

“LIBRARIES - CAN THEY BE VIRTUAL AND REAL?”

BY SUZANNE SIXTY

The word “virtual” in front of anything is enough to make me want to perform unspeakable acts - virtually and otherwise. However, it would be futile to deny that we live in a time when people expect to have everything, from money to information, delivered to their fingertips at any hour of the day or night. Therefore, being the realists that we are, librarians are trying to place their libraries in this wired society. At least some part of many libraries is available to patrons at any hour of the day or night. This expanded accessibility, along with the omnipresence of the rest of the Internet, is as a two-edged sword. On the one edge, the Web has the potential to open the library to a new group of users while providing an enhanced service to existing patrons. On the other edge, by providing remote access to what has traditionally been a person-to-person oriented effort, we have reinforced the popular viewpoint, dare one say hyperbole, that the types of services which have been provided by a trained staff can now be done by anyone with the proper technology. In other words, why bother with an intermediary? The challenge for those working in libraries is as double edged as is the situation created by this new reality.

How does a library ensure that, while providing technologically up-to-date access, one does not undermine, and undervalue, not only its in-house collection, but also the more fundamental value of information? It is especially important to reach those people who see a library as only a building, rather than as a resource which has been organized by specialists to be used for pleasure, education, and information. I don't want to get into some esoteric monologue on what a library really is, but suffice it to say that it is what it has always been - the difference is whether it is visited in person or electronically. A library is, has been, and hopefully always will be a link in the communication chain. It is fundamentally concerned with the communication of information, ideas, and thoughts.

Some libraries will attempt to get this message across through their promotional materials. These materials will present remote access and the use of in-house resources as partners which, working together, offer users more than could either when working alone. For instance, columns

written for newspapers, or institutional publications, will highlight both the print and the Internet resources which might be of interest to readers searching for information on a given topic. The resources are then seen as complementary rather than as separate and isolated. Other libraries will use the Web itself to demonstrate this connection. And, like the parent libraries, the manifestations of these Web presences have taken various forms.

Activities which, in and of themselves, are aimed at promoting the use of library resources is a topic which deserves a separate column. This column will consider libraries as they appear on the Web. For many, visiting libraries is a favourite holiday past time. Now one can be an armchair visitor as well. Not as enjoyable as a real visit, but still informative. Imagine a tour of the English language university libraries in the Atlantic provinces with a view to seeing how they are reaching out to their patrons, and wittingly or otherwise, to anyone who chooses to visit them.

Choice of sites is highly selective as room does not permit a description of all the interesting sites. Sites that are highlighted are ones which are visible, user compatible, and which offer value-added resources. Visibility, quite simply

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From the President's Desk

I have spent more time this year shoveling snow and ice from my roof than I ever dreamed possible, but like serial price increases I'm sure I will have another opportunity to climb out on the roof! I hope that by the time this is in your hands, spring will have made an appearance.

In January I had the opportunity to attend the Ontario Library Association Super Conference which included a meeting of the Provincial and Territorial Library Associations Council (PTLAC) at the invitation of the Ontario Library Association. The Associations represented were; British Columbia, Saskatchewan, Ontario, Quebec, Nova Scotia and APLA. I found the meeting of PTLAC a wonderful opportunity to meet a group of individuals very committed to the development of cooperative action in support of libraries.

The importance of School libraries

and declining funding was one of the topics discussed. We had the opportunity to meet with Don Hamilton who discussed "Forging Forward: A National Symposium on Information, Literacy and the School Library" held in November 1997.

Other topics of discussion included the need to get VP's involved in meetings, the possibility of a grassroots lobby for funds to support the digitization of collections across Canada, and agreement to share information and materials between the various associations. I should note that the British Columbia and Ontario Associations are independently working on new Code of Conduct and Intellectual Freedom statements. These may be examples of the first materials that could be shared.

This was the first meeting of PTLAC that I attended. Normally one would attend a meeting at CLA and

OLA then hand over to the next President. This rapid refreshing of participants does not allow for continuity of current issues let alone build toward any possible collective action. In order to maintain communications a listserv has been established including president elects, and reciprocal invitations will be issued to encourage attendance at other association meetings. The meeting did signal that there is commonality in the challenges that we face across Canada and cooperative action could make us stronger.

Closer to home, I am looking forward to seeing you in Wolfville at our conference May 22-24. I have seen early list of sessions and this years conference will continue the tradition of high quality learning opportunities and the time to relax and unwind with colleagues.

See you there!

- John Teskey

Libraries - virtual and real? *(continued from page 1)*

means whether or not they could be found from the university's home page - not always as easy as it should be. User compatibility, is just that old library principle that libraries should be accessible to all people. While it is tempting to embellish one's Web site with all types of bells and whistles, one has to question how wise this is if, by so doing, some users are restricted from access. Access should be available equally to all persons whether they have the newest equipment, limited band-widths, or are using adaptive technology. While visual presentation is important, a Web site should be driven by content not technology. Similarly, libraries should avoid the temptation to use systems which require the user to download specialized software in order to access the information at the site. Value-added resources, is a shorthand way of saying that preference was given to library sites that offer something which would help a remote user either by saving them time when they came to the library or by offering them an alternative to a library visit.

The first Web choice of most academic libraries was to provide access to their library catalogues. Now these libraries are able to extend this access to periodical indexes and statistical databases. The challenge is to ensure that people are using these databases correctly. And this is no

small challenge. Anyone who has ever tried to teach students, in a classroom, how to develop a search strategy, will appreciate how challenging this can be. It becomes even more difficult when the learner and the teacher are not connected in real time. You might compare the different approaches taken by the University of New Brunswick (Saint John) and Memorial University of Newfoundland. Both are offering help in conducting research, but they are as different in their on-line approaches as they undoubtedly are with their in-house printed instructions.

One objective of library/ information instruction is to teach students to evaluate the resources which they have located. Students are taught to evaluate information based on authority, accuracy, objectivity/ suitability, and currency. They are shown how to distinguish between scholarly journals and popular magazines and when to use each. Now it is necessary to provide students with guidelines for evaluating the information that they find on the Web, and it is possible to provide these guidelines on the very same Web. The University of Prince Edward Island is an example of a library that has links to instructions for evaluating resources.

Most libraries are using the Web to provide a number of services that used to be available only by coming into a building. Patrons can now fill out interlibrary loan forms

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Libraries - virtual and real? *(continued previous page)*

on-line, renew their books, check to find out what is the latest issue received in a periodical title, fast track a book through the cataloguing process, and even ask reference questions, usually those which would be considered quick reference. Dalhousie University offers "The Electronic Reference Service" which provides quick answers to brief factual questions, recommends search strategies, or directs users to other resources. If the question requires in-depth research, the service recommends an appropriate source of in-person assistance.

Whether they offer a reference service or not, many libraries provide links to reference resources - dictionaries, handbooks, style manuals - on the Web. The University of New Brunswick (Fredericton) has developed the "virtual pathfinder." A virtual pathfinder is a subject guide to the resources available in the UNB libraries and beyond. Each guide is created by a program at the time the "Get the Guide" button is clicked. The program is designed to allow for customization - you decide on the topic and it delivers a guide. Links to information from the "beyond" are provided by access to their Internet subject guides.

It is apparent that librarians are using the Web in a number of ways to provide service to patrons who are accessing information from remote sites. Every venture into the Web provides an increasing number of examples of these value-added sites - and this is just the beginning.

The opinions expressed in this column are those of the author. Some have been previously expressed in "Information access for students: value added for today and the future," Communiqué, v. 11, no. 2, December 1997, p. 3-5. As personal opinions, they are not meant to reflect the opinions, principles, or policies of either my colleagues or the Memorial University of Newfoundland Libraries.

How about submitting an article on promoting the library or French library and/or public library Web sites in the Atlantic provinces.

