

APLA Bulletin

The Atlantic Provinces Library Association

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New Library for Bridgewater

The town of Bridgewater, N.S., opened its new public library at 547 King Street, on Friday, April 27, 1984.

The new library is housed in a former bank, renovated and enlarged. The town purchased the building in 1981 with cost-sharing under the Mainstreet Programme. Late in 1982 it applied successfully through Canada Employment and Immigration for a Canada Works Youth Allocation grant to renovate the building. Work proceeded in the spring and summer of 1983. The town then applied for a Job Creation grant through Canada Employment and Immigration to construct a two-storey addition to the rear of the building. Work on the second grant proceeded through the fall and winter of 1983-84.

Total cost of the building is \$282,485, with the town paying \$162,448, Canada Employment and Immigration paying \$72,376, and the N.S. Department of Development's Mainstreet Programme providing \$47,661.

Work on the building was directed by Town Engineer Jack MacIntosh and Project Manager Al Connick, working in close consultation and planning with Chief Librarian Gloria Hardy and Branch Librarian Frances Anderson.

Bridgewater opened its first branch of the South Shore Regional Library system in 1978. Temporary quarters on Dufferin Street provided approximately 1,000 square feet of space. Bridgewater Library circulated over 69,000 books in 1983 from that location.

Bridgewater, with a population of 6,669, is the largest town within the South Shore Regional Library's region. Its branch library is planned to serve as the main branch for the region.

The new library has over 4,000 square feet spread over two floors. It has 16,000 hardcover volumes, and 2,000 paperbacks. There is seating in the building for 40 people. A small reading room provides a comfortable corner for magazines and newspapers.



The circulation and browsing area of Bridgewater's new public library.

The new library is more accessible to the handicapped. People confined to wheelchairs can enter through the door on the second floor. An elevator allows them to reach the first floor. Aisle spaces are set at a minimum of three feet, and several aids for the handicapped have been purchased.

Open hours at the new library will remain static for 1984. The library is open 31 hours per week, reduced from 36 in 1982 due to fiscal restraints at the South Shore Regional Library. Chief Librarian Gloria Hardy stated that eventually the Board hopes to provide regular business hours.

Town Council and the South Shore Regional Library Board have been trying for several years to locate a facility which would provide high visibility, but fall within the town's budget. Successful applications by the town of Bridgewater for grants to purchase and renovate the former bank building on its main street achieved both results.

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*.

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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.

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Typed manuscripts, news, and correspondence should be addressed to The Editor, *APLA Bulletin*, c/o Queen Elizabeth II Library, Memorial University of Newfoundland, St. John's, Nfld., A1B 3Y1. The deadline for manuscripts is the first of the month preceding the month of issue, i.e. June 1, August 1, October 1, December 1, February 1, and April 1. All advertising correspondence should be addressed directly to the Advertising Editor.

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Letter to the Editor

Dear Sir:

I must protest the lack of library job opportunities for non-students. Permanent jobs are scarcer than we would like, leaving many non-students in the casual job market, where I, for one (but probably not the only one) find it very difficult to compete, when most of the jobs, especially the better paying ones, are seemingly reserved for first-year, full-time students. These are often hired on the strength of their class work and allowed to perfect their knowledge and skills through practice, a courtesy not extended to experienced people trying to keep up to date. (I refer especially to catalog-

uing, the field with which I am most familiar, where experience seems to count for very little.)

Moreover, some jobs are advertised only at the library school, so that only students are aware of them. Hardly fair. I know there is work available which I have no way of knowing about, and I would like to see more widespread advertising of job vacancies.

Is equality of opportunity too much to ask? I think non-students have the right to earn a living and keep their skills current too.

Yours truly,
Charmaine Wood
Halifax, N.S.

Based on the feedback that I have received, on the number of participants, and on my personal experience, the 45th annual conference was highly successful. The pre-conference workshop on crime prevention and security in Atlantic libraries attracted 55 participants while 158 individuals attended the conference. I think everyone would agree that the members of the program and local arrangement committees, as well as the many others who contributed to the success of the conference, did an excellent job.

The success of this year's conference sets a standard for the 1985 conference which will be held in Fredericton, May 30 - June 2. Sheila Laidlaw, University of New Brunswick Library, has agreed to serve as convenor of the local arrangements committee.

The following action has been taken by the executive at its May 13 meeting:

- a letter has been sent to Marianne Scott congratulating her on her appointment as National Librarian of Canada;

- a letter has been sent to Shirley Elliott, former Nova Scotia Legislative Librarian and APLA Merit Award recipient, congratulating her on being granted the degree of doctor of civil laws, honoris causa, by Acadia University;

- a letter has been sent to Lois M. Bewley, President, CLA, requesting that CLA review again its current practice of setting registration fees at CLA annual conferences.

- it was resolved at the conference that APLA convene a special committee to prepare a brief on the question of Canadian accreditation of library schools for submission to the CLA committee on Canadian accreditation. Members are presently being approached to serve on the special committee. I have been advised by Beth Miller, chairperson of the CLA committee, that the deadline for written submissions is November 1, 1984. Applications to appear at public hearings must be in March 1, 1985. This is an important issue but it is not clear how the majority of APLA members feel about it, therefore, it is anticipated that the APLA special committee will have to survey members through a questionnaire. It is important that members respond to this questionnaire so that APLA can prepare a meaningful brief;

From the

President's Desk

- on the recommendation of the publications committee, Joy Tillotson has been appointed editor of *APLA Bulletin* and Ron Crawley the managing editor. We are very grateful to Joy and Ron, both of whom work at the Queen Elizabeth II Library, Memorial University of Newfoundland, for taking on these challenging positions;

- we have also made inquiries to the CLA regarding its regional seminar programme in order to ensure that conflicts do not arise with APLA activities in the Atlantic Region and to see if joint APLA/CLA seminars are possible.

