



The Atlantic Provinces Library Association

Bulletin

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National Summit on Libraries and Literacy: Moving Forward

JUNE 14, 2006: OTTAWA, ON

Submitted by Patricia Parsons, VP Newfoundland & Labrador

I am pleased to report on the National Summit on Libraries and Literacy which was held in Ottawa, as a pre-conference event at the 2006 Canadian Library Association conference.

This conference was a follow-up to the first one held a decade ago in Vancouver. It was a "working" conference, in that, those attending were expected to develop specific goals by the end of the day. Goals were to be related to their respective "literacy priorities." Also, it was expected that participants would have a realistic action plan to achieve those goals.

In attendance were librarians, adult learners, literacy practitioners, instructors and researchers. Each participant attending this event was presented with the background paper "Libraries and Literacy: A Decade in Review." Those of us who attended the 1995 summit had been interviewed at length, in the spring, to discuss what has been accomplished in Literacy/Library matters in our province since 1995.

I was pleased to report on the Provincial Literacy Clearing House Project that was undertaken by the Provincial Public Libraries in 1996. I was also able to report on the partnership that the Newfoundland &

Labrador Public Libraries had formed with College of the North Atlantic, in 1996, which resulted in the creation of a Literacy Center at the Gander Public Library. I reported on the many events held annually around our province in our libraries on International Literacy Day and Family Literacy Day. I discussed our local memberships in programs such as "Books for Babies," our Public Internet Computer Literacy Training Programs and anything else I could think of which demonstrated the connection between libraries and literacy.

Unfortunately, with the Central Literacy Outreach Office closing here in Gander in 2006, I also had to honestly report that one doesn't hear the word "literacy" at all these days in terms of Outreach & local literacy activities. Things have gone silent in the literacy/basic education area in our community. I could not speak for the rest of the island.

I did report on the provincial Literacy Conference held in St. John's in December 2005, which focused on the creation of a new provincial Literacy Organization (NL Literacy). This was a working conference, as well. A mandate / constitution / governance Board was thrashed out for the province.

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publication information



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The editors can be reached at the following addresses:

Bulletin Editor: Stacey Penney

Bibliographic Control, Queen Elizabeth II Library
Memorial University of Newfoundland
St. John's, NL A1B 3Y1
Tel: (709) 737-3183
Fax: (709) 737-2153
Email: stacey@mun.ca

Bulletin Editor: Dianne Taylor-Harding

Information Services, Queen Elizabeth II Library
Memorial University of Newfoundland
St. John's, NL A1B 3Y1
Tel: (709) 737-7427
Fax: (709) 737-2153
Email: dtaylor@mun.ca

Bulletin Advertising Editor: Ruth Cordes,

Information Consultant
1731 Walnut St.
Halifax, NS B3H 3S6
Tel: (902) 422-4666
Fax: (902) 422-4666
Email: ruth.cordes@dal.ca

APLA Executive 2006 – 2007

PRESIDENT

Ivan Douthwright, Librarian
George A. Rawlyk Library
Atlantic Baptist University
P.O. Box 6004
Moncton, NB E1C 9L7
Tel: (506) 863-6443 Fax: (506) 858-9694
Email: ivan.douthwright@abu.nb.ca

VICE PRESIDENT, PRESIDENT ELECT

Donna Bourne-Tyson, University Librarian
Mount Saint Vincent University
166 Bedford Highway
Halifax NS B3M 2J6
Tel: (902) 457-6108 Fax: (902) 457-6445
Email: Donna.Bourne-tyson@msvu.ca

PAST PRESIDENT

Jennifer Richard, Librarian
Vaughan Memorial Library
Acadia University
PO Box 4
Wolfville, NS B4P 2R6
Tel: (902) 585-1403 Fax: (902) 585-1748
Email: jennifer.richard@acadiau.ca

TREASURER

Ewa Piorko, Media Librarian
CBC Radio Halifax
Music Library
5600 Sackville Street
Halifax, NS B3J 1L2
Tel: (902) 420-4404 Fax: (902) 420-4192
Email: apla_executive@yahoo.ca

SECRETARY

Collette Saunders, Librarian
Patrick Power Library
St. Mary's University
5932 Inglis Street
Halifax, NS B3H 3C3

VICE PRESIDENT (MEMBERSHIP)

Ruthmary Macpherson
Technical Services Librarian
Mount Allison University Libraries and
Archives
49 York Street
Sackville, NB E4L 1C6
Phone: (506) 364-2691 Fax: (506) 364-2617
E-mail: rmacpherson@mta.ca

VICE PRESIDENT (NEW BRUNSWICK)

Mireille Mercure
Bibliothèque Le Cormoran
67 Ragged Point Road
Saint John, NB E2K 5C3
Phone: (506) 658-4610 Fax: (506) 658-3984
E-mail: Mireille.Mercure@gnb.ca

VICE PRESIDENT (NEWFOUNDLAND & LABRADOR)

Pat Parsons, Manager
Central Region Libraries,
Newfoundland & Labrador Public Libraries
P.O. Box 3333
Gander, NL A1V 1X2
Tel: (709) 651-5351 Fax: (709) 256-2194
Email: patparsons@nlpubliclibraries.ca

VICE PRESIDENT (NOVA SCOTIA)

Debbie Costelo, Public Services Librarian
Nova Scotia Community College - Library
Services
5685 Leeds St., P.O. Box 2210
Halifax, NS B3J 3C4
Tel: (902) 491-4724 Fax: (902) 491-4800
Email: debbie.costelo@nssc.ca

VICE PRESIDENT (PRINCE EDWARD ISLAND)

Don Moses
Resource Centre
Tourism and Culinary Centre,
Holland College,
4 Sydney Street
Charlottetown, PE C1A 1E9
Tel: (902) 894-6837 Fax: (902) 894-8637
Email: dmoses@hollandc.pe.ca

From the President's Desk

submitted by Ivan Douthwright

Here we are... fall already and your library association executive is preparing for our fall executive meetings. Many things are up for discussion so you will be hearing a lot from me in the months ahead.