Sidebar**Library Sites Mentioned**

(all URLs were active as of February 11, 1998)

- Dalhousie University: Electronic reference service
<<http://www.library.dal.ca/general/electref.html>>
- Memorial University of Newfoundland: Doing research from a distance
<<http://www.mun.ca/library/ref/li/research/>>
- University of New Brunswick, Fredericton: Virtual pathfinder
<<http://www.lib.unb.ca/Help/Pathfinder/vp.html>>
- University of New Brunswick, Saint John: Conducting electronic research
<<http://www.unbsj.ca/library/research/index.htm>>
- University of Prince Edward Island: Evaluating Information
<<http://www.upei.ca/~library/electronic/evaluating.html>>

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NEWS FROM THE PROVINCES



Public

January 21, 1998 was the public launch of the Internet website "1880's Newfoundland: a Pictorial". Canada's Secretary of State for Science, Research and Development, **Ron Duhamel**, participated. The url is: <http://www.schoolnet.ca/collections/>. Once you are here, use the alphabetical list of collections to go to the site. Because the site name begins with numbers, it is at the top of the list.

The website presents photographs depicting life in late 19th century Newfoundland: the North East Coast, Burin Peninsula, coastal Labrador communities and rare pictures of St. John's buildings and streets before the Great Fire of 1892. It is valuable to students looking for information on Newfoundland's history and outpost lifestyle as well as local architecture, the development of Methodism and the history of photography in Newfoundland. It will make available to the general public a valuable and interesting album of Newfoundland pictures that until now only a few researchers were able to access.

This project was developed under a contract to Industry Canada as part of the Schoolnet Digital Collections Program; an innovative Industry Canada program funded under the govern-

ment of Canada's Youth Employment Strategy. Canadians aged 15 to 30 get paid job experience converting collections into digital form. Teams of young people work with business, institutions and other organizations to make a wealth of largely undiscovered work accessible on the Information Highway. By March 1998 the program will have provided jobs to 1,000 young people and produced 200 collections.

Ralph Dale, Division Manager, Central Division Libraries, Gander, retired on January 31, 1998. Ralph joined the Newfoundland Public Library System in 1980 as Regional Librarian for the former Central Region in Grand Falls-Windsor.

Professional storyteller **Wendy Welch**, from Tennessee, presented "Snow Stories" for school-aged children in December at the **Marjorie Mews Library** and the **A.C. Hunter Children's Library** in St. John's. These sessions were well received.

The **Port au Port East** and **Port au Port West Public Libraries** merged in January to form the **Port au Port Public Library** and have moved into St. Thomas Aquinas School.

Access to the Internet continues to increase for residents in the Central region. Sites are now up and running in Dover and Glovertown. Further Community Access Funding will see sites established in Centreville, Change Islands and Harbour Breton.

It is anticipated that the Provincial Literacy Resource Collection will be unveiled in the Gander Public Library next month. The collection has been organized and housed in the Literacy Resource Room, where it is available for researchers, tutor/learners, to browse at their leisure. An annotated catalogue is also near completion and it hoped to be available in print and online by March.

The **Gander Public Library Board** has received a small provincial grant under the Job Creation Program

to hire a technical student for 8 weeks. This student will assist the staff and interested non-profit organizations in web page design and creation, as well as provide orientation to the general public in Internet training.

Academic

The **Queen Elizabeth II Library** will be hiring fewer sessional staff in the 1998-1999 fiscal year. At this point it appears 6 sessional staff members will not be called back for the Fall and Winter semesters.

Su Cleyle and **Slavko Manojlovich**, Systems Division, Queen Elizabeth II Library both presented papers at the recent Ontario Library Association Super Conference. Su spoke on how to secure your public web station. Her paper is available at <http://scamper.library.mun.ca/olabatten>. Slavko spoke on Z39.50. His paper is available at <http://scamper.library.mun.ca/olaz3950>

- *Beverley Neable*
Vice President (NF)



Public

The Home Library Service is just one of the **South Shore Regional Library's** special services, but for the people who use it, it is a blessing. The service began in January 1989 to meet the needs of borrowers who cannot use library facilities because of age or disability. Coordinated by Special Reader Services Coordinator

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NEWS FROM THE PROVINCES continued...

Winnifred McCarthy, the program's strength lies in the dedicated volunteers who are trained by Library Staff to choose books for others. The volunteers are then matched with people (Home Readers) who enjoy reading but cannot physically go to a town or mobile branch to choose their own books.

Library staff interviewed two of the Home Readers recently. Mr. **Howard Langille** of Barss Corner has been matched since 1996 and has only good things to say about the Home Library Service. "My volunteer library visitor is so good to me; there's no way to reimburse her for the service." Mr. Langille enjoys the flexibility offered with the service.

Lillian Dolliver, Caledonia, has enjoyed the service for five years. "What would I do if I didn't have books?" asks Lillian. "I couldn't read without Sandra (her volunteer). Books are wonderful things to have. Now

Sandra brings me a whole box every three weeks."

Staff at the **South Shore Regional Library** continue to phase in automation with the issue of the first bar coded registration card on January 6, 1998. New borrowers will receive the new cards as they register. Registered borrowers will receive new cards as their old cards expire. Technical Services is enjoying the benefit of three extra staff this spring. **Patricia Selig** will complete 6 weeks of on-the-job training as a requirement for the Library Technician's course at the Nova Scotia Community College. A Nova Scotia Links grant will allow **Ryan Beazley** to assist with automation projects from January 5 - May 8. A Community Services grant will provide **Wanda Slaunwhite** with 16 weeks of training in the Technical Services Department.

Volunteers will once again staff income tax clinics at library branches

in **Liverpool** and **Lunenburg**. The volunteers, trained by Revenue Canada, will prepare tax returns for low income earners, senior citizens and new Canadians. Library volunteers have prepared returns for nearly 2000 people at Library clinics since the program began 12 years ago.

1997 was the **South Shore Regional Library's** 25th anniversary. Celebrations included author readings (**Marq de Villiers** and **Sheila Hirtle** in Lunenburg, **Mark Finnan** in Bridgewater and **Marjorie Speed** in Liverpool), a birthday card contest for children, a cake at each Branch, fee amnesty and asking each Municipality and Town in our region to proclaim the last week in November as Library Week.

The **Pictou-Antigonish Regional Library** recently launched their new web site at: <www.parl.ns.ca>. Working closely with their staff, these pages were designed as part of their *Books by Web* project by **Ellen Crumley**, a library school student who has been with the region for the past three months. Ellen's report on the Books by Web project is completed and will be available on the PARL web site later this month. The new home pages include several new pages for kids and teenagers.

The goal of raising \$30,000 for 1997-98 is shaping up to be a reality for **Western Counties Regional Library**. As of January 12th \$29,310 has been raised. The *How Much is a Million?* penny campaign brought in \$16,633, and sales from *Come to Supper: Favourite Recipes from Southwestern Nova Scotia*, sponsored by Sobeys, currently total \$5,725. The remainder of funds have been realized through book sales and donations.

Fundraising plans for 1998-99 include the launching of our second *Adopt-A-Book* campaign on April 1st. The goal is to have 1000 new titles on the shelves by June 30th. To assist us in reaching our goal, radio station

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Call for Nominations

The executive offices requiring nominations for 1998/99 are:

- Vice-President, President Elect
- Vice President (Newfoundland)
- Vice President (Prince Edward Island)
- Vice President (Nova Scotia)
- Vice-President (Membership)

Guidelines:

1. No member of the Nominations and Elections Committee is eligible for nomination.
2. Any APLA member may nominate any other member for elective office.
3. Everyone person nominated shall be a personal APLA member in good standing and shall file a letter of acceptance with the Secretary of the Association.
4. The Treasurer shall reside in the Province of Nova Scotia.

Please send nominations, postmarked no later than **April 15, 1998** to:

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NEWS FROM THE PROVINCES continued...

CJLS has pledged its support once again as sponsor of the campaign. The first Adopt-A-Book, held in 1996, resulted in 1100 new titles for the region. Organizers are anticipating a repeat success story for this year.