The next executive meeting will be held October 20 in Halifax. Among the issues to be dealt with are terms of reference for the vice-presidents' discretionary funds, recommendations of the financial examiner, and the active status of resolutions passed over the years.

This year's executive will do everything it can to make APLA a more effective association but I can only reiterate what previous presidents have stressed: The ultimate success of APLA depends on the participation of its members. What can you do? Here are some examples:

- submit articles and news to the *APLA Bulletin*
 - volunteer for an APLA Committee
 - get someone else to join APLA
 - nominate someone for the Merit Award
 - let your vice-president know what kind of workshops you would like done in your province and then volunteer to help put them on
 - let the executive know at least five ways that APLA can be improved
 - put the dates of the next annual conference on your calendar
 - encourage your colleagues and employees to participate in APLA
 - apply for Memorial Award funds
 - decide what office you want to run for next year and let Andre Guay know.
- We can look forward to a successful year if each APLA member does at least one of the above.

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Crime Prevention and Security Management in Atlantic Libraries

"Take the Problem Seriously"

William A. Moffett, director of the Oberlin College Library, was the keynote speaker for the APLA pre-conference workshop on crime prevention and security management in Atlantic libraries. Mr. Moffett, best known for his part in the apprehension of the book thief known as James Shinn, spoke about the problem of book theft and what libraries can do about it.

Moffett stated that book theft is an important and growing problem judging by the increasing number of reports and the American Library Association's estimate that (in 1976) \$268,000,000 was lost because of book theft and mutilation. Inflation and inadequate conservation methods are also contributing to the decline in library collections. Stopping theft alone is not sufficient to

protect a collection but one of a number of avenues that must be pursued.

Moffett briefly discussed the questions of who steals books and why. There are various types of thieves: those who are selfishly preventing other people from having the books, those who plan to resell the books and those who have no reason other than a "psychological flaw". Thieves who, like James Shinn, are out for monetary gain are the easiest to detect at the point of sale and are less important in terms of overall monetary and psychological loss than the less well-organized thieves whose activities result in the gradual erosion of library collections.

Although the theft of valuable books is easier to detect, it still re-

quires action on the part of both librarians and booksellers. Booksellers have made efforts to provide publicity about stolen books to avoid encouraging thieves but some of these efforts have been hampered by the reluctance of libraries to report thefts and by libraries being unaware that a theft has occurred until long after the fact.

What should librarians do to discourage theft? First of all, Moffett said, librarians must take the problem seriously. An overall security plan should be developed, in cooperation with local police and/or campus security forces. The development process should include an evaluation of current library procedures to ensure that none of them are encouraging theft. Restrictive loan periods, large fines and lack of

photocopying facilities may, for instance, encourage theft and mutilation in addition to serving their intended purposes. The procedures that were drafted following the Oberlin conference on theft suggest marking all books with permanent ink and Moffett further suggested that, if a withdrawn stamp is used at all, distinctive withdrawn marking be used so that libraries can distinguish between legitimately discarded books and stolen ones.

In addition to examining current procedures, libraries ought to establish procedures for dealing with theft when it is discovered. Moffett stressed that these procedures ought to include reporting the theft and taking action against offenders.

Case Study : Security of Public and Staff in a University Library

Moderated by Sheila Laidlaw

The university librarian has received a memo written jointly by the head of circulation and the head of reference. The memo outlines concerns expressed by staff and students regarding personal safety and security in the building. Detailed in the memo, these concerns include:

1. the size of the building;
2. the lack of security personnel or building patrols;
3. extended hours;
4. unsupervised study halls;
5. isolated study stations;
6. dark corridors;
7. absence of a public address system;
8. limited staff.

Already aware of many of these concerns, the university librarian sees staff unease and worry reflected in this memo, unease and worry which have grown since the recent incidents on campus. For the good of morale and safety, these concerns must be addressed. Nevertheless, the university librarian is also aware of the economic constraints affecting her institution. Only matters of the highest priority and urgency receive consideration for additional funding. Any appeal for new staff or capital expenditures is unlikely to meet with success unless the need is immediate and critical.

Max Keeping, Head of Security and Traffic, Dalhousie University, described his attempts to deal with increased security needs by using students to patrol various parts of

the campus, including the library, during evenings. This has successfully provided an increase in security with minimum increases in costs. The students use two-way radio to call regular security personnel in the case of an emergency. Keeping's most interesting point concerned the lack of thought given to planning for building and personal security in new buildings by administrators and architects. Library and security staff are often left to make the best of such things as improper lighting, and uncontrolled or uncontrollable entrances and exits.

Frank Ledwell, Associate Professor of English/former Dean of Arts, U.P.E.I. discussed how staff and public security fit into priorities for funding. He noted that the idea of security and the use of security forces in a university environment have a relatively short history. The result is that there is no assurance that there will be enough money for security. Ledwell noted that the library staff is the greatest factor in making the library accessible and secure, and in this sense, security costs are hidden. He also noted that in today's economic climate, security will only become a priority when, as often is the case with other items in the university budget, it becomes a crisis.

