (w)
Vice-President: Jacqueline Peacock	787-8434 (h)
Memberships/Treasurer: Sue Craig	425-1808 (h)
Newsletter Editor: Darlene Holtz	928-1658 (h)
Secretary: Sue Callaway	327-2534 (w)
OALT/ABO	
Board of Directors Rep.: Toni Ariganello	325-3901 (w)
Publicity Coordinator: Donna Ladouceur	920-6873 (h)
Job Placement Liaison: Grace Lofters	394-5351 (h)
Seneca LT Advisory Committee:	
Radikha Jaggernauth	397-7253 (w)

COMMITTEE NEWS

In-Touch Committee

The In-Touch committee needs your help. If you are moving or changing your telephone number, please let us know so we can make sure you receive your newsletter and flyers. Please, if anyone is interested in joining the In-Touch Committee, contact Donna Ladouceur at 920-6873.

The 1992/1993 In-Touch Committee:

Donna Ladouceur (Metro Toronto Reference Library)
Angela Carito (Coopers & Lybrand)
Darlene Holtz (Ontario Cancer Institute)
Elizabeth MacLaurin (Ryerson Polytechnical)

TALTA WELCOMES THESE NEW MEMBERS

Susan H. Best

Judith L. Currie

Margaret Everingham

ATTENTION BUDDING WRITERS

We need you. If you attended an interesting workshop or have started a new job, why not drop us a line? We'd like to hear from you!! Articles on any topic of interest to Library Technicians are welcome. Please mail your submissions to Darlene Holtz, Ontario Cancer Institute, 500 Sherbourne St., Toronto M4X 1K9 or fax it at (416) 926-6566.

Deadline for next newsletter: Feb. 15, 1993

FLIS Workshops

The Faculty of Library and Information Science, U of T, will be offering the following one day workshops:

Copyright

Instructor: Francois Hebert
November 27, 1992
9:00am-4:30pm

Empowering Your Library: Running a Customer-Focused Service Business

Instructors: Jane Dysart & Rebecca Jones
December 4, 1992
9:00am-4:30pm

Developing CD-ROM Collections

Instructor: Prof. Paul Nicholls
December 11, 1992
9:00am-4:30pm

Indexing: a hands-on workshop

Instructor: Michele Hudon
January 29, 1993
9:00am-4:30pm

How to Automate Your Records Management Program

Instructor: Brenda Brooks & Caroline Werle
February 18 & 19, 1993
4:00pm-6:00pm & 9:00am-4:30pm

Online Information Retrieval: an introduction

This course is intended for library and information centre personnel who have never done online searching and who wish to explore the processes and skills involved. The basic commands of one search language, DIALOG, are taught.

Instructor: Ruth Von Fuchs
February 23, March 2, 9,
4:30pm-7:30pm

For registration information call Marcia Chen at (416) 978-7111

UPCOMING CONFERENCES

The 21st Annual ARMA (Association of Records Managers and Administration) Toronto Chapter Educational Seminar.

January 25th & 26th, 1993
Royal York Hotel, Toronto, Ontario

For program information call Jean Smith at 489-1764

There are sessions for every interest and skill level from basic to special interest.

JOB PLACEMENT UPDATE

How to list with the service:

Employers should mail in a job description or call Grace directly. A full job description or advertisement stating salary is a must. Employers will be provided with a list of candidates to contact or copies of resumes. Employers are requested to call back when the job has been filled.

Library Technicians interested in using the service should send six copies of their resume (or as many as you want distributed) to Grace. Due to rising costs, we can no longer photocopy resumes. You will be notified if we require more copies. Do not send stamps or envelopes. As a courtesy, please call Grace when you have found a job. The service is only available to TALTA members.

For more information call Grace Lofters at 393-5351 (w) or 239-5646 (h) or write to her at:

TALTA Job placement Service
9 Rolins Place
Islington, Ontario
M9B 3Y4

Employment Advertising

Due to space limitations, we cannot print employment ads in our newsletter. However, we will distribute job ads with our newsletter and publicity mailings. Employers are requested to provide us with 250 copies of the insert. We charge a fee for this service. Please contact the Editor for advertising rates.

FROM STATISTICS CANADA

Special Client Services from Statistics Canada

Information specialists in the private and public sector are working with limited budgets and increasing demands for timely information. In response to these demands, Statistics Canada, Ontario Region, Advisory Services group has developed a number of Special Client Services:

Priority Telephone Service

- all PTS clients are given preferential treatment as their calls are placed ahead of other incoming calls.
- PTS clients' research requests receive priority over other requests.
- billing occurs only for the time used-there are no monthly charges if the service is not used.

