



# Bulletin

The Atlantic Provinces Library Association

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## Words from the new APLA President Pamela Stevens-Rosolen

People will be discussing Talking about People for a long time to come. I can guarantee it. What an uplifting

conference it was! From Steve Coffman's keynote address telling us how to build Atlantic Canada's largest library to the final hug after Sunday's champagne brunch, the APLA 2000 conference in Antigonish was about people.

Among those attending the meetings, the sessions, and the social events, it was impossible to find the stereotypical librarian anywhere...no buns, no sensible shoes and definitely no shhhing at our conference! It was wonderful to see so many young people among us. I came away from the conference with a sense that the future of our profession is in very capable hands. It was also wonderful to meet one of the legends of the profession in Atlantic Canada...Norman Horrocks, the man for whom the term a gentleman and a scholar was

intended. It was a pleasure as well to welcome the very enthusiastic library advocate, CAPL President Wendy Newman to our APLA conference.

It was an excellent conference. I returned to work grateful for being a member of our profession, grateful to be associated with so many fine librarians and technicians, and grateful for the trustees who came to support us. There are so many I would like to take the opportunity to thank: the conference organizers who worked so hard to give us an unforgettable experience (who could ever forget Kilt ?); the members of the executive who over the past year helped me to grow into my position; and you the association for allowing me the privilege of serving as your president.

It is with sadness that I say goodbye to the executive members who have finished their terms, Newfoundland VP Stephen Field, APLA Past

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## Words from the new APLA President . . . continued from page 1

President Francesco Lai and Penny Logan, our dedicated Secretary. A very special thanks to Peter Webster for his patient mentoring and for his leadership in the past year. We are indeed fortunate to have him on the executive as Past President. We welcome his expertise and the opportunity to continue the initiatives begun during his presidency.

A warm welcome to our new executive members, Dianne Taylor-Harding, VP - Newfoundland, Norine Hanus VP/President Elect and Jean Cunningham, Secretary.

There is much to accomplish in the coming year. As I mentioned in my reports at the OGM, we are recruiting convenors for several Committees and Interest Groups. We are

looking for people to convene our APLA Memorial Awards Committee, our Public Relations Committee, and our Intellectual Freedom Committee. Please make this your year to become active in the Association. If you would like to become involved, I invite you to contact Norine Hanus at the Robertson Library, University of Prince Edward Island.

The executive is continuing to work on your behalf voicing your issues and concerns at the local, regional and national levels. We have joined five other strong voices in a letter to the Nova Scotia government expressing concern about the recent budget cutbacks to Education in that province. Your issues were presented at the PTLAC (Provincial and Territorial Library

Association Council) and at the CLA Conference in Edmonton at the end of June. We will continue to negotiate the Halifax 2002 joint conference with CLA.

As I review what I covered in this report, it is not surprising that the tone moved from the fun and conviviality of our annual conference to the serious issues that face us as professionals. It more closely reflects who we are. Not the stereotypical image of us as all business and no "joie de vie." Thank heavens we know the difference. Now, how do we let the rest of the world in on what seems to be our secret? Definitely another issue over which to ponder when we meet to discuss, laugh and enjoy each others company.

Pamela Stevens-Rosolen

  
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## APLA EXECUTIVE 2000-2001

### President

Pamela Stevens-Rosolen  
Regional Librarian  
Saint John Library Region  
One Market Square  
Saint John, NB, E2L 4Z6  
Phone: (506) 643-7247  
Fax: (506) 643-7225  
Email:  
Pamela.Stevens-Rosolen@gnb.ca

### Past President

Peter Webster  
Head of Information Systems  
Patrick Power Library  
Saint Mary's University  
Halifax, NS, B3H 3C3  
Phone: (902) 420-5507  
Fax: (902) 420-5561  
Email: peter.webster@stmarys.ca

### Vice-President / President Elect

Norine Hanus  
Collections Librarian  
Robertson Library  
University of Prince Edward Island  
550 University Avenue  
Charlottetown, PEI, C1A 4P3  
Phone: (902) 566-0479  
Fax: (902) 628-4305  
Email: nhanus@upe.ca

### Treasurer

Sharon Murphy  
Head of Reference and Research  
DalTech Library  
Dalhousie University,  
Sexton Campus  
P.O. Box 1000  
Halifax, NS, B3J 2X4  
Phone: (902) 494-3109  
Fax: (902) 494-6089  
Email: sharon.murphy@dal.ca

### Secretary

Jean Cunningham  
Public Relations Development  
Librarian  
Saint John Library Region  
1 Market Square  
Saint John, NB, E2L 4Z6  
Phone: (506) 643-7220  
Fax: (506) 643-7225  
Email: jean.cunningham@gnb.ca

### Vice President (Nova Scotia)

Cathy Chisholm  
Information Services Librarian  
University College of Cape Breton  
P.O. Box 5300  
Sydney, NS, B1P 6L2  
Phone: (902) 563-1675  
Fax: (902) 563-1826  
Email: cchisol@ucb.ns.ca

### Vice President (New Brunswick)

Jeanne Maddix  
City Librarian  
Moncton Public Library  
644 Main Street, Suite 101  
Moncton, NB, E1C 1E2  
Phone: (506) 869-6000  
Fax: (506) 869-6040  
Email: jeanne.maddix@gnb.ca

### Vice President (Newfoundland)

Dianne Taylor-Harding  
Librarian  
Dr. C.R. Barrett Library  
Marine Institute  
Memorial University of  
Newfoundland  
P.O. Box 4920  
155 Ridge Road  
St. John's, NF, A1C 5R3  
Phone: (709) 778-0662  
Fax: (709) 778-0316  
Email: dtaylor@mun.ca

### Vice President (Prince Edward Island)

Moira Davidson  
Systems Librarian  
Provincial Library Service  
Red Head Road  
Box 7500  
Morell, PEI, C0A 1S0  
Phone: (902) 961-7323  
Fax: (902) 961-7322  
Email: mcdavidson@gov.pe.ca

### Vice President (Membership)

Joy Tillotson  
Head, Information Services  
Queen Elizabeth II Library  
Memorial University of  
Newfoundland  
St. John's, NF, A1B 3Y1  
Phone: (709) 737-8187  
Fax: (709) 737-2153  
Email: joyt@morgan.ucs.mun.ca



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The editors can be reached at the following addresses:

**Bulletin Editor:****Ruthmary Macpherson**

Head of Technical Services  
Ralph Pickard Bell Library  
Mount Allison University

49 York Street, Sackville, NB E4L 1C6

E-mail: rmacpherson@mta.ca

Telephone: 506-364-2567

Fax: 506-364-2617

**Bulletin Editor:****Emma Cross**

Cataloguing and Public Services Librarian

Ralph Pickard Bell Library  
Mount Allison University

49 York Street, Sackville, NB E4L 1C6

E-mail: ecross@mta.ca

Telephone: 506-364-2214

Fax: 506-364-2617

**Bulletin Advertising Editor:****Brian McNally**

Systems Librarian  
Ralph Pickard Bell Library  
Mount Allison University

49 York Street, Sackville, NB E4L 1C6

E-mail: bmcnally@mta.ca

Telephone: 506-364-2237

Fax: 506-364-2617

# NEWS FROM THE PROVINCES

**COLLEGE LIBRARIES:**

NBCC Moncton now has a subscription to CISTI Source, a Table of Contents database for journals. This subscription allows for searching only at one public workstation, plus searching and ordering and ordering at one staff workstation.

**Public Libraries:**

The Gates Foundation equipment has begun to arrive in various libraries across the province. The training labs are currently being installed in each library region and staff training will take place during the summer.

The Literacy Program for Kids has hired 50 students across the province to help children with reading difficulties. Training sessions were held in each region for the tutors who are mostly education students.

Également, 32 étudiants travaillent sur le Programme d'échange jeunesse. Le but de ce programme est d'offrir aux étudiants la possibilité de découvrir différentes régions de la province, d'y travailler, d'y vivre et d'apprendre à connaître différents milieux culturels, géographiques et linguistiques du Nouveau-Brunswick.

**YORK LIBRARY REGION:****Green Thumb Plant Sale:**

Oromocto Public Library's annual Green Thumb Plant Sale raised \$2000 to benefit the library. This is the fourth year the library has held the sale and each year it has got bigger and better. "We're very fortunate," said librarian Muriel Morton, "to have avid gardeners in the area who generously support this library fundraiser not only with their time but with plants taken from their own gardens". This year they added hanging baskets to the selection on sale. Sales were very brisk and stock was almost completely sold out within two hours.

**Letters to Hackmatack****Authors:**

The reading club at Nashwaaksis Public-School Library scored a first among all the correspondence produced by teachers, librarians and authors participating in the Hackmatack Children's Choice Book Award: they were the only ones to write to the authors of their favourite books. In fact, Carole Compton-Smith, chair of the book award, said it was the very first time they had received letters written by students. Congratulations go to Valerie Moore of the Nashwaaksis library and the members of the library's reading club.