Ken Clare, Head of Circulation, St. Mary's University, outlined the problem of staff stress caused by the responsibility which library staff, particularly those in the public ser-

vice departments, have for maintaining public and staff security. Clare maintained that there are a number of practical measures that can be implemented to increase security and reduce stress felt by the staff. He stated that all staff should be made responsible for assisting in maintaining security, that the administration must be frank about what it can do to assist staff, and must keep staff fully informed about what it has done. Further, he stated

that there should be a public response after any security problem has occurred, and that every attempt should be made to prevent a state of siege mentality from arising. With respect to actions that staff themselves can take, Clare suggested that security and safety be made issues during contract negotiations, and that staff attempt to set up or get on any already existing University safety committees.

Reported by Paul Pilon

Contract Position

The Ad Hoc Committee for the Preservation and Access of Nova Scotian Newspapers is seeking a librarian to undertake a detailed survey of all Nova Scotian newspapers and possibly develop a provincial plan. The successful applicant should have an MLS or equivalent with at least two years experience with serials and newspapers. Effective verbal and written communication skills are an asset.

She or he will be required to travel extensively and have a car. Allowance has been made for return to the metro area each weekend. As most of the work will be carried on in Halifax, the librarian should expect to live in the Halifax/Dartmouth area.

This work will be carried out under contract with the National Library of Canada and should be completed in twelve to twenty-four months. Total contract salary for the survey is \$22,000 plus travel expenses.

The successful applicant will begin work on September 15, 1984. The deadline for applications is July 31, 1984, and should include a full resume and the names of three references.

Send applications to:
Mr. Allan Dunlop
Public Archives of Nova Scotia
6016 University Avenue
Halifax, N.S.
B3H 1W4

Case Study : Security of Materials in the Public Library

Moderated by Bonnie Wadd

A borrower suggests a number of computer books for purchase by the local public library. The books come to a total of \$70, but the publishers are reputable and the librarian realizes that they will be very popular. The books are ordered, the borrower is notified when they arrive, he picks them up and checks them out. A month or so later another borrower places a request for one of the items. After the usual search period the book is determined to be missing. In discussing the issue, staff feel it highly probable that the first borrower has made off with all of the books as no one has seen any of

them since they arrived. The library has a security system and sends overdue and bills on a regular basis. It does not however have automated circulation control. A financial collection agency has been used in the past but was found to cost more to administer than it actually netted in returns. As a result the service has been dropped. Staff are aware that this single incident is part of a much larger pattern that continually depletes popular areas of the collection. Discussion with other public libraries shows clearly that the problem is widespread. A large amount of material is unavailable for public

use because it is either kept long overdue or the borrower checks it out never intending to return it. Generally speaking the amounts vary from \$10-\$400, the average is usually \$25-\$50. As individual accounts the amounts are generally very small and the labour involved in pursuing the matter is exorbitant by comparison. Collectively, however, these small accounts mount up to large losses of generally the most popular areas of the collection.

Panelists were William Moffett, Kent Brown (a lawyer), Bonnie Best Fleming (Head of Circulation Killam Library) and Ron Collins (a

Business School professor). points centered around the lack of knowledge as to whether an item had in fact been checked out or was simply long overdue rather than lost and presumed stolen. A check is one obvious method of verifying that material has been properly checked out; overdue follows depends upon the effectiveness of your circulation system be it manual or automated — all are prone to error. Any security system can be evaded. Ron Collins suggested an intensive public campaign to change attitudes and behaviour.

Reported by Barbara Co

Case Study : Security of Materials in the University Library

Moderated by Ted Phillips

"You don't mean the Huebert Pummel: visiting professor ... Shakespeare scholar ... courteous, respectable, well-mannered ... pleasant to staff ... obeyed all the rules? You can't mean him?"

"The very same."

"But what's your proof? You can't go round accusing internationally renowned academics."

"Oh, we know it's him. He fooled us all. Came here regularly every day, sat at the same reading station, got to know the stuff, behaved most reverently toward the books he was using. A model user, we thought."

"And so?"

"And so, three editions from the Landsdown Shakespeare collection, last used by one Huebert Pummel on Friday, are missing, as is Pummel himself."

"But that's completely circumstantial! Lots of other people had an opportunity. Friday was extremely busy in the rare book room."

"That may be so Arbuthnot, but Pummel did not move from his seat all afternoon. It was only shortly

after the last shift change of the day that Betty Lou noticed he was not in his place. She had just done a card check and saw that the 3 Landsdown editions were still signed out to Pummel. She went to his desk immediately, of course, thinking maybe he'd been taken ill suddenly. Low and behold: no books, no Pummel."

"Okay, it looks suspicious, but what proof do you have and what on earth are you going to do next?"

Karen Smith, Special Collections Librarian, Killam Library, led off with a review of the case study. Smith outlined the procedures she would follow once the loss was ascertained: internal checks, notifying chief administrator police, lawyer and insurance company and starting a review of existing procedures to see what could be improved.

Dr. William Moffett, Director of Libraries, Oberlin College, broke in to point out that this was a case of barring the barn door after the horse has bolted. He pointed out that as administrators, librarians should be

aware of the law governing such cases, involving checking of identification, searching cases and detaining people. He stressed that one should consider these **before** an incident not after.

Merritt Crockett, University Librarian, University of Prince Edward Island, then suggested a five point plan to handle the situation:

- 1) Design a security checklist
- 2) Conduct a risk assessment study
- 3) Monitor crime statistics
- 4) Report crime statistics to promote public awareness
- 5) Implement program and conduct valid evaluation.