Standing Order Service

- intended for businesses which require selected data on a regular & continuing basis.
- data formatted to your specifications.
- pre-arranged delivery of data.
- **EXAMPLE 1:** If your contract is indexed to changing labour costs through an escalation clause, we will provide you the latest Average Hourly Earnings figures on the day the data is released.
- **EXAMPLE 2:** If you want to know how your company's exports of a particular commodity compares to the amount exported by all Canadian Companies, We can provide you with the total quantity and \$ value exported of that commodity.

Online Searching - General Overview and Products

Our meeting held September 16, 1992, was well attended by 30-35 people. The workshop consisted of presentations by Jenny Cockran of Informart, Marilyn Hertz of Info Globe and Louis Grady of Micromedia. All three presenters gave information about their products and services. TALTA members had many questions and seemed to find the session informative and interesting. After the meeting, the presenters remarked that they really enjoyed the evening and meeting with TALTA members.

Respectfully,
Jacqueline Peacock

Faxed Daily Service

- The Daily contains the most current data released from all Statistics Canada surveys.
- this service ensures early knowledge of information released each day, the major findings and announcements of reports and reference papers.
- we guarantee delivery (by fax) between 8:30 & 9:30 on the day of release of opposed to a 2-day turnaround period of the regular mailed subscription.

Special Retrievals and Statistical Reports

- Ad Hoc retrievals save you time. Our specialized officers quickly gather facts from numerous sources.
- consolidation of the data into the format you require.
- reports provide any of the following: annual averages, year-to-date figures, percentage changes, sums of various series.
- medium of your choice (paper or diskett).

Submitted by Sandra Lee McIntyre
Statistics Canada, Ontario Region

METROPOLITAN TORONTO REFERENCE LIBRARY

Library offers health information service

Last spring the Metropolitan Toronto Reference Library opened a new walk-in reference health information service. The service offers books, magazines, newspaper clippings, brochures from health organizations and computer databases on health and medications. It is a joint project of the University of Toronto, the Consumers' Association of Canada, The Toronto Hospital and the library.

Located on the 2nd floor (across from the elevators) the walk-in service is available on Monday, Tuesday, Thursday and Friday from 12pm - 4pm, Wednesday from 4pm - 8pm and Saturday afternoons from 1pm - 5pm. For telephone inquiries, call (416) 393-7056 (messages can be left) or fax: (416) 393-7181

3RD ANNUAL "COMPUTERS IN LIBRARIES" CONFERENCE

Monday October 19, 1992

RESOURCE SHARING IN CANADA AND ACROSS THE BORDER

1. The future of Canadian - American ILL

by Leslie Morris, Niagara University.

Mr. Morris talked about the changes ILL service has undergone with automatization especially with UTLAS, DOBIS, and OCLC. He compared the lending practices of major libraries (Government and Academic) in different parts of Canada. What he compared was who borrows from Canadian Locations and who goes to the USA.

2. Cross-border Shopping: Resource Sharing Between Canada and the U.S.

by Cathy Maskell, University of Windsor

Ms. Maskell discussed the lending practices of Canadian Academic Libraries to USA libraries and USA patrons. She sent out questionnaires to these libraries. Some of the questions she asked were: "what material can they borrow", "what is the borrowing period", etc.

3. Resources Sharing in Canada: UTLAS Initiatives with Schools, Universities, and Commercial Organizations.

by Deborah Wallace, UTLAS

Ms Wallace presented on the following topics: database reconstruction, Refcats, Document Delivery, OCLC Network Agreement, and Auto-Graphics Partnership.

Document Delivery - Tuesday, October 20, 1992.

1. Document Delivery: Converging Standards and Technology

by Gary Cleveland, National Library of Canada

Mr. Cleveland talked about external networks, local EDD systems, document input. information resources, document production, user workstations, network technologies, and communication protocols.

Respectfully
Marion Greer,
Glaxo Canada Inc.

NEW PUBLICATIONS

Available from: CLA, 200 Elgin St., Ste. 602, Ottawa, Ont. K1P 1L5 or phone (613) 232-9625 / fax: (613) 563-9895.

"Guidelines for the Education of Library Technicians"

A useful guide published by the Canadian Library Association to promote excellence in the training and education of library technicians. A series of self-study questionnaires are included which help in the evaluation of students, budget, faculty, library facilities and curriculum. Revised by the Task Force on the Professional Review Process for Library Technicians in Canada 1991.

