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Abbey Market Post Office Box 76010 1500 Upper Middle Road West Oakville, Ontario L6M 3H5

# NEWS LEGIES NOUVETTES

Association des Bibliotechniciens de l'Ontario

#### From the Editor

The OALT/ABO 22nd Annual Conference is just around the corner. The Thunder Bay Regional Branch has done an excellent job in organizing the conference. The workshops will offer a valuable opportunity for learning about today's cutting-edge technology. We hope to see you all at Interconnections '95, May 24-28, in Thunder Bay.

This issue of Newsletter/Nouvelles is the last for this publishing year and my final one as editor. My two years at the editors desk have been a challenging and rewarding experience. Brahm Gilman (TALTA), who you have all come to know through his regular column "Review Corner", will begin a two year editorialship in the Fall. I wish Brahm all the success in leading our publication into the future.

In her continuing quest to learn the origins of the OALT/ABO, Mary Grace Stewart (OALT/ABO Public Relation Co-ordinator) was back on the interview trail recently. She met with Liz Aldrey (Lohania), a founding member of OALT/ABO and a

recipient of the Presidential Award in 1985. It was people like Liz, Doug Wilford (see Winter issue), and their colleagues, whose vision and dedication paved the way for our association to become the vibrant and professional one it is today.

Also, in this issue Susan Schulz (TALTA) shares some ideas about dealing with stress, Sudbury Regional Branch respond to the *Information Literacy and Equitable Access* draft document, and the National Library of Canada publishes new inter-library loan guidelines.

Plus, we have "Review Corner", the "OALT/ABO Internet Forum", regional events, *Membership Directory* changes, professional development, and other notable news.

That about wraps it up for me. It's been a lot of fun. I want to thank you all for your support over the last two years. Have a happy, healthy and safe summer!

Brady Leyser, Editor

#### Information to Contributors

The editor welcomes any articles or news items of interest to the Library Technicians of Ontario. Contributions can be sent by post, fax, or e-mail. Please include your full name, telephone number, and regional affiliation. French translation of official executive business is provided. Otherwise, publication will be in the language of submission.

Newsletter/Nouvelles Editor, Brady Leyser, Manager of Information Resources, Young & Rubicam Toronto 60 Bloor St. West, Suite 800, Toronto, ON M4W 1J2 Telephone: (416) 324-2020, ext. 2264, Fax: (416) 961-7890

Internet e-mail: Brady@inforamp.net



# President's Message

How are you keeping up with metaphors, let alone the technological progression, facing our information based profession? Just when I was beginning to understand the overworked phrase "information highway" -- having just declared myself a "Newbie" with my own e-mail address -- I find myself caught up with new phrases as I join others in "surfing", "cruising" and "browsing" the Net."

"Are you personally ready for the future and prepared to deliver library service in an information rich society?"

Clients comfortable accessing "news groups" and the World Wide Web expect the information revolution will have transformed their traditional purveyor of information into a ubiquitous, networked multi-media library. I know that my library does not meet these expectations. Does your library? Also, are you personally ready for the future and prepared to deliver library service in an information rich society?

More than ever it is important that technicians recognize the new attitudes and skills necessary in a networked environment, and actively engage in retraining and education. It is vital that we adopt strategic thinking so that we recognize the current and potential information needs of our library clientele plus target our services and resources accordingly. As highly trained information specialists we need to exploit our competitive advantage and position ourselves accordingly both within our library, plus the electronic community. We should be among the first to know how to use the new forms of technology while maintaining our professional commitment to service, quality, access and universality. In other words, we need to reach for and embrace the future, and in getting ready for it we must get "connected" and learn how to meet the challenges of an information society.

> "We should be among the first to know how to use the new forms of technology while maintaining our professional commitment to service, quality, access and universality."

In preparing for the next wave of metaphors I intend to get connected, involved and become more knowledgeable. The ideal opportunity for OALT/ABO members to do this is at our Annual Conference, and I'm going to do just that at Interconnections '95. See you there!

Marian Doucette, President



TALTA Elects 1995/96 Executive

(Top row, left to right) George Zandona - Publicity Co-ordinator, Aileen Fisher - Vice-President, Susan Scholz - Secretary, Joanne O'Driscoll - President, Marilyn Meyer - Job Placement Liaison, Angela Carito-Walmsley - Treasurer/Memberships, absent, John Smith - Newsletter Editor, Donna Ladouceur - OALT/ABO Board of Directors.

