

# APLA Bulletin

## The Atlantic Provinces Library Association

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Halifax, N.S.

### "Half Back" programme urged for Atlantic Provinces

The Atlantic Provinces Book Council, an affiliation of book-related associations in the Atlantic Region, has constituted a Steering Committee to co-ordinate efforts to promote the establishment of an Atlantic Provinces *Half Back* Programme.

The basic thrust of our Committee is to get the concept of *Half Back* before the press and the public with sufficient frequency and regularity that it will become politically expedient for our elected representatives to implement a *Half Back* Programme here.

*Half Back* originated in Ontario with the Wintario Lottery and the Ontario Ministry of Culture and Recreation as a means of rebating unclaimed prize money to the lottery-playing public while directing those people toward a specific cultural activity.

The name *Half Back* refers to the basis of the rebate: 50¢ rebate for each \$1.00 ticket.

The first *Half Back* promotion, in 1978, was for Canadian hardcover books and consumer magazines. It ran for twelve weeks and allowed the public to use up to 4 Wintario tickets for a \$2.00 discount on books costing \$3.00 or more. It was limited to full service book stores. From January to April, about 225,000 books were sold.

1979 *Half Back* was for recordings and feature films.

1981 *Half Back* was extended to a six-month period for live performing arts and mass market books. Because of lower prices for paperbacks the limit was set at 2 tickets worth \$1.00 against the purchase of each book.

In 1983 *Half Back* was offered over seven months with tickets redeemable

at 50 cents each for up to half the price of a Canadian book. Over seven million tickets were redeemed for more than \$3.7 million (see enclosed PR)—a huge stimulus for all participants in the Canadian book business!

A *Half Back* Programme is also currently being considered in Western Canada.

The Atlantic Steering Committee has been working on a fairly detailed report to the Atlantic Lottery Corporation on the proposed *Half Back* Project and its benefits to the Corporation, its customers and the community-at-large.

The beauty of *Half Back* is that "Everyone is a Winner":

—the losing lottery user can still get value from tickets

—school and public libraries can accumulate tickets to extend their acquisition budgets and Canadian holdings

—booksellers can sell more Canadian books thus helping to strengthen their Canadian sections and encouraging them to try less prominent Canadian titles

—publishers get more exposure for and sales of their books

—writers get larger royalties with increased sales

—Atlantic Loto and the Premiers get credit for a public benefit while disposing of an embarrassing surplus of unclaimed money

Our Committee has deemed it necessary to commission the writing of a formal brief for simultaneous presentation to the four Atlantic Premiers. An initial expenditure in the order of \$1,000.00 to \$1,500.00 is anticipated for compilation of this brief. We are seeking commitments of financial support.

In the meantime, as we envision future *Half Back* promotions will go beyond simply book titles into all realms of the arts, we are asking all interested cultural groups to endorse, preferably in a press release, with copy to us, the concept of an Atlantic Provinces *Half Back* Programme.

If everyone concerned with culture in the Atlantic Provinces loudly supports *Half Back* eventually it will have to be accepted.

*Half Back* Project/Steering Committee.  
Atlantic Provinces Book Council.

Bob Bland, Chair, A.P.B.A.

Janet Hattie, A.P.A.

Christopher Heide, W.F.N.S.

Allan Cooper, N.B.W.F.

Mandi Cockburn, N.B.L.T.A.

Andre Guay, A.P.L.A.

Angela Rebeiro, A.P.A.

### APLA to make submission to Special Committee on Pornography

On June 23, 1983 the Federal Justice Department appointed a Special Committee on Pornography and Prostitution to study the problems associated with the two issues and to initiate a socio-legal programme.

Librarians have been challenged as distributors of obscene material and have experienced pressure to restrict access. Some of the terms of reference of the Committee are clearly relevant to our profession.

The Justice Committee will consider the problems of access to pornography, its effects, and what is considered pornographic in Canada. It invites written submissions from concerned groups and citizens to determine public views on ways and means to deal with these problems. It will investigate legislation, controls and attitudes within the U.S., the E.E.C. and selected Commonwealth countries. It will consider alternatives, report its findings, and recommend solutions no later than December 31, 1984.

The Justice Committee began a series of public hearings on January 9, 1984 and has scheduled a sitting for Halifax on May 9 and May 10. Terry Paris, convener of the A.P.L.A. Intellectual Freedom Committee, has notified the Justice Committee Secretary of the Association's intention to submit a written brief on the issue of pornography and freedom of access. The I.F. Committee is anxious to hear from A.P.L.A. members with respect to the contents of the brief and the issues to be addressed.

Members will find the Special Committee's Issues Paper *Pornography and Prostitution* useful for its discussion of options e.g. criminalization could mean prohibited material is identified solely by content irrespective of context or mode of communication. Permanent boards might be established to pre-screen material before distribution.

Terry Paris has a copy of the Issues Paper and will lend it to interested persons. He may be contacted c/o Mount Saint Vincent University Library, Halifax, Nova Scotia B3M 2J6, (902) 443-4450 local 403.

#### Atlantic Provinces Library Association

## EDITORS REQUIRED

### EDITOR

#### APLA BULLETIN

Applications for the position of Editor of the *APLA Bulletin* are now being sought from among members of the Association. The position will be open as of the completion of Volume 47 (May, 1984).

The Editor interprets the policy of the *Bulletin* in terms of the kinds of material accepted and sought and the kind of features to be developed. The Editor must originate ideas for articles and canvass possible contributors.

The Editor also serves as regional correspondent for *Feliciter*, published by the Canadian Library Association.

### MANAGING EDITOR

#### APLA BULLETIN

Applications for the position of Managing Editor of the *APLA Bulletin* are now being sought from among members of the Association. The position will be open as of the completion of Volume 47 (May, 1984).

The Managing Editor assists the Editor with layout and proofreading of the *Bulletin* and is responsible for distribution of the *Bulletin* following publication.

Applications for these positions should be forwarded to:  
Convenor, Publications Committee  
Atlantic Provinces Library Association  
c/o School of Library Services  
Dalhousie University  
Halifax, N.S.  
B3H 4H8

# APLA Bulletin

The *APLA Bulletin* is a bi-monthly organ of the Atlantic Provinces Library Association. The Association seeks to promote library service through the provinces of Newfoundland, New Brunswick, Nova Scotia, and Prince Edward Island, to serve the professional interests of librarians in the region, to serve as a focal point for all those in library services in the Atlantic Provinces, and to cooperate with library associations and other organizations on matters of mutual concern.