**20 Years of Genealogical Research to be Housed in Library:**

On May 17, Arthur Bryant, in memory of his brother Hubert, donated his many years of research as well as his large collection of genealogical materials

## NEWS FROM THE PROVINCES ... CONTINUED

to the Carleton County Genealogical Society. The materials will be housed in the Dr. Walter Chestnut Public Library in Hartland.

### **The Young and the Restless:**

Marilyn Lohnes, children's librarian for York Region, presented a workshop on programming and resources for infants and children for staff from across the region. Pamela Stevens-Rosolen, head of the Saint John Library Region demonstrated the program she developed called Babies in the Library. It's designed to introduce babies to the life-long pleasure of books and to stimulate language development through the use of exercises, fingerplays, rhymes, music and board books.

## RÉGION DE BIBLIOTHÈQUES DU HAUT SAINT-JEAN :

### **Déménagement du bureau régional :**

Depuis le 3 mars dernier, le bureau régional a déménagé ses locaux au 540, rue Principale, à Saint-Basile, dans l'ancien édifice municipal de la Ville de Saint-Basile.

### **Tournée de l'auteure et illustratrice Denise Paquette :**

Denise Paquette a effectué une tournée subventionnée par le Conseil des Arts du Canada, dans les six bibliothèques publiques de la région. Un échange intéressant entre l'auteure et les jeunes a suivi à chaque présentation.

### **Gagante du concours «Vive l'épargne» :**

La jeune Margo Belliveau, âgée de 11 ans, membre de la Bibliothèque publique de Grand-

Sault, est l'un des 20 gagnants(es) du concours national "Vive l'épargne". Plus de 6,700 jeunes, âgés de 16 ans et moins ont participé à ce concours à travers tout le Canada. Les participants devaient répondre à trois questions et ensuite déposer leur bulletin dans l'urne disponible à la bibliothèque de leur localité. Ce concours visait à sensibiliser les jeunes canadiens et leur famille à l'importance de l'épargne tout en les encourageant à fréquenter davantage leur bibliothèque.

## SAINT JOHN LIBRARY REGION:

### **"Dear Author" Program:**

The Saint John Library Region once again launched its "Dear Author" program where students in junior high school submitted letters to the author of their favorite book.

The book had to have either changed their lives or moved them emotionally. They were asked to explain to the author just what the book meant to them. The ten best letters, judged by a panel, were printed in the newspaper. A ceremony was held where editor David Spragg from the Saint John Times Globe (a key sponsor of this library-initiated program) spoke of the importance of reading, and where Regional Librarian Pamela Stevens-Rosolen presented certificates.

### **"Fundraising":**

Hours were changed for the 13th annual book sale to a longer day on Friday and a shorter day on Saturday. Proceeds from the sale totalled \$10,707.93 and will be used to purchase bestsellers for all libraries.

The East Branch library is the grateful recipient of 30 Braille children's non-fiction books that it

will be adding to its Talking Book and Large Print Collection to improve its mandate of servicing sight impaired patrons for the region.

### **"Mindcare" Bibliography:**

The second edition of the Mindcare Bibliography, a collection of materials donated to the Saint John Free Public Library, was published. This collection includes subjects ranging from depression, diversity, abuse and suicide, to parenting, self esteem and stress management. The consumer health library received further funding this year from Mindcare New Brunswick Foundation, money will be used to continue the license for another year for the InfoTrac database, and \$5,000 to purchase more health related books and videos.

### **Other:**

Other news from the Saint John Region includes the following : staff wished a fond farewell to long-time employee Marilyn Jolineau, who retired this spring; St. Croix Public Library hosted a successful StoryFest that also included French Immersion classes; and the Saint John Free Public Library held a giant record sale, selling off the collection in keeping with modern technology. This allowed for more library space, and raised \$5500 to purchase more compact discs and cassettes.

## RÉGION DE BIBLIOTHÈQUES ALBERT- WESTMORLAND-KENT LIBRARY REGION

### **Author Readings:**

The Sackville Public Library board organized its second Canada Council author reading. Don Kushner did two readings at the Sackville Library and, while

## NEWS FROM THE PROVINCES ... CONTINUED

in the area, also did readings at the Moncton Public Library and in Charlottetown.

The Moncton Public Library was very much involved in the first Festival littéraire Northrop Frye Literary Festival, both in the planning of the festival and in hosting author readings for children by K.V. Johansen, Karen Davidson, Marguerite Maillet and Denise Paquette as well as readings for adults by Ann Copeland, Fred Cogswell and Mario Thériault.

### 40 Years of Service:

Four libraries in this region recently celebrated forty years of public library service to their respective communities. Appropriate celebrations were held in Shediac, Dieppe, Dorchester, and Port Elgin. In each case, the library received a gift of books from the Province.

### Fundraising/Levée de fonds :

Fundraising efforts by the Moncton Public Library Board have been quite successful, allowing the library to improve and update its reference and children's collections. La Bibliothèque publique de Memramcook, en collaboration avec le Monument Lefebvre, a aussi organisé un spectacle-bénéfice avec Les frères Belivo.

### Other:

Staff of Subheadquarters and the bookmobile, having successfully piloted automated circulation on the bookmobile using the Backup Circulation module, undertook to train the bookmobile staff of the Haut-Saint-Jean, Chaleur and York regions on this system.

Les bibliothèques publiques de Richibouctou et de Memramcook

sont récemment devenues des centres d'accès communautaire.

## APLNB/ ANNUAL CONFERENCE / CONFERENCE ANNUELLE DE L'ABPNB :

The Association of Professional Librarians of New Brunswick (APLNB)/Association des bibliothécaires professionnels du Nouveau-Brunswick (ABPNB) will hold its Eighth Annual Conference on September 29 and 30, 2000 in Campbellton, N.B. This year, the conference will address the theme "Libraries: Gateways Between Cultures/Les bibliothèques : des passerelles entre nos cultures." Everyone is welcome to attend. More details will soon be posted on the association's Web site ([www.umoncton.ca/abpnb-aplnb](http://www.umoncton.ca/abpnb-aplnb)).

L'ABPNB était présente à la réunion du comité exécutif du Hackmatack Award tenue à Halifax. Sa proposition d'ajouter une section française à ce prix a été acceptée à l'unanimité. L'ABPNB travaillera donc cette année à la préparation de ce prix dont l'implantation est prévue pour l'année scolaire 2001/2002. Pour plus d'information, contacter Isabelle Poirier ([isabelle\\_poirier@gnb.ca](mailto:isabelle_poirier@gnb.ca)).

Systems Librarian Eunice Stringer retires from NBLS in June 2000. Dave Campbell, Technical Services Librarian, will take over her duties for the time being. Frances Giberson has joined NBLS as Public Services Librarian.

Public library service in New Brunswick is now under the jurisdiction of the Department of Education. NBLS will be moving from Marysville Place to join the rest of the Education department at the new Place 2000 building on King Street in downtown Fredericton. The move is expected

to take place in July 2000.

The first of the province's Gates computer labs is up and running in Moncton Public Library, with the four others to follow soon. This summer's Summer Reading Program has an environmental theme: "Read: It's in your nature / Lire, c'est dans ma nature". It was launched on June 16 at Sugarloaf Park in Campbellton.



## PUBLIC LIBRARIES

David Norman has been appointed as the new Director of the Provincial Information and Library Resources Board, effective June 7, 2000. Mr. Norman was previously with the Treasury Board of the Government of Newfoundland and Labrador.

Prominent Newfoundland author, Helen Porter, was elected to the St. John's Library Board at the Board's Annual General Meeting on May 8, 2000. Also elected was arts administrator, Ann Anderson.

A Miss Marple Literary Tea was a very popular fund raising event for the St. John's Library Board. The tea was held in the Crypt of the Anglican Cathedral in St. John's on the first Sunday in May. Anne Hart, author of "The Life and Times of Miss Jane Marple" was the featured speaker.

The St. John's Public Libraries

## NEWS FROM THE PROVINCES ... CONTINUED

hosted "Authors and Poets for Literacy" at the A.C. Hunter Library on April 8, 2000. Several Newfoundland authors and poets read in support of Oxfam and their Education Now programme.

On April 11, 2000, as part of the second National Poetry Month, the St. John's Public Libraries hosted a poetry reading by Mary Dalton. The reading was sponsored by the League of Canadian Poets and the Canadian Council for the Arts.

### Academic Libraries

Mary Chalker, Associate University Librarian, Memorial University of Newfoundland will retire at the end of June 2000. Two other long-time staff from the MUN Libraries also will be retiring in June 2000 - Shirley Cooper and Audrey Cole.

### Associations

Colleen Field, 2000/2001 President of the Newfoundland and Labrador Library Association, presented the NLLA Award to the top students graduating from the MUN Library Studies certificate programme on May 28, 2000. Winners were Tina Lawlor (Fisheries & Marine Institute Library) and Gillian Robinson (NRC St. John's Info Centre).