# 1994/95 OALT/ABO Executive

#### Marian Doucette, President

A Fanshawe College graduate with a B.A. from the University of Western Ontario, Marian has been an active member of OALT/ABO for many years. She is presently employed as Information Services Co-ordinator at the Huron County Library in Goderich and enjoys being an EXCEL tutor for the Southern Ontario Library Service. (Lohania)

#### Susan Bourdeau, Vice-President

Susan is a graduate from Algonquin College and is employed by the National Library of Canada in the Collection Management Division. She is part of a team which oversees the newspaper collection held by the library. She also works with the Canadian Government document collection and the Foreign and International document collections. Susan is long time member of OALT/ABO and has held several positions on the Ottawa regional executive board. (Ottawa)

#### Penni Lee, Secretary

Penni is a graduate of Seneca College. She is currently the Senior Library Technician with the Ministry of Finance Library in Oshawa. Penni has been an active community volunteer and is now turning her attention to OALT/ABO. (TALTA)

#### Theresa Kennedy, Treasurer

Theresa holds a B.A. from the University of Western Ontario and a Library Technicians Diploma from Lakehead University. Presently, she is Assistant Librarian at Weir & Foulds, a Toronto law firm. The position is changing and becoming more technological, administrative and reference oriented. Theresa is busy with work, a new house, a new city and fun things like curling and volleyball. (TALTA)

#### Mary Grace Stewart, Public Relations Co-ordinator

Mary is a graduate of Sheridan College. She is currently working as a Library Technician at the Canadian Standards Association Information Centre in Rexdale. Her responsibilities include cataloguing, serials and reference work. Mary has been an active member of various committees in the Swansea Village Co-op, where she currently resides. Her interests include cross-stitch, reading, movies, and cats! (Halton-Peel)

# OALT/ABO Member Profile - Liz Aldrey

by Mary Grace Stewart
(OALT/ABO Public Relations Co-ordinator)

I recently met with Liz Aldrey to find out about her role in the formation of OALT/ABO.

Liz's involvement in OALT/ABO began with a phone call from her childhood friend Doug Wilford.

She remembers attending many long meetings prior to the formation of OALT/ABO at Impact '74. It was not unusual for the committee to meet early Saturday morning and work until late Saturday night. They often would re-convene on Sunday! In fact, Liz took the minutes at the seminar held at Humber College in 1973.

At these meeting, everyone learned a great deal about constitutions, incorporation of a non-profit organization and "Robert's Rules of Order."

Liz has been on the Board of Directors at the provincial level, but has been mainly involved at the regional level. She has been involved in editing newsletters (provincial and regional) and has served on the provincial Presidential Award Committee.

The history of the Lohania region is quite interesting and confusing! Lohania is a combination of three names, London (LO), Hamilton (HA), and Niagra (NIA), thus Lohania.

In 1973 the two branches were Hamilton and Niagra region. The London regional branch was formed shortly after the first OALT/ABO conference.

# "The history of the Lohania region is quite interesting and confusing!"

When Hamilton branch folded, the members joined Halton-Peel. The London regional branch folded in 1981. Thus, the remaining Niagra region felt that the name was no longer appropriate as members from the Hamilton and London regions were now also part of Niagra. The idea for Lohania came from the amalgamation of all three names.

#### Lohania has hosted three OALT/ABO conferences:

- Moving Right Along, 1977 (London regional branch)
- Branching Out, 1981 (Niagra regional branch)
- Kaleidoscope '89 (Lohania regional branch)

Liz Aldrey is a graduate of Niagra College. Upon graduation in 1971, she worked at St. Joe's School of Nursing. In 1973, she moved to Mohawk College, where she has remained. Her position as an audiovisual Library Technician in the Health Sciences Library Resource Centre is an interesting and busy one!

Liz's own words describes her position best: "As the audiovisual Library Technician, I am responsible for a wide range of activities related to nonprint materials. These include: conferring with faculty on selection, acquisition, cataloguing, processing, reference, circulation, serving on campus committees related to resources, and trouble shooting problems with audiovisual, computer programs and equipment."

Her dedication to her job is evidenced by an award she received in the Fall of 1994. Her peers at the college nominated her for the "Health Sciences Continuing Education Appreciation Award." According to Liz, the staff had a difficult time getting her to the awards presentation without letting "the award out of the bag." She did eventually arrive and the award was presented!

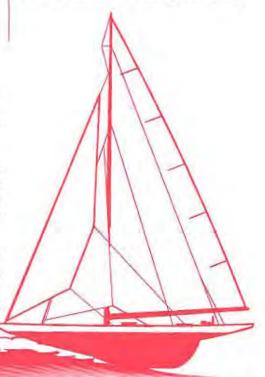


When discussing her job at Mohawk, it is evident that Liz is hard working and dedicated to her job. She had many interesting stories to tell of patrons and their difficulties. The one issue which is presently causing problems is the theft of computer chips and programs from the Resource Centre. Hopefully, the installation of camera monitors will help to resolve this problem.

Liz's favourite pastime is sailing. We had quite a discussion about her involvement in the Hamilton Bay Sailing Club. It is a cooperative club, where all the members pay the same fee. Liz teaches "new" sailors, has edited the club newsletter and has been President. She can be found at the Club at least three times per week, even in the winter months.

Her other love is curling. She curls at the Dundas Granite Club in Dundas and has been actively involved in the club's activities.

I enjoyed my evening with Liz and learning from another perspective about the early years and formation of OALT/ABO. From all accounts it appears that the formation was an arduous but rewarding undertaking.