Individual annual membership in the Association is \$15.00, and includes a subscription to the *APLA Bulletin*.

## The Executive of the Atlantic Provinces Library Association, 1983-84

<b>President</b> André Guay, Vaughan Memorial Library, Acadia University, Wolfville, N.S.	<b>Past President</b> Anna Oxley, Regional Library, Canada Dept. of Fisheries & Oceans, Halifax, N.S.	<b>Vice-President and President-Elect</b> William F. Birdsall, Killam Library, Dalhousie University, Halifax, N.S.
<b>Vice-President (N.B.)</b> Eric L. Swanick, Legislative Library, Fredericton, N.B.	<b>Vice-President (Nfld.)</b> Suzanne Sexty, 92 Topsail Rd., St. John's, Nfld.	<b>Vice-President (N.S.)</b> Margot Schenk, Patrick Power Library, St. Mary's University, Halifax, N.S.
<b>Vice-President (P.E.I.)</b> Frances A. Dindial, Robertson Library, University of P.E.I., Charlottetown, P.E.I.	<b>Secretary</b> Betty Jeffery, Vaughan Memorial Library, Acadia University, Wolfville, N.S.	<b>Treasurer</b> Jane Archibald, Patrick Power Library, St. Mary's University, Halifax, N.S.
<b>Councillor (Aims and Objectives)</b> Priscilla Ykelenstam, P.E.I. Provincial Library, Charlottetown, P.E.I.	<b>Councillor (Membership)</b> Elizabeth Behrens Library, Sir Wilfred Grenville College, Cornerbrook, Nfld.	

All correspondence to the Association should be addressed to the appropriate officer, c/o the School of Library Service, Dalhousie University, Halifax, N.S. B3H 4H8.

The *APLA Bulletin* is indexed in *Library and Information Science Abstracts* and *Canadian Periodical Index*. Back volumes are available from University Microfilms, Ann Arbor, Michigan, 48106, U.S.A.

The individual subscription to the *APLA Bulletin* is \$15.00 per calendar year. Single copies: \$3.00.

Typed manuscripts, news, and correspondence should be addressed to The Editor, *APLA Bulletin*, c/o the School of Library Service, Dalhousie University, B3H 4H8. All advertising correspondence should be addressed directly to the Advertising Editor.

<b>Editor</b> Ken Clare, Patrick Power Library, St. Mary's University, Halifax, N.S.	<b>Managing Editor</b> Arthur Smith Patrick Power Library, St. Mary's University, Halifax, N.S.	<b>Advertising Editor</b> Jerry R. Miner, Librarian, Agriculture Canada Research Stn. Library, Kentville, N.S.
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Display advertising rates may be obtained by writing or phoning the Advertising Editor. Classified ads are \$5.00 per 50 words or portion thereof, and MUST BE PREPAID. An ad not prepaid will be considered as display advertising. Contact Jerry Miner, Advertising Editor, c/o The Library, Research Stn., Agriculture Canada, Kentville, N.S. B4N 1J5, (902) 678-2171.

## Call for Nominations

The offices available for nominations this year are as follows:

- Vice-President, President-Elect
- Vice-President for Nova Scotia
- Vice-President for Newfoundland
- Treasurer
- Councillor on Membership

Please send nominations, postmarked no later than March 15, 1984, to:

APLA  
Anna Oxley, Past-President  
c/o Dalhousie School of Library Service  
Dalhousie University  
Halifax, Nova Scotia B3H 4H8

Points of information:

1. No member of the Nominating Committee shall be eligible for nomination.
2. Any member may nominate any other member for elective office.
3. Every person nominated shall be a member in good standing of the Association and shall file a letter of acceptance with the secretary of the Association.

## Public Relations Committee Notes

The *Directory of Library Related Organizations in the Atlantic Provinces* has been produced for 1984. It will be sent to all institutions in the region who have *APLA Bulletin* subscriptions, and also to those who are listed in the Directory. Orders for the Directory have come from as far away as the College of Librarianship in Aberystwyth, Wales.

This is the last time this directory will be produced. The committee would like to delete the following phrase from its terms of reference: "... to update the Directory of Library Related Organizations in the Atlantic Provinces, as required."

The "APLA pamphlet" should be ready for distribution by the end of January. Elizabeth Behrens, Membership Convener, will be distributing it. Terri Tomchyshyn will distribute it to the library school and to Nova Scotia regional libraries. Committee members in the other provinces will also distribute the pamphlet if required.

The convener received an "Information File/Media Kit" from the Mountain Plains Library Association. This is an American regional group composed of nine states. The file includes information about association officers, applications for state associations, and how a member can gain from belonging to this Association. This could be a future project for this committee.

A second idea that will be discussed during the annual general meeting in Charlottetown is the feasibility of producing an Atlantic Libraries Directory.

To date, only one entrant has answered the call for an APLA logo.

Terri Tomchyshyn will be resigning as CONVENER on 31 January 1984. She has accepted the position of Legal Services Librarian at the Saskatoon Public Library in Saskatchewan.

Charles Cameron, a committee member has agreed to step in at least until the end of May, 1984, and to convene a meeting at the annual conference in Charlottetown.

## FIDDLEHEAD POETRY BOOKS/GOOSE LANE EDITIONS

**Early Poems** . . . Alden Nowlan (with photographs by R.E. Balch) . . . \$20.00 hb; \$12.50 pb.

**Six for the Hangman** . . . strange and intriguing murder cases from the New Brunswick part . . . B.J. Grant . . . \$6.50 pb.

**Unsnarling String** (poems) . . . William Bauer . . . \$7.00 pb.

**From the Songs of the Artisans** (poems & photographs) . . . Liliane Welch . . . \$8.00 pb.

*\*Backlist of recent New Brunswick books:*

**Flora, Write This Down** (novel) . . . Nancy Bauer . . . \$6.50 pb.

**Miramichi Lightning: Collected Poems** . . . Alfred Bailey . . . \$10.00 pb.

**A Long Apprenticeship: Collected Poems** . . . Fred Cogswell . . . \$10.00 pb.

**Paradigms** (poems) . . . Robert Hawkes . . . \$6.00 pb.

**Brush & Trucks** (poems) . . . Liliane Welch . . . \$6.00 pb.

**Hidden River Poems** . . . Allan Cooper . . . \$3.50 pb.

**Is That You This Is Me** (poems & drawings) . . . Elspeth Bradbury and Kathy Hooper . . . \$6.50 pb.

**Order From:**

Fiddlehead Poetry Books  
The Observatory  
University of New Brunswick  
Fredericton, N.B. E3B 5A3

The Nova Scotia Health Libraries Association has produced, with financial assistance from the Canadian Health Libraries Association, "Hospital Libraries Directory of the Maritime Provinces."