ISBN: 0-88802-263-8 \$10.00

Origins, Content and Future of AACR2 Revised ALCTS Papers on Library Technical Services and Collections

Origins, Content and future is presented in three parts; the first part discusses the contents of the 1988 Revisions, the second delineates the contents of the revision. The third part is a symposium on the future of the AACR featuring a contribution from Michael Gorman, editor of AACR2.

ISBN: 0-8389-3405-5 \$26.00

Directory of Programs for the Training of

LIBRARY/MEDIA TECHNICIANS

7th Edition

Edited by Raymond G. Roney
\$30.00

The directory contains information received from respondents of educational institutions in the United States and Canada offering programs for the training of library and media technicians. Each entry contains degree and enrolment information, location, name of person in charge, statement of purpose, and a listing of course offerings.

For further information or to order, please write to: COLT Publication Chair, P.O. Box 951, Oxon Hill MD. 20750

JUST TO LET YOU KNOW

Remote access to **VICTOR**, the University of Victoria Libraries online catalogue is now available. Students, Faculty, and others who have access to either personal computers and modems or to mainframe terminals can now connect to the mainframe and search **VICTOR** at home or in their offices. **VICTOR MAIN** contains records for over 550,000 books, serials, and other materials processed by the McPherson Library since 1978. **VICTOR LAW** contains about 76,000 records for books processed by the Diana M. Priestly Law Library since 1988. A brochure of Logon instructions is available from Betty Gibb, Communications Librarian, University of Victoria Libraries, P.O. Box 1800, Victoria, B.C. V8W 3H5 (Envoy: VI/U.VIC or fax (604) 721-8215 or Tel: (604) 721-8213).

The Office of the Leader of the Opposition (federal) is offering a computer Bulletin Board Service (BBS) containing speeches, transcripts, agendas, press releases, excerpts from Hansard, reports and background papers, etc. Needed are at least 640 Kb of memory, a 1200 or 2400 baud modem and communications software. The OLO Bulletin Board number is (613) 943-2649 and long distance telephone charges apply outside the local Ottawa area. For further information, contact Debra Davis, Director, Special Communications Projects. (613) 995-6162.

Institutions with undergraduate and graduate library science programs can now access, free of charge, 25 Wilson databases through the **WILSONLINE** Online Retrieval System, for use in reference service instruction and training courses. Free online access to the Wilson databases will also be available through OCLC's **EPIC** system. For more information, contact Michael Page, the H.W. Wilson Company, at (800) 367-6770, ext. 2272.

Now available on Infomart Online **CTV News (BCTN) and Current Affairs (BCTA)**. Broadcast transcripts from the following CTV programs are now available. Starting from September 1, 1991, **CTV News and Canada AM**. Starting from September 1, 1992 **W5 and Question Period**. **PRICING:** \$3.00/minute, Document Fees: News: \$5.00/ea, Current Affairs: \$10.00/ea. If you would like to include these sources in your Current Media Monitoring package, call **Infomart's Client Services** at 1-800-668-9215 (in Toronto call 442-2198) for assistance.

Interlibrary Loans with John Jackson

TALTA's October meeting was an informative presentation on Interlibrary Loans by John Jackson from the Ontario Cancer Institute Library. John Jackson has been a presenter at several workshops on ILL and has written numerous articles on the topic. As a Senior Technician in a medical library, John shared some valuable tips and demystified the ILL process.

Libraries are currently faced with a dynamically changing environment. There has been a plethora of new technology that libraries have had to adapt to. New technologies include electronic messaging (i.e. Envoy), Bulletin Board Systems, international networks (i.e. InterNet) and of course online searching and fax machines. These new technologies have not only enhanced the provision of ILL service, but have forced libraries to coping with increasing costs of maintaining these systems. Libraries have also had to deal with the advent of end-user searching and an increase in the number of commercial databases available.

A major impact on interlibrary loan service has been the continual rise of journal subscriptions. As libraries are faced with static or declining budgets, we are left to cope with increased costs of 5-20% a year in subscriptions. Cutbacks in subscriptions have put added pressure on ILL departments. John Jackson focused on how to become more resourceful as we emerge from the "greedy eighties". He gave insight on how to cope with increased user needs v.s. limited resources.

The primary areas for providing enhanced interlibrary loan service are education, systems and personnel.