# OALT/ABO 22nd Annual Conference, May 24-28, 1995

# Lakehead University, Thunder Bay, Ontario

We are just around the corner from conference time. Should you need an additional information please contact: **Judy Sennett**, (807) 625-6713 (w) (807) 983-2205 (h), (807) 623-4491 (fax); **Helen Heerema**, (807) 475-6208 (w) (807) 767-4987 (h), (807) 768-1526 (fax)

Interconnections '95, OALT/ABO,

Thunder Bay Regional Branch, P.O. Box 2305 Thunder Bay, ON P7B 5E8



# Workshops

# Thursday AM, May 25/95

- Book Repair
- Document Delivery Services at CISTI
- Making Meetings Work
- Optimizing Access to Information Resources Using Emerging Technologies
- Violence in the Workplace: Dealing with Anger and Aggression

# Thursday PM, May 25/95

- CISTI's Virtual Library Concept
- Electronic Document Delivery: "Access vs Ownership" Meets the Virtual Library
- \*How May I Help You? Customer Service in the Library
- The '91 Census CD-ROM & More
- The Role of the Teacher Librarian

# Friday PM, May 26/95

- Electronic Publishing: A Look at the New Tools That Make Electronic Publishing As Easy As Using a Word Processor
- It's More Than Language: Cultural Sources of Misunderstanding
- Like a Kid in a Candy Shop: Evaluating CD-ROM Products
- Marketing Your Information Service
- Reviving the Reference Department
- Who's Been Reading Your E-Mail? Privacy and Security on the Internet

# Saturday AM, May 27/95

- Information Orienteering: Teaching Users to Navigate the Information Maze
- Introduction to CD-ROMS

- Managing Stress: The Challenge of Change
- The Power of One:

  Tactics for One-Person Librarianship

#### Saturday PM, May 27/95

- Interlibrary-Loan & The National Library of Canada
- An Introduction to the World of Internet
- Painting the Numbers

# Update

There is no shuttle service from the airport to the Avila Centre, Lakehead University. Taxi fare is approximately \$15-\$20. Address is Avila Centre, 670 Reaume St., Thunder Bay.

Meal plan - Please use the full meal package. Conference services (Lakehead University) quoted an error in the single meal plan.

#### ABM and Elections

The Annual Business Meeting will be held on Friday, May 26, from 9:00 a.m. - 12.00 noon. The 1995-96 OALT/ABO Executive will be elected at the ABM.



# Future OALT/ABO Annual Conference Hosts

- 1996 Huronia Region
- 1997 TALTA Region
- 1998 Lohania Region

# STRC55

# Coping with Library Workplace Stress

by Susan Scholz (TALTA)

[Reprinted from ...In touch with TALTA, v. 25, Spring 1995. Published by the TALTA Region of OALT/ABO.]

The last meeting of TALTA's 1994-95 membership year tackled this timely and topical issue. We were very fortunate to hear from two articulate and entertaining speakers: Linda Eng (Library Technician, McCarthy Tétrault Library), and formerly with the Metro Toronto Reference Library, discussed her experiences with stress in these two different types of libraries; Jennifer Bayne (MLS, Manager of Library Services, Fudger Health Sciences Library, Toronto General Hospital) discussed various sources of stress in our lives, not only those generated by our work environments.

The question and answer session that followed resulted in further discussion of stress-reducing techniques used by the speakers and members of the audience.

#### They include:

- · don't let the stress of others transfer to you
- maintain a professional relationship with co-workers and avoid personality clashes
- remember, you can't change another person's bad habits, only your own
- · prioritize jobs, organize workflow
- · always do your best work
- hone your communication skills and use them in stressful situations
- · always be courteous to clients and staff
- · be adaptable
- take time during the day to stretch your spine, flex your shoulders, loosen up your neck
- laugh: share a joke or furny situation -this is a tried and true stress reliever
- · talk over a problem with a friend or two
- remove yourself from the workplace for awhile: go for a walk during lunch
- · don't take your work home
- practice regular physical exercise of your choice: walk, curl, garden, chop wood, etc.
- engage in revitalizing personal activities outside your work and family life: paint sunsets, sing in a choir, save trees, etc.
- indulge yourself when stressed: take a long, luxurious bath, dine with a friend, escape into a great movie or book, forget the laundry and play with the dog instead, plan a mini-vacation, etc.