ISSN 0821-5898

## Hospital Libraries Directory of the Maritime Provinces

## nova scotia health libraries association

\$5.00  
This publication contains information elicited by a questionnaire sent to all hospitals in three provinces in 1982, and will allow the user to compare library services among hospitals of the same relative size and type.

Copies of the Directory are available, at cost of \$5.00 (prepaid please) from:  
Elizabeth Foy  
Kellogg Health Sciences Library  
Dalhousie University  
Halifax, N.S.  
B3H 4H7.

## Atlantic libraries and archives: a directory of special collections

**Atlantic libraries and archives: a directory of special collections**, compiled by Iain Bates and Ann Nevill, Atlantic Provinces Library Association, Halifax, 1983, \$5.00, ISBN 0 920844 01 4.

Send order form and payment to:  
Publications Committee, APLA,  
c/o School of Library Service  
Dalhousie University  
Halifax, N.S. B3H 4H8

No. copies \_\_\_\_\_

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ALL ORDERS MUST BE PREPAID.

Make cheques payable to the Atlantic Provinces Library Association.

# Committee Notes

## Publications Committee Notes

### November 1983

The Executive meeting of APLA was held on Saturday, October 29 at St. Mary's.

There was little for me to report and, in fact, some pertinent data was available only from the Treasurer, Jane Archibald, concerning sales of *Atlantic libraries and archives*. The figures she had are:

Sold and Paid	24
Sold and Unpaid	16
Receipts	\$124.50
Credits	\$80.00

As I still have 450 copies on hand and the publication cost about \$1200, any efforts you can make to promote sales (including within your own institutions) would be helpful. An advertisement has now appeared in the *APLA Bulletin* but it's still too early to say how many that will sell. The Public Relations Committee is supposed to be giving consideration to distributing review copies. It is already listed in Canadian BIP.

The Executive did ask us to examine the format of our annual conference *Proceedings*. This has been produced under the aegis of the Publications Committee for the past five years with the Convener acting as editor. For this year and the previous year the Mount Saint Vincent secretarial and print departments have typed, printed and

bound the booklet for a cost of \$200-\$250; the funds for payment have come from the Conference surplus. This year's conference, however, lost money (about \$300-\$400), so the expense of the *Proceedings* will have to come out of APLA's general funds this time.

*Proceedings* now comprises the minutes, resolutions, annual reports of officers and committees, and the constitution and by-laws, and has usually not been ready for distribution until the January following the conference. Some members of the executive felt that, as the reports of officers and committees generally appear in the pre-conference issue of the *Bulletin*, adequate provision is being made for their publication; the resolutions are printed in the post-conference *Bulletin*, so they are accessible to all the membership fairly promptly; the minutes could be mimeographed or photocopied and mailed with an issue of the *Bulletin*; the constitution and by-laws are supposed to be available to any member on request.

The main reason for retaining the present booklet form of the *Proceedings* is that it provides a standard, compact, relatively inexpensive record of what has been the only meeting during the year of the Association. The cost of mailing has been covered by including the *Proceedings* with the advance conference mailout of the next year.

The next meeting of the executive is scheduled for mid-February so I would appreciate any comments you may have on this item before the end of January preferably.

## Committee on Conservation of Library Materials

Submitted by Rashid Tayyeb  
Convener

Since the 1983 APLA Conference, the APLA Committee on the Conservation of Library Materials has conducted five workshops in all of the four Atlantic Provinces, and has held four business meetings involving more than 200 participants at these sessions.

On January 27 ACCLM conducted an audio-visual workshop and business meeting at the Nova Scotia Provincial Archives. Alice Harrison presented a slide-tape show dealing with the following topics:

- "Commercial Library Binding: The librarian's View" (Yale)
- "The Care and Handling of Books" (Yale)
- "Simple Library Repairs for Library Materials" (Yale)
- "Handling Books in the Library" (Wisconsin)

Each slide presentation was augmented by a brief discussion of the contents of the four segments of the slide show. These slides are available for someone wishing to borrow. Please contact Alice Harrison, Librarian, Atlantic School of Theology.

The Committee is also busy finalizing the conservation workshop to be held at the APLA annual conference in Charlottetown. The workshop is entitled "Environmental Control on a Limited Budget: Protecting Your Library Materials." The session will focus on inexpensive and practical solutions to the basic environmental problems in libraries, museums, and archives. A group discussion approach will be taken to stimulate audience participation and reaction, thus addressing the individual concerns, and providing pertinent solutions to day to day conservation problems.

The committee is also planning a film showing in March '84 at the Provincial Archives. The film is entitled "Restoration of Books: Florence 1968." Exact date and time will be announced shortly.

The work on the "disaster manual" is progressing smoothly and it should be ready prior to the APLA conference.

APLA Committee on the Conservation of Library Materials

### January 1984

The minutes of the APLA Executive meeting of October 29, 1983, contain the following motion, about which I wrote to each of you on November 23, 1983:

THAT THE PUBLICATIONS COMMITTEE REVIEW THE CONTENTS AND FORMAT OF THE PROCEEDINGS OF THE ANNUAL CONFERENCE AND REPORT THE FINDINGS TO THE EXECUTIVE AT THE NEXT EXECUTIVE MEETING.

Those of you who were members of APLA during 1982-83 would have received a copy of the 1982 *Proceedings*, which are the latest available. (The 1983 *Proceedings* are now in the process of being bound at the Printing Centre here at Mount Saint Vincent.)