The NLLA sponsored its first Conference, held May 5, 2000. Fifty-two people from across the island registered for the four sessions presented during the one day event. The Association's Annual General Meeting was held that evening at the University Club, Memorial University of Newfoundland. On Saturday morning, a paper repair workshop, led by Dr. Brian Roberts was held. The new NLLA Executive

comprises Colleen Field (President), Pat Warner (Treasurer), Adriana Popescu (Vice-President), Annette Anthony (Secretary), and Dianne Cmor (Past-President). Pam Morgan has collated the results from a survey of individuals who attended the conference and those who did not.

APLA provided a grant in support of this first NLLA Conference. The APLA grant went towards modest speaker honorariums. With the assistance of APLA, the "trial" conference was offered free of charge to NLLA members, and at a very modest fee for non-members. The Conference was an unqualified success according to the follow-up survey, and the membership has clearly given the NLLA Executive the mandate to organise a conference on an annual basis.

APLA also provided a grant in support of Newfoundland Library Week, an NLLA sponsored annual event which is intended to raise awareness and promote libraries and library services across the province. This year's theme was "Read Your Way Around the World", and the APLA grant helped us to design and provide free reading "passports" to children across the province.

Dianne Cmor, Past-President of the Association writes "On behalf of the NLLA membership, I would like to extend our sincere gratitude to APLA for assisting us in our inaugural conference endeavours, and in our continued efforts to promote libraries throughout the province via Library Week."

Dianne Taylor-Harding



## ACADEMIC LIBRARIES

### MSVU - Staffing News

Mount Saint Vincent University Library is pleased to announce the appointment of Marnie MacGillivray to the position of Librarian, Reference and Instructional Services, effective July 1, 2000. Marnie was awarded her MLIS degree from Dalhousie University in 1999.

### St. FXU - Successful APLA Conference

Librarians from across the region gathered at St. Francis Xavier University May 27 - 29 to attend the conference, "Talking about People". Many thanks to Rita Campbell, Angus L. McDonald Library staff, and Jennifer Richards of Acadia University for providing delegates with an insightful and diverse programme and terrific "Antigonish-style" hospitality.

### UCCB - Assistive Technology

Resources at the University College of Cape Breton Library were recently enriched with a donation by the North Sydney Rotary Club. Northside Rotarians generously provided software which will allow sight-impaired students to "hear" books. Pages are scanned and read to the student electronically. A ceremony dedicating the enhanced workstation to the memory of UCCB student, Jennifer Lynn Keeping

## NEWS FROM THE PROVINCES ... CONTINUED

(1975-2000), was attended by Jennifer's family, friends, Rotarians, and members of the University College community.

### News from the Regions

#### ANNAPOLIS VALLEY REGIONAL LIBRARY

##### Branch Events

April was poetry month and on the 26th our Wolfville Branch hosted "Writes of Spring" featuring six local poets and their works. Poets were Heather Pyrez, Wanda Campbell, Marla Landers, Deanna Yonge, Hilary Thompson and Andrew Steeves. A truly enjoyable evening for all in attendance.

We were pleased to host an author reading in our Windsor branch through the Hackmatack Children's Choice Book Award

and Canada Council for the Arts. The author, Lesley Choyce entertained the audience with a reading, a video and an informal discussion on his writings and life style.

##### New Services, New Equipment

Coming to a library near you, in the Annapolis Valley, new services, new equipment and expanded access. Users of any branch of the Annapolis Valley Regional Library will have access to additional services both in the library and at home. The key to these new services is their library card. What new things are available with a library card?

- User's will have access to their own accounts
- Capability to place their own holds

The web catalogue is also available from the

library's home page, <http://avrl.library.ns.ca>. Booklists are posted on the web with lists of new acquisitions and lists by subject. Users may now submit their requests online by submitting the web based form.

Reference Express stations have been installed in each branch with larger locations having two stations. These workstations are in stand up form and will facilitate quick walk-in access to electronic services.

#### Halifax Regional Library (HRL)

##### Training Sessions (Gates)

The first staff training sessions were held in the new Gates Training Centre located at the Alderney Gate Public Library on May 1, 2000. The Halifax Regional Library received \$246,586 of the Bill and Melinda Gates Foundation donation to Nova Scotia's libraries. Over the next three months more than 100 Information Desk staff from the Alderney Gate, Captain William Spry, Cole Harbour, Dartmouth North, Halifax North, Sheet Harbour, Spring Garden Road and Thomas Raddall branches will attend two-day training sessions designed to thoroughly familiarize staff with the office, reference and children's software available on the Gates PCs. The training will also provide staff with the necessary skills to assist the public in using the new computer equipment.

#### Nova Scotia Provincial Library Summer Reading Programme

The Summer Reading Programme 2000, Sail Away with Books/Cap sur La Lecture, will have its official "Kick Off" the week of June 26. The Nova Scotia Provincial Library will join forces with the Halifax Regional Library



#### John Coutts Library Services Ltd.

6900 Kinsmen Court  
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## NEWS FROM THE PROVINCES ... CONTINUED

to host a media event aboard one of the Tall Ships in port, possibly the Concordia, to promote the start of the SRP. Arrangements are also being made on a regional basis through the Tall Ships 2000 Auxiliary Ports Committee, for visits by participants in the SRP to various tall ships, at the different ports of call around the province.



### ACADEMIC LIBRARIES:

The Robertson Library at the University of Prince Edward Island is celebrating twenty-five years of service to the University and the Island community. The Library opened its doors on January 11, 1975 with the official opening held at a special fall convocation on September 27, 1975. During the year a number of events have been scheduled: February 23, 2000, Luncheon in the staff lounge; May 4, 2000, Coffee party for staff who had worked in the Library over the

past twenty-five years; September 14, 2000, Open House. Additional information will be appearing on the library's home page at <http://www.upei.ca/~library/>.

At Holland College, Brenda Brady and her staff continue with the integration of collections from the Resource Centre in West Royalty to the Charlottetown Centre campus. Holland College is part of the successful Smart Communities demo project for PEI (Virtual Charlottetown). It is hoped that this will help fund the library's software migration, which is the first step towards creating a virtual gateway for the public, university and college libraries on the Island.

A usability study on the library's web site (<http://www.hollandc.pe.ca/Library/Library.htm>) was conducted and it found that most users were not using the many navigational devices provided, and most users did not understand library terms such as periodicals, reference, etc. Holland College library staff will be considering the survey results when they investigate redesigning the web site over the summer.

### SPECIAL LIBRARIES:

The Canadian Association of Law Libraries held their 38th

annual conference entitled "CALL for action : building links in the new century" in Charlottetown from May 28-31. Approximately 260 delegates were in attendance with 19 companies in the exhibitors' area. Some of the program highlights included a presentation by Daphne E. Dumont, Q.C., a Charlottetown lawyer and the President-Elect of the Canadian Bar Association, on the perception of law librarians from the viewpoint of a lawyer and a session by National Librarian Roch Carrier which dealt with book preservation and the role of the National Library as a cultural custodian. Of note to P.E.I. watchers, Kate Macdonald Butler, one of the heirs of L.M. Montgomery, read a paper written by Dr. Elizabeth Epperley (formerly President of U.P.E.I.) concerning L.M. Montgomery's copyright issues with her publishers.

### PUBLIC LIBRARIES:

Through partnerships between the some of the Island's school boards, HRDC, the Department of Education and the public libraries, the Summer Tutoring program will be offered for the third summer with 17 tutors. This program is intended to support children whose reading skills are at risk with activities and skill-building exercises.

The public libraries are also gearing up for the Summer Reading program - the theme this year is borrowed from New Brunswick - "Read - it's in your nature/ Lire - c'est dans ma nature". PEI staff have developed and produced a board game similar to Monopoly called "Readopoly" to encourage children to explore all types of library materials. Children move around the board by rolling a dice and the



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## NEWS FROM THE PROVINCES ... CONTINUED

squares instruct them to read a certain type of material, i.e. poetry, dinosaur book, cookbooks, etc.

### SCHOOL LIBRARIES:

Judy Davies, who has held the Resource-Based Learning Consultant position in the Department of Education for the past five years, is returning to classroom teaching in the fall. During her time in the Department, Judy has been a strong advocate for school libraries on the Island. Some of

the credit for the health and success of Island school library programs goes to her for encouraging the Department to make resources available for collections and for her work in the School Library Diploma program in U.P.E.I.'s Education Department. Most recently, Judy has been involved with the development of the Building Information Literacy project (<http://www.edu.pe.ca/bil/>) and the drafting of a new set of standards for school libraries. Happily for the school library community, Judy's well-qualified replacement will be Carol Fitzpatrick, a teacher-librarian at

Prince Street Elementary in Charlottetown and a past-president of the PEI Teacher-Librarians' Association.