# Additions to Directory

ANDERSON, Jill 122 Schotchpine Cres. London, ON N6G 2E3 U.W.O., S.L.I.S. LOHANIA

BECKFORD, Orlena 9591 Midfield Cr. Windsor, ON N8R 1W9 (519) 735-3168 LOHANIA

BODROGI, Esther 428 Lumsden Avenue East York, ON M4C 2L7 (416) 690-2154 TALTA

BRINKHOF, Pat 24 Cronyn Street Woodstock, ON (519) 421-3607 LOHANIA

CAMPBELL, Patti 151 Nottawasaga Orillia, ON L3V 3J9 (705) 329-1743 TALTA

CHENEY, Ronn
28 Allendale Road
Brampton, ON L6W 2Y8
(905) 457-3237
Price Waterhouse
(416) 365-8221
(416) 947-8912 (fax)
TALTA

CLIFFORD, Sarah
40 Church Street
Brampton, ON L6X 1H3
(905) 459-5497
CIBC Business Information Centre
(416) 861-3819
(416) 861-3666 (fax)
TALTA

COLLING, Anne
2013 Mountain Grove Avenue
Burlington, ON L7P 2H6
(905) 335-1876
Halton Board of Education
(905) 878-2839
Halton Peel

DONN, Donna 67 Caruthers Crescent Barrie, ON L4M 6A3 (705) 721-5682 Georgian College (705) 722-5139 HURONIA

ELLIOTT, Elizabeth 101-115 Tyndall Avenue Toronto, ON M6K 2G3 (416) 531-6539 IAPA Information Centre (416) 506-8888 TALTA

FENNER, Bev c/o NLSS P.O. Box 40 Forest, ON NON 1J0 (519) 786-6550 LOHANIA FILBERTO, Lucy 58 Frey Crescent Scarborough, ON M1B 2C8 (416) 755-0277 TALTA

FORBES, Darlene 1299 Huron Street E1101 London, ON N5Y 4M1 (519) 453-4987 LOHANIA

GLAS, Linnea 1228 Hamilton Road London, ON N5W 1B2 (519) 453-4729 FAXON Canada (519) 472-1005 x257 LOHANIA

GONSALVES, Deborah RR #1 Elmvale, ON LOL 1P0 (705) 322-1748 HURONIA

GRAHAM, Pat 86 Stonebriar Drive Nepean, ON K2G 5Y1 ORB/SRO

IRWIN, Jeff 308 Egerton Street #3 London, ON N5Z 2G7 (519) 451-4429 LOHANIA

JAGNANDAN, Elaine 711 Finch Avenue West #311 Downsview, ON M3H 4X6 (416) 630-7952 TALTA KENNETT, Karen c/o Hamilton Law Association 50 Main Street Hamilton, ON L8N 1E9 (905) 522-1563 (905) 572-1188 (fax) LOHANIA

LAFLEUR, Liliane Reid 83 Lourdes Gatineau, Quebec J8T 4M3 (819) 561-6935 Canadian War Museum (819) 776-8608 (819) 776-8623 (fax) ORB/SRO

LEBLANC, Larry 536 Windermere Road London, ON N5X 2T2 (519) 642-2247 LOHANIA

LINTON, Judy 135 Connaught Ave #210 London, ON N5Y 3A2 (519) 455-8931 LOHANIA

LYONS, Lisa 207-210 Grand Avenue London, ON N6C 1L7 (519) 438-2667 LOHANIA

MCLAUCHLIN, Dianne 628 Canfield Place Shelburne, ON LON 1S2 (519) 925-3969 New Tecumseth Public Library (705) 435-5651 HURONIA Metro Toronto Reference Library Serials Unit 789 Yonge Street Toronto, ON M4W 2G8 (416) 393-7048 (416) 393-7229 TALTA

MORRELL, Margaret 2 Torbolton Drive #11 Rexdale, ON M9W 3Y2 (416) 745-1506 CSA TALTA

MORTIMER, Mike 4 Pheasant Court Orangeville, ON L9W 4K1 (519) 941-8774 St. Teresa's Elementary School Halton Peel

MORTON, Kathryn RR #4 Mount Brydges, ON N0L 1W0 (519) 264-1988 Faculty of Medicine, U.W.O. (519) 661-3445 (519) 661-3797 (fax) LOHANIA

MURPHY-BRENNER, Patricia 12 Vine Cr. Barrie, ON L4N 2B3 (705) 726-2160 Georgian College HURONIA

NAPPER, Beth 543 Niagara Street Wyoming, ON N0N 1T0 (519) 845-0792 LCCVI (519) 882-1910 LOHANIA NICKLES, Lee Ann 393 Brooktree Drive RR #1 Corunna, ON NON 1G0 (519) 862-2146 Lambton College (519) 542-7751 LOHANIA

OAKES, Dale 6 Follis Avenue Toronto, ON M6G 1S3 (416) 534-2623 Hugh MacMillan Centre (416) 424-3855 x3553 TALTA

PAYNE, Pamela RR#5, Stn. Main Georgetown, ON L7G 4S8 (905) 877-8340 Halton Hills Public Library (905) 873-2681 Halton Peel

PENSOM, Carolyn Box 1638 Deep River, ON K0J 1P0 (613) 584-4413 Petawawa National Forestry Institute (613) 589-3064 (613) 589-2275 ORB/SRO

PHENIX, Kathryn 602 - 412 Eglinton Avenue East Toronto, ON M4P 1M1 (416) 481-6170 Royal Bank Information Centre (416) 974-5775 (416) 974-0135 (fax) LOHANIA RAY, Wayne P.O. Box 340, Stn. B London, ON N6A 4W1 (519) 433-8994 LOHANIA