To what I wrote you last fall, I see only one additional advantage to maintaining the status quo and that is the cost of producing the *Proceedings* (which seems very reasonable at \$349.10 for 1983—\$119.75 for word processing and \$229.35 for printing and binding—plus distribution, which will probably work out to about \$150); so if I receive no comments from any of you before the next Executive meeting, which is scheduled for 10 a.m. on Saturday, February 18, 1984, at the Killam Library, Dalhousie, I will represent the position of this Committee as being that expressed in my note of November 23, 1983. Rest assured that any statements which you do submit will be presented by me on your behalf at the February

meeting. At the same time I would be just as glad to introduce any other matter dealing with publications that you might also like raised.

A further matter which has arisen as of January 9, 1984, is that of the Bulletin Editorial Board. Ken Clare, Bulletin Editor, and Arthur Smith, Managing Editor, have given notice of their intention to continue only until the end of the present volume, i.e. April, 1984. An advertisement requesting applications for their successors will appear in the next issue. However, as in the past, the likelihood of being flooded with applications is nil; consequently, any volunteers or suggestions for possible editors would be most welcome. Again, as the Executive meeting is fast approaching, any ideas by then will be well received.

To discuss both of these items there will be a joint meeting of this committee and the Bulletin Management Board at 3 p.m. on Friday, February 10 in the Administration Conference Room of the Killam Library. If you cannot attend at that time I don't think it likely that we will be able to meet on any other occasion prior to the Annual Conference in May on Prince Edward Island.

We have no publication projects pending at the moment but I will be glad to get any suggestions from any of you to the executive meeting next year. If the meeting is not a teleconference call (as it was thought likely to be) but does occur in Halifax, it might be quite possible for us to meet in conjunction with the Executive.

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Canadian Telebook Agency and R.R. Bowker records now aid in pre-order decision-making.

For further information on these and other services:

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Toronto, Ontario  
M5S 2V1  
Telephone 416/923-0890  
Telex 065-24479

# Maximizing Vendor Support

by Brian Morrell

Based on a paper presented at a workshop entitled "Private Files—Choices and Implementations: Developing In-House Bibliographic Databases", sponsored by the SLA Toronto Chapter Continuing Education Program, December 9, 1983, this paper is intended to cover some of the things which can be done to get the most in terms of support from vendors of library automations systems.

Four guiding principles should be kept in mind as I discuss getting the most from your vendor: 1) be reasonable and realistic, 2) remember your reference interview training and experience, 3) make use of your interpersonal skills, 4) ask questions. I shall be returning to each of those points in the next few paragraphs.

Before delving into the do's and don'ts of maximizing vendor support, I want to outline the difference between working for a library and working for a vendor. For the first ten years of my professional life I was a cataloguer, a reference librarian, and then head of a cataloguing department. Two and a half years ago I began working for a vendor. One of the striking differences that I see is that libraries for the most part provide free service to their patrons. That is not to say that the company, university, or municipality is not paying; but the patrons do not pay directly. Vendors, on the other hand, are in business to make money. I don't wish to imply that we, the vendors, are simply money-grubbers. We are there to provide services and systems, but if our bottom line is not black, we're not around any more. The implication of this difference is that when a patron asks for information in a library, the librarian is quite willing to provide service and to refer the patron to other sources of information—perhaps other libraries or other external services. The vendor, however, is not going to say to you "We have a good database management package, but the guy down the road has a better one". It is incumbent upon you to investigate the vendors, to compare them, and to ask the *right questions*. The vendor will naturally provide you with details of the advantages of his/her system. No vendor will advertise the weaknesses of his system. Most vendors will tell you if they sell only bananas when you are looking for an orange. But it is your responsibility to see that you buy an orange and not a banana (or more appropriately not a lemon). Therefore, I would entreat you to ask questions of your vendors at every step of the way. Asking questions is the basis of getting support from your vendor.

I would like to put the remainder of my remarks into a fairly simple framework of three stages at which you will be looking for vendor support: 1) the shopping stage—before the contract, 2) the negotiation stage—selling your management and negotiating the contract, 3) the operational stage—after installation.

Let's look at the shopping stage first. Shopping can be relatively informal where you are visiting the exhibits at a conference or trade show or where you are telephoning or writing to vendors for general information. On the other hand, the shopping stage can be rather formal where you are sending out a detailed Request for Information (RFI) or Request for Proposal (RFP) to a series of vendors. This formal aspect of an RFI or an RFP would have to be preceded by an extensive needs analysis. Informal shopping means that you can have particular needs in mind or that you simply want to find out what's new in the marketplace. Conference exhibits and trade shows are comparable to shopping malls when you are at the shopping stage. You can peek in the vendor's window (so to speak) with no commitment at all. You can examine the vendor's merchandise without having to stay for hours. And you can pick up a bit of information by talking to the vendor and by taking the promotional literature.

But let me give you a few do's and don'ts about conference exhibit shopping. First of all, remember your reference interview training. You're on the other side now. Don't ask where the books on biology are when you are looking for the mating habits of the tsetse fly. If you are looking for a vendor to supply a product or service to meet a specific need in your library, ask questions directly related to that need. When my company was exhibiting at the Conference of the Library and Information Technology Association in Baltimore in September, a librarian approached our exhibit booth and asked if we sold software packages. We said "no"—our company is a service bureau and does not sell software. However, our background as reference librarians wouldn't let things stop there and we asked her what functions in her library she was planning to automate. She said that she wanted to do retrospective conversion. Since we have a major retrospective conversion unit, we were able to provide her with procedures and prices for an opportunity which both she and we would have missed. So be direct. Let the vendor know what service you are looking for. Tell the vendor that your company has a VAX computer and that the only way you can introduce any automation is by using that equipment, so you are looking for software to run on a VAX. Give the vendor the necessary information to help you. On the other hand, keep in mind what it is you want to accomplish. Don't assume that you have restrictions if there are none. Don't assume that a software package is your only answer to retrospective conversion. Tell the vendor what you want to do—perhaps you want to create a private database of 10,000 records with a growth rate of 1500 per year. Don't assume that you are shopping for a mini-computer. You're not—you're looking for something that will allow you to create your

database. The answer may be a mini, but it may also be a service bureau or a powerful micro. Give the vendor a chance to show you other options that are available.

Don't get bogged down in your knowledge of computers. Your first question on approaching vendor's booth should not be, "Is this an 8 bit, 16 bit or 32 bit machine?" Start off by finding out if the vendor can meet your needs. If things look promising, then perhaps it will be appropriate to delve into the nitty-gritty details.