To encourage year-round donations at the branch level, transparent donation boxes will be placed at all libraries throughout the region. Demonstrating on-going support for the Regional Library, Sobey's has agreed to cover the cost of the 10 boxes.

On January 31, 1997 the **Digby Library** opened its doors to the public in its new location at 84 Warwick St. The Honourable Robbie Harrison, Minister of Education and Culture for the province, officially re-named the branch the **Isaiah W. Wilson Memorial Library**. Isaiah Wilson spent a life time gathering information about his beloved county, often walking to Halifax (a two week trek!) to conduct his research. Since the move to the larger and more accessible quarters, the Digby branch has shown a 40 % increase in circulation. An open house was held on January 30th to mark the first anniversary.

Circulation went online at **Yarmouth**, Western's largest branch, in December, and at the **Clare** branch in early February. Outgoing Interlibrary Loans are also being handled by the MultiLIS system. Work will continue through the winter and early spring to automate circulation in the remaining five of our ten branches.

Staff members at automated branches appreciate the relief from the drudgery of clerical routines which automation has brought: filing, counting circulation cards, slipping books, writing overdue notices are largely a thing of the past.

With Western Counties' collection being shown first to users of our on-line catalogue, we have noticed a decided increase in the percentage of requests made for materials within the region.

Following initial training in late

October, preparations are underway to implement the MultiLIS acquisitions system in April.

Centre provinciale de ressources pédagogiques (CPRP), the teacher's resource centre at **Pointe-de-l'Église** has signed a letter of intent to join the NcompasS consortium. The CPRP staff will be invited to attend the Automation Management Committee and Automation Working Group meetings as observers, until they become full participants, hopefully later in 1998. The TAOS OPAC, the new Web-based fully Windows-compliant interface for NcompasS has been shipped from the vendor and plans are underway for its installation and configuration on the server. This product will make NcompasS more user-friendly for the public to search. One recent addition which will be of great interest to people searching NcompasS, is that Novanet will also be searchable at the same time as NcompasS, using the Z39.50 multiple database searching facility which is embedded in the software.

Without making too much of a pun, it was gratifying to see that the **Western Counties Regional Library** and the **Nova Scotia Provincial Library**, have taken to heart the importance of a partnership such as the one being forged with the **Western Regional Heart Health Partnership** of the **Western Regional Health Board**. The workshop on Friday, January 23, 1998 in Berwick, brought together partners from school boards, sport and recreation commissions, seniors agencies and libraries to present findings to date on the results of the activities of the Heart Health group. **Trudy Amirault**, Western Counties Regional Library, **Brenda Thompson**, Annapolis Valley Regional Library and **Carole Compton-Smith**, Provincial Library, attended the workshop.

The Department of Labour conducted voting in all library branches of the **Halifax Regional Library** on

December 12, 1997 to determine if numbers are sufficient for the formation of a union. Votes will not be opened until the composition of the bargaining unit is determined. Through the Board legal counsel, an appeal was filed with the Department of Labour challenging the inclusion in the bargaining unit of all managers, supervisors and librarians. When the Labour Board has ruled on the composition, votes cast by all who are not in the bargaining unit will be destroyed; votes from the bargaining unit positions will be counted. At the point, the union must have 50% + 1 votes in order to form a union.

The final report on the new Central Library prepared by A.J. Diamond/Donald Schmitt Architects was presented to the Halifax Regional Municipal Council on December 16th. On January 9, CEO **Judith Hare** did a presentation on the new Central Library Project as part of the Capital Budget review. As of yet, not decision has been reached by Council on proceeding with this project.

The Public Services Management Team (**Halifax Regional Library**) is currently working on Service Models. The models will move the library toward its goal of equitable service by allowing branches and service points to define the most appropriate and effective service possible for their communities within available resources. This will be achieved through planned resource allocation and service development, the definition of appropriate roles and service objectives, and the definition of appropriate service levels. The models will identify criteria for making these decisions.

The Staff Rating Committee will complete rating staff positions by February 20.

The Management Rating Committee is scheduled to start its work on March 19, completing the rating and analysis by April 9. The total set of

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NEWS FROM THE PROVINCES continued...

results will then be reviewed by the Steering Committee; any issues identified will be readdressed by the Rating Committees. It is hoped that the results will be finalized and approved by the Steering Committee by the end of April. Following this, the consultant will propose classification structure alternatives and carry out the market survey of salaries.

Halifax Regional Library has been awarded a grant under the Nova Scotia Links program to hire a student to work on the development of the Library's web page and to provide Internet training for staff.

As of the end of 1997, volunteers and staff at the **McConnell Library** in Sydney have provided Internet training for more than 1000 people. The public access terminals at this branch have an average usage rate of 92%.

Through use of a public access terminal at the **Glance Bay Library**, one library patron has obtained work in Ghana. **Mark MacIsaac** began using the workstation at the library when it was first installed, and without any formal training in using the World Wide Web he developed skills that led to a job training residents in Santa Naanta how to use the Internet. On an informal basis, Mark often assisted patrons at the Glance Bay Library with using the Internet, and his help will be missed.

Francis Anderson from the **South Shore Regional Library** also reports that several regional libraries are watching with interest the Halifax Region's use of cell phones to connect with their database. At the NcompasS libraries' Automation Working Group meeting in November, they learned the Information Technology Systems Division of the Department of Education will be experimenting with the capabilities of both cell phone technology and packet radio sites to enable regional libraries to dial-up their catalogue from a mobile branch. This would allow close to the same level of service as possible to that

offered in town branches, even in areas currently not covered by cell phone connections.

Academic

The **St. Francis Xavier University Library** recently received a collection of documents from the **Westray Mine Public Inquiry**. This inquiry investigated the 1992 Westray Mine explosion which claimed the lives of 26 miners. Included in the StFX Westray Collection are the full hearing transcripts (in paper and electronic copy), exhibits and the Inquiry Resource Library. Information (including the transcripts) is available at: <http://iago.stfx.ca/libraries/angus/westray/welcome.htm>

The only other thing that could be mentioned is that the School of Library and Information Studies at Dal is currently undergoing Accreditation. The decision by the Committee on Accreditation is expected in July 1998.

Special Libraries

The **Fisheries Library** at 1707 Lower Water Street, Halifax, is now officially closed. The collection has been moved to the **Bedford Institute of Oceanography Library** site. Although this move has been in the planning stages for five years, plans came to fruition in 1997 with the purchase of compact shelving for the BIO Li-

brary, followed by renovations, shuffling of journal volumes, etc. The move of the collection from Halifax was a complex one with identification of duplication, followed by the moving of items from Halifax and the merging of items on the shelves. Journals began the trek across the bridge in the summer. A rush on the move was necessitated by the discovery of mould growth in the laboratory building in Halifax where the Library was situated. This caused accelerated packing during October/November when 1000+ boxes were packed and shifted. 95% of the Halifax collection has now been unpacked and merged on the shelves with the BIO Library collection (as of the end of January, 1998). The location NSHF has, sadly, ceased to exist. Duplicates are being distributed to the DFO Libraries in Moncton and St. Andrews, with many aquaculture items going to the Nova Scotia Agricultural College to assist them with the new Aquaculture Program in their curriculum. **Claire MacDonald**, Information Services at BIO Library has moved to a new position as Executive Assistant to the Regional Director General of the Maritimes Region of DFO.

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NEWS FROM THE PROVINCES continued...

Other

Nova Scotia's first official cultural policy was tabled in the Legislative Assembly, December 2, 1997. It is available in both official languages. Drafted in consultation with more than 500 Nova Scotians, the policy outlines government's strong commitment to the arts, cultural industries and heritage, and recognizes their critical meaning to individuals and communities. Nova Scotia Arts Council Executive Director **Russell Kelly** expressed positive comments about the new policy. Copies of the policy are available on the Department of Education and Culture's website at <www.ednet.ns.ca> or through the Government Bookstore at 1-800-526-6575. For more information, contact Catherine MacIsaac at 424-2797 or <macisaac@ednet.ns.ca>.