In its ongoing mission to support school libraries, the P.E.I. Department of Education is providing a matching grant program for French material in school libraries. In this program, any qualified school library who spends part or all of their regular budget on French language materials will receive that amount of money, also to be spent on French material. The program will begin in July and may continue for three years.

## Letters

April 17, 2000

Mr. Peter Webster  
President, Atlantic Provinces  
Library Association,  
Patrick Power Library  
Saint Mary's University  
Halifax, N.S. B3H 3C3

Dear Mr. Webster,

I have read with interest "From the President's Desk" in the current issue of the APLA Bulletin. However, I would like to correct an error in your statement that the Memorial Awards fund was begun by the estate of Alberta Letts. In fact the fund was set up by APLA immediately after the car accident which took Alberta Letts' life. A shocked and grieving membership organized a travelling scholarship as the kind of memorial she would have liked - an award for a working librarian to benefit from another library experience. Contributions came from all parts of Canada as her career and activities were not confined to being the Provincial Librarian in Nova Scotia. She was also known and respected nation-

ally and internationally, being a CLA president, given a year's leave to advise the government of India on developing libraries, and invited with seven other librarians by the West German government to visit libraries in its country.

With the passage of time the people who knew Alberta disappeared from the library scene and the APLA membership naturally changed. So it was that the Alberta Letts Memorial Fund was absorbed into the general APLA Memorial Awards. A more permanent memorial to her is the Regional Libraries system as it covers Nova Scotia today.

Sincerely,

Mary (Mollie) E. Cameron  
Halifax, N.S.

May 19, 2000

Ms Mary E. Cameron  
Halifax, N.S.

Dear Ms. Cameron:

Thank you very much for your letter correcting my error about the origins of the Alberta Letts Memorial Fund, and then the APLA Memorial Fund. Thank you in particular for the additional information about the Alberta Letts, her life and her career. I confess as a comparatively new member of APLA I know only a little bit about the organization's history, and sources of information are limited. So it is very helpful to hear from members of the organization with longer tenure, who make us all aware of the important work that has gone on in the past. I do apologize for the error, and I will encourage the APLA Bulletin to publish your correction.

Sincerely  
Peter Webster  
President, Atlantic Provinces  
Library Association

## APLA CONFERENCE REPORTS

### Check out conference presentations on the Web.

Several APLA 2000 speakers have made their presentations available for public viewing on the World Wide Web. These presentations have been adapted from a variety of platforms for viewing and every effort has been made to maintain the original integrity of the data.

Other speaker presentations are to be added shortly.

To see these documents follow the "View Speaker Presentations" link on the APLA 2000 web site <http://libmain.stfx.ca/apla2000/>

### APLA Conference Report: Session #301 Beyond the Questionnaire

Sue Adams feels that people have low expectations of their libraries. Librarian at the Coady International Institute in Antigonish, Sue led an interactive session entitled "Beyond the Questionnaire." She talked to us about focusing on people as human beings rather than as functions of the library. We appear to be good at using questionnaires and finding out what the information needs of people are, but we are not as good at discovering what people expect when they come to the library. This session looked at ways of getting people to envision what

their library could be, of considering what the library could be doing. Sue suggested that librarians think about their stakeholder community, who were they not serving, who could be using the library. She challenged us to use proactive ways of seeking input and finding what people really want from their library. The group was divided into three smaller groups. The first group developed and delivered a role play about the "worst library experience ever." The second told a story about the "best library experience" and the third drew

their vision of the "ideal library." These focus group presentations resulted in laughter and tears, and in a new envisioning of what the library could become. While these approaches to the use of focus groups brought about some new insights into libraries from the user's point of view, they also provided a warning to be careful where we use them. Every man in the room disappeared when the smaller groups were asked to create a presentation for the group as a whole.

Norine Hanus

### APLA Conference report: Session #201 Building Atlantic Canada's Largest Library

Circulation is down. Reference is down. And the competition is up! People are turning to the Internet for their reading and informational needs, not to the library. According to Steve Coffman, it's not that libraries don't have what people want. They just need to find better ways of getting it to them. Mr. Coffman directs FYI, the fee-based reference service of the

County of Los Angeles Public Library and he presented the key note address at APLA 2000 in Antigonish. The Web is changing everything. Within five years Amazon.com has gone from zero to 62.7% of the total annual book market. This is accomplished through a virtual bookstore that meets customers' expectations for as much selection as possible, for content, for

convenience, and for availability 24 hours a day. If Amazon.com can build the world's largest bookstore, can Atlantic Canada build the world's largest library by using the same strategy? Mr. Coffman suggests that it is possible. It can be done by building on what we already have, books and an Interlibrary Loan

*(continued on page 12)*

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More session reports from APLA Conference 2000  
will be printed in future issues of the *Bulletin*.

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## Building Atlantic Canada's Largest Library . . . continued from page 11

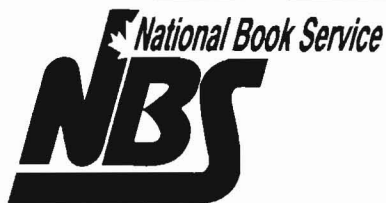
service. We develop a global union catalogue, beginning with NovaNet and adding Amicus and WorldCat to it. The result would be 40-63 million records - the world's largest library. To make such a massive catalogue useful to our patrons the records would need to be "enhanced" by including cover art, jacket blurbs, sophisticated searching, author biographies, links to reviews, and tables of contents. We add a spell check and lists of "library recommended" books. Mr. Coffman explained that this would be done by cataloguers, bibliographers and reference librarians from many libraries working together. He further pointed out that not every entry would need to be enhanced in this manner. The focus would be

on the most needed and current entries. The public catalogue would indicate location by the amount of time necessary to get the item to the user. As an example, for an item held in the local library, the catalogue would indicate that it would be available immediately, whereas, for one available elsewhere in the region, the catalogue would indicate its availability as being two to three days. Outside the region would take longer. The patron would initiate the ILL online and have the item shipped directly. In time, as libraries move more to digital books, requests could be shipped electronically. At this point, the catalogue becomes the library. Is it really possible? Improbable as some may find it, we may see

some of these ideas initiated in the not too distant future. We have NovaNet and are moving to web OPACs and a single library card for university faculty and students in Atlantic Canada. To read more about Steve Coffman's vision, you may want to check out one of the following articles.

- Coffman, Steve. Building earth's largest library: driving into the future. *Searcher*. March 1999, Vol. 7, No. 3, p. 34.
- Coffman, Steve and Susan McGlamery. The librarian and Mr. Jeeves. *American Libraries*. May 2000, Vol. 31, No. 5, p. 66.

Norine Hanus



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## APLA 1999-2000 Report of the Financial Examiner

I have examined for integrity and accuracy the financial records of the Atlantic Provinces Library Association as at 31 March, 2000, including the statements of operations, functional expenses, changes in fund balances and changes in financial position for the year then ended. My examination was conducted in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances. In the course of my review of the Association's records I conversed with the Treasurer to receive the necessary documents and to clarify some minor points.

In my opinion, the Statement of Revenues and Expenditures and Balance Statement represent fairly the financial position of the organization and

its investments as at 31 March, 2000, and the results of its operations and the changes in its financial position for the year then ended in accordance with the notes to the Statement applied on a basis consistent with that of the preceding year.

I have also examined the financial records of the APLA Memorial Awards Trust Fund and, in my opinion, the Statement of Revenues and Expenditures and Balance Statement represent fairly the financial position of the Fund as at 31 December, 1999.

Peter Glenister  
Mount Saint Vincent University  
Halifax, Nova Scotia  
24 May, 2000

## Treasurer's Report Atlantic Provinces Library Association

**Agenda Item #8**  
**Executive Meeting**  
Thursday, May 25, 2000

APLA continues in solid financial shape with assets of \$69,949.90. The fiscal year 1999/2000 ended with a budget surplus of \$11,540.74.

Revenues were higher than expected despite the fact that those from advertising and subscriptions were slightly less than budgeted. Membership revenues were very close to the anticipated amounts. The seed grant for APLA '99 was returned, plus a profit of \$3,310.61.

Expenditures were lower than anticipated for a variety of reasons. APLA Bulletin expenditures, in particular, were lower than budgeted. Only four of the five printed issues of the APLA bulletin were paid for in this year. The fifth, combined final issue was not billed until the year-end. In addition, postage and shipping of the Bulletin were not passed on to the Association. The President received alternate funding for travel to O.L.A. and we did not receive a renewal invoice for our A.S.T.E.D. membership.

**Agenda Item #11**  
**61st OGM**  
Friday, May 26, 2000  
Sunday, May 28, 2000

Interest accumulated in the First Timer's fund was \$713.47 and, along with the unspent amount of \$693.78 from fiscal year 1998/1999, a total of \$1,407.25 will be granted for APLA 2000 attendance.