He spent some time elaborating on the first two items, summarizing points that had been made earlier about lighting, controlled access, dead bolts, need for frequent inventory, restricting access to keys to essential personnel, visible and secure methods of identification and withdrawal of library materials.

He concluded by pointing out

that as administrators it was our responsibility to have a policy in place. The discussion was then opened to the floor. One questioner asked if APLA would be willing to establish a task force to define what a library can or cannot do in Canada in regard to restricting access, requiring ID, or searching belongings. Another asked the panelists about delayed action alarms and the conflict between security and fire regulations. There was also some discussion on the question of elitism in procedure one would follow in regards to the eminent visiting professor as opposed to a regular graduate student. Ted Phillips then thanked the speakers and audience for a lively session, pointing out that the professor in the case study would probably return next morning apologizing profusely that he had slipped the books in his briefcase by mistake!

Reported by Jim Ca

Case Study : Security of Public and Staff in a Public Library

Moderated by Pearce Penny

Over a period of a month or two, a man in his early forties had been frequenting the main public library building and especially the Reference Department. The man was generally disheveled and, from his actions, appeared to have some mental problems. He never spoke to staff but spent the entire day staring at female staff members and would in fact choose one whom he watched all day. He also watched staff from behind book stacks and hid from staff members if found in the stack areas. One or two staff watched him for some time on various occasions as they suspected he might be stealing library materials. They were, however, unable to see him doing anything wrong. After about a month an "incident" was reported in the Reference Department while he was there. A female patron came to the information desk obviously upset but would not tell staff what had happened or who was involved. Staff had their suspicions but no concrete evidence. A few weeks later

a couple of teenage girls came to the desk again and reported that the man had exposed himself. When staff checked for the man he was gone and did not return to the library again. The police were called and a description of the man given to them. The man was in fact someone they knew about and was later picked up. The father of one of the girls however, called the library irate at the idea that his daughter could be accosted at 4:30 in the afternoon while doing her homework in the Reference Department of the public library.

The four panelists in this session responded with a number of points of practical use to public service librarians. Jack Blanchard, Director of Student Counselling, U.P.E.I. looked at means of dealing effectively with the deviant person. He suggested that staff members begin by looking at their own feelings about confrontation situations. How do they feel about dealing with an unknown person whom they feel

is suspicious. Mr. Blanchard pointed out that delaying confrontation frequently only increases the problem. The longer staff delay the more "dangers" there are attributed to the problem. In addition, leaving the person alone implies acceptance of the behaviour. The individual should be confronted directly, but in a non-threatening manner. Confront the person with what you see, "You seem to be spending a lot of time here and not finding much help. Can we be of assistance?" Ensure that the person knows they are being watched and don't be afraid to ask them to leave. Mr. Blanchard suggested that confrontation skills would be good subject matter for a staff workshop.

Harry MacKenzie, Chief of Police (retired), Holland College, suggested close liaison with the local police department. Staff should get to know an individual in the department who becomes familiar with the library's problems and provides practical advice on handling partic-

ular situations. He emphasized that the police department was available to support the library and should be called upon. Mr. MacKenzie emphasized the importance of ensuring staff security in a library that this should be prime concern both the library administration and the police department. He also suggested the use of security mirrors, blind areas of the library, and appropriate signage with careful thought given to the wording used in the shoplifting campaign as an example.

Kent Brown, Director of Library Aid, P.E.I. advised that the library frequently has more right than the public might believe to ask people to leave the building. Libraries are intended for specific purposes and their policies should be adhered to. A special area of concern to participants in the workshop was the legal responsibility of the library in a confrontation

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Stress Management: New Challenges For Libraries

45th Annual Conference May 11-13, Charlottetown, P.E.I.

"How We Ourselves Think About Ourselves"

Dr. Samuel Rothstein discussed the "remarkable persistence" of criticism of library schools in his keynote address to the 45th annual conference as an entree to a discussion of stress in librarianship. He started his discussion with critical quotations from library literature through all 97 years since the beginning of library schools and then went on to consider reasons for the persistent and unchanging nature of the criticism.

Why is it that, since its beginning, library education has been accused of being not practical enough, too full of detail and memorization, too broad, too prone to confuse professional and technical concerns and the victim of poor teachers? Rothstein explored six standard explanations and then offered his own "Factor X".

The first hypothesis Rothstein reviewed was that library schools are conservative and resistant to change. Rothstein investigated this charge by collecting information on 220 newly-appointed library school deans from 1906-1981. He found that most had library experience and that it was common practice for a dean to be appointed from outside the school and/or from outside the library education field. He concluded from these findings that library schools have had plenty of new blood from among practicing librarians over the years and hence they cannot be accused of a conscious policy of conservatism in hiring.

Rothstein countered the explanation that library school teachers are inferior by noting that it was his impression that library school teachers frequently come from senior administrative positions in the "real

world" and that they normally have good academic qualifications.

He also examined the contentions that (1) library schools are no different from other professional schools which are also criticized as being insufficiently practical or theoretical or not dealing sufficiently with management training or the history of the profession; and (2) that library schools (and other professional schools) act as "whipping boys", targets for critics wanting to let off steam. Rothstein did not comment at length on either of these options. He supported the first to some extent with examples of criticism of other schools and the second with the thought that library school is the one thing all librarians have in common so it might be a good candidate for a whipping boy.