- Faye Hopkins
Vice President (NS)

*Public*

The recon project undertaken by **New Brunswick Library Service** in January 1994 was completed in September 1997. The electronic union catalogue (Vision) created through this initiative now numbers over 1.4 million items.

New Brunswick Library Service plans to install automated circulation in all 61 public libraries within the system over the next two years. **Moncton Public Library** officially launched its automated circulation

pilot project on December 8, 1997. **Saint John Free Public Library** will come online with circulation in April.

The **New Brunswick Public Libraries Board** met for the first time in Fredericton last September and again in December. The mandate of the new Board, chaired by **Patrick McCluskey** of Miramichi, is to advise the Minister on policy, service levels and provincial standards for public libraries and library services. The Board has identified library collections as its priority issue. Collections budgets have been steadily decreasing in recent years. More money for collections needs to be found if New Brunswick public libraries are to continue offering a viable service. It is hoped that the establishment of the New Brunswick Public Libraries Foundation will make a significant difference in this area.

Regional forums met in the fall for the first time in Albert-Westmorland-Kent, Saint John and York regions. The regional forums consist of one representative of each public library board in a given region. All members of the New Brunswick Public Libraries Board, both elected and appointed, are invited to attend meetings of the regional forums in their respective areas. The purpose of the forums is to encourage information exchange between the library trustees of one region and to promote a regional spirit and a provincial vision, as did the old regional library boards.

NBLS was awarded a Youth Employment Strategy Grant by Industry Canada last fall. **Krista Barrieau** and **Nadine Duplessis** have been hired under the grant to develop and offer Internet training to public library staff throughout the province. By the time the project is over at the end of March 1998, almost 100 staff will have benefited from this training.

York Regional Library was the recipient of five new and informative books on breast cancer during October. They were a gift to the region from New Brunswick Breast Cancer

Network who marked breast cancer month with the donation.

During Children's Book Week, November 1 to 8, students' pictures illustrating scenes from favourite children's books were displayed at the **Oromocto** and **Stanley** libraries. Classes that participated could win a new book for their classroom or a coupon that could be redeemed for a 30-minute program of stories by library staff, sort of a storytime takeout.

La **Médiathèque Père-Louis-Lamontagne** de Miramichi vient de recevoir un don de logiciels pour les jeunes évalué à 1500\$, dans le cadre du programme Accès Jeunesse de Microsoft. Elle semble être la première bibliothèque publique néo-brunswickoise à profiter de ce programme de don de Microsoft. Ce don fait suite à une demande formelle préparée par **Sylvain Lavoie** l'automne dernier.

Circulation at the **Boiestown Community Library** went way up this fall thanks to the Silent Sustained Reading Program adopted by the Upper Miramichi Regional High School. Every student in grades six to twelve must read silently for 15 minutes each day, and students are flocking to the library for their reading material.

A Scholarship Memorial Fund for New Canadians from Latin America has been established at The University of New Brunswick in memory of **Juan Montalvo** who passed away in January. Juan was known to many for his work in the music Room of the Fredericton Public Library and for his dedicated commitment in helping many new immigrants settle in the Fredericton area. He will be sorely missed by his family, friends and colleagues.

The **Stanley Public Library** celebrated 30 years of service to the community with a full roster of events the week of February 8 to 14. Included were a talk on Monday by collector of pop-up books, **J.C. Belzile**, a visit by **Lieutenant Governor Marilyn**

(continued on next page)

NEWS FROM THE PROVINCES continued...

Trenholme-Counsell on Wednesday morning followed in the evening by more anniversary festivities and special guest speaker **Jack Fenety**. **Ruth Munn** talked about her book "That the Past May Live" at coffee break on Thursday, and on Friday the board and staff held a sale of Valentine sweets, treats and crafts to benefit the library.

Le service de bibliobus de la **Bibliothèque régionale du Haut-Saint-Jean** a récemment célébré son 25^e anniversaire d'existence. Le bibliobus permet aux jeunes et aux adultes des communautés rurales de se prévaloir d'un service presque identique à celui d'une bibliothèque. Depuis 1972, le bibliobus a prêté plus de 1 550 000 documents. Il effectue actuellement 63 arrêts par semaine dans différents endroits de la région, parmi lesquels les foyers pour personnes âgées, foyers pour personnes à besoins spéciaux, centres de détention, et des groupes d'alphabétisation. Le service du bibliobus qui compte trois employés, aura accès dans un proche avenir au module de prêt informatisé et au catalogue collectif des bibliothèques publiques du N.-B.

La **Bibliothèque publique de Saint-Quentin** a organisé du 3 nov. au 24 déc. 1997, une campagne de levée de fonds. Cette campagne financière a connu un grand succès... au total 4 700\$ (94% de l'objectif fixé à 5 000\$). Les sommes recueillies serviront à l'achat de nouveaux documents pour la Bibliothèque. La campagne financière se poursuit par la vente d'un rallye-recherche qui est un jeu-questionnaire comportant plusieurs sections: littérature, sports, histoire, géographie, actualité, etc. Le concours a débuté le 6 janvier 98 et se terminera le 6 mars 1998. Les profits recueillis serviront à l'achat de documents.

Pour une troisième année consécutive, la **Bibliothèque publique de Kedgwick**, et le bibliobus de la Bibliothèque régionale du Haut-Saint-Jean avec la mascotte Mille-Feuille se

sont mérités une deuxième place lors du défilé du Festival d'automne de Kedgwick. La **Bibliothèque publique de Saint-François** organise le concours "Lire ça relaxe" (club de lecture pour les adolescents et les adultes). L'activité, qui a débuté au mois de janvier 98, se déroulera jusqu'au 23 avril 1998. Les participants sont invités à donner un bref commentaire sur les livres qu'ils auront lus. Plusieurs prix seront tirés au sort.

Academic

Université de Moncton - Campus d'Edmundston - Depuis janvier 1998, les utilisateurs d'ouvrages sur cd-rom ont désormais accès à ces outils sur le réseau de la bibliothèque. Trois ordinateurs Pentium, branchés à une tour, donnent accès aux bases de données Repère et CPI (Canadian Periodicals Index) ainsi qu'à des ouvrages de consultation tels que les données du recensement du Canada de 1996 et autres. La collection de cd-rom est appelée à augmenter.

Université de Moncton - Campus de Moncton - La direction de la **Bibliothèque Champlain** est heureuse d'annoncer les nominations suivantes, en vigueur le 1^{er} janvier 1998: **Fernande Goguen**, chef des acquisitions; **Charlotte Dionne**, chef du catalogue; **Lorraine Julien**, chef de la référence; **Gaston Fournier**, directeur des systèmes informatisés. **Lucienne Lanteigne** se joint à l'équipe du catalogue et **Gilles Chiasson** à celle de la référence.

Les bibliothèques de l'Université de Moncton ont reçu un don de 2,000 documents, la plupart en sciences humaines, de l'ADIFLOR.

Associations

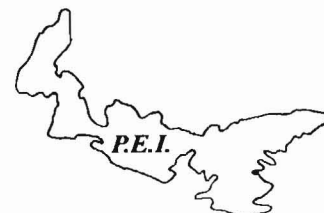
PLNB/ABPNB - The Association of Professional Librarians of New Brunswick/Association des bibliothécaires professionnel(le)s du Nouveau-Brunswick will hold its 1998

Spring Workshop in Bathurst, N.B. on Saturday, April 25, from 9 a.m.-4 p.m. at the Atlantic Host Inn.

The subjects of the workshop are: Problems and solutions of access to information for rural communities, and Internet filtering in libraries. Information Rights Week in 1998 will be March 30th - April 5th. This year the APLNB/ABPNB is sponsoring it.