The General Activities Fund was used to sponsor receptions for the National Librarian's visit to each of the four Atlantic provinces. Four additional GAFs were dispensed this year. APLA co-sponsored a CASLIS SLA videoconference, two GAFs were written to the Newfoundland and Labrador Library Association to support Library Week and sponsor conference speakers. The final GAF was given to the Hackmatack Children's Choice Book Award Society to provide APLA sponsorship for the Award.

The amount available for the Memorial Award(s) in 1999 was \$654.17, but there were no applicants. There is \$1,147.10 available for 2000.

The Carin Somers Scholarship available for 2000/2001 is \$2,608.00.

**Treasurer's Report - Agenda Item #8**  
**Executive Meeting - APLA**  
 Thursday, May 25, 2000

**Treasurer's Report - Agenda Item #11**  
**61st OGM - APLA**  
 Friday, May 26, 2000  
 Sunday, May 28, 2000

<b>Statement of Revenue and Expenses March 31, 2000</b>		1999/2000 Budget	1999/2000 Actual
<b>R E V E N U E S</b>	<b>BULLETIN</b>		
	Advertising	3,000.00	2,365.00
	Subscriptions	1,700.00	1,599.00
	Royalties	0.00	102.52
	<b>Subtotal</b>	<b>4,700.00</b>	<b>4,066.52</b>
	<b>CONFERENCE FUND</b>		
	Seed Grant APLA '99	1,500.00	1,500.00
	General	0.00	3,310.61
	<b>Subtotal</b>	<b>1,500.00</b>	<b>4,810.61</b>
	<b>GENERAL FUND</b>		
	Personal Memberships	11,000.00	10,618.50
	Institutional Memberships	4,000.00	4,125.00
	<b>Subtotal</b>	<b>15,000.00</b>	<b>14,743.50</b>
	<b>OTHER</b>		
	Interest	350.00	131.26
	MMF Interest	1,300.00	1,318.99
	First Timers	700.00	713.47
	GAF Seed	0.00	0.00
	Carin Somers Scholarship	2,518.42	2,518.42
	Miscellaneous	0.00	0.00
<b>Subtotal</b>	<b>4,868.42</b>	<b>4,682.14</b>	
<b>TOTAL REVENUE</b>	<b>26,068.42</b>	<b>28,302.77</b>	

<b>Statement of Revenue and Expenses March 31, 2000</b>		1999/2000 Budget	1999/2000 Actual
<b>E X P E N D I T U R E</b>	<b>BULLETIN</b>		
	Pkg & Supplies	200.00	0.00
	Printing	6,800.00	4,169.44
	Postage & Shipping	1,500.00	228.34
	<b>Subtotal</b>	<b>8,500.00</b>	<b>4,397.78</b>
	<b>CONFERENCE</b>		
	Conference Seed Grand APLA 2000	1,500.00	1,500.00
	<b>Subtotal</b>	<b>1,500.00</b>	<b>1,500.00</b>
	<b>APLA PRIZE</b>		
	APLA Prize	<b>500.00</b>	<b>500.00</b>
	<b>OTHER</b>		
	Executive Travel (Meetings)	3,000.00	3,200.34
	President's Travel (APLA/OLA)	1,500.00	798.00
	Executive Projects	2,000.00	340.00
	Registrations & Memberships	250.00	50.00
	Postage	200.00	269.29
	Student Ass't	300.00	300.00
	Supplies	50.00	92.25
	Other <sup>a</sup>	0.00	239.25
	<b>Subtotal</b>	<b>7,300.00</b>	<b>5,343.13</b>
	<b>EXECUTIVE COMMITTEES</b>		
	Aims & Objectives		
	Bulletin Management Board		
	Membership		
Merit Award		69.12	
Nomations			
<b>Subtotal</b>	<b>300.00</b>	<b>69.12</b>	

<sup>a</sup> Motion to add line "Other" for expenses incurred for Advocacy Now Workshop passed Fall '99 executive meeting, October 24, 1999.  
Prepared by Sharon Murphy

<b>E X P E N D I T U R E  C O N T I N U E D</b>	<b>STANDING COMMITTEES &amp; INTEREST GROUPS</b>		
	Communications (Directory & Extra Postage to mail with Bulletin	400.00	267.78
	All other Committees/ Interest Groups	100.00	0.00
	<b>Subtotal</b>	<b>500.00</b>	<b>267.78</b>
	GAF Grant	3,000.00	2,109.37
	Miscellaneous	150.00	56.43
	<b>Subtotal</b>	<b>3,150.00</b>	<b>2,165.80</b>
	Transfer to Memorial Awards	0.00	0.00
	First Timers Award <sup>b</sup>	0.00	0.00
	Carin Somers Scholarship	2,518.42	2,518.42
	<b>Subtotal</b>	<b>2,518.42</b>	<b>2,518.42</b>
	<b>TOTAL EXPENDITURES</b>	<b>24,268.42</b>	<b>16,762.03</b>
	<b>TOTAL REVENUES</b>	<b>26,068.42</b>	<b>28,302.77</b>
	<b>REVENUES - EXPENDITURES</b>	<b>1,800.00</b>	<b>11,540.74</b>

### 1999/2000 Accumulated Savings

	1998/1999	1999/2000	2000/2001
1. Savings	\$21,5889.90	\$19,078.75	
2. First Timers Grant			
Principal	17,144.23	17,857.71	
Interest	(420.16)	(693.78)	(713.47)
3. Investments	31,694.44	33,013.44	
4. Carin Alma E Somers Scholarship Trust Fund			
Principal	60,000.00	60,000.00	
Interest	2,518.42	2,608.00	

<sup>b</sup> Amount overlooked for APLA '99 (693.78) to be awarded for APLA 2000. Approved Joint Executive Meeting, May 30, 1999 (Item 2.2)



**Atlantic Provinces Library Association  
Balance Sheet March 31, 2000**

<b>ASSETS</b>	<b>1998/1999</b>	<b>1999/2000</b>
Current Accounts	\$21,588.90	\$19,078.75
General Investments (MMF)	31,694.44	33,013.44
First Timers Investment (MMF)	17,144.23	17,857.71
<b>Total:</b>	<b>\$70,427.57</b>	<b>\$69,949.90</b>

**LIABILITIES**

Uncashed Cheques	13,919.14	1,900.70
Equity	56,508.43	68,049.20
<b>Total:</b>	<b>\$70,427.57</b>	<b>\$69,949.00</b>

**APLA Memorial Award Trust Fund  
Jan. 1, 1999 - Dec. 31, 1999**

**Balance Sheet**

**ASSETS**

Cash	\$ 3,346.29
Investment Certificates	14,000.00
<b>Total:</b>	<b>\$17,346.29</b>

**Statement of Revenues and Expenditures**

**RECEIPTS**

Donations	\$ 0.00
Other	0.00
Interest on Bank	1.58
Interest on GICs	May 308.00
	Nov 219.00
<b>Total:</b>	<b>\$528.58</b>

**DISBURSEMENTS**

Safety Deposit Box	\$ 35.65
Awards	0.00
<b>Total:</b>	<b>\$ 35.65</b>

**Total Revenue** **\$492.93**

## Resolution passed at the 61st OGM of the APLA

Resolution #1: MOTION: Be it resolved that: the appreciation of the Atlantic Provinces Library Association be extended to the organizers and volunteers of APLA 2000, the presenters, panelists, speakers, moderators and facilitators of all workshops, seminars, and theme sessions of APLA 2000, and to the sponsors and exhibitors who have contributed to the success of APLA 2000.

Résolution #1: MOTION: il soit résolu que la reconnaissance de l'APLA soit exprimée aux organisations et bénévoles de l'APLA 2000; présentateurs, invités, conférenciers, modérateurs; commanditaires et exposants qui ont contribué au succès de l'APLA 2000.

(P. Stevens-Rosolen/Peter Webster)  
CARRIED

# Electronic Reference Resources in Reference Activities At the Degree Granting Institutions in the Atlantic Provinces

By Dr. Nirmal Jain  
*Acadia University*

## BACKGROUND

The emergence of new technologies is challenging librarians to improve their functions and services. Technology has extended the presence of the reference librarian through e-mail, OPAC, Web Pages and video conferencing. Reference Service in an academic library remains a central service. Technological changes and also the changes in demand of library services are affecting libraries. They pose a challenge how we budget for staff and deliver information in reference services. The emerging technologies are by their nature in stark conflict with existing methodology, which is designed to manage the still dominant format of print media. New technologies provide access during times that the traditional library is closed or when the staff is not available. Those who are attempting to integrate emerging technologies into reference services are primarily concerned with how new technologies affect staff and library services. Rarely are reference departments integrating the changes in patron demand into a service option. Despite advances in technology, much of the basis for existing service philosophies is building-based rather than networked-based, on staff mediation rather than end-user independence; fixed on cost rather than suitability; and in most cases, place value decisions in the hands of the professional rather than end users. The number of users is increasing, patron comfort with technology is increasing, the users are demanding that information be delivered on their own terms. This does not mean that assistance or consultations is not provided. Clearly, new and emerging technologies are changing traditional patron/staff interaction.