SITTMAN, Gisela 1312 Canford Cr. Mississauga, ON L5J 3N1 (905) 822-7328 Mississauga Central Library (905) 615-3564 Halton Peel

SMITH, Donna 165 Kozlov Street Barrie, ON L4N 7M8 (705) 734-9231 CIBC Information Centre (416) 784-8484 (416) 784-7989 (fax) TALTa

SUFFEL, Sharon 17 South Street West Aylmer, ON N5H 1P9 (519) 773-2364 St. Joseph High School (519) 631-2394 LOHANIA

TAYLOR, Sherry 1906 - 50 Graydon Hall Drive North York, ON M3A 3A5 (416) 441-1782 TALTA

VANDENHEUVAL, Kathi P.O. Box 54 Brigden, ON NON 1B0 (519) 864-1323 Lambton College (519) 542-7751 x439 LOHANIA Wencer, Janet c/o Sidney Liswood Library Mount Sinai Hospital 600 University Avenue Toronto, ON M5G 1X5 (416) 586-4614 (416) 586-4998 (fax) TALTA

Wilson, Joy
511 - 131 Minerva Avenue
Scarborough, ON M1M 1W1
(416) 267-9908
TALTA
Wright, Barbara
182 Dalewood Avenue
Halmilton, ON L8S 1Z4
(905) 529-7371
wrightbl@fhs.csu.mcmaster.ca
Hamilton Wentworth Dept. of Public
Health Library
(905) 546-3533
(905) 546-2856 (fax)
LOHANIA

# CHANGES/CORRECTIONS TO ADDRESSES/NAMES

DEARNESS, Karin c/o St. Joseph Hospital Library 50 Charlton Avenue East Hamilton, ON L8N 4A6

FRANTILA, Anna-Liisa 165 Rushton Road, Main Floor Toronto, ON M6G 3H9

LAND, William
Noble Towers
39 Barrie Road West #60
Orillia, ON L3V 6M3
Orillia-Huronia Regional Centre
(705) 326-7361 x2441
HURONIA

LAPIER, Cathy Box 123 Brigden, ON NON

MARQUIS, Diane Box 436 Greenwood, NS B0P 1N0

MCDONALD, Laurie 159 Gilies Street London, ON N5Z 2V9

PATRIDGE, Geoffrey 2 - 119 Eglinton Avenue West Toronto, ON M4R 1A4

RECOSKIE, Roseanne 573 College St., Unit 5 Timmins, ON P4N 7Y9 (705) 274-0291

# The OALT/ABO Internet Forum

#### OALT/ABO To Go Online

Mary Grace Stewart and Susan Morley have prepared a draft of the OALT/ABO menu to be set up on the HALINET. Regional Directors will be taking this draft back to their regions for input. Guidelines need to be implemented, as well as responsibility for maintenance. Your suggestions and comments are essential to ensure the OALT/ABO has a professional look and presence on the "Net".

## Advertising on the Internet

Love it or hate it, Internet Advertising is one of the hottest topics in the advertising and marketing world. Companies and agencies are scrambling to become part of the phenomenon growth of World Wide Web sites. It is now estimated a new web site goes online every 20 seconds. The industry is only now beginning to understand that traditional forms of advertising simply do not work on the Internet. Those who will succeed must design interesting, interactive, informative, entertaining and educational sites to attract the information based Internet community. If they don't, they will be lost in cyberspace forever!

# Further reading:

#### Books

Hoge, Cecil C. The Electronic Marketing Manual: Integrating Electronic Media Into Your Marketing Plans. Whitby, McGraw-Hill Ryerson, 1995.

Keeler, Len L. Cybermarketing. New York: AMACOM Books, 1995.

Strangelove, Michael, with Aneurin Bosley. How to Advertise on the Internet: An Introduction to Internet Facilitated Marketing and Advertising. Ottawa: Strangelove Enterprises, 1994.

#### Journals

Advertising Age. (W)

-Runs a regular column entitled "Interactive Media and Marketing."

The Internet Business Journal. (m)

-Currently running a monthly series entitled "Internet Advertising Review."

#### Internet World. (m)

-May issue is devoted to Internet advertising and marketing.

# Around The Regions

(Editor's Note: This column is intended to inform OALT/ABO members of events in other regions. Since the publication schedule of the newsletter is only three times per year, often dates of events have passed.)

#### Halton-Peel

March 20, 1995 - The Annual Business Meeting was held. Regional Director: Donna Martin

(905) 791-2400 (w), (905) 846-9228 (h)

#### · Huronia

March 25, 1995 - The Annual Business Meeting was held at the Dufferin County Museum and Archives.

Regional Director Judy Koenig (705) 445-1571 (w) (705) 444-11176 (h)

#### · Lohania

March 25, 1995 - The Annual Business Meeting was held at the London Psychiatric Hospital, George E. Jenkins Library.