For more information, see the Association's Web Page at www.umoncton.ca/abpnb-aplnb or (re workshop) contact Malcolm MacBeath, tel. 506-851-2144, mmacbeath@acoa.ca. The Association's mail address is PO Box 423, Station A, Fredericton, NB E3B 4Z7

- *Charlotte Dionne*
Vice President (NB)

*Academic*

Reorganization at **Holland College** has placed Library Services in a new department entitled Enterprise Development. In addition to the Library, the department includes the ITEC Centre, curriculum development, computer services and entrepreneurial training. It is hoped that the new department will have the ability to develop a distributed learning environment quickly to service both the College's multiple campuses and its planned distance education market. Over the next few years the Library plans to spend half of its collection budget on electronic resources. The Library staff is also working on the development of an information competencies curriculum and customizing it for each program with
(continued on next page)

NEWS FROM THE PROVINCES continued...

the aim of training both the staff and students for the information economy. The **University of Prince Edward Island** is the recipient of a one million dollar gift from the Webster family. Norman Webster is the current chancellor of the university. The funding, which will be received over a five year period, is to be used to create a "smart" campus which will teach students how to use the new information technology, assist faculty members to redesign their courses to incorporate IT, and to ensure that the students will have access to electronic information resources through an upgrade of the information technology in **Robertson Library**. One of the few remaining card catalogues on PEI is on the road to extinction. **Nichola Cleaveland** of Robertson Library reports that work has begun on the automated access to the varied holdings withing the Library's PEI

Collection, beginning with the indexing of articles in Island newspapers and the vertical file materials. Access is being provided within the DRA system allowing both local and remote users to locate information on PEI topics more easily and quickly. It is anticipated that the project will be a lengthy one. The Friends of Robertson Library held an organizational meeting on February 20. The Friends under the direction of **Susanne Manovill** and **Frank Lechowich** reviewed last September's successful book sale and began the plans for this year's sale. Work on the development of a constitution and bylaws for the organization was also initiated.

Public

The **Confederation Centre Children's Library** in Charlottetown hosted a literacy session for parents on

February 25. The session was presented by the **Laubach Literacy Association** and was aimed at teaching parents to help their children learn to read.

Associations

The Prince Edward Island Professional Librarians' Association is planning a series of Saturday morning computer sessions designed to introduce librarians to new ideas and to hone existing skills. Sessions planned for March 7 and 28 are intended for users with some computer experience who are curious about the mechanics and potential of Windows 95 and Corel application software. An April 4 session will explore search techniques for the more popular search engines.

-Norine Hanus
Vice President (PEI)

SGML(Standard Generalized Markup Language) Resources¹

A brief characterization of SGML

An increasing number of print and electronic publishers are committing themselves to SGML and for reasons which should be compelling to librarians. These publishers include traditional print publishers, scholarly journal publishers, electronic text centres and other serious builders of electronic texts, such as Tufts University and their Perseus project (<http://www.perseus.tufts.edu>). Besides being a cornerstone for constructing texts, SGML is being employed to build metadata or bibliographic information for electronic texts. Metadata, sometimes characterized as "data about data" is one of the building blocks for improved Web searchability. There are also efforts to map MARC into SGML, witness the National Library of Canada conference on the Future of Communication Formats held in 1996.

There are several reasons why SGML is important for libraries and librarians. Three reasons, outlined below, include: text preservation, searchability and flexibility of presentation.

SGML has been an international standard since 1986. The language is non-proprietary and uses the ASCII character set, and ASCII is interpretable by virtually every make of computer. SGML also allows the use of some special characters such as accented letters through *entity* references. SGML, unlike many proprietary software

applications, will be readable 20 years from now as it migrates easily from system to system. As an example of a problem with data in a proprietary format, earlier versions of the desktop publishing package, PageMaker, did not allow document migration from the Macintosh to the Windows 95 version of that package.

SGML markup is descriptive of the structure and content of a document. This descriptive quality is useful for indexing purposes and is another reason why publishers, such as the University of Virginia's Electronic Text Center, are using SGML to encode their text. For example, one can markup an occurrence of a person's name as *name* or even specifically as a *name of a person* and similarly for names of places. Descriptive tagging allows you to build indexes that correspond to the tagging, such as a personal name index. This can then result in rich searching and textual analysis possibilities depending upon the level of markup. There are several search engines which will handle tagged or marked up text; for example, the Electronic Text Centre at the University of New Brunswick (<http://www.unb.ca/etc/>) uses the Canadian OpenText (<http://www.opentext.com/>) search engine.

Markup or tagging serves a third purpose and that is for the formatting and display of the text. Word processors like WordPerfect make use of formatting codes which are

(continued on next page)

SGML RESOURCES (continued from previous page)

specific to that software package, for example, a proprietary code for italics. These codes are embedded in the text and often are not interpretable by other word processing software. With SGML much of the formatting is kept outside the text in a style program. That program associates the SGML tags with a certain formatting style. For example, all *title* tags might be associated with a particular font, point size, and color. The SGML tagged text in conjunction with one or more style sheets can then be used to create a number of different types of publications, both print and electronic, each with different looks. As mentioned earlier, the same SGML marked-up or tagged text can also be used to create searchable indexes for retrieval and textual analysis, and provide a non-proprietary format for archiving of the text.

SGML comes in a variety of flavours. HTML or the Hypertext Markup Language, the language of the Web, is an application of SGML. HTML consists mainly of formatting tags (such as the italics or `<i>` tag) and some structure tags (`<head>`). Another flavour which is widely used by text centres for the publishing and analysis of letters, books, drama, verse, and dictionaries is TEI or the Text Encoding Initiative. Most of the tags described by TEI are descriptive and provide for rich content markup. TEI provides a base set of tags for a variety of text and supplies supplementary tags for specific types of documents, such as drama, dictionaries, prose and verse.

The following is an example of marked up passage from an eighteenth century diary²:

```
<p>This I owe to a littleness of mind &mdash; in
some person<lb> at <name type="place"><abbr
expand="Marblehead">Mhd</abbr></name> who...
```

If you have worked with a markup language such as HTML, this will look somewhat familiar. "Mhd" in the above passage is tagged as a *place name* and is also expanded to "Marblehead for indexing purposes. Using a style sheet the passage might look like:

This I owe to a littleness of mind -- in some person
at Mhd who wrote to y^e Council to inform y^m that I was

The above is meant to be faithful to the original manuscript and for that reason "Marblehead" which appears in the SGML marked up text is not displayed (although it could be).

SGML Resources

The following is an annotated list of basic SGML resources. The bibliography at the end contains URLs. Most texts can be accessed from the University of New

Brunswick's Electronic Text Centre's Web page (<http://www.unb.ca/etc>) under the heading **SGML Resources**.

Introductions:

We found Susan Hockey's article: "Information Objects in the Digital Library" to be an excellent general introduction to electronic text and, specifically, text markup in SGML. Part two of the paper focuses primarily on the Electronic Text Encoding and Interchange Initiative (TEI) as an application of SGML for humanities texts.

Two further introductions to SGML are "The SGML Primer" by SoftQuad and "Getting Started With SGML" by AborText. Although the latter, "Getting Started", is geared more towards an industry audience, it nevertheless contains a clear, easy-read of procedural markup complete with illustrations. SoftQuad now charges (\$12.00) for a full, print copy of the "Primer" but maintains the introduction on its website at no cost.

"A Gentle Introduction to SGML." (Chapter 2) in *Guidelines for Electronic Text Encoding and Interchange (TEI P3)* is a comprehensive starting point introduction to SGML text encoding. Though sometimes **not** so gentle, "A Gentle Introduction..." elucidates many SGML features.

Applications:

The Text Encoding Initiative, or **TEI**, is a widely used application of SGML and the TEI Home Page Site offers excellent introductory readings and tutorials on its use. We suggest you follow the "TEI Applications" link from that page to get a listing of various projects using the TEI DTD.