Donna and I attended the August retreat of the Partnership in Toronto (sponsored by the Ontario Library Association). This meeting of Presidents, Vice-Presidents and Executive Directors of all the library associations across Canada is an invaluable networking opportunity as we work on our joint initiatives: the Education Institute, the newly launched electronic research journal for librarians

(of which our own Jennifer Richard is editor-in-chief) and the most recently developed career centre. It also gave us an opportunity to brainstorm with other executives regarding some issues we are dealing with ourselves such as administration, membership, conference revenue etc. So it is valuable for us from that point of view as well.

I have been continuing our work on the CCLA/APLA/NLLA National Conference next May in St. John's, NL. (Yes we are there May 23-27, 2007). The Mile One Centre is booking up very quickly with exhibitors, the Local Arrangements

Committee is getting to work and a program is nearing. It is already shaping up to be a great conference so make plans to attend.

We were all thrilled to hear of Norman Horrocks receiving the Order of Canada. A number of the executive attended a Halifax reception in his honor.

As you can see we are very busy and, with lots to do in the next few months, I will be in touch with you as we attempt to act on your behalf. Have a great fall and we will be in touch again soon.

Professional Partners program Dalhousie School of Information Management

Submitted by Michael Colborne,

Coordinator of User Services, Nova Scotia Provincial Library

For the past four years, the Professional Partners program, sponsored by the CLA Student Chapter at Dalhousie's School of Information Management, has provided an opportunity for library practitioners to share their experiences with library school students. Since the program's inception, well over one hundred students have participated in the program and gained valuable insights into the working life of practising librarians.

Participating librarians are matched with students with similar interests for the duration of the academic year. The program is very flexible, with each pair deciding on their own activities. In previous years these activities have included resume and job hunting advice, meeting for coffee, tours of libraries, and attending meetings and workshops together. There will be a reception to start the program and to give partners an opportunity to meet, and in previous years there has also been an event at the end of the spring term.

Spending time with students is a rewarding experience. It is always useful to keep in touch with what new librarians are thinking and learning, and to see the attitudes and interests they will be bringing to the workplace.

For more information on the program, and a registration form, please visit the Professional Partners program web site <<http://simsa.dsu.dal.ca/cla/ProfessionalPartners.htm>>.

I hope you will consider becoming a Professional Partner this year or next.

Please feel free to contact me if you have any questions.

Michael Colborne
colbormb@gov.ns.ca
902.424.4852 902.424.0633 fax

From the Editors

*Dianne Taylor-Harding, Stacey Penney
and Ruth Cordes*

Welcome to the beginning of a new year for the APLA Bulletin. We have completed our first full year as APLA Bulletin editors and we have learned a lot over the past five issues! We hope you enjoy the articles you have read so far and we look forward to bringing you more quality reading in the future.

In this issue you can check out an article on the Literacy Summit by Pat Parsons. If you were not able to attend this meeting it is a good way to learn about what happened there. Also, Gwendolyn MacNairn has provided APLA members with a summary of what is new with Google. This search engine is continuously evolving and it is handy for our readers to keep abreast of these changes!

We hope you enjoy this issue of the Bulletin!

Join the APLA Discussion List

APLA-L is an unmoderated discussion list for people who are interested in library issues in Atlantic Canada. The APLA list is:

- a place to post notices about workshops, seminars, and other events
- a source of current information about the actions of the APLA Executive
- a forum for sharing questions, comments and ideas about library services

- a place to post job advertisements

To subscribe to the APLA list, send the command "sub apla-list" to listserv@lists.dal.ca.

To send a message to everyone on the list, use apla-list@lists.dal.ca.

To stay on the list but suspend your messages (while on vacation, for instance), send the command "set apla-list nomail" to listserv@lists.dal.ca.

When you want to receive message again, send the command "set apla-list mail" to listserv@lists.dal.ca. To unsubscribe from the list, send the command "unsub apla-list" to listserv@lists.dal.ca.

If you have any questions about the APLA list, please contact the postmaster, Suzanne Sexty, at ssexty@mun.ca.

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National Summit on Libraries and Literacy: Moving Forward

Needless to say, the National Literacy Summit was "jam packed" with exciting presentations, as follows:

- Thomas Quigley introduced the guest panel, giving the latest statistics which show almost 12 million Canadians have weak literacy skills. We all know that when people are literate, it translates into a better economy, a healthier society, and a safer community. Literacy is acquired in various learning environments, and one of these key environments is the library. While some progress has been made, there is still room for more communication, more collaboration and the sharing of best practices, the reviewing of our successes and failures.