Regional Director Vicki Lisowyk

(519) 451-2500 ext 2172 (w), (519) 268-2160 (h)

#### Ottawa

Feb. 23, 1995 - Freelance Cataloguing, presented by Nancy Moynihan was held. Regional Director Ann Censner (613) 995-7369 (w), (613) 230-3192 (h)

#### Sudbury

March 26, 1995 - The Annual Business Meeting was held at the Sudbury Board of Education, Media Centre. Regional Director: Christine Greffe (705) 524-7333 (w), (705) 525-5518 (h)

April 22, 1995 - Financial Planning for Women, presented by Allison Size (Midland Walwyn Capital) was held at Cambrian College.



Brahm Gilman, TALTA Region, is the incoming OALT/ABO Newsletter/Nouvelles Editor. Good Luck Brahm!

#### TALTA

March 30, 1995 - The Annual Business Meeting was held at the Toronto Metropolitan Reference Library.

Regional Director Donna Ladouceur (416) 393-7192 (wi. (416) 920-6873 (h)

## Thunder Bay

March 29, 1995 - The Annual Business Meeting was held at Pagoda Gardens.
Regional Director: Helen Hyvarinen (807) 343-4351 (w) (807) 767-3679 (h)

# Brady@Inforamp.net

Our Association tries to be thorough and up-to-date, and we rely on the information that we receive from you! Participate in the OALT/ABO Internet Forum!

# Lohania Student Award Winners



Larry Leblanc of Fanshawe College was presented the Lohania Student Award by Regional Director Vicki Lisowyk on Feb. 16, 1995. Kathryn Phenix (not in picture) of Mohawk College also received an award.

# Review Corner by Brahm Gilman

Brahm Gilman is Assistant Manager of Information Resources at Young & Rubicam Toronto.

Davies, Mark S., Nancy McGrath and Janelle McInnis. "Periodicals Price Index for Canada 1994: The Fourth Survey," Canadian Journal of Information and Library Science 19, no. 3 (Sept. 1994): 1-20.

This article is a good reference guide to the pricing history of periodical literature purchased by all types of libraries from 1989 to 1994. Included are cost projections for 1995. The intent is to help librarians make more informed decisions concerning their individual serial collections.

Canadian libraries are being plagued not only by shrinking budgets, but by escalating costs, and therefore, librarians must make difficult decisions when faced with the task of choosing which periodicals are to be acquired for their library.

"... librarians must make difficult decisions when faced with the task of choosing which periodicals are to be acquired for their library."

Sampling for this fourth annual survey involved 4,444 periodical titles. The ANSI standards and the Library of Congress classification scheme were used to give subject categories. As well, price information for the sample was compiled by Faxon Canada from its database for 1989-1994 basing them on subscription prices to institutions.

Also, in accordance with the ANSI standards, only the annual library subscription price of each title has been considered. All prices are in Canadian dollars.

The analysis of the data is clearly seen in the ten tables and seven figures which make up the Index. It is not surprising that the Periodical Price Index for this year again indicates that for each category of periodical has risen in the 1993/94 period. The authors indicate that, "the average price for a periodical subscription for the year was \$367.07, with an average 10.5% increase in price over the year before."

Briefly, Table 1 lists the subject categories of all 4,444 titles of periodicals and their Library of Congress numbers along with the percentage figures of each subject category. Table 2 shows the average subscription cost by subject for 1994 with the highest being for journals in the field of Chemistry at \$1, 673.24 and the lowest subscription price being Children's Periodicals at \$35.40. The authors point out, "this trend with regard to these particular categories has remained constant over the past five years." As you will see, the remaining periodicals range in price between \$56 and \$885. Table 3 represents the percentage of change in cost by subject for 1993/94. Again, one can see that all categories increased in price. Table 4 gives a percentage of change in cost by subject for 1989-94. In this table, we can see that Physics, Chemistry, Engineering, and Microbiology have exhibited the largest price increases during the five-year period, all of them having increased more than 90%. On the other hand, the authors state, "the smallest increase in prices have occurred in Trades, Children's, and Naval Science periodicals, all of which have increased by less than 30%."

# "the smallest increase in prices have occurred in Trades, Children's, and Naval Science periodicals"

Table 5 gives an excellent break out of cost history by subject and is one of the most in-depth of the tables. Interestingly, Table 6 shows that in 1993/94, the most expensive periodicals came from the Netherlands, while the least expensive came from Canada. Table 7 shows us that, the largest percentage increase for periodical subscriptions occurred in Japan, and the lowest percentage increase happened in Germany. Table 8 gives the reader a retrospective look, showing the percentage increases in prices for various countries of origin over the past five years. Once again, the Netherlands had the highest increase on prices, while Canada had the lowest. Figure 2 graphically demonstrates the differences in price increases for various countries of origin, while Figure 3 shows the increases in periodical prices over the past five-year period. Table 9 compares the Consumer Price Index to the Periodical Price Index using figures from Statistics Canada. These figures are graphically represented in Figures 4 and 5. The authors state that, "One of the main factors affecting serials acquisitions in Canadian libraries is the fact of fluctuating currency exchange rates. This is especially important since the majority of Canadian - purchased periodicals comes from foreign sources (about 82%)." Figure 6 illustrates the proportions of foreign periodical spurchased by Canadian libraries, and Figure 7 represents the 1994 foreign currency equivalents based on Faxon's January 25, 1994, data.