EAD, or the Encoding Archival Description DTD is an SGML application developed for the creation, publication and distribution of electronic finding aids and related materials. Follow the "Background Information on EAD" link at the Library of Congress Page for an informative read on this particular application. We also suggest the list of "EAD Projects" link from the same page for anyone interested in seeing the advantages of marking up finding aids in EAD/SGML.

General SGML Resource Sites:

Robin Cover's Site is one of the most comprehensive SGML resource sites, with links to readings, FAQs, conferences, projects and software. Steve Peppers's "The Whirlwind Guide to SGML Tools and Vendors" page is another excellent resource page that we have bookmarked.

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SGML RESOURCES (continued from previous page)

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¹ An earlier version of this paper was published in *Feliciter*, vol. 43, pp. 28-29, 1997.

² University of New Brunswick Archives and Special Collections. Winslow Papers, vols. 20-22, 1776-1787. Benjamin Marston Diary.

APLA '98 Keynote Speaker**CLIFFORD LYNCH**

Clifford Lynch was appointed as the Executive Director of the Coalition of Networked Information July 1997. The move to CNI followed 18 years as Director of Library Automation at the University of California. Clifford has been in the forefront of network information development and the present library landscape owes much to his pioneering innovations.

He has served on the Board of Directors of the National Information Standards Organization (NISO) and is a member of NISO's Standards Development Committee. In terms of the development of information standards, he was very active in the development of Z39.50, which addresses the need for interoperability among information retrieval systems. Clifford is a past president of the American Society for Information Science and a fellow of the American Association for the Advancement of Science.

Lynch has a BA in Math and Computer Science from Columbia College; a MSc in Computer Science from the Columbia University School of Engineering; and a PhD in Computer Science from UC Berkeley. He is a prolific author with articles appearing in journals such as; *Educom Review*, *The Serials Librarian*, *Serials Review*, *Scientific American*, *Library Hi Tech*, *Journal of the American Society for Information Science*, and scores of library and conference proceedings. I am looking forward to welcoming Dr. Lynch to Wolfville for the 1998 APLA Conference.

1998 APLA Merit Award

The Atlantic Provinces Library Association invites nominations for the Association's Merit Award. The Award is conferred on an individual who has made an outstanding contribution to library service in the Atlantic Provinces. Nominations with the appropriate accompanying documentation of the nominee and her/his contribution(s) should be sent by **April 15, 1998** to:

Sara Lochhead, Past-President
c/o Ralph Pickard Bell Library
Mount Allison University
49 York Street
Sackville, NB E4L 1C6
Fax: (506) 364-2617
Email: [<slochhead@mta.ca>](mailto:slochhead@mta.ca)



OH, WHAT A TANGLED WEB WE WEAVE...

It seemed like such a great idea at the time. You've given bibliographic instruction to more than a few classes; you get a lot of part-time, working students in your library; everybody seems to have internet access (and goodness knows, you've logged a few hours playing around on the web). So, one day, in a fit of something you later regret, you announce to your colleagues that this term, you're putting your course online.

If only you had known ... building a web site isn't rocket science, but it isn't as simple and straightforward as it looks.

Problem one: putting in the foundation. How much support will you need? Deciding to construct a web site means you create content, design layout, write markup, edit, typeset, publish, market, distribute, revise and maintain the site. Unless you've done these jobs in a previous life, you will be immediately astounded to discover how much work -- and how much time -- they involve. Remember, you can commit only your own time and energy to the task; other people may have other plans for theirs.

Problem two: hypertext v text. Hypertext and text are NOT equivalent. Just as an article you write for APLA Bulletin would be very different in content and format from one you would write for the Economist or Serials Librarian, so too, do the materials you

would construct for an in-class handout differ from that you might put on the web. Hypertext is designed to allow users to jump from section to section, document to document, site to site. You will have no control over the way your students proceed through the material on the site. Depending on your course, this may, or may not, be appropriate

Problem three: lights, camera, action. Despite what twelve year olds think, blinking text, spinning globes, bouncing arrows do NOT a web site make, especially a web site that is intended to distribute information. Many of your users may be logging in from home and those moving applets eat bandwidth. Do you really want your students waiting -- and waiting -- for pages to load? Your students may discover they can turn off all those images to speed things up, but that means you spent a lot of time on portions of the page that no one cares about. Worse, if you get too clever with your graphics, you may find you lose information as the screen is sized, and you have no control over the user's monitor or screen size.

Problem four: blue on blue. Coloured and patterned backgrounds and wing-dingable fonts may satisfy your deep-seated urge to create but any printer could tell you that crisp, black typeface on a light, contrasting background, works best for most

people.

Problem five: care and feeding. The site will eat up your time, and the more extensive and interactive it is, the more time it will require. Constructing a web site is a lot like constructing a house; never build a place you can't afford to maintain. Despite your very best efforts, you may find at first that only a few people visit your site and even fewer actually use it. Many students still like to receive class materials in paper form and have a tendency to treat the web as entertainment, rather than an information resource.

Problem six: fun, fun, fun. Pssst, don't tell anyone, but you will actually have fun building a web site and you will learn a whole lot about subjects that you didn't even know existed. Perl, cgi, scripting, markup, applets, java, and xml will start to be real words in your vocabulary. You will spend hours trying to find the mistake in the code that made the entire page seem to disappear. You will find yourself whipping off pages as your husband's Valentine's Day present. You will have met and conquered the problems above and face only one more: now your colleagues want you to build their web sites.

Hand them this article.

- Linda Hansen
UNB-SJ

From St. Jerome's Den

When Claude Levi-Strauss wrote, "The wise man doesn't give the right answers, he poses the right questions," he may well of thinking about some library patrons. St. Jerome is still interested in accounts from libraries in the Atlantic provinces. Maybe the following will give you some idea of questions and situations which others have offered. These first appeared on the listserv LIBSUP-L (Library Paraprofessionals Listserv) in July 1997. We all have a great respect for our patrons and these questions are not related to poke fun at anyone, but rather to offer an opportunity to appreciate some of the humour of real life. The [asides] are just that and not intended as suitable responses.

- St. Jerome

"Do you have books here?" [Maybe that won't be such a far-fetched question in the future.]

"Do you have that book by Rushdie: 'Satanic Nurses'" [One for the hospital librarians.]

"I was here about three weeks ago looking for a cookbook that cost \$39.95. Do you know which one it is?" [Probably the one next to the red book that the last patron wanted.]

"Which outlets in the library are appropriate for my hair dryer?" [Success is when they think of the library as a home away from home.]

"I need to find out Ibid's first name for my bibliography." [Are you using APA or MLA?]

"I'm looking for a list of laws that I can break that would send me back to jail for a couple of months." [Some days, after a few hours at the Information Desk, one might be tempted to personally follow up on that query.]

UNB'S CATHERINE ANNE CROCKER COMMENDED

The founder of Transition House in Fredericton is the recipient of the highest civilian honor in Canada. Catherine Anne Crocker will be presented with the insignia of the Order of Canada later this spring by Governor General Romeo Leblanc.

Membership appointments to the order are granted to those who have made outstanding contributions to Canadian society. A law librarian at the University of New Brunswick, Ms Crocker is receiving recognition for her efforts in social services.

"This is one way to give the cause of family violence in Canadian society a profile," says Ms Crocker, "It's also recognition for all of the volunteers who have worked with me. One person is receiving this award, but every project requires many hands and dedication."

Ms Crocker has also done extensive work with the Muriel McQueen Fergusson Foundation and its center for family violence research. A large part of her contribution involves her effort to educate Canadians on the repercussions of family violence.

Ms Crocker's appointment was effective as of October 23, 1997. She was informed of the honor last November, but had to keep her excitement under wraps until the official announcement was made in January.



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NAVIGATING THE 'NET WITH NORTHERN LIGHT!

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Andre Gionet
Calgary, Alberta

Northern Light was once the name of a ship built in Boston. It had a new design for its day and won many races against other clipper ships. That name has been used again for a new venture in the Boston area, this time for an Internet search engine. There are already many search engines available throughout the Internet, with many functionalities. But Northern Light gets out by providing access to premium sources that are not found elsewhere on the Internet, and by linking results to search folders.