The fifth possibility was the theory of "insufficient socialization", i.e. that the library school program is too short to inculcate the values and traits necessary for librarianship. Rothstein found some support for this theory in the second year classes at the University of British Columbia where some socialization had presumably taken place and the students seemed happier with the school.

The final of what Rothstein considered to be the usual explanations was the theory that library school is boring because librarianship is too dull for library education to be anything but boring. He felt there were sufficient enthusiastic reports from library school students to serve as counter-examples to disprove this theory.

Having shown that there was a remarkable consistency in the criticism of library education and having determined that the reasons for this

criticism were not inherent in the schools, Rothstein turned to his own theory which concentrated on the personality traits of those making the criticism. He reviewed the literature of personality inventories of librarians briefly and then turned to recent (unpublished) study of graduate students in professional schools at U.B.C.

Whereas most of the previous studies had compared librarians with the population at large or with undergraduate students at large, the U.B.C. study was limited to graduate students in professional programs where an initial hypothesis of no significant difference would be logical. Within this group, however, librarians were found to have a distinctive set of personality traits. Of the traits covered by the test, library school students scored at the extremes of the scale in the majority of cases. They were, for example, markedly more intelligent, more critical, less self-confident and less committed to the profession than students in other professional schools.

This assessment of the personality traits of the U.B.C. library school students, extended to the whole population of librarians, explained (according to Rothstein) the criticism of library education better than any of the previous attempts. It also described a vibrant group of individuals with which to work and one with high standards for both themselves and other aspects of the profession. Properly viewed, therefore, librarians, while under stress due to their personalities, possess those characteristics of independence and intelligence which are most necessary to the success of the profession, even if they do make things a bit rough for library educators.

Discussion

Reactions to Dr. Samuel Rothstein's presentation were heard from a panel consisting of Mr. Albert Bowron of Information, Media and Library Planners; Dr. Robin Stuart-Kotze of the Fred C. Manning School of Business Administration, Acadia University; and Ms. Cynthia Durance, Director, Office of Network Development at the National Library of Canada.

Mr. Bowron voiced disagreement with the conclusions of Rothstein's study, claiming that a full scale Canadian study is necessary. He suggested that because of the nature of librarians' work, which includes a diversity of tasks, is in fact less stressful than many other types of work. He also objected that the profile presented by Rothstein was a negative one in many respects and yet was accepted lightly and even presented in a somewhat positive light.

Dr. Stuart-Kotze raised criticisms of the measuring instrument used in developing the profile of librarians. He suggested that much of the stress facing librarians, as well as professionals from many other occupations, are the contradictions between others' perceptions of us and how we perceive ourselves. Rothstein's study, according to Stuart-Kotze didn't make these distinctions clear.

Ms. Durance stressed that librarians are uniquely qualified to play a major role in the information industry and that there is no need for us to apologize to anyone. Rather than "navel-gazing" we should be acting in the information world in a much more aggressive manner.

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between two members of the public. Mr. Brown pointed out that the library was not responsible, that rather it was a situation between two individuals and would be legally dealt with as such.

Suzanne Sexty, Trustee and parent, St. John's, Newfoundland, also felt that the library cannot be responsible for the well being of all individuals using the facilities. With regards to children and young adults she placed the responsibility on the parent to teach their child good self protection skills. Issues such as the one described in the case study could happen in any public place and

children should be taught how to cope. Mrs. Sexty also pointed out, as a public services librarian, the complexity of the "problem patron" situation. She felt quite strongly that the situation is not always clearly identifiable and in fact is frequently clear only after an incident has taken place. She supported the concept of the smaller neighbourhood library where staff can feasibly get to know most of the patrons and therefore more easily identify a problem situation. Larger libraries are, simply by their size, more anonymous and therefore more difficult for staff to control.

Reported by Susan McLean

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Physical Environment of Libraries

Leader: Albert Bowron

Mr. Bowron started by defining stress and its symptoms and went on to discuss library design and new technology in libraries. His discussion of library design was illustrated by slides of a variety of libraries in Europe and North America which showed evidence of both good and bad design. The most important feature of good planning, according to Bowron, was flexibility and he showed examples of visually pleasing designs that he felt were impractical because of their rigidity. Audience participation was invited to identify problems in the slides of an overcrowded public library that Bowron had advised. His advice to libraries that are rearranging their current building was to consider the whole floor plan, not just small sections at a time.

Bowron's comments on new technology in libraries centered on ergonomic aspects of video display terminals (VDT). He reported that research so far indicates that eye problems are a greater source of concern than radiation hazards for VDT users. He recommended various design features of both VDTs and their surrounding furniture and lighting to counteract visual problems. Audience members were referred to the article by R. Bruce Miller, "Radiation, Ergonomics, Ion Depletion, and VDTs: Healthful Use of Visual Display Terminals" in *Information Technology and Libraries 2* (1983), 151-158 for further information.

Reported by Joy Tillotson

Environmental Control on a Limited Budget

Speaker: Edward T. Patterson

The Committee on Conservation of Library Materials' workshop at this year's Atlantic Provinces Library Association's conference considered possibilities for environmental control on a limited budget. Mrs. Alice Harrison, chief librarian Atlantic School of Theology, began the session with an update on conservation activities in the Atlantic Provinces in 1983-84. She was followed by the keynote speaker, Mr. Edward T. Patterson, chief of Historic Resources Conservation, Parks Canada. Mr. Patterson presented an overview of environmental problems that cause damage to library materials, such as humidity, light and temperature. He also outlined the damage caused by each, such as mold, warping, foxing, etc. His presentation concluded with some practical solutions to these environmental problems. Mr. Patterson limited his suggestions to solutions that are manageable on a limited budget. He suggested that libraries that cannot afford to control the environment in the entire

Workshops

building should work on controlling a room or part of a room with air conditioners, dehumidifiers, blinds, etc.