Very early on in your discussions with a vendor, try to get a ball-park figure on the costs of the service or equipment. If you're looking at a mini-computer based system that starts at a quarter of a million dollars and your library budget is \$50,000 including salaries, you probably haven't a chance of acquiring the system. So while you may be interested in every bell and whistle on the equipment, be realistic. It's a matter of Champagne tastes and beer budgets.

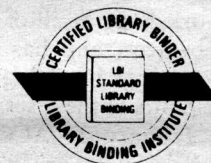
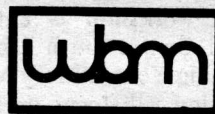
Again, I want to emphasize the importance of questioning the vendor at these trade shows. At the LITA Conference in Baltimore, there was a vendor just down the aisle from us who was selling a circulation package which runs on an Apple. Many people seemed impressed—the basic functions were there, the Apple is not expensive, the software package was not expensive—but how many people asked about the maximum number of items which could be controlled in circulation at any one time by this software? The maximum was 600. And there aren't many libraries which could be satisfied by that limitation. You must relate each service or product to your situation and ask the questions which will prove that the service could answer your needs.

One final "don't" relating to shopping at conference exhibits: Don't be a bag lady or a bag man. The vendors will

not take you seriously. We have all seen those people who get a huge shopping bag and proceed to fill it with every vendor's literature. The only time vendor like to see those people is on the last afternoon of exhibits when every vendor is trying to get rid of promotional literature so it won't have to be packed and shipped back!

My remarks thus far have been confined to shopping in an informal way when you are attending a trade show or conference. You may also need to contact vendors by telephone or mail for information before you are prepared to send a formal RFP or RFI. Much of what I have said about dealing with vendors at exhibit booths applies to telephone or mail contacts. Be specific. Don't assume that you need a software package to do retrospective conversion. Get a ball-park figure. If the vendor has champagne prices and you have a beer budget, look elsewhere. Don't waste your time talking about all the bells and whistles on his champagne bottle. Talk about your needs. Don't begin with the 8-bit vs. 16-bit discussion. And don't be a bag man or bag lady via telephone.

Already mentioned a couple of times is the importance of questioning the vendor to ensure that the service or system is appropriate to your needs. But what questions do you ask? When you have reached the point of studying a few vendors in more detail, you must analyze your needs. Question each vendor in the degree of detail required to ensure that those needs are met. You want not only to create a private database you also want it indexed and you want sorting. Can the system do those things? Can it sort more than twenty items? Does it index more than the first ten characters of the title? Will you have disk space restrictions in the near future? Look for assistance from your data processing department (if your organization has one) in questioning the vendor in more technical areas. It may be helpful to get someone from your EDP department to meet with and talk to the vendor. Finally, you may find it very beneficial to talk to other libraries which have installed the vendor's service or system. Find out what their experience has been and ask the vendor to respond to the comments you receive.



## WALLACEBURG BOOKBINDING & MFG. CO. LTD.

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Sales Co-ordinator

from those libraries.

Let's focus now on the more formal aspect of shopping—the RFI or RFP. In order to prepare the document which you distribute as an RFI or RFP, you must do some detailed background work to analyze your needs and to present those needs in a clear way. Be sure that you know not only what you need but also what you want to accomplish. Just a couple of do's and don'ts at the preparation stage. Be reasonable. Just because you can do it on your Apple or PC with five records does not mean that a function will automatically be appropriate on a mini-computer with hundreds or thousands of records. Be realistic. To prepare a worthwhile document, you must have some knowledge of the state of the art today. A while ago my company received an RFP requesting a total integrated library automation system which in addition to automating every traditional library function would also produce cheques for the library payroll. If you want to receive any responses at all, ask for something somewhat akin to what is currently available. If your plan is to be implemented in stages, indicate that. Vendors will respond only if they feel they can meet a reasonable number of the specifications you have outlined. So don't write your RFP/RFI in such a way as to get no responses. Make sure you are concentrating on what you want to accomplish. Don't rule out some options by assuming that you will need a mini-system or assuming that you must use a service bureau.

When sending the Request to vendors, do a bit of research first so you are sending it to appropriate vendors. We have received telephone calls from libraries outlining their RFP and asking us if we want to receive it. That's an excellent approach. The libraries can check out the willingness of the vendor, find out if the service or system meets their needs, and give the vendor advance warning. Responding to an RFP is, in my experience, not a trivial task. Don't send it out today with a deadline for responding of next Friday. We have received 50-page RFPs and had only five days to prepare a response. The vendors cannot give you a high level of support with deadlines like that.

Just before leaving the shopping stage, I would like to assure those of you who have implemented services without having circulated an RFP that you have not necessarily been remiss. It depends very much on the service or system under consideration. If you are spending \$200,000.00 you will probably

do one. If you are implementing a relatively inexpensive service, you can probably forego it. However, I would say that you definitely should analyze your needs and that you definitely should have something in writing (preferably a contract) from your vendor describing the service and its costs.

Let's move on now to the negotiating stage. The first aspect of negotiating comes with you or your committee selling the idea to whomever holds the purse strings in your organization. Don't hesitate to ask your chosen vendor to help you make a presentation to your management. You will have to decide what is the best method to convince management to support your proposal. However, if you are about to spend \$100,000.00 with a vendor then you should expect the vendor to assist you in your presentation.

By the time you have reached the negotiating stage, you should definitely have had a detailed demonstration of the system or service. Don't buy without seeing exactly what you are getting. Be sure that you have seen it operational on site at an installation. Don't rely on a viewing of a demonstration model only. Some vendors will provide a free test period of their system. Take advantage of it so you can be sure that the system has the bells and whistles which you naturally assumed it would have. This is your chance to verify that what the vendor means when he says "yes the system allows truncated searching" corresponds to what you mean when you define truncated searching as one of your needs. It may also be advantageous for you and perhaps your management to tour the vendor's premises if distance does not preclude that. You can get a fairly good idea of the level of professionalism and you can meet other people in the vendor's organization. It will never hurt to know several of the vendor's staff—particularly the bosses.

Once you have the "go-ahead" from your organization, the contract with the vendor must be negotiated. This stage is important. This is where your vendor is contractually bound to support you and where you protect yourself. Contracts are not my specialty, therefore, I would refer you to an article by the guru of library automation, Michael Malinconico, in the October 1, 1983 issue of *Library Journal*. The article is titled "Vendor Ploys" and covers everything you always wanted to know about contracting for automated services.