When you arrive to the main screen of Northern Light, you will find a blank line in which to enter your query, with the *Search* and *Help/Hints* buttons at its right. Underneath, you can choose to search in:

- **All Sources:** a combination of World-Wide Web and Special Collection sources.
- **World-Wide Web:** search on the WWW only
- **Special Collection:** information from journals, books, magazines, databases and newswires not available on any other search engine

Searching the World-Wide Web

By clicking on *World-Wide Web*, your search query will be limited to sources located on the Web. By typing scuba diving in the blank line, Northern Light found 55,727 items. The first 25 results are listed by order of relevancy, based on a percentage score. The results are displayed with their titles, their score, their category (ie. *Directories & Lists, Articles & General info, etc.*), an abstract, the type of site (ie. *Commercial, Personal page, etc.*), and the URL. At the bottom of the page, you can click on *Next Page* to see the next 25 results.

On the left hand side of the screen, you will a list of items: the search folders.

The Search Folders

Back to the results list, you would find, on the left hand side of the screen, a list of search folders. For our search on scuba diving, we have folders with names like *Personal pages, www.scubadiving.com, Dolphins, etc.* These folders are dynamically created based on your search query, regardless whether you search the Web, the Special Collection, or both at the same time. The folders are created based on four criterias:

- Subject (ie. scuba diving, data warehousing, desserts)
- Type (ie. press releases, articles, recipes)

- Source (ie. commercial Web sites, personal pages, magazines)

- Language (ie. English, French, Spanish)

The goal of the search folders is to narrow huge results lists into more manageable sizes and relevant hits. Back to our search on scuba diving, if you open the folder that is titled *www.scubadiving.com*, you will be linked to a list of 531 items that are on the site of Rodale's Scuba Diving. Or if you click on *Personal pages*, you will be linked to a list of personal homepages with information about scuba diving.

The Special Collection

The Special Collection aims at combining Internet information with premium material. According to Northern Light, the Special Collection is made of 1 million articles from 1800 sources (journal, magazine, books, newswires, etc). Of course, there are no free lunches. If you want to view documents from the Special Collection, you have to pull out your credit card and pay a small fee, on a pay-per-view basis. Note that viewing the abstracts is free. If you are curious, you may view the list of publications included in the Special Collection either alphabetically or by subject.

For example, a search in the Special Collection with the phrase scuba diving found 796 items. By clicking on one of the items in the list, you would be linked to a citation like this one:

Title: **Underrated Cancun emerges as prime scuba diving site.**

Summary: **Cancun, Mexico is a good place for tourists to try their hand at scuba diving, with its clear water, its reef system and its abundant marine life.**

Source: **Travel Weekly**

Date: **June 22 1995**

Regular Price: **\$1.00**

Subscriber's Price: **Free** (for the first 50 documents per month)

Document Size: **Short** (up to 2 pages)

Document ID: **SL19970923030171193**

Subject(s): **Scuba diving--Management; Tourist industry--Planning**

Citation Information: (v54 n49) **Start Page: p18(1)**
ISSN: 0041-2082

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NAVIGATING THE NET... (continued from previous page)

Author(s): **Budd, Jim**
 Document Type: **Article**

As you can see, it is a citation worthy of any database. The item *Regular Price* refers to the cost of getting that article, while *Subscriber's Price* refers to the price you pay if you choose to open an account with Northern Light. Should you wish to buy that document, you would simply have to click on *Purchase Document*.

Enhancing your search in Northern Light

Like with any other search engine, Northern Light recommends that you enter many words in your query in order to avoid excessive noise in your results. At a very basic level, you can type a simple phrase like:

ski resorts Alberta

Unfortunately, Northern Light does not support boolean operators at the moment. However, you can use some operators to maximize your control on your search with the following operators:

- **OR** : this operator tells Northern Light to search for documents containing any of the words
- **NOT** : this operator indicates a word that must not be in the retrieved documents.
- **" "** : the quotation marks indicate that you want a match on the exact phrase.
- **+** : the plus sign is the equivalent of the boolean AND.

The following list shows example of complex queries in Northern Light:

- vacation or holiday
- buffalo not city
- "ocean kayaking"
- "scuba diving" +gear
- recipe +"pasta sauce" not meat

To conclude, Northern Light is a search engine with a lot of potential. However, if you want to do a thorough search on the Internet, keep in mind that Northern Light has a relatively small database of Web sites. Looking for the phrase scuba diving, I obtained gave the following results in these search engines (test made on February 18, 1998):

- Infoseek = 168,419
- AltaVista = 116,418
- Hotbot = 96,701
- Excite = 80,099
- **Northern Light = 62,033**
- Webcrawler = 10,618

This situation might be explained by the fact that Northern Light received very little publicity up to now. It is also possible that Northern Light aims a certain market niche with its Special Collection and does not make a priority of Internet searching. The Special Collection is a very interesting feature, especially when you want to do quick literature search and need only to retrieve citations. Overall, Northern Light is a good tool that is worth exploring.

LIBRARY PUBLIC RELATIONS/PROMOTION EXCHANGE**Share your successful public relations and promotion ideas**

The Public Relations Committee is setting up an ideas exchange.

Send samples of promotional materials, public relations ideas, press releases about successful endeavours to:



Suzanne Sexty
 Convenor, APLA Public Relations Committee
 Queen Elizabeth II Library
 Memorial University of Newfoundland
 St. John's, Newfoundland A1B 3Y1
 E-mail: ssexty@morgan.ucs.mun.ca
 Fax: 709-737-2153



Ideas will be made available on the APLA Web page and in the APLA Bulletin.

Atlantic Profiles: Eileen Travis

example is from an article that appeared in the Saint John newspaper of April 3, 1973 when she was chosen "Lady of the Year" by the Beta Sigma Phi.

Besides being Chief Librarian and being involved in the professional library field, the article reads, "she is also a member of the board of directors of Netherwood School; a member of the board of directors of the New Brunswick Opera Company; a member of the Board of School Trustees District 19; a member of the Municipal Committee for the Civic Centre, Saint John; a member of the board of directors, Saint John Arts Council; member of the advisory board of the National Library, Ottawa; member of the Parish-Council-Catholic Women's League ... (and) ... Mrs. Travis presents a weekly FM radio show; she makes a bi-weekly appearance on the television show, 'Magazine on the Air,' writes a newspaper article for the Library Column and she speaks at meetings of organizations whenever called upon."

This type of community involvement continued in the 1980's and 90's, and her work with and commitment to APLA (serving at one time as president) and CLA have been substantial as well. Energetic and dynamic are just two adjectives that immediately come to mind when one thinks of her accomplishments.

In March of last year staff, trustees and volunteers at the Saint John Regional Library hosted an Open House in her honour to express appreciation for all she has done. Many can never imagine her slowing down, and it seems they are not at all wrong.

- Jean Cunningham

Bibliothèque Régionale Saint John Regional Library

Bulletin: What are you doing with your life now that you have retired?

Travis: I don't know if I did so much when I was working because I'm very, very busy (laughs)! I have had to narrow my community involvements down from about 15 to three, no really four. I feel it an honour to be appointed by the City (of Saint John) as a Trustee of the Library Board, so this is definitely one of my four endeavours. The other related to the library is, of course, the Kids Media Centre. (Local business leaders formed the Eileen Travis Trust in her honour and are raising monies to place computers for children in all the region's libraries and purchase a computerized Cyberbus that will reach all the rural areas). I'm spending a fair amount of time helping students by providing guidance and encouragement. I rather fell into this because either the students themselves have called me or other individuals have on their behalf. I enjoy meeting them. They have a lot to offer our community. The fourth, I am not at liberty to say at this time, because the details are not finalized as yet. For my own individual enjoyment I am creating a "forest garden" in my backyard, I bird watch and continue with all kinds of fishing.