After Mr. Patterson's talk the workshop participants divided into two groups to discuss three case studies concerning environmental control problems. This was followed by a brief discussion period and some solutions to these problems.

At the end of the workshop, Mr. Patterson was available to answer questions about specific problems.

The format of this workshop was particularly useful as it lead participants through an introduction to the topic, some state of the art solutions, a chance to discuss and solve some hypothetical problems, and an opportunity to obtain expert advice on real problems facing our own libraries.

Reported by Wendy Duff

Stress and Management Style

Leader: Robin Stuart-Kotze

Organizations which are managed well are successful, those which are not well managed fail.

Technological advantages are available to all, management style is what eventually gives a business the edge over its competitors.

These ideas are the thrust of the current literature of management, including titles like *In Search of Excellence*, and provided the introduction to workshop by Robin Stuart-Kotze of Acadia University.

He suggested that stress on libraries will arise from demands for "more for less." Managers will be forced to seek increased productivity from their staff while dealing with reductions in staff and budget.

Success may create a further stress when library patrons seek information at an increasingly more sophisticated level.

Stress arises from values, needs and expectations of people within the organization. Societal values are changing as is technology and if management style is not appropriate, production will be lessened and antipathies increased.

Participants were asked to complete a form designed to determine one's management style and subsequent discussion centred on three major types of style: task-centred, relationship-centred and situation-centred. These three basic styles were further subdivided and their characteristics discussed together with some ideas on improving performance in one's present situation or seeking a new position. The final points made were to focus on the most important components of the job and to concentrate one's efforts on the most significant task — that which will give 80% of the desirable results.

Stress and Management Style was a useful introduction to achieving job satisfaction from an organiza-

tional behaviour viewpoint. The presentation was interesting and the examples chosen were informative thought not always directly relevant to libraries. Dr. Stuart-Kotze succeeded in providing the basis for further thought and perhaps modification of style for the individual manager.

Reported by Patricia Rahal

Managing in a Time of Economic Restraint

Leader: Robin Stuart-Kotze

Professor Stuart-Kotze's workshop focused on the problems of coping in times of financial restraint and the afternoon session began with discussion of traditional motivators in all organizations, namely, salary increments and opportunities for promotion. Asserting that technology has altered these goals, the situation facing management now is the stark reality that there are very few jobs for a large number of employees and often, stress results because of a lack of job clarity and security. Professor Stuart-Kotze went on to suggest that one key factor in maintaining employee motivation is to enlist their participation in decision-making and encourage them to take full responsibility for their work.

To illustrate these aforementioned ideas, workshop participants were given a Decision-Style Inventory Test in order to ascertain what levels of significance individuals attached to the factors of time, trust, and acceptance in 15 case studies. After the workshop participants had time to examine each case and fill in their responses, groups were formed, and animated, lively discussions were the result as individuals attempted to gain a group consensus for each of six cases. The remaining time in the three hour session was then devoted to several more tests ("Are You a Type A Manager?"; "Life Change Survey"; "ABC News-Arizona Heart Institute Cardiovascular Risk Factor Analysis") and although the revelations were interesting, the final portion of the workshop drifted away from the main theme of managing during economic recession and became focused on how stress can affect the individual. Unfortunately, the interest in individual symptoms of stress was not related to overall performance in the work environment, and therefore one felt that the final 40 minutes of the session did not have much in common with the first part of the presentation.

On the whole, however, this was a worthwhile and interesting workshop, and judging from the enthusiastic round of applause for Professor Stuart-Kotze, the other participants found the presentation very satisfactory.

Reported by Cindy Tanner

Library Technicians

Speaker: Ron Collins

The Committee for Library Technicians organized a business meeting and seminar chaired by the convenor, Muriel Allen. The business meeting opened with a summary of the history of the committee by Mr. George Halliwell, the past convenor. Meetings had been held at the APLA conferences in 1982 and 1983, motivated by the feeling that there was a need to organize.

Dr. Norman Horrocks, Director of the School of Library Service at Dalhousie University, was then asked to speak on the benefits of such organizing for library technicians. He felt that it would provide opportunities for career development and that an organization might serve as an arena in which to voice common needs, desires and problems peculiar to library technicians. As a united voice, an association would carry more weight with administrators. Horrocks reminded the meeting that continuing education funds are available through provincial vice-presidents.

Ms. Allen told the meeting about her views on the role of library technicians. The public rarely see any but the "front line" staff in a library which usually consists of non-professionals and for many, the voice on the phone is "the library". The attitude of the technicians may show them to be helpful and knowledgeable or, at worst, indifferent. This attitude in turn can define the image of the library.

The need for reorganization of the committee was noted with the following recommendations:

(a) there should be active representatives from each province;

(b) there should be a full executive including a convenor, secretary, treasurer and public relations person;

(c) as the next APLA conference is to be in Fredericton, a convenor should be chosen from that area so that costs for organizing for the next conference could be kept low.

The meeting agreed that the training needs of library technicians are not being met. There was a suggestion that provincial associations be formed which could provide a framework for a regional association.

Dr. Ronald Collins, Associate Professor of Business Administration, University of Prince Edward Island, then spoke to the meeting on job motivation. He used the film "Maslow's Hierarchy of Needs" and stressed in his talk the need for self-development and personal growth on the job.