At Acadia University the Library plays a central role in delivering reference and information services to its students, faculty and staff. The challenge to incorporate electronic information sources in its reference activities is a real one. Acadia University claims to be an academic institution

which has embarked upon an initiative unique in Canada known as Acadia Advantage that integrates the use of notebook computers into the undergraduate curriculum. The library supports Acadia Advantage's programmes. The Acadia Advantage is an academic initiative unique in Canada that integrates the use of notebook computers into the undergraduate curriculum. It is an exciting undertaking that enhances the university's teaching and learning environment. Acadia's students receive IBM ThinkPad computers for use during the academic year, and their computers become an integral part of their learning experience. By participating in The Acadia Advantage, students will use today's technology to develop the advanced analytical skills they need to adapt to ever changing study and work environments.

It is necessary for the library to be able to plan reference services to meet this challenge. I have undertaken a study that involves conducting a survey of a selected number of degrees granting institutions in the Atlantic Provinces. This will provide useful data for further planning and improving Library's services, especially reference and information services, in a cost-effective manner. It will also greatly benefit the Library's User Education programs and will also help in the professional development of reference staff

## PURPOSE OF THE STUDY

This study is designed to determine how academic libraries in the Atlantic Provinces are incorporating electronic information sources in their reference activities and its effect on libraries' reference services. There are libraries in the Atlantic Provinces that have incorporated new technologies to deliver library services, particularly in reference activities. The focus of this study is to identify the new technologies which have been adopted by academic libraries in the Atlantic Provinces in the delivery of the reference services. It will also determine the impact of using electronic reference

sources on the jobs of reference staff. Since Acadia has also incorporated emerging technologies in the delivery of reference services, the study will ascertain their effects on these library services and their impact on reference staff. It will also help in recommending further improvements in Acadia's library services and the professional development of librarians by enhancing the use of emerging technologies.

## METHODOLOGY

All degree granting institutions in the Atlantic Provinces of Canada were selected for this study. A letter to collect e-mail addresses of reference and information librarians in these institutions was sent to the members of the Council of Atlantic University Librarians (CAUL). Almost all members co-operated in providing e-mail addresses either directly or indirectly. A distribution list including e-mail addresses was created. Eighty-five reference and information librarians constituted this list. A questionnaire related to the Use of Electronic Reference Sources in Reference Activities was designed to elicit their responses. The questionnaire was administered electronically at URL: <http://admin.acadiau.ca-jain/survey.html>. The respondents were assured total anonymity if they so wished. In spite of two reminders, twenty-eight responded. One of the reasons for not having a better response given to me was a frequent technical problem with our URL locating the questionnaire. Consequently respondents felt frustrated and eventually gave up on their responses. However, I believe that the data so far gathered provide reliable and valid results.

## FINDINGS:

### Use of Electronic Sources:

- All respondents use electronic sources in their reference work.
- When asked about the types of electronic reference sources they use in their reference work the following responses were recorded.

**Table 1**  
**Types of Reference Sources**

<i>Types</i>	<i># and % of respondents</i>
Bibliographic	28 (100%)
Full Text	28 (100%)
Directory	23 (82%)
Numeric/Statistical	14 (50%)

Websites, dictionaries, encyclopaedias, fact sheets, and academic calendars were also mentioned as other reference sources.

### Reference Databases:

- When asked about loading reference databases locally on a computer on their campus, 25 (82%) respondents responded in the affirmative and 3 (18%) in the negative.
- When asked about providing access to reference databases loaded on to another library's computer 19 (68%) librarians reported that they do and 9 (32%) reported that they do not.
- When asked about loading databases on the local OPAC, 16 (57%) reported "yes" and 12 (43%) reported "no".

### Creation of In-house database:

- When asked whether the libraries create any electronic database(s) in-house 14 (50%) replied that they do create in-house and 14 (50%) replied that they do not.

### CD-ROMs:

- When asked about networking of CD-ROMs 21 (75%) reported that they do and 7 (25%) reported that they do not.
- When asked whether the end-users are allowed searching of CD-ROM databases, 25 (89%) said that they do and 3(11%) said that they do not.
- When asked about the number of CD-ROM titles their libraries have, the respondents reported as follows:

**Table 2**  
**No. of CD-ROMs**

<i>No. of CD-ROMs</i>	<i># and % of respondents</i>
1-20	6 (21%)
21-40	6 (21%)
41-60	6 (21%)
61-80	4 (14%)
81-100	5 (18%)
>100	1 (4%)

- When asked about the availability of CD-ROM databases through a dial-up system from outside the library, 20(71%) reported availability and 8(29%) reported that they don't provide such availability.

#### **Expert Reference System:**

- When asked about using any expert systems to answer reference questions only 2(7%) replied that they use expert systems whereas 26(93%) replied that they do not.

#### **Online Services:**

- When asked about providing intermediary online services, 24(86%) reported they do and 4(14%) reported that they do not.
- When asked about which online services do they access for their intermediary services, the responses received are given in the following table:

**Table 3**  
**Accessing Online Services**

<i>Ranking</i>	<i>Online Service</i>	<i># and % of respondents</i>
1	Dialog	21 (75%)
2	LEXIS/NEXIS	9 (32%)
3	STN International INFOMART ONLINE	8 (29%)
4	NLM (MEDLARS)	7 (25%)
5	Uncover	6 (21%)
6	AGRICOLA Dow Jones News QL System	4 (14%)
7	CISTI (Intellidoc) UMI Proquest Direct	3 (11%)
8	Current Contents	2 (7%)
9	MUSE WESTLAW	1 (4%)
0	Data-Star, IAC, EBSCOHOST, OVID	

- When asked about allowing end users to conduct online searches on commercial online systems, 15(54%) said that they do not allow and 12(43%) said that they do.
- When asked about which online services users are allowed to search the responses that were received are tabulated in the following table:

**Table 4**  
**Online Services end users  
are allowed to search:**

<i>Ranking</i>	<i>Online Service</i>	<i># and % of respondents</i>
1	LEXIS/NEXIS	8 (29%)
2	National Library of Medicine (Medlars)	6 (21%)
3	AGRICOLA STN International	5 (18%)
4	EBSCOHOST MUSE	3 (11%)
5	Dialog IAC Current Contents Uncover OCLC (FirstSearch) UMI Proquest Direct	1 (4%)
0	Westlaw Data-Star OVID Dow Jones News/Retrieval INFOMART ONLINE QL SYSTEMS LTD CISTI (Intellidoc)	

#### **Online Services: User Fee:**

- When asked about charging users for the intermediary services 17(61%) reported that they charge ALL users, 7(25%) reported that they charge SOME users, and 1(4%) reported that they do not charge for these services.
- When asked about charging for end user searches, 22(79%) replied that they do not charge, 1(4%) replied that they charge ALL users, and 2(7%) replied that they charge SOME users.

#### **World Wide Web Access:**

- When asked about their libraries offering patron access to the World Wide Web other than to Web versions of online services listed above, 25(89%) reported that they do and 3(11%) reported that they do not.

**Internet User Training:**

- When asked about offering Internet training for onsite users, 1(4%) replied that they do not provide training to onsite users whereas 27 (96%) replied that they do provide such training using the following modes:

**Table 5**  
**Internet training methods for Onsite Users**

Ranking	Mode of Training	# and % of responses
1	One-on-one instructions	26 (93%)
2	Group instruction (part of regular library instruction)	24 (86%)
3	Printed guides	19 (68%)
4	Group instruction (special Internet classes)	18 (64%)
5	Tutorials	17 (61%)
6	Computer assisted instructions	13 (46%)
7	Video/E-mail/Research methods classes with assignments	1 (4%)

- When asked about offering Internet training for remote users 10(36%) responses were negative and 18(64%) were positive. The following table gives the modes of training.

**Table 6**  
**Internet training methods for remote users.**

Ranking	Mode of Training	# and % of responses
1	Printed guides	16 (57%)
2	One-on-one instructions (eg. by phone)	9 (32%)
3	E-Mail	8 (29%)
4	Tutorials	6 (21%)
5	Group Instructions (Special Internet classes)	5 (18%)
6	Computer assisted instructions	4 (14%)
7	Video	1 (4%)

**Ranking of Reference Sources:**

- When asked about the estimated percentage of reference questions answered by reference sources, the responses are ranked in the following table 7:

**Table 7**  
**Ranking of reference sources used in answering reference questions:**

Reference	Rank #1	Rank #2	Rank#3	Rank #4	Rank #5	Rank #6
CD-ROM	11 (39%)	10 (36%)	2 (7%)	1 (4%)		
ONLINE databases		3 (11%)	3 (11%)	3 (11%)	4 (14%)	4 (14%)
OPAC	14 (50%)	9 (32%)	2 (7%)			
Print Sources	1 (4%)	6 (21%)	12 (43%)	4 (14%)		
Listserv Contacts				5 (18%)	2 (7%)	
Telephone			2 (7%)	5 (18%)	6 (21%)	
WWW	2 (7%)	5 (18%)	8 (29%)	8 (29%)	1 (4%)	
Other				3 (11%)		

After assigning weight to the ranks, the following Table 8 lists the reference sources in the ranking order:

**Table 8**  
**Ranking of the Reference Sources:**

Ranking	Reference Source
1	OPAC
2	CD-ROM
3	Print Sources
4	WWW
5	Online databases
6	Telephone
7	Listserv contacts
8	Other

**Policies re: Electronic Reference Sources/Preservation:**

- When asked about their library having any written electronic materials preservation policy, 26(93%) said that they do not and only 2(7%) said that they do.
- When asked about their library having any written policy related to Electronic Reference

Sources, 15(54%) stated that they do and 13(46%) stated that they do not.