Bulletin: In all your accomplishments throughout your 40 year career, what are you most proud of?

Travis: Being part of the board and staff that directed the move of our library to Market Square is the one thing of which I am most proud. (Granted it took 20 years of many ups and downs but the staff never lost hope). The other item relates to the development of our Special Collections Room that was built to stop the daily loss of our archival materials - again due to the old building where many items were literally sitting in an inch of water.

I'm also proud of the fact that as a member of the

executive of the Canadian Association of Children's Librarians, I was able to get Canadian author and illustrator James Houston to design and donate the Amelia Frances Howard Gibbon medal and sticker. It goes to a Canadian author who writes the outstanding children's book for the year, and was first awarded in 1970.

Bulletin: Is there anything you wished you would have done differently?

Travis: I wish I had been able to convince the Members of the (New Brunswick) Legislature that the \$1.29 per capita expenditure for materials is a disgrace! I don't understand how they could be talking about the dreadful state of literacy in this province while they watched the funding for materials in public libraries go down. I tried with five ministers, four deputy ministers and every single elected representative from our region and was unable to succeed. I am very disappointed that I was unable to convince them how important the funding for library materials is in relation to literacy.

Bulletin: What advice would you give to anyone starting out in the library field today?

Travis: If they have not been involved in any team endeavours such drama, sports, or debating, then I would advise they get involved in something that involves more than one person, learn to create a consensus and learn what a consensus means. I'd advise them to hone their own skills for winning a point, to learn how to accept a put down without being a poor sport. I think that if you are going to go into the library field you've got to meet people, know people, talk to people, understand them and get them to work with you. Learn about partnerships where there will be a leader and followers. But nothing will happen if there

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Atlantic Profiles... (continued from previous page)

isn't a team! So those are the kinds of things I would advise anyone starting out to do, and above all have fun -- most of all have fun! You've got to have a sense of humour.

Bulletin: Have you any words of wisdom for anyone approaching 55 or 60 with only a few years left on the job?

Travis: Well, the first thing you need to do is get a notebook, sit down and work out a monthly budget of what you're spending right now when you are drawing a salary and put down what your monthly budget is. Then put down on the opposite page exactly what you are going to get after you are retired. Then look at your way of life and where you might have to adjust. The second thing that I would say is: if you don't have a hobby develop one quickly! The hobby could introduce you to new people because we know people with the same interests like to get together to talk and share information.

Bulletin: Have you ever thought there might have been something else you would have enjoyed doing? And what

would it have been?

Travis: Well, certainly in the last 15 years of my working career I never had time to think about anything else other than work and career. I felt like a hamster on a wheel at times, and now when I see the staff with families and see the results of downsizing, and economic pressures, I really worry about the effects of burn out. Unlike a car, there is no WD40 oil treatment for the limbs and brains of the human being when they wear down. But, getting back to your question, there are two other areas I think I would have enjoyed. I have always loved everything to do with the ocean so oceanography has always held an attraction for me. The second thing would be public relations. Getting hired by a company that said "this is what we want to do, now tell us how we are going to do it" then develop and be responsible for involving the journalists, photographers, etc. Now that would be challenging. Yes, those two areas would have interested me. What a switch, eh? But all told, I have thoroughly enjoyed the career I did choose. And I am grateful for that opportunity.



Coming Events

newMedia98, May 12-15, at the Metro Toronto Convention Centre will cover the entire spectrum of innovative communications technologies. For more information, contact Susan Blair, Corporate Communications, Multimedia Trade Shows Inc.; 905-660-2491 or 1-800-615-1551; fax: 905-660-2492; email: <moreinfo@multimedia.ca>.

The **Prince Edward Island Teacher-Librarians' Association (PEITLA)** and the **Association for Teacher-Librarianship in Canada** will be jointly sponsoring the 1998 national conference. This conference, entitled "Connected: School Libraries at the Millennium", will be held May 14-17, 1998 on the campus of the University of Prince Edward Island.

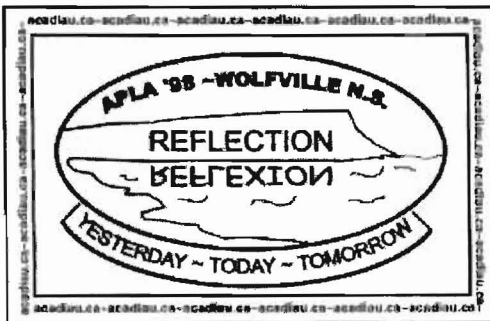
APLA '98, May 21-24, 1998. The **Atlantic Provinces Library Association** annual conference, "Reflection/Réflexion: Past, Present, and Future", will be held at Acadia University, Wolfville, Nova Scotia. For more information, please contact André Guay at <andre.guay@acadiu.ca>. (See pages 13 and 20 for more information.)

The next **Canadian Association of Law Libraries (CALL)** conference will be held in Hamilton, Ont. at the Sheraton Hotel and Hamilton Convention Centre, May 31-June 3, 1998. Contact Wendy Hearder-Moan <whm@hamiltonlaw.on.ca>.

The **Canadian Library Association** will hold its 53rd annual conference and trade show in Victoria, British Columbia, June 17-21, 1998.

"Literacy and Technology: Maintaining a Human Face" is the theme for this year's **Centre for Literacy Summer Institute**. June 25-27 in Montreal, Québec. For more information, contact The Centre for Literacy, 3040 Sherbrooke St. W., Montreal, Que. H3Z 1A4; (514) 931-8731, Ext. 1415; FAX: (514) 931-5181; E-mail: literacycentr@dawsoncollege.qc.ca; www.nald.ca.litcent.htm.

International Federation of Library Associations and Institutions (IFLA) will hold its 64th council and general conference in Amsterdam, the Netherlands, August 16-21st, 1998.



APLA 1998
May 21-24, 1998
Acadia University
Wolfville, Nova Scotia

Mark your calendar now!

Planning is well underway for this year's conference to be hosted on the picturesque campus of Acadia University. Scheduled for the weekend before the official Apple Blossom Festival, the Annapolis Valley will be bursting with colour and fragrance - the perfect time to get away for a weekend of Reflection. Registration packages will be ready in March and can be printed directly from the conference web site and mailed with your cheque. Remember, register early for the best rates!

The conference website will be your up-to-the-minute information source for programs, entertainment, exhibitors, special events as well as information about campus and local accommodation and things to see and do in the Wolfville area. Bookmark the site and check it often.

You can find the conference web site at <http://www.acadiau.ca/vaughan/APLA/> or from APLA's homepage <http://www.stmarys.ca/administration/library/apla/apla1.html>.

Remember, you must be a current member of APLA (as of March 31, 1998) in order to qualify for members registration rates.

Nostalgia, inspiration and vision are the ingredients for APLA 98. Come -- join us in May!

- Janet Ness

Local Arrangements Committee - APLA 98

First Timer's Conference Grant

**Have you never been to an APLA annual conference?
 Do you want to go to Wolfville, but cannot afford it?
 Why not apply for APLA's First Timer's Conference Grant?**

To be eligible, an applicant must be a personal member of APLA, residing in an Atlantic province, and planning to attend her/his first APLA annual conference.

Grants are allocated, consistent with general APLA guidelines, to help meet conference related expenses. If more applications are received than can be met by the fund, money will be awarded by drawing from the names of all eligible applicants.

Recipients will be expected to write a short report, for the Executive and the *Bulletin*, summarizing their conference experience.

Applications should include name, business address, chosen means for contacting (mail, e-mail, telephone, fax) estimated costs (travel, accommodation, meals, registration), and a signed statement acknowledging compliance with eligibility requirements.

Applications should be submitted by **April 15, 1998** to:

John Teskey President, APLA
 University Librarian
 University of New Brunswick
 Fredericton, NB E3B 5A3

Phone: (506) 453-4740
 Fax: (506) 453-4595
 E-mail: jteskey@unb.ca