Reported by Muriel Allen

continued

Open Systems Environment

Leader: Cynthia Durance

The library term "union catalogue" has been superseded by the computer term "bibliographic network". The definition of a "network" is "a systematic organization of separate units, interconnected for the purpose of achieving a goal that is more than any one of the units can achieve individually." In an automated environment, library resource sharing would only be possible if (a) libraries used compatible systems and hardware; (b) reported their holdings in machine-readable form to a central source in a standardized format; and/or (c) developed a standardized communication system to allow the interconnection of incompatible computer systems and hardware.

In the absence of the latter, the National Library adopted a centralized network model as their mode of operation. This was the National Library's working model for most of the '70s until 1979 when the National Librarian announced that the Open Systems Interconnection (OSI) Model had been adopted as a result of recent international developments in telecommunication networks.

Open Systems Interconnection is both an attitude and a technique. From the attitudinal point of view it can be defined as a network in which adherence to a set of common policies facilitates access to the data bases and other resources which participants choose to make available. From the technique point of view it is a network in which the interchange of data between autonomous systems is facilitated by adherence to common standards and procedures, e.g. those established for such a purpose by the International Organization for Standardization (ISO) in its Open Systems Interconnection (OSI) model. In other words, the systems within existing networks will themselves become open to other systems once both employ open systems interconnection standards.

Computer communication networks are designed hierarchically as a series of independent layers. Each layer is a program or process that communicates with the corresponding process on another machine. The OSI Reference Model established by ISO provided a universal framework within which networking could be discussed. It is not a protocol (set of communications conventions) standard. The breaking up of a network function into layers suggested places where protocol standards could be developed but the standards themselves fall outside the domain of the model. Five of the seven layers have been agreed upon internationally. The last two layers, the presentation layer and the application layer, are still being discussed. It is at these upper two levels that the National Library has been working for the last few years.

After adopting the OSI model in 1979, the National Librarian established a network program with advisory and support committees. The objective of this program was (a) to adopt the OSI model; (b) to develop the necessary protocols for intersystem applications; and (c) to conduct test implementations. The iNet Gateway project, an experiment involving the interconnection of incompatible bibliographic systems in six Canadian libraries and an interlibrary loan subproject using ENVOY 100, began in 1981. This project provided the National Librarian with invaluable experience. It proved that it was possible to interface various kinds of hardware from one terminal. However, it indicated that the OSI model of a decentralized interface was preferable to the centralized interface concept provided by a system such as iNet. OSI was judged to be the wave of the future because of the following characteristics inherent in the model: (a) it is technically superior as it is hardware/software independent; (b) it is politically superior as there is no master/slave relationship; and (c) it is economically superior as it is built upon existing systems.

As well as testing iNet, the National Library has been working on the definition of standard application protocols based on the OSI concept, and on the development of corresponding generic software which will be made available to the library community in future. This software will be able to be adapted to all types of computers. Software which is currently being developed includes interlibrary message creation and the transmission of these messages via electronic mail services with future extension to Telex/Teletex, and software for on-line transmission of MARC records from system to system.

This September, the Nova Scotia Provincial Library will be one of the sites for the interlibrary loan system trial. In future, perhaps we can all look forward to transparent interconnections among different levels of government, branches of government, universities and private companies for various specific applications even though they use incompatible computer systems and equipment. What's wrong with being an optimist?

Reported by Jerry Miner

Further reading:

Canadian Network Papers (National Library of Canada) no. 1, 1980-

Tannenbaum, A.S. 1981, "Network protocols". *Computing Surveys*. 13:453-89.

Thanks:

-to Agnes O'Dea, from the executive, for her generous donation to the Memorial Trust Fund.

-to all who reported on the conference for the *APLA Bulletin*.

Are Trustees Necessary?

Speaker: Harold Brief

Since its formation in 1979, the Committee of Atlantic Provinces Library Trustees has tried to make its presence felt at the annual APLA conferences and this year at Charlottetown was no exception. For the second year in a row the program was coordinated by Bryce Merrill who seemed to be everywhere; organizing the pre-conference reception, conducting the business meeting, and keeping the panelists in order.

Harold Brief, President of the Canadian Library Trustees division of the Canadian Library Association, delivered the keynote address on the theme "Are trustees necessary?" Although the audience may have expected to hear the usual motherhood statements concerning not only the necessity for, but also the wonder of, the saintly library trustee, Brief instead started his speech by stating that trustees were not necessary. After all, he asserted, if trustees were eliminated from the administrative structure of a library then surely it would continue to function. The library would continue to be a place where you could go for recreational and educational reading. True, it would now be a department of some government, but at least it would still exist. However, if the trustees had been fulfilling their responsibilities then their loss would indeed make a difference. Brief felt that "library trustees, and an independent board, if carrying out their duties, create the dynamics necessary to offer the community the best possible library service." This is especially true in areas where the trustees are representatives of the community and therefore accountable to those persons whom they represent. Brief suggested that one problem with most library boards is that they do not usually have on them representatives of minority groups in the community. He felt that it is more than likely that most boards are like his own, white, middle class and living in the same general community.

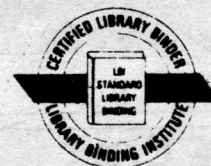
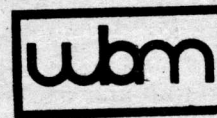
Brief managed to convince himself, and those in attendance, that trustees are necessary only if they are interested in the library, interested in the community and able to realize and to promote the relationships between these two groups. He felt that these were big ifs which required trustees to have many attributes, but to, above all, be willing to devote time and energy toward carrying out their responsibilities.