- One example of a success was the first speaker, Diane Smith from PEI. Diane is a proud Adult Learner who received her high school diploma on her fiftieth birthday. She now manages a successful home care/living-assisted agency in PEI. Her talk focused on the power of "Plain Language," and the need to promote our libraries as "Community Centers." She is a great example of the ideal life long learner, as she continues to take management courses and expand her business.

- Genevieve Clark is the National Coordinator of The Vital Link <<http://www.vitalink.org.uk>>. This is an amazing new reading agency which encourages partnerships between public library services and literacy providers, with the goal to integrate 'reading for pleasure' into literacy teaching and learning, to create confident new readers and library users. The Vital Link is run by The Reading Agency in partnership with the National Literacy trust, and an advisory group representing the main literacy and library bodies, government departments, managing librarians, book sellers, publishers and BBC.

I have a 25-page copy of the Power Point Presentation given by Ms. Clark. It provides an excellent insight into what is going on in England with literacy issues, and what has been accomplished by the Vital Link, since its inception in 2001. To me, it was comparable to "The Dream Literacy" partnership. For example, it managed to recognize right away that adult learners want to read "real books," by "real authors" and not "typed up / stapled together memoirs" put out by other adult learners. In response to that need, the Vital Link has managed to entice writers such as Maeve Binchy, Joanna Trollope and Ruth Rendell to write books for these "emergent" readers - great reads, such as Star Sullivan, The Book Boy, in the Quick Reads Series.

The Vital Link has also launched a successful Promotional Campaign which we could all take cues from!

- "RAW" Program - Reading and Writing targets young readers/non readers & motivates them to keep reading, stay readers;
- "Got Kid? Get reading Campaign" targets young families and new immigrants. It highlights the accessibility of resources, etc. via the public library system; and
- "First Choice Books" - Recommends the right books to the right people. It focuses on engaging the reader and acknowledging beginner readers, NOT beginner thinkers.

Clark is not seeing the British Literacy world through rose coloured glasses. Vital Link is well aware of the challenges that lie ahead. Some of these are all too familiar to us here on this side of the Atlantic:

- Reduced Funding
- Advocacy to Literacy Providers & Policy Makers
- Quality Assurance
- Building Library Capacity through staff training, library accessibility, partnership building
- Collection Development for all levels of Literacy

After Clark's exciting presentation, you can imagine the buzz in the room! We divided up into the groups, for which participants had preregistered. The topics covered were:

1. Connecting Libraries & Literacy
2. Books for Adult Learners
3. Promoting reading
4. Family Literacy Initiatives
5. Staff Training for Skills Development
6. Libraries & government / NGO relations

I have the printed notes from all of these sessions. I sat in on the Family Literacy Sessions. The end result of our group's efforts was a goal to have a national "Books for Babies Program" running in every province by 2008.

What I liked about the sessions was the number of young new librarians there with lots of good ideas and energy sharing information about new family literacy initiatives happening in urban areas to meet ESL language and literacy needs. One realizes that it is all about "outreach"- whether you are trying to reach new immigrants or trying to service a few seniors in a rural area.

The other information session held that afternoon was a presentation by Charles Ramsey of National Adult Literacy Data Base (NALD). Their web site <<http://www.nald.ca>> is under construction, with a new format. I would encourage everyone to have a look at it. This site boasts more than nine million users, more than 32 million pages viewed, and more than four million PDFs downloaded as of March 31, 2006. It is an incredible resource for anyone working with literacy. The "ESL Tutor Manual" alone has been downloaded 28,000 times! There are vital links to other countries' literacy resources. They have a strategic plan for long term impact and partnerships, and they want to partner with all local Literacy Organizations. Their mandate is to share all resources.

I have plenty of notes and handouts from this summit. If you wish to receive any, drop me an e-mail. Many thanks to PPLB for the opportunity to represent our Library System at this National Summit.

From St. Jerome's Den

Is Amanda McKittrick Ros the worst writer whoever penned a novel? Organizers of the Celebrate Literary Belfast which was held in September seem to think so. The festival ended when participants met, fittingly enough in a pub, to recite from one of her books, *Irene Iddesleigh*, a melodrama of a doomed marriage and unrequited love. The challenge was to see who could read the longest without laughing. Ros had a passion for alliteration including the following from *Irene Iddesleigh*.

The living sometimes learn the touchy tricks of the traitor, the tardy and the tempted; the dead have evaded the flighty earthy future, and form to swell the retinue of retired rights, the righteous school of the invisible and the rebellious roar of the raging nothing.

The Bulwer Lytton Fiction Contest honours, not the whole novel, but rather the worst opening sentence to an imaginary novel. The international competition is a "literary parody contest." It honours the memory, but not the reputation, of the Victorian novelist Edward George Earl Bulwer Lytton. Bulwer-Lytton was, in his time, a widely read and influential author of historical fiction. He was also the author of such well-known phrases as, "the pen is mightier than the sword," "the great unwashed," and "pursuit of the almighty dollar." However, in our day, Bulwer Lytton is better known for opening his novel *Paul Clifford* with the immortal words, "It was a dark and stormy night."