Education not only requires educating our users; but also educating ourselves. Education in ILL requires knowing your collection as well as the collection of other libraries you deal with. It is a good idea to monitor ILL traffic to develop your collection (ie. track heavily used journals and buy subscriptions to these). Educating users on the benefits and limitations of interlibrary loans is also crucial. John suggests being upfront with users when you are unable to provide them with an ILL request. Users should be educated on ILL services available through a brochure, newsletter or in-house orientation. These can all be accomplished relatively cheaply and quickly.

Informing administrators of ILL services is also crucial. They should know the ramifications of budget cuts. (i.e. cuts in the book budget will require an increase in the interlibrary loans budget.) A study done by Joanne Marshall, Faculty of Library and Information Science (U of T), indicates that major decisions made by doctors in hospital libraries have been the result of information provided by the library. (Rochester Study, 1991) Administrators should be informed of the value of such services and the impact on decision-making.

Systems are the second crucial component to effective interlibrary loans. Systems not only include the computer software/hardware available to us but the networks which exist among libraries. The Ontario Cancer Institute Library is a member of the Health Sciences Information Consortium of Toronto. The consortium has been effective in determining what constitutes a core medical collection and in providing members with ILL assistance.

Other "human systems" include library associations and fellow graduates.

The marketplace provides libraries with many viable ILL systems and networks to choose from. These include OCLC, CAN/OLE, FAXON, Interlend, and BILL. The Ontario Cancer Institute also uses a number of electronic messaging systems including Envoy.100 and InterNET. The library has also made efficient use of the B.I.L.L. (Batch Interlibrary Loan) System to cut down on costs. B.I.L.L. is unique in that it not only reduces costs, but also sends batch interlibrary loans after-hours. Interlend software has not only reduced keyboard entry, but also creates journal lists and a patron file.

Personnel is the final key to successful interlibrary loans. Interlibrary loans require an individual who has good judgement, maturity and is knowledgeable in the subject area. The ability to assign priority to user's requests is a learned skill.

The session was well attended and John provided very interesting handouts.

For a copy of "Current Status and Future Developments of ILL : Selected References" or more information on Interlend and B.I.L.L. Systems please contact John Jackson at (416) 926-4482.

Submitted by **Angela Carito**
Coopers & Lybrand, Information Centre

NEWS FROM THE NATIONAL LIBRARY OF CANADA

ROMULUS

A complete CD-ROM system for locating serials and ordering documents from Canadian Libraries

Romulus combines more than 200 000 records from the:

- Union List of Serials in the Social Sciences and Humanities
- Union List of Scientific Serials in Canadian Libraries
- Union List of Canadian Newspapers
- CISTI Serials List

Romulus turns your PC into a multi-functional workstation for searching, ordering documents, checking factual information and down-loading cataloguing copy.

CUSTOMER SERVICE

Romulus comes with an easy-to-use manual and a quick reference card. An all-in-one-support service will be available for registered users of Romulus.

Software developed by Online Computer Systems, Inc., Germantown, Maryland.

If you would like more information about Romulus, please write to:

CISTI
National Research Council Bldg. M-55
Montreal Road, Ottawa
K1A 0S2
or FAX (613) 952-9112

Request for Change in Membership Record

Name of Member: _____ phone: Home Work

REQUESTED CHANGES

Name: _____ New #: _____

Address: Home Work Other: _____

_____ Effective Date: _____

Mail To: TALTA, 1071 Woodbine Ave. #411, Toronto M4C 4C2

Travelling ILL workshops-NLC

In a push to increase awareness of their services, the National Library of Canada's (NLC) interlibrary loan division (ILL) is planning to hit the road — figuratively speaking. The NLC is going to set up a series of travelling ILL workshops for those who have neither the budget nor the time to attend the usual open house in Ottawa, Ontario. Upon request, the division will send both the materials and the personnel for a .5 day ILL workshop to tie in with other local and regional conferences and events.

The workshops are aimed to help people understand how the NLC service works and it will be a hands-on explanation of the script replies which users find mystifying. The details have yet to be worked out, but the NLC will essentially pick up the tab, at least as far as travelling expenses go. The first workshop is aimed for the spring with one or two more throughout the upcoming year. Anyone organizing a conference, meeting or workshop where such a presentation would be of interest is invited to contact Division Assistant-Chief Huguette Lussier Tremblay at the National Library of Canada for further details.

... In touch with
TALTA

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P.O. BOX 441, DON MILLS, ONT. M3C 2T2