Following the address, there were reactions offered by a panel comprised of Don Harvey, Milton Larson, and Mardi Cockburn who took the positive position and Don Scott, Ralph Hawley, and Suzanne Sexty who took the negative position. As the Provincial Librarian of the only Atlantic province without a trustee system, Scott felt that he had 50 good reasons for not having trustees — one reason for each of the years Prince Edward Island has had a non-trustee public library service. But even Scott had to admit that there were times, especially when he was trying to avoid budget cuts, that it would be advantageous to have the backing offered by a board of trustees. Hawley and Larson were both appointed to their library boards because of their positions on their city councils and cautioned that persons who are appointed this way may not always have any interest in libraries, but may have been appointed because no one else would take the job. They felt that it was necessary that the library convince politicians that an appointment to a library board represented an important appointment to be sought for, not avoided.

The negative side of the panel was fighting a losing battle, but Sexty tried to show that trustees can be obstacles for librarians to overcome in their efforts to provide library service. She concluded that trustees are often elitists who serve on library boards in an attempt to further their own causes and to gain the image of being a civic-minded person. These points were both countered by Harvey and Cockburn who saw the trustee as being a valuable buffer between the librarian and government.

Both Brief's address and the panel's reaction to it, led to a lively question and answer session with the audience which was a mix of trustees and librarians. Although the turnout was smaller than was hoped for, those who attended welcomed the opportunity to share ideas and to expand their knowledge of the state of trusteeship in the Atlantic provinces.

Reported by Suzanne Sexty



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1. "Here, kiss this book."
2. "Look, Lucius, here's the book I sought for so; I put it in the pocket of my gown."
3. "Come, take the choice of all my library, and so beguile thy sorrow..."
4. "When comes your book forth?"
5. "Your face, my thane, is as a book where men may read strange matters."
6. "O, Sir, we quarrel in print, by the book;"
7. "And when it's writ, for my sake read it over."
8. "Remember first to possess his books for without them he is but a sot, as I am."

Baffle #7

- A. Audiences
- a) Library instructor during orientation or tour
 - b) Library trustee on budget night
 - c) Expert in fine bindings
 - d) Patron with overdue bestseller
 - e) Editor to author
 - f) Custodian or security officer
 - g) Publisher's rep at APLA conference
 - h) Union steward during grievance
- B. The Plays
- a) As You Like It (5:4:91)
 - b) Julius Caesar (4:3:252)
 - c) Macbeth (1:5:63)
 - d) Tempest (2:2:130)
 - e) Tempest (3:2:89)
 - f) Timon of Athens (1:1:26)
 - g) Titus Andronicus (4:1:34)
 - h) Two Gentlemen of Verona (2:1:130)
- Oh yes! One of these "books" contains no pages. Which do you think it might be?

Report on Baffle #5 — Double Meanings

Once again, despite fierce competition, the Dartmouth Regional Library has emerged in first place to win the first and last Baffle Board Competition. Because of the effort required to sort and correct those many responses to our Baffles, the Quizmaster has suggested that you save your 32¢ stamps and baffle yourselves in the privacy of your own bookshelves. To the many who sent in answers, thanks!

And now to the answers to Baffle #5, in which you were to match clues to library and book trade terminology.

1. "Hound and horns" — foxed
2. "Music, baseball, and computers" — a hit
3. "Trees" — leaves
4. "Cricket's inning" — overs
5. "Monasteries" — monks
6. "Horse's colour" — roan
7. "Decelerating universe" — entropy
8. "Marathoners" — runners
9. "Quincy and the newspaper" — morgue
10. "Chief exec's pet name" — boss

Coming Event

Tenth Northern Libraries Colloquy will take place at Memorial University of Newfoundland, St. John's Aug. 12-16, 1984. The theme is "Northern Resources: Their Development from an Information Perspective". Contact: Judith Whittick, Centre for Cold Ocean Resources Engineering, Memorial University of Newfoundland, St. John's NF A1B 3X5.

People

Marguerite Jones has been appointed as Computer Search Services Librarian in the Information Services Division of the Queen Elizabeth II Library at Memorial University of Newfoundland.

Shirley B. Elliott, former legislative librarian for Nova Scotia and APLA Merit Award recipient in 1981, received an honorary Doctor of Civil Laws degree from Acadia University at its spring convocation, May 7, 1984.

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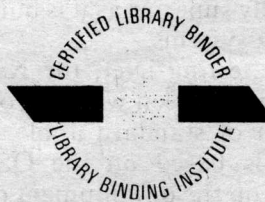
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The South Shore Regional Library Board is pleased to announce the appointment of **Janet Clark** as Chief Librarian effective June 4, 1984. Ms. Clark is a graduate of the Dalhousie School of Library Service (1971). She has worked at Halifax City Regional Library, Halifax County Regional Library, and most recently as Headquarters Librarian for the Northwest Territories Library Service in Hay River.

Ms. Clark replaces Gloria Hardy, who served as Chief Librarian at South Shore Regional Library from 1978 to 1984.

The Newfoundland Library Association held its annual meeting and election of officers at Hotel Newfoundland on Thursday evening, May 3rd. The new Executive for 1984-85 are: **Elizabeth Browne**, President; **George Beckett**, Vice President; **Patricia Wilson**, Secretary; and **Charles Cameron**, Treasurer.

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