The authors give Faxon's prediction for the 1993/94 period and the results, as well as Faxon's predictions for 1994/95. Finally, the authors conclude with the statement, "although the prices of periodicals continue to rise, the percentage of that increase has lowered from last year's rate and is more in line with previous years' increases."

This survey is a must for anyone who needs to purchase, as well as understand how periodicals and subscriptions work for Canadian and American titles, along with those published elsewhere.

# Sudbury Responds

Response to the draft document by The Ministry of Education and Training on Information Literacy and Equitable Access submitted to OSLA Public Consulation Hearing, held in Sudbury on April 4, 1995, and to The Ministry of Education and Training by the Sudbury Regional Branch of the Ontario Association of Library Technicians/Association des Bibliotechniciens de L'Ontario (OALT/ABO)

Bette Gore, Paulette Burton

(Editor's note: Due to the length of this document we were not able to reprint the whole text, but only the "Recommendations" made. For the complete text please contact: Bette Gore or Paulette Burton at (705) 675-3028.)

#### Recommendations

- Make the document a ministry policy, not a guideline.
- Make it more obvious in the introduction and throughout the document that this is a Supplement To, not a replacement for, Partners in Action.
- 3. Add "library technicians" to the second paragraph of page 2 of the introduction.
- Set and enforce minimal staffing (and budget) requirements for teacher-librarians, library technicians, and clerical assistance dependent on school size.
- Ensure school staff, apart from teacherlibrarians, are adequately trained in modern technology so utilization of technology can be continued in classrooms.
- Educate and train teacher-librarians in selection, sequencing, set-up, and technology IN ADDITION TO their current training.
- Offer adequate training courses for teacherlibrarians and support staff, possibly along the lines of Niagra College's "Library Computer Network Operations (specialist)" program.
- Provide funding for materials and staff through grants, outright funding, or other creative means.
- 9. Work towards the development of community information centres by being responsible for public libraries (currently under the jurisdiction of Ministry of Culture, Tourism and Recreation) to enable full use of materials, buildings, and technology which will enhance education of all persons.

# **National Guidelines for Document Delivery**

by Carol Smale

(Director, Resource-Sharing Services)

[Reprinted from *National Library News*, v. 27, no. 2 (Feb. 1995): p. 8.]

Recent research¹ has indicated that interlibrary loan (ILL) service varies widely across Canada. Some libraries provide interlibrary loan as a standard service to their clients and attempt to acquire all requested materials for them as quickly as possible. Others actively discourage or even refuse ILL service to their clients. The majority of libraries lie somewhere between these two extremes. One of the reasons for this disparity may be a lack of understanding among library staff of exactly what is expected of them.

Partly in response to this situation, and following a recommendation from a study done by Peat Marwick (see "Interlibrary Document Delivery Study", NL News, vol. 25, no. 6, June 1993, p. 6), the National Library has developed document delivery guidelines for libraries in Canada. The guidelines were established in consultation with members of the Canadian library community, and cover such topics as turnaround time, request transmission method, shipping and handling of materials, methods of delivery, and statistics, for both borrowing and the lending library. They have been endorsed by the Canadian Library Association (CLA) and are being studies by the Association pour l'avancement des sciences et techniques de la documentation (ASTED).

Every library has its own particular clientele and resources, either or both of which may

influence its choices in methods of document delivery and/or requesting. We hope that the guidelines will provide a base from which libraries can develop their own service standards, and will assist libraries in knowing what kind of service to expect from each other. The ultimate goal of ensuring that clients receive the documents they want as quickly as possible will be accomplished more efficiently than ever.

The National Guidelines for Document Delivery are available free of charge to all Canadian libraries. If you have not already received a copy, you may request one from:

Marketing and Publishing National Library of Canada Telephone: (613) 995-7969

Fax: (613) 991-9871 TTY: (613) 992-6969

Internet: publications@nlc-bnc.ca

For more information or to comment on the *Guidelines*, please contact:

Client Services Coordinator Interlibrary Loan Division National Library of Canada 395 Wellington Street Ottawa, Ontario K1A 0N4

Telephone: (613) 996-7527

Fax: (613) 996-4424, TTY: (613) 992-6969

ENVOY 100: OONL.ILL.PEB Internet: illser@nlc-bnc.ca

<sup>1</sup> Francoise Hébert, "Service Quality: An Unobtrusive Investigation of Interlibrary Loan in Large Public Libraries in Canada", Library and Information Science Research, vol. 16, 1994, pp. 3-21.



Sudbury members meet at Rendez-Vous 1995 (Left to right) Bette Gore, Millie Cayen, Julie Rancourt, Lorrie Roberts, Paulette Burton, Linda Davis, and Brenda Vaillancourt.