### **Impact of Electronic Reference Sources:**

#### **Comments:**

*When asked to comment candidly on how their library's use of Electronic Reference Sources in reference sources has changed the job of the reference staff and whether new technologies help or hinder reference activities, 21(75%) offered comments. The following is the summary:*

The majority of the respondents are of the opinion that the uses of Electronic Reference Sources do provide advantages to reference staff by making available access to world wide resources. Some queries that could not be answered previously are answered handily on the Web. The volume of material one can access for users is many times greater than ever before. Other advantages such as "one stop shopping", "more interesting reference work", and "speed of retrieval" of information were also mentioned by certain respondents. In the words of one enthusiastic respondent, "Ready reference is probably a dying trade due to the World Wide Web. Electronic sources have transformed our users lives." According to another respondent, "We have much more information at our fingertips wherever we are. And this is how our users (on the whole) prefer to find their information."

The majority of the respondents are also of the opinion that the uses of Electronic Reference Sources are fraught with many drawbacks. They mentioned unreliable information on the Internet, vast multitude of access points, poorly designed interfaces, frequent system breakdowns, and the number of sites to be evaluated as some of the main drawbacks. According to one respondent,

librarians are "also spending more time doing basic troubleshooting such as print problems, downloading to floppy, networking problems." The lack of funding and the low priority given to library by the Computer Centres were also mentioned as drawbacks.

It was evident from the responses that reference staff spend more time instructing users in the use of the electronic products. The instructions have become more complicated, and therefore in-depth instructions require more time. Some respondents found it hard to explain to their users the restrictions and the unreliability of information on the Web. Some respondents have also noted a drop in reference statistics.

According to some respondents, the use of electronic reference sources in reference work has impacted on reference staff. It requires knowledge of many search interfaces. It also requires skill in mapping and developing search strategies.

User expectations have also been heightened according to some respondents. One respondent states that "Our users are very vocal in their expectation of more full-text services and of greater access to these services from home." The users expect that resources identified in their searches should be found in the library.

Respondents generally accepted that the printed sources are still important source of information in reference activities. These are useful for searches for brief factual information such as addresses, telephone numbers, biography etc. One respondent also pointed out that users whose life is fixated on keyboard and terminal are ignoring print sources. It was also pointed out by a respondent that the user ignorance of print sources is more profound than at anytime in the past.

## News Release

# The Atlantic Children's Choice Book Award announces the winners of the first Hackmatack Awards

The **Hackmatack Children's Choice Book Award**, a literary program for young readers in Atlantic Canada, announced today the first two winners of the Hackmatack Awards. This project, which received \$4,000 through the **Canada Millennium Partnership Program** (CMPP), aims to enhance literacy and promote reading of Canadian books by children in the Atlantic region. "Hackmatack" promotes children's appreciation of literature by making them the judges in the annual awards.

The year 2000 Hackmatack winners in both fiction and non-fiction categories were announced at the first award ceremony held on Saturday, May 20, at the Alderney Landing Theatre in Dartmouth, with the participation of nominated authors and children from numerous Atlantic communities. On Saturday morning the young readers handed over flowers and award plaques to **Sheree Fitch**, children's choice non-fiction category winner for her book *If You Could Wear My Sneakers* and to **Kenneth Oppel**, children's choice fiction winner for his book *Silverwing*. Both authors received the highest number of votes from participating children in all four Atlantic provinces.

The purpose of the project has stirred an enormous amount of interest in Atlantic Canada and also inspired the support of

the Millennium Bureau of Canada. "This program has given us the means to join with communities in Atlantic Canada, non-governmental organizations like the Hackmatack Children's Choice Book Award, and the private sector to raise awareness of our history, to support our youth and our arts and culture, to sustain the environment and to develop our communities," said the Honourable Herb Gray, Deputy Prime Minister and Minister responsible for the Government of Canada's millennium initiative.

"The Hackmatack Award will create a lasting legacy of young readers in the Atlantic Provinces," says Monika Sormova, Project Co-ordinator.

The *Hackmatack Award* is made possible with the help of numerous partners, sponsors and volunteers including: Canada Council for the Arts, Cultural Human Resources Council, local corporate sponsors and include the Royal Bank of

Canada, Sable Gas, and volunteers and helpers from school, library and literary associations in this region.

For more information on the *Hackmatack Award* or on the Government of Canada's millennium initiative, visit the Canada Millennium Web site at [www.millennium.gc.ca](http://www.millennium.gc.ca).

For more information:  
Monika Sormova  
Project Co-ordinator  
Hackmatack Children's Choice Book Award  
902 424-3774  
902 424-0633  
e-mail, [hackmatack@hackmatack.ca](mailto:hackmatack@hackmatack.ca)  
[www.hackmatack.ca](http://www.hackmatack.ca)



## Correction

The cover article "National Librarian visits the Atlantic region" (vol. 63, no. 4, January / February 2000 issue of the *APLA Bulletin*) contains an attribution error. The report from New Brunswick on pages 4 and 5 was prepared by Nancy Cohen.

## Quality Collection Moves to Nova Scotia Community College

Dartmouth, NS. June 8, 2000 — InNOVAcorp will transfer a collection of about 400 books and videos on quality to the Institute of Technology Campus of NSCC this month. The collection contains excellent reference material in the areas of quality assurance, customer service, teamwork, productivity improvement, ISO 9000, ISO 14000, HACCP, and other quality topics.

The re-location of this collection ensures it remains accessible to all businesses in Nova Scotia. The collection was acquired through Technology and Quality Solutions (formerly the Quality and Productivity Initiative), a program that ended at InNOVAcorp as of March 31, 2000.

Effective June 19th clients may arrange loans through any Nova Scotia Community College Campus for pick up or for shipment (delivery charges will apply). The collection can be accessed in person by visiting 5685 Leeds St. in Halifax, or electronically after August 30th on Novanet at <http://novanet.ns.ca/>. The materials will also be listed on Novanet as a Special Collection. In the interim, a list of materials in the collection can be found through InNOVAcorp at <http://www.innovacorp.ns.ca/infosvcs/quality.htm>.

As InNOVAcorp makes the transition away from quality services, it continues to offer critical

business resources like business incubation, investment, R&D support, partnership support and information services. For more information on our commercialization services visit our web site at <http://www.innovacorp.ns.ca>. InNOVA-corp's quality program was funded through the Canada/Nova Scotia Cooperation Agreement on Economic Diversification.

For more information please contact:

Gerry Archibald  
InNOVAcorp  
Tel: 902-424-8670  
[garchibald@innovacorp.ns.ca](mailto:garchibald@innovacorp.ns.ca)

Please direct inquiries for loans to:  
Nola Brennan  
Nova Scotia Community College  
Institute of Technology Campus  
Learning Resource Centre  
5685 Leeds St.  
PO Box 2210  
Halifax, NS B3J 3C4  
Tel: 902-491-4694  
Fax: 902-491-4646  
[Brennand@it.nsccl.ns.ca](mailto:Brennand@it.nsccl.ns.ca)

## APLA Memorial Awards

Financial Assistance is available, from the APLA Memorial Trust, for study and research. Projects which contribute to the professional development of the applicant and benefit the library profession are encouraged.

To apply, send a letter outlining your proposed activities and estimated costs and a copy of your curriculum vitae by October 15, 2000 to:

APLA Memorial Awards  
c/o Sharon Murphy  
DalTech Library  
Dalhousie University, Sexton Campus  
P.O. Box 1000  
Halifax, NS, B3J 2X4



## 2001 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 his/her contribution(s) should be sent by December 31, 2000 to:

Peter Webster, Past President  
c/o Patrick Power Library  
St. Mary's University  
Halifax, NS B3H 3C3  
Phone: (902-420-5507  
Fax: (902-420-5561)

E-Mail : peter.webster@stmarys.ca

## APLA General Activities Fund

- Provides funds for projects or activities which will further the aims and objectives of APLA.
- Applications will be considered based on availability of funds.
- Applications should state topic and date of activity, relevancy to the Atlantic library community and APLA, sponsoring bodies, estimated costs and revenues, and a contact person.
- Send applications by October 15, 2000.