The 2006 winner of the contest was Jim Guigli, a retired mechanical designer for the Lawrence Berkeley Laboratory. He declared that his motivation for entering the contest was, "to find a constructive outlet for

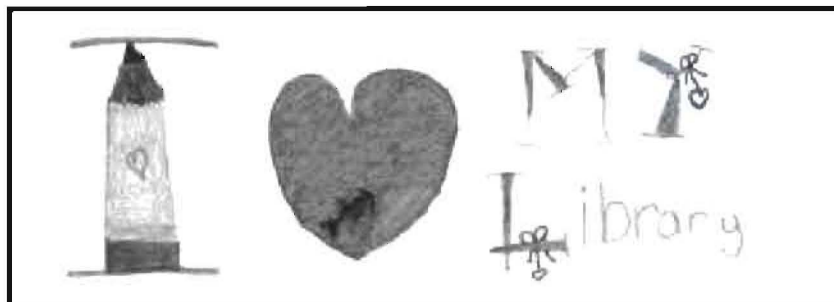
my dementia." Considering that he submitted sixty entries he either has a serious case of dementia, or a formidable antidote to it. And the winner of the 24th annual contest is:

Detective Bart Lasiter was in his office studying the light from his one small window falling on his super burrito when the door swung open to reveal a woman whose body said you've had your last burrito for a while, whose face said angels did exist, and whose eyes said she could make you dig your own grave and lick the shovel clean.

The runner-up was a tribute to an often repeated piece of movie dialogue, a quotation from Clint Eastwood's *Dirty Harry* movie. Check it out at <http://www.sjsu.edu/depts/english/2006.htm>

Dorothy Parker once reviewed a novel by Italian dictator Benito Mussolini and expressed an opinion many of us have experienced when she wrote, "This is not a book to be cast aside lightly. It should be hurled with great force." But is there any such thing as a bad novel, or is it rather a case of finding the right audience? It's often said that bad novels make good movies, and good novels make bad movies. Reportedly Howard Hawks told Ernest Hemingway (who was unhappy with the film version of *For Whom the Bell Tolls*) that he could make a great film out of the novel that Hemingway felt was his worst. Hemingway took him up on the challenge. What was the book? It was To Have and Have Not.

And what would be your favourite worst novel?



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*Illustration: Ado Du.
Winner, Category -
Grade 1-3, Brompton
Library 6th Annual
Bookmark Contest, 2004*

News from the Provinces

NEW BRUNSWICK / NOUVEAU BRUNSWICK

Submitted by Mireille Mercure, VP, New Brunswick

PEOPLE / GENS

Les bibliothécaires, Angèle Clavet (Systèmes informatisés), Lucienne Lanteigne (Acquisitions), et Nathalie Richard (Services Publics), ont été nommées aux postes de chefs de services pour un mandat de trois ans à la Bibliothèque Champlain à l'Université de Moncton. Gilles Chiasson, bibliothécaire retraité, a accepté de reprendre l'intérim de la Bibliothèque Champlain pour une période de trois mois à partir du 2 octobre prochain. Il remplacera Mme Jeanne Maddix, qui a assuré l'intérim depuis le 3 avril dernier, tout en gardant son poste de directrice à la Bibliothèque de droit Michel-Bastarache. Charlotte Dionne occupera le nouveau poste de bibliothécaire de référence spécialisé en sciences de la santé à la Bibliothèque Champlain. Détentrice d'un baccalauréat en sciences de la santé ainsi qu'une maîtrise en bibliothéconomie de l'Université de Montréal, Charlotte possède plus de vingt ans d'expérience dans le travail de bibliothèque.

During the summer, Haut-Saint-Jean Library welcomed two new staff members to its ranks. René Lavandier was appointed to the permanent position of Technical Services Librarian. He had been serving in that position in an acting capacity since January. René obtained an MLS from the University of Western Ontario (2005). Kathryn Howe has been named as Acting Library Manager of the Perth-Andover Public Library. She will be replacing manager Tammie Wright during her one year maternity leave. Kathryn holds an MLIS from Dalhousie University (2006). She has also worked in the Saint John Library Region and for the New Brunswick Museum. Summer student, Émilie Lefrançois, completed her work with the region in late August. She is a second year library school student at the Université de Montréal. During her employment, Émilie worked at the library in Edmundston and on projects with Regional Director, Johanne Jacob.

PROGRAMS / PROGRAMMES

In the Haut St-Jean library region, Public Services Librarian, Leigh Ann Cumming, hosted "Sunset Stories" during the months of July and August at the Mgr. W.J. Conway Public Library in Edmundston. This program was an evening story time event for children and their caregivers.

AWARDS / PRIX

The Saint John Free Public Library in the Saint John Library Region received the Dr. Marilyn Trenholme Counsell Early Childhood literacy award for its contribution to the Bookwagon program. This program evolved as a result of the Story Tent project set up by the Library a few years ago to ensure that New Brunswick's Summer Reading Club program reached segments of the community that could not easily get to the public libraries. The Bookwagon continues to take books to the families on Saturdays over the fall and winter months.

FACILITIES / LOCAUX

The official grand opening of the newly renovated Mgr. Plourde Public Library in St-François was held on September 8. Those in attendance included Sylvie Nadeau, Executive Director, NBPLS; Jean-Claude d'Amour, Member of Parliament; and Jeannot Volpé, NB Minister of Finance. Of special interest, the library's namesake, Mgr. Joseph-Aurèle Plourde of Ottawa, also attended.

De juin à août, France Smyth a amélioré le design de la bibliothèque du CCNB - Campus d'Edmundston, en collaboration avec sa collègue des campus de Bathurst et Campbellton. Elles se sont inspirées, entre autres, des conseils offerts lors des conférences de l'APLA 2006.