One last point before you sign on the dotted line. Don't buy futures. If the vendor has a lovely database creation

and retrieval system—except the retrieval part is still under development to be available in six months—watch out. It sounds good, you sign on the dotted line. You have six months to get all your data in and then you can begin retrieval. What if problems arise in development and six months becomes sixteen months? Suppose late in development it is discovered that another CPU is needed to drive the retrieval system—you have no budget for it. Even if you have covered yourself in the contract, do you really want to get into a lengthy legal hassle with the vendor? I don't want to suggest that you postpone all automation until everything you might ever want automated is available. But don't buy half of what you need to accomplish your current goal.

Once you have taken the quantum leap and signed the contract, you are into the third stage of vendor support—the operational stage. I would say that the single most important area at this stage is your relationship with your vendor representative. This is where the interpersonal skills which have assisted you as a librarian become important once again. It is your rep who is your line of contact with the vendor. It's my feeling that you need to establish a cordial and friendly relationship so the rep does not avoid your phone calls and constantly postpone visits to your library. On the other hand, you cannot become such bosom buddies that you feel uncomfortable about phoning in a complaint.

It is important for the rep to be aware of your installation and how it fits in with your operation. If you have to close the library when the system supplied by the vendor is down, be sure that your rep knows that so he or she can go to bat for you to ensure that you receive good service. And don't be afraid to ask for a change of reps if you are unable to work with your current one.

A couple of other do's at the operational stage. Do try to have one person in your library or organization who will be the rep's daily contact. If a terminal operator phones the rep and gets instructions which he/she does not pass on to the other operators or to the supervisor, you have an opportunity for problems to arise. Appoint one contact person and you will have a much better chance of receiving a high level of support from your vendor rep.

Assume that some things will go wrong—particularly in the first few months. Be prepared to spend a certain amount of your time working with your vendor to solve problems and overcome difficulties. If you are not prepared for problems, you are probably leaving yourself wide open for disappointments and you will probably find it difficult to establish those important good relations with your vendor rep. Don't assume that vendor reps know things which you have not communicated. They know the system and your use of it. But they were not in your library this morning so they are not aware of what you have done to your system or what it has done to you. Give them the information they need to help you. Your communication skills are very important in maximizing the support you get from your vendor.

Do report problems as they arise. Don't get hysterical. It may be very simple—we had one case where a customer

could not sign on to the system because she had not turned the terminal on. Be reasonable. If one extraneous character appears on your input screen and you can delete it with no loss of data, don't bother reporting it. It's not reasonable to involve several technical staff in an isolated minor incident like that. Don't cumulate problems. There are probably three reasons not to cumulate. (1) If a problem is reported when it occurs, more serious problems in the future may be prevented. (2) It is often impossible on December 9th to say why the system beeped at you on September 23rd. It may have been possible to explain on September 23rd. (3) It is psychologically helpful to get rid of problems as they occur. If you cumulate them, you begin to see a number of little problems as equalling a major problem.

Keep the lines of communication open. Don't feel that, because you have no problems or questions, you have no reason to be in touch with your vendor rep. You have worked to establish a rapport with your rep so don't let satisfaction with the service erode that rapport. Feel free to contact your rep to say that you've had no problems and that you are very pleased with the system or service. Or call to find out what's new with the vendor, what software upgrades are planned, or what new functionality is to be offered. Keep your level of expectation just above the vendor's level of performance. Be realistic and reasonable but, at the same time, offer your vendor a challenge—keep him hopping.

The final "do" in the operational stage is to make sure that things are documented in writing. Establish this procedure early on with your vendor rep. Certain questions can be answered quickly and satisfactorily by telephone. But make sure that important decisions and commitments are put down in writing or confirmed in writing. Having it in writing puts both you and your vendor rep in a reasonable position to negotiate in future on the basis of past agreements.

By way of summary:

At the shopping stage:

*Know what you're looking for.*

*Be direct.*

*Question the vendor.*

*And be sure that what the vendor has satisfied your needs.*

At the negotiating stage:

*Don't buy futures.*

*Make sure you're protected in the contract.*

At the operational stage:

*Establish a good relationship with your vendor rep so you have someone on the vendor's premises who will go to bat for you.*

And one final don't. Don't assume that because it's a computer, it can do anything you can dream up.

Hopefully I've given you a few hints to make your shopping more enjoyable, your negotiating more successful, and the operational stage more fun. Good luck.

*Brian Morrell is currently Marketing Manager of the Public & Special Libraries Division, UTLAS, Inc. Prior to joining UTLAS, he was Head of Cataloguing at the Ralph Pickard Bell Library, Mount Allison University.*

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## Bulletin Board

The Association of Canadian Map Librarians will be holding its Annual Conference in Fredericton, 19-22 June 1984. The theme of the conference this year is:

### DISASTERS AND MAPPING

Planning, Production  
and Use of Maps  
in

Disaster Management

To be included in the sessions are the following topics and speakers:

- Flood mapping/Franklin Cardy, N.B. Water Resources Branch
- Spruce budworm protection mapping/David MacFarlane, N.B. Forest Management Branch
- Seismic mapping/John Hodgson, Consultant, Earthquake Consultant
- New Brunswick/Maine boundary/Ralph Ehrenberg, Library of Congress
- Gulf of Maine boundary question/Susan Nichols, U.N.B. Dept. of Surveying Engineering
- Disaster contingency planning/Gilles Langelier, National Map Collection
- Maps of the East Coast/Helen Wallis, British Library

Other sessions, dealing with Maritime mapping and progress of national mapping agencies, are also in the schedule. To allow for an opportunity to meet and talk with colleagues and session speakers, a wide variety of social events has been planned as well. The Conference, hosted by the Provincial Archives of New Brunswick and the University of New Brunswick, will coincide with the celebration of the Bicentennial of the Province of New Brunswick.

For further information, or for registration forms, please contact:

William MacKinnon,  
ACML Conference 1984,  
c/o Provincial Archives of  
New Brunswick,  
P.O. Box 6000,  
Fredericton, New Brunswick.  
E3B 5H1

In a unanimous vote at its Annual General Meeting, Nova Scotia Library Association members passed a resolution declaring their "support for the Atlantic Provinces Book Council's efforts to establish in the Atlantic Region, a programme similar to the *Half Back* programme created by Wintario and the Ontario Ministry of Culture to promote the distribution of Canadian Books".