# Regional Newsletters

**Huronia** • *Networks* - quarterly Editor: Janet Iles (519) 376-6623 (w), (519) 376-2105 (h)

**Lohania** • *Update* - quarterly Editor: Tania Sharpe (519) 352-0950 (w), (519) 351-6410 (h)

Ottawa • *tête-à-tête* - 3 per year Ed.: Linda Landreville (613) 722-7132 (w)

**Sudbury • Apropos** - 3 per year Editor: Jo-Ann Larose (705) 675-9192 ext. 343 (w), (705) 692-9886 (h)

Thunder Bay • Tech Talk - 3 per year Editors: Kathy Crewsdon (807) 345-6414 (h), & Margot Ponder (807) 767-6835 (h)

TALTA • ... In Touch with TALTA - quarterly. Editor: John Smith (416) 966-2402 (h), (Internet - jsmth@io.org)

# Professional Development

#### Annual Conferences

The Alberta Association of Library Technicians (AALT) presents Stayin' Alive in '95: Facing the Future Together, May 4-7, in Edmonton.

The Canadian Library Association (CLA) presents The CLA's 50th Conference: Your Golden Opportunity, June 14-18, in Calgary.

The Council of Planning Librarians (CPL) 36th Annual Conference will be held April 7-10, in Toronto. This is to be held in conjunction with the American Planning Association/Canadian Institute of Planners National Conference.

The Medical Library Association (MLA) presents Health Information for the Global Village, May 7-10, in Washington. This is to be held in conjunction with the International Congress on Medical Librarianship.

The Saskatchewan Library Association (SLA) and the Saskatchewan Library Trustees Association (SLTA) presents Strength in Diversity: Celebrating Saskatchewan Libraries, April 6-9, in Saskatoon.

The Special Libraries Association (SLA) presents The Power of Information: Transforming the World, June 10-15, in Montreal.

#### Notes and News

#### OALT/ABO 23rd Annual Conference

Huronia Regional Branch will host an abbreviated conference in 1996. The conference will run from noon on Friday, May 10th, until Sunday morning, May 12th, at the Cranberry Vacation Inn in Collingwood.

#### OALT/ABO 1994/95 Salary Survey

We want to thank members for their excellent response to this years salary survey. The survey is now being compiled and the complete results will be included with the Fall issue of *Newsletter/Nouvelles*. Some preliminary data is available now by contacting Susan Bourdeau at (613) 943-8940 (w).

#### OALT/ABO 10 Year Awards

All regions have been asked to prepare their annual list of members who have been with the association for 10 years. These members will be presented with the OALT/ABO 10 Year Award. The names of the awards winners will be printed in the Fall issue of Newsletter/Nouvelles.

#### Lohania Surveys Members

Lohania has just completed a survey on the wants and needs of their members in regards to regional workshops. For a copy of the survey questionnaire and results contact: Vicki Lisowyk at (519) 451-2500 ext. 2172 (w).

#### Job Liaison Contacts

Halton-Peel:

Gisela Smithson (905) 279-9973 (w)

Huronia:

Christine Carmichael (519) 376-6623 (w), (519) 794-4520 (h)

Lohania:

Vicki Lisowyk (519) 451-2500 ext. 2172 (w), (519) 268-2160 (h)

- Ottawa: discontinued
- Sudbury:

Linda Davis (705) 670-7130 (w), (705) 566-9374 (h)

Thunder Bay:

Jill Otto (807) 343-8110 (w)

TALTA:

Marilyn Meyer (416) 675-1411 ext. 2406 (w), (416) 236-2209 (h)

#### Extra Copies of Newsletter/Nouvelles

There are a limited number of extra copies of the newsletter available. Priority will be given to those regions wishing to hand them out to Library Technician students. Please contact: Brahm Gilman at (416) 324-2020 ext. 2197 (w).

#### Members in the News

Brady Leyser (former OALT/ABO Newsletter Editor) has been receiving favourable reviews for his recently published book, Rock Stars/Pop Stars: A Comprehensive Bibliography, 1955-1994. A quote from a review in the April issue of CHOICE: Current Reviews of Academic Books, stated: "Recommended for all public and academic music reference collections." The book has also been reviewed in publications in England and France. Back in January, Leyser was interviewed on Toronto's rock radio station Q107.



#### Welcome Reception

The Alberta Association of Library Technicians (AALT) and the Canadian Library Association, Library Technicians Special Interest Group invites you to attend their welcome reception at the CLA conference on June 17.

#### 20th Anniversary Celebration

Wednesday, May 24, 1995, will be a special evening as the Toronto Chapter of CASLIS celebrate their 20th anniversary.

For more information contact: Joanne Collingwood, (416) 592-8061, (416) 592-7532 fax Attn: Joanne), (e-mail -75357.3526@compuserve.com).

#### Take Pride

Thursday, April 13, 1995 was International Special Librarians' Day.