The Sussex Regional Library in the Saint John Library Region is now adorned with an outside mural depicting the history of the First Nations Wolastokiyik (Maliseet) who settled the area along the Saint John River about 2500 years ago. The mural is one of eleven developed as part of town's project to become the mural capital of Atlantic Canada. With the general decline in tourism since 2001, along with the rerouting of the Trans Canada Highway 40 km north of Sussex, those who depend on tourism realized something needed to be done to bring people to the community.

The Town of Chemainus, BC, became the inspiration for their mural project because, when this town faced financial doom with a mill closure, the residents organized the development of murals that became the top attraction on Vancouver Island. The Sussex Library's mural, painted by Charles Johnston of Winnipeg, displays the mythical figure of Glooscap pouring the Saint John River out of a traditional clay vessel. With brochures available as the official mural walking guide, this project will bring more visitors to the area's public library.

EXHIBITS / EXPOSITIONS

Pour septembre, France Smyth a invité les membres du personnel qui sont artistes à exposer leurs peintures et ouvrages en bois dans la bibliothèque. L'exposition se poursuivra jusqu'à la fin du mois d'octobre 2006.

NEW SERVICES / NOUVEAUX SERVICES

Un nouveau Centre de formation médicale, affilié à l'Université de Sherbrooke, a ouvert officiellement ses portes sur le campus de l'Université de Moncton, le lundi 11 septembre 2006. Avec l'arrivée de ce centre, les besoins en recherches des nouveaux étudiants inscrits en sciences de la santé seront comblés avec l'ajout d'un poste contractuel de trois ans.

L'ajout de 3 postes de bibliothécaires spécialisés au personnel de la bibliothèque de Campbellton marque le début du développement de la bibliothèque ressource régionale dans la région de bibliothèques Chaleur. En plus de son rôle de bibliothèque publique, la bibliothèque ressource a le mandat régional d'appuyer la livraison de services dans trois domaines clés: les services de référence, les services aux enfants et les services aux adultes et jeunes adultes. La bibliothèque offrira aussi des services de support à la région, tels que le service de référence au public; le prêt entre bibliothèques; le développement de services de référence; le développement de services et programmes pour enfants, jeunes adultes et adultes; la formation pour le personnel et le public; le développement de services électroniques et à domicile; ainsi que le développement de collections spéciales. Notre bibliothèque ressource nous aidera à améliorer l'équité dans la livraison de services aux enfants, jeunes adultes et adultes ainsi que le service de référence pour les usagers de notre région.

NOVA SCOTIA

Submitted by Debbie Costelo

PUBLIC LIBRARIES

Annapolis Valley Regional Library

Automated Library System

The new automated library system has been well received by the public. The web catalogue offers a wealth of information on items in the collection. Many titles have the cover displayed with reviews, author biographies, table of contents, and some with excerpts from the first chapter.

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News from the Provinces

The user's account displays all items on hold with their place in the holds queue. It is here that users may also renew books, cancel holds and view any fees owing.

The Collection Exchange module of the system still has some problems. This is a new module for this company, which means we are providing feedback on required changes. In mid-August regional library staff as well as those from the Nova Scotia Provincial Library tested a new version of the software, on a test machine, to ensure its performance. It is hoped that this will be installed for live use in September.

New features of the system are being tested and implemented on a regular basis.

Community Access Program (CAP)

The CAP Summer Youth initiative resulted in 6 students working in 9 branches for the summer months. These youth workers delivered such programs as story-times, computer tutorials, reading tutorials, summer camps, activities with the summer reading program theme "Quest for Heroes" and many others.

The CAP program contract through Industry Canada expires on September 30, 2006. The funding from this most recent contract will be used by the end of August, 2006. Any extension of this program seems to be very remote at this time. This program began in 1995 and was only to be a three-year program. Our regional library has benefited greatly from this program. We have had our computer equipment refreshed as well as being able to offer

quality programming in all of our branches. The absence of this programming will be missed by the public, which will be effected immediately.

Conference Attendance

Wendy Trimper and Charlotte Janes attended the 3rd Annual SIRSI Northeast Regional Users Group Conference, 25-28 June 2006, at Mount Allison University, Sackville NB. It was the first time that such a conference has been this close to Nova Scotia. This was an extremely worthwhile conference. The theme was how other libraries use the various modules of the system we are now using.

Branch Services Report

Our annual staff in-service was held on May 29th. Workshops included: Blogs & Wikis; Soup Up Your Storytime; Two Heads Are Better Than One (a 2-part teamwork session); The Aging Population and Library Service; Unicorn "refresher" workshops; and an inspiring author presentation by journalist and author Joan Baxter who spoke of her adventures during 20 years of living and working in Africa.

In June, a Library Renaming ceremony was held in Middleton. The CBC's Don Connolly was master of ceremonies and a large crowd was on hand to honour both Rosa Harvey and to acknowledge the renaming of the library to The Rosa M. Harvey Library.

Children's Librarian Angela Reynolds attended the American Library Association Conference in New

Orleans in June. Angela sits on the Association of Library Service to Children's notable committee for Children's Recordings and this is the venue at which they meet on an annual basis. She reviews dozens of recordings over the course of the year and she donates all her submissions to AVRL – over \$3500 worth of recordings so far this year!