Under the Ontario *Half-Back* programme, Wintario lottery tickets are worth half their purchase cost and can be used towards the purchase of Canadian books at participating dealers. The programme has proved popular not only with individuals, but also with many Ontario schools and libraries, which have been able to upgrade their Canadian collections at a substantially reduced cost thanks to the donation of lottery tickets by generous patrons.

"Dalhousie University Library has recently published a *Collection Development Policy Statement*. The one hundred sixty-two page work presents the University Library's general collection policies and specific policies for thirty-one subject areas. The areas are grouped into the humanities, social sciences, sciences, and multidisciplinary support. Within the Library, the document will greatly assist in the planning of the long range development of the collection. When working with other libraries in the Maritimes, it should aid in any future efforts in the areas of cooperative acquisition and collections rationalization. Complimentary copies are being sent to all AAU libraries and interested metro Halifax libraries. Individuals wanting to acquire a copy may order one for \$10.00 from Dalhousie University Library, Technical Services, Halifax, Nova Scotia, B3H 4H8."

Dr. Norman Horrocks, Director of the Dalhousie University School of Library Service, has been elected Vice-President, President-Elect of the Association for Library and Information Science Education (ALISE). ALISE was founded in 1915 and has its headquarters in State College, Pennsylvania. It represents 98 schools offering graduate degrees in library and information science; seven of these schools are in Canada. The overall goal of ALISE is "to promote excellence in education for library and information science as a means of increasing the effectiveness of library and information service".

Dr. Horrocks joined the Dalhousie University School of Library Service in 1971 and has been its Director since 1972. A graduate of the University of Western Australia, he has his MLS and Ph.D. degrees from the University of Pittsburgh, is a Fellow of the Library Association of the United Kingdom and an Associate of the Library Association of Australia. In 1978 he received the Atlantic Provinces Library Association Merit Award, and in 1982, the University of Pittsburgh Distinguished Alumni Award. Dr. Horrocks will assume the Presidency of ALISE at its annual meeting in Washington, DC in January 1985.

## Notice of Vacancy

The Albert-Westmorland-Kent Regional Library invites applications for the position of Assistant Regional Librarian which is presently vacant.

### MAIN DUTIES INCLUDE:

Public relations and promotion of the library in the English language.

Selection of library materials in the English language.

Supervision of the Technical Services Department.

Assistance in administrative and professional duties, as assigned by the Regional Librarian.

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BA and BLS or MLS with at least five years of library experience, preferably in a public library and a good English cultural background.

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Applicants should send curriculum vitae and the names of three references to:

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Regional Librarian  
Albert-Westmorland-Kent Regional Library  
P.O. Box 708, 51 Highfield Street  
Moncton, N.B. E1C 8M9  
Phone: (506) 389-2631

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## London Public Library

# Self-funded Leave Seen as Model

The London Public Library Board of London, Ontario has embarked upon a unique program known as the Self-Funded Leave Plan.

The Plan permits employees in any classification having at least five years of continuous service with the Board to enter into an arrangement to defer twenty percent of normal base salary for

a period of twenty-four or forty-eight months, in order to fund a paid absence of six or twelve months respectively. Participation in the Plan is comprised of the "funding period" (24 or 48 months) followed immediately by the "leave of absence period" (6 or 12 months).

The Plan is patterned after similar

leave plans in place in a few Boards of Education. The plans in the education field were implemented in times of potential lay-offs because of declining enrolment and were designed only for leaves of absence of a full school year. The London Public Library Board Plan offers two choices in the length of the leave of absence and can be arranged to allow the commencement of the leave of absence at any time. The only restriction suggested is that participation and therefore the leave period commence at the beginning of a pay period.

The Plan was formulated in consultation with the staff and the Union. It has been agreed that the usual thirty-week maximum appointment of temporary employees as set out in the Collective Agreement will be waived in the case of persons hired on a temporary basis to replace employees on leave of absence for twelve months. The Plan has been received with enthusiasm and is viewed as an innovative way to allow employees to undertake a special personal project such as travel, continuing education or any other endeavour precluded by normal employment conditions.

The approval of an employee participating in the Plan is judged solely on the orderly continuation of public services and no value judgement is made of the reasons, if offered, an employee chooses to participate.

Employees accrue credited service in the Ontario Municipal Employees' Retirement System and the Canada Pension Plan since such credited service is based upon earnings which continue to be received during the leave of absence. It was necessary to obtain an Advance Income Tax Ruling from Revenue Canada prior to implementing the Plan in order to assure that participating employees would have to pay income tax on only the earnings received and not on the deferred earnings as well during the funding period. While on leave of absence the employee receives the deferred earnings plus interest as salary in the normal manner. The interest earned by the deferred income is not subject to income tax until paid to the employee on leave of absence. The application of Section 12(4) of the Income Tax Act to interest earned by the deferred income has not yet been determined by Revenue Canada. Under most circumstances the impact of this section would be minimal. Under ordinary circumstances an employee will pay less income tax on the regular earnings spread over the thirty or sixty-month participation period than would be paid had the regular earnings been paid over twenty-four or forty-eight months.

Any organization considering such a Plan must obtain a separate Advance Income Tax Ruling.

The London Public Library Board encouraged the development of the Plan, noting that it created temporary job opportunities without any capital investment and/or government funds. Officials of Revenue Canada considered the London Plan as a model applicable to virtually any organization, private or public.

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# Three collections of poetry from Fiddlehead

reviewed by Andrew T. Seaman

Alden Nowlan, *Early Poems*, with photographs by R.E. Balch. Fredericton N.B.: Fiddlehead Poetry Books, 1983, paper, 183 pp., \$12.50, hard-bound \$20.00. ISBN 0-86492-001-6.

William Bauer, *Unsnarling String*. Fredericton N.B.: Fiddlehead Poetry Books, 1983, paper, 87 pp., \$7.00, ISBN 0-86492-044-X.

Liliane Welch, *From The Songs Of The Artisans*. Fredericton, N.B.: Fiddlehead Poetry Books, 1983, paper, 69 pp., \$8.00, ISBN 0-86492-040-7.