Pamela Stevens-Rosolen  
Regional Librarian  
Saint John Library Region  
1 Market Square  
Saint John, N.B.  
E2L 4Z6  
Phone: (506-643-7220)  
Fax: (506-643-7225)  
E-Mail: pamela.stevens-rosolen@gnb.ca

## Canada Book Day Announcement Eastern Horizons: Canadian Children's Literature at the Millennium October 19-22, 2000

This fall, a major new children's literature conference will be launched in St. John's, Newfoundland. "**Eastern Horizons: Canadian Children's Literature at the Millennium**" is Atlantic Canada's counterpart to Manitoba's Canadian Images and Kaleidoscope in Alberta.

**Eastern Horizons** will celebrate Canadian children's literature, illustration and young adult literature, giving teachers, librarians, parents, young people and others involved in early literacy an opportunity to see and hear some of the best Canadian children's and young adult authors and illustrators, along with prominent educators from the region who successfully incorporate the work of these creators into their classroom experiences.

Increased emphasis on literature-based programs in schools across the country make this a timely event. **Eastern Horizons** will also celebrate major advances in Canadian publishing for young people in the last decades of the twentieth century.

The top Canadian authors and/or illustrators presenting at the conference are Joan Clark, Sheree Fitch, Phoebe Gilman, Linda Granfield, Joann Hamilton-Barry, Welwyn Katz, Janet Lunn, Marie-Andree Mativat, Kevin Major, Janet McNaughton, Bernice Morgan, Ken Opiel, Kit Pearson, Barbara Reid, Susan Tooke, Ian Wallace, Budge Wilson, Janet Wilson, Tim Wynne-Jones and Werner Zimmerman. Work by these authors and illustrators is featured on required reading lists and used widely in schools. Many have won awards for their work.

As part of **Eastern Horizons** (and remaining until January 7, 2001) the CANSCAIP Collection will appear in the Art Gallery of Newfoundland and Labrador. These 85 original works by Canadian children's book illustrators have never been seen before in Newfoundland. **Eastern Horizons** will also host public events and facilitate author visits to schools and public libraries.

More information at our web site:  
<http://www.stemnet.nf.ca/easternhorizons/>

Or contact:

Victoria Pennell,  
P.O. Box 9,  
Pouch Cove, NF, A0A 3L0  
Ph. 709-335-2394  
Fax 709-335-2978  
E-mail vpennell@nfld.com

## News Release

**ATLANTIC WRITERS NET TREASURE**

Writers from all four Atlantic provinces won prizes at the annual Atlantic Writing Awards Ceremony held this afternoon at Alderney Landing Theatre in Dartmouth, Nova Scotia. Alistair MacLeod's first novel, *No Great Mischief* (McClelland & Stewart) was doubly blessed, winning both the Dartmouth Book & Writing Award for Fiction and the Thomas Head Raddall Atlantic Fiction Prize. MacLeod, who has just retired from the University of Windsor also recently won Ontario's Trillium Prize for this novel and is in the midst of an ambitious tour of major cities in the United States to promote the American edition of *No Great Mischief*. The music of Cape Breton sings throughout this book, by turns joyful and sad but always haunting.

David Frank won the Dartmouth Book & Writing Award for Non-Fiction for *J.B. McLachlan: A Biography* (Lorimer), the epic story of a legendary labour leader out of the coal country of Cape Breton. Agitator, educator, organizer, McLachlan helped change the balance of power in industrial society. When charged with sedition in 1923, his case became the most notorious political trial in Nova Scotia since the days of Joe Howe. David Frank teaches Canadian history at UNB - Fredericton, where he is also editor of the history journal *Acadiensis*.

The winner of the Evelyn Richardson Memorial Literary Prize is Robin Metcalfe for *Studio Rally: Art and Craft of Nova Scotia* (Goose Lane Editions). In this lavishly illustrated book, Metcalfe takes a journey through the art and craft landscape of Nova Scotia,

introducing fifty-two of the province's artists and craftspeople. His direction to "turn off the main highway, follow the side roads as they get narrower and the landscape gets more interesting, and drive to the end of the earth" has resulted in a prize winning book. Robin Metcalfe lives in Halifax and makes his living as a self-employed artist, working as a writer and curator.

The 10th Ann Connor Brimer Award for Children's Literature went to David Weale for *The True Meaning of Crumbfest* (The Acorn Press). This story of a curious little mouse who lives on a farm in rural Prince Edward Island is fast becoming a Christmas tradition in households throughout the world. It first appeared in David Weale's book, *An Island Christmas Reader*, then captured CBC Radio listeners on *Gabereau* and *As It Happens*, read by Fireside Al Maitland. In 1998, the story was reborn as an animated children's TV special which has been broadcast around the world. David Weale, who teaches Canadian history at UPEI, is much in demand as a storyteller. Last summer his one-man show, *Greenmount Bay*, played to acclaim throughout PEI.

Newfoundland born Ken Babstock won the Atlantic Poetry Prize for *Mean* (Anansi). As its title suggests, *Mean* is not for the faint of heart or thought: it's a precise and unflinching look at a world where violence provides substance to the veneer. It's the rare poet who can write a successful sonnet about hockey violence or child abuse. This Babstock does with a clarity of language that is painful while refreshing. Ken

Babstock presently lives in Toronto. His poems have appeared in major Canadian journals and won gold in the 1997 National Magazine Awards.

The Atlantic Writing Awards Ceremony was the culmination of the inaugural Atlantic Book Week, which included the first-ever Hackmatack Children's Choice Awards and featured a week of readings throughout the region - from Antigonish to St. John's to Pictou and Halifax. The Awards Gala, hosted by popular CBC Radio anchor Don Connolly, was the first time that all of Atlantic Canada's major writing awards for published books were gathered together under the same roof. Halifax

Mayor Walter Fitzgerald added to the excitement by announcing the first Mayor's Award for Cultural Achievement in Literature and awarding it to Mary Jo Anderson, owner of Frog Hollow Books in Halifax. The citation from the Mayor commended Anderson for her "unstinting contribution to the promotion of literature" and thanked her for her "many efforts to promote both writers and an awareness of the joys of literature."

For further information, contact:  
Jane Buss or Joanne Merriam,  
WFNS  
(902) 423-8116,  
or visit our website:  
[www.writers.ns.ca](http://www.writers.ns.ca)

Book covers and photos of winning authors are available online at  
[www.writers.ns.ca/pr26may00.html](http://www.writers.ns.ca/pr26may00.html)

## From St. Jerome's Den

**D**uring the keynote at this year's conference, Steve Coffman set the scenario for producing a union catalogue of all the books in the world's libraries. He predicted that, if we started right away to develop this WorldCat, the job would be completed in February 2769. This got me wondering about other predictions that have been made over the centuries. Since none of us will be around in 2769 to witness whether not Coffman's prediction comes true, we will have to settle with seeing how other foretellings have fared.

"I think there is a world market for maybe five computers."

Thomas Watson,  
*chairman of IBM, 1943*

"There is no reason anyone would want a computer in their home."

Ken Olson,  
*president, chairman and founder of Digital Equipment Corp, 1977*

"640K ought to be enough for anybody."

Bill Gates, 1981

"I have traveled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad that won't last out the year."

*The editor in charge of business books for Prentice Hall, 1957*

"This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us."

*Western Union internal memo, 1876*

"The wireless music box has no imaginable commercial value. Who would pay for a message sent to nobody in particular?"

*David Sarnoff's associates in response to his urgings for investment in the radio in the 1920s*

"Radio has no future. Heavier-than-air flying machines are impossible. X-rays will prove to be a hoax."

Lord Kelvin, *president, Royal Society, 1895*

"Everything that can be invented has been invented."

Charles H. Duell, *Commissioner, U. S. Office of Patents, 1899*

## Revised 1999-2000 Annual Report of the Vice President (Membership)

The number of members increased this year compared to last year, thanks to a good retention of last year's members and the recruitment efforts of the provincial vice-presidents. Sending renewal notices as a separate mailing (with return envelopes) helped to bring the renewals in earlier in the fiscal year.

### Members and Subscribers: This Year and Last

	1999/2000	1998/99
Personal	226	192
Life/Honourary Life	25	24
Institutional	34	28
Subscribers	22	22
<b>Total</b>	<b>307</b>	<b>266</b>

The distribution by province is much the same as in past years.

### Members and Subscribers 1999/2000

	NB	NF	NS	PEI	OTHER	TOTAL
Personal	91	29	71	20	15	226
Life	2	0	6	2	1	11
Honourary Life	6	2	6	0	0	14
Institutions	13	3	14	0	4	34
Subscribers	2	1	1	0	18	22

### Personal members by type:

Librarians	176
Library Staff	22
Trustees	5
Students	7
Other	16

Respectfully submitted,  
Joy Tillotson



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