Two long-time staff members are retiring later this year. Bookmobile Managers Sarah Clark and Morley Wills have been with us for over 30 years. Patrons and co-workers alike will miss their smiling faces, their general book knowledge, and their diligence in providing quality rural library service. Newcomers Louise Gillis and Carolyn Campbell have been hired as replacements.

Our library system has received a grant from the Family Learning Initiative Endowment Fund in the amount of \$6,000 for the development of an early literacy initiative for the Valley area. The money will be used to offer classes for parents and to develop materials such as bookmarks, posters, etc. The School Board will be one of our partners in this project.



The 2006 Summer Reading Program has been a roaring success, with the first ever Teen SRP considered to be a hit! Statistics are not complete, but the registration for this year's program totaled 1,494 – up over 300 from last year. The number of hours spent reading by the teens who signed up was 2,799! Kentville, Kingston and Windsor branches all nearly doubled their SRP sign-ups this year. Special thanks to our partner Upper Clements Park who provided Fast Passes for all those who completed the program and Music Stop who donated an electric guitar for the Teen grand prize. With the assistance of 7 summer students, we were able to offer an array of programs and events throughout the valley. In conjunction with the Summer Reading Program, AVRL coordinated a book-donation drive known as BookHero. New or nearly new books were donated. These were destined for mobile libraries around the world – locations such as Mongolia, Azerbaijan, and Nunavut. <<http://www.margrietruurs.com/books/adopt.html>>. The children in these countries receive library service from camels, boats, trains and snowmobiles. Businesses, individuals, and service organizations were asked for cash donations to ship the books. Staff member Nick Kasteljanov (aka Captain Underpants) gave up his hair to raise funds for this endeavour!

AVRL has received \$2000 from the Canadian Federation of University Women again this year. Three special summer events (Lilly-o-Silly the storytelling clown) were held in Kingston, Berwick, and Port Williams, and the remainder of the

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News from the Provinces

funds will be used for library programming in several other branches.

Changes in usage patterns prompted an examination of the way our regional library provides service to rural areas. In an effort to provide a more effective and viable service, the entire bookmobile schedule has been reviewed and significant changes have been recommended by staff and approved by the Library Board. The biggest changes are the frequency of our visits, the elimination of many stops, and the consolidation of others. Beginning in September, community stops will be visited every two weeks. Many of our smaller and less busy stops and those relatively close to branch libraries have been discontinued. Bookmobiles will continue the usual service and schedule to schools, day cares and special care homes.

Increased hours for clerical staffing were implemented in our libraries in Middleton, Kentville and Windsor in June. Staff are grateful for this much-needed assistance.

Cape Breton Regional Library

Cape Breton Scenes

An art exhibit, depicting fin-de-siècle works by Cape Breton artists Henrietta B. Clarke, Hetty D. Kimber and Louise B. McLennan, was presented by the Cape Breton University Art Gallery from June 22 to September 1, 2006. Susan A. Crowdis, Art Gallery Coordinator and curator of the exhibit included several works by Miss Kimber and Mrs. McLennan from the Cape Breton Regional Library's art collection. These works formed an integral part of the exhibit, along with other representative works painted by these three ladies from the collections of the CB University Art Gallery and the Beaton Institute. Louise B. McLennan, born in Chicago, Illinois, studied art at the Chicago Academy of Fine Arts and in Paris, France. She was the wife of Senator J. S. McLennan, local historian and author of "Louisburg from its Foundations to its Fall". Hetty D. Kimber, sister of former Sydney Mayor Frederick C. Kimber was a companion of Mrs. McLennan's, sharing her interest in art and was occasionally governess to the McLennan children at their Westmount estate, Petersfield. Henrietta B.



Clarke was the wife of prominent Sydney businessman Wilfred E. Clarke, owner of Clarke's Foundry. The Exhibit paid a well deserved tribute to these talented women who created an artistic legacy of Cape Breton Island's diverse landscape.

Puppet Shows at the Library

Over the summer months, a puppet group was organized by one of CBRL's summer students, Lindsay Thompson. The group of young teens was very enthusiastic about puppets and performing. They met over the summer and performed a couple of shows for young children at the McConnell Library. Starting in September they will meet regularly and perform two Saturday afternoons a month. The CBRL is thrilled to offer Puppet Shows!



'Quest for Heroes'



Once again the CBRL was pleased to take part in the TD Summer Reading Club. This year's 'Quest for Heroes' theme was applied with great success to a variety of craft and games day programs that took place in our branches throughout the summer. The number of children who completed the program and the number of books read reflect the Summer Reading Programs popularity. This year, 627 children read a grand total of 9524 books! Every child who read at least 8 books completed the program and received a certificate and prize in recognition of their efforts. The CBRL was very lucky to have a Tattle Tales prize winner in our region as well: - Kristin Williams from Ingonish won a bag full of wonderful prizes that were generously donated by Tattle Tales. Thanks to

everyone who made this years Summer Reading Program a success!

Check out the CBRL's On-line Newsletter!

Eastern Counties Regional Library

Eastern Counties Regional Library Board of Directors and Staff recently welcomed newly appointed Chief Librarian, Petra Mauerhoff. Petra began her appointment with ECRL in September following the departure of David Cumby who recently resigned his position to enter the Masters of Divinity program at Acadia University.