Every library which caters to the general public or which collects literature for any reason will want to add Alden Nowlan, *Early Poems* to its collection immediately. This prolific and much beloved poet of the Maritimes died last June 27 at the age of fifty, and is mourned not only by his friends, but by all those who knew his worth as a poet. We can only be thankful that he wrote so much before his untimely death. This volume was begun as a project to celebrate the New Brunswick Bicentennial, and was to include Alden's first two books of poetry (*The Rose and the Puritan*, and *A Darkness in the Earth*), together with photographs by Balch. It was underway when he died. We are indebted to the editor, Peter Thomas, for his decision to enlarge the volume, including Alden's next three books (*Wind in a Rocky Country*, *Under the Ice*, and *The Things Which are ail* written before he was thirty) as a fitting tribute. It is such indeed, but is also an invaluable source book for followers of Nowlan and students of maritime literature, because these small and separate volumes have been long out of print. Alden Nowlan has always been a good poet, but it came as a surprise to me, reading through these early poems, to realize

that many of them are among the very best he wrote. They express a wide range of philosophical enquiry and an enormous sense of pathos for the human condition in addition to that down-to-earth humour and cynical wit which have become his hallmark. Here is a little sample of the Nowlan vision:

I've seen Christ born, a stranger  
in the wind,  
coughing in an old coat,  
cornered and blind,  
playing the mouth organ; I saw  
his pay  
was nickles and that only if the  
songs were gay.

Many of these poems have the charm of rhyme and rhythm, many are about plain people and simple things, and many challenge the understanding. They are poems everyone can read and enjoy.

William Bauer's collection *Unsnarl-*

*ing String* falls into the same category of good reading for everyone. Bauer is rather like Nowlan in a way; they share the same earthy humour touched with wry wisdom. William Bauer is a professor at U.N.B., but there is nothing "academic" about his poetry. The title poem says it all—it is an hilariously extended metaphor in which Bauer sees life as a tangle of string which we pick away at, solving a little snarl here and there but getting nowhere in the main and loving it anyway. He depicts himself as the proud possessor of an enormous snarl of string, passed down through generations of his family, and to the unsnarling of which he is devoted, if not addicted. The poem is riddled with such profound questions as:

Is there a point  
where a snarl is even so  
slightly diminished as to be a mere  
tangle?  
Oh ye gods,  
allow us that at least.

and such delightful adages as:

Behind every unsuccessful man  
there is a woman  
who cannot unsnarl  
string any better than he can  
though she thinks she can.

And then there are the Everett Coogler poems. Ev is an old-timer who runs a fruit and vegetable stand out on Highway 43 and is another of Bauer's vehicles for humorous philosophy. The Coogler poem, "life is a stream rushing on, alive with red herrings". This inspired piece of nonsense should be available to all.

*From the Songs of the Artisans* is a collection of more serious poetry than Bauer's, or seems to take itself more seriously. Liliane Welch is a professor at Mount Allison, and an accomplished poet. In this volume she has produced a series of poems for various artisanal and weavers, as well as some other choices—healers and loggers. I found the poems interesting, but somewhat "contrived"; perhaps the juxtaposition with Nowlan and Bauer is unfortunate because in that context, one misses the soul of the poet chuckling just beneath the surface. These poems are full of allusion and unusual diction which attempt to place the artisan or the artifact in a revealing frame of reference. Artifacts themselves, these little engravings in words are for a relatively sophisticated audience. For instance, the stuffed cloth cats made by the Menagerist are described as "a fabulous mound of leaps dreamed, the wilderness' memory"; clever, but somewhat more appropriate to a live panther in a cage. The more I study these poems the more I get the feeling that Welch is searching for things to say about objects already designed to be their own best statements. Definitely add this book to collections of Maritime literature. It would also make an interesting contrast and comment among books on the applied arts.

Andrew T. Seaman is Associate Professor of English at Saint Mary's University, in Halifax.

## Baffle Number 4 Who's Number One?

It takes forever (or so it seems) to name a new National Librarian. Guy Sylvestre is well into his memoirs and only now is his successor being appointed. In order to avoid this leadership lag, let's get cracking on nominating the future occupant of the Wellington apartments. Should it be Jack Horner (increasing Western consciousness)? Eugene Whalen (uniting cowpats and catalogue cards)? Bryce Mackesy (who's had all the other tender jobs)?

Your project is to propose a future national librarian. Include with your nominee's name a short statement justifying the obvious. Here's an example:

"Git along little DOBIS  
git along, git along,  
this here's the new  
Nat Libr'y song.  
Mosey to the office,  
Shuffle 'cross the floor.  
Jack Horner is our leader;  
Need I say more?"

Marks for creativity and originality. The nominee receiving the most accolades will have his or her name forwarded to the Selection Committee in Ottawa.

The Quizmaster is pleased to report a change in last edition's contest results. Before printing time, Canada Post (late as usual) delivered a winning entry which gives Dartmouth Regional Library a firm grip on second place while

clinching first for Mrs. Barbara Alexander, a trustee from Grand Falls, Newfoundland. Mrs. Alexander answered the Newfoundland counties question with the following:

"We don't have counties, so how about BAYS. White, Green, D'Espoir, Bonavista, Trinity, Conception, Placentia."

In our last Baffle, the participants gave very strong answers for national landmarks (the Library of Congress, British Museum, and so on) and correctly identified the bonus picture. However, the Vatican library was not among the pictures provided. Mrs. Alexander, who puts Miss Marple to shame, writes, "... even P. Penney your past president didn't get no. 3—he states it's a view of the back door, through which he never goes!!" And so, for Barbara Alexander and "the glory of Nfld."—first place. Panting at her heels, the sleuths from the Dartmouth Regional Library.

The Quizmaster again noted that Canada Post delivered a February-

mailed letter in March. Contest participants should be advised that letters walked in from New Brunswick or oared in from P.E.I. will be accepted only if received before the press deadline.

The correct answers to the Baffle library pictures are:

1. Trinity College Library, Cambridge University
2. Biblioteca Malatestiana (Cesena, Italy)
3. National Library of Canada (Ottawa)
4. British Museum Library (London)
5. Trinity College Library (Dublin)
6. National Library of Austria (Vienna)
7. Louis Round Wilson Library, Univ. of N. Carolina
8. Library of Congress (Washington)
9. Lenin State Library (Moscow)
10. Woodstock (Ontario) Public Library

Bonus: Bibliotheque Nationale (Paris)