Petra completed a Bachelor of Arts degree (Honours) in Sociology from Dalhousie University, followed by a Masters in Library in Information Studies, also from Dalhousie University. She has worked in various library and information management positions in Nova Scotia which included positions at Dalhousie University, Mount Saint Vincent University, Canada Mortgage and Housing Corporation, and Pitney Bowes Management Services. Petra also worked as the Director of Library and Information for the Goethe Institute in Montreal and most recently as the Manager of Nunavut Public Library Services for the Government of Nunavut.

ACADEMIC LIBRARIES

Dalhousie University Libraries

Killam Library Launches "Killam Quest" Virtual Tour

Killam Quest, an interactive orientation to Dalhousie's Killam Library and its services, is a newly minted resource which will help students become familiar with what we have to offer. Using a road trip motif based on The Amazing Race TV show theme, Killam Quest "drives" you through the library from the ground floor up, and includes a quick cruise through our website. This virtual tour is intended to complement the real tours provided by the Killam every September during orientation.

Roadies on the Killam Quest have several navigational options or "routes" from which to choose. You can do the guided tour by clicking on the directional arrows, which will lead you from floor to floor through the whole tour; jump from floor to floor using the interactive graphic on the left hand side of every page; explore individual areas of the library from the clickable floor plans; or search for specific resources and services from our "Where Do I Find...?" dropdown menu.

Killam Quest is intended to be fun as well as informative. As we continue to develop the tour

News from the Provinces

more features will be added to enhance the experience, such as "Did You Know" pop-ups, quizzes and Flash elements.

Killam Quest was conceived and developed by Fran Nowakowski, Information Literacy Coordinator, and Tina Usmiani, Dalhousie Libraries Communication Officer. It was creatively authored by Heather Ludlow, a recent graduate of the School of Information Management, using Lectora software. Funding was provided in part by the Dalhousie University Libraries and through a Teaching with Technology grant from the Centre for Learning and Teaching.

KILLAM QUEST

Killam Library Virtual Tour

Want to explore Killam Quest? Start your engines...and go to <http://infolit.library.dal.ca/Killam%20Quest/home.html>

Dalhousie University Libraries Respond to LibQUAL+ Survey

In February 2005 the Dalhousie Libraries ran a

major campus-wide survey to determine how Dalhousie faculty, students and staff feel about the quality of the resources and services we offer.

The LibQUAL survey consisted of 22 questions addressing three central areas of concern: "Affect of Service," "Library As Place," and "Information Control." Library staff customized the survey to reflect the specific libraries and programs at Dalhousie.

Over 1000 undergraduates, graduate students, faculty and staff took the LibQUAL+ survey, and many took the time to write us detailed comments as well as answering the questions. Since then we have been working hard on tabulating the results, and have also acted on specific suggestions and criticisms made in the survey. These are some of the major issues we have addressed so far:

Easier access to electronic resources

Users frustrated with complex database searches now have the option of using Prowler, a brand new search tool customized for the Dalhousie Libraries, which enables you to find articles without needing to know which databases they are in. Prowler

searches multiple databases at once, saving you time—big time!

More electronic resources

The Dalhousie Libraries offer over 15,000 electronic journals and subscribe to hundreds of research databases and electronic books. We are constantly acquiring new electronic resources and value your recommendations. Check eSearch and Databases on Trial on our website to find out about our latest acquisitions, and ask us for help if you can't find what you need.

Noise in the library

The Killam Library has just added over 50 new quiet study spaces by designating the entire 4th and 5th floors as "Quiet Study Floors." This means no conversation and no cell phones. Many of the large group study tables have been replaced with small individual-use tables to encourage quiet study.

More computers / more study space

In June 2006, the Sexton Library opened the Sexton Learning Commons, which provides students and faculty with 8 new Scholar workstations and 2 Express workstations.

The Kellogg Library has expanded its Learning Commons by putting 8 additional computer workstations on the mezzanine, and has removed shelving where the old dental journal stacks used to be to allow for an expansion of the study area on the top floor.

Confusing layout

Library users often find the layout of the Killam Library confusing, and not everyone has time to take one of our fall orientation tours. So, this summer we created Killam Quest, a virtual tour of the library which covers everything you need to know about our collections and services, from the ground floor up. Killam Quest tells you exactly what books and other resources are in the library, where to find them, and even explains the call number system.

Outdated equipment

We now have new state-of-the-art copiers and microform readers at the Killam Library.

Excellent staff!

We're proud of our staff and were very pleased to see from the many comments in the LibQUAL+ survey that their willingness to help, friendliness and expertise are appreciated by our users. But please continue giving us feedback about the quality our service—we want to give you our best!

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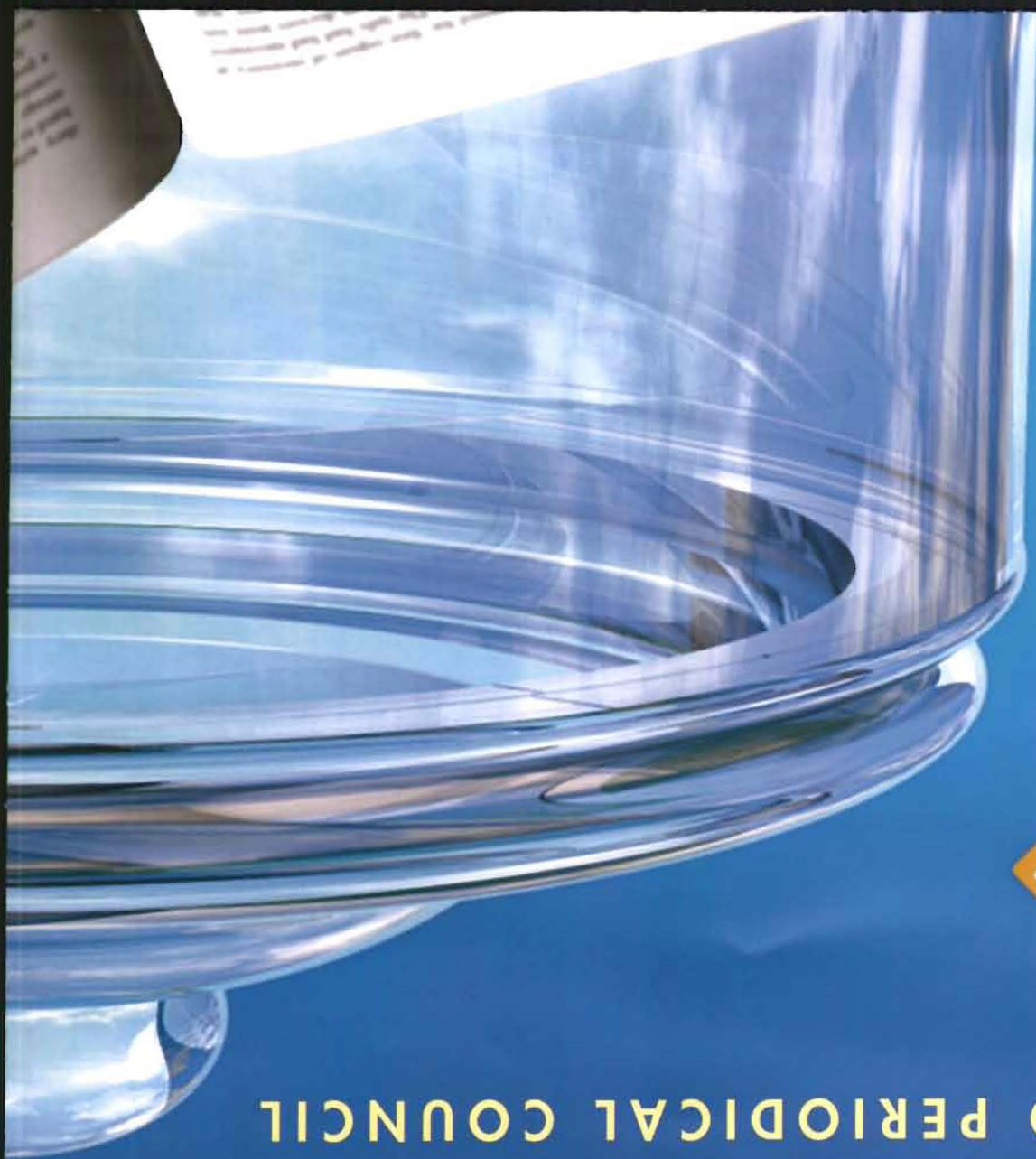
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Our heartfelt thanks to those who took the time to fill out the LibQUAL+ survey. We are continuing to act on your comments and suggestions, so watch for more positive changes at the Dalhousie Libraries!

Nova Scotia Community College Library Services

New funding from the Development Initiative has made it possible to hire several additional Campus Library staff thereby increasing library service and hours of operation. The Truro Campus has hired Library Technician Jennifer MacCulloch. Joanne Coombs was the successful candidate for the new part-time Library Technician position at the Marconi Campus and plans are underway to fill the now vacant part-time Library Assistant position. The Cumberland Campus has the service of Jo-Ann Potter on a .75% basis and the Library has been extensively refurbished with increased seating and computer access for students. Jo-Ann Potter was recognized as the graduate with the Highest Achievement Award for the Library and Information Technology program. Annapolis Valley Campus will be supported by Peggy Weatherson, Campus Librarian. She will also be responsible for coordinating the services of the newly created Learning Commons at both the Lawrencetown and Middleton site. Debbie Kaleva, Library Technician at the Pictou Campus, successfully completed her Bachelor of Arts from Saint Francis Xavier and graduated, along with her son, in May, 2006. Plans are underway to begin the exciting process of creating a library collection for the Dartmouth Waterfront Campus (interim name) and this project is being jointly managed by Beverley Neable, Technical Services Librarian, and Ann Roman, Metro Halifax Regional Librarian.

The Library Services staff training workshop was held in Truro on June 1-2. All staff participated in sessions on use of the new Novanet Aleph catalogue and trained in use of the many new system functions. During the workshop Terri Milton, Akerley Campus Librarian, was recognized for the leadership role she played with the new integrated library system with Novanet.

NSCAD University Library (Nova Scotia College of Art and Design)

NSCAD University is pleased to announce the appointment of Victoria Sigurdson as Librarian for the Visual Resources Collection. Victoria is a graduate of the Dalhousie School of Information Management and most recently worked as Collections Development Librarian at Saint Mary's University. With her degree in Fine Arts from York as well as her work as a practicing artist in draw-

ing and printmaking, Victoria is a welcome addition to the library staff at NSCAD.

Saint Mary's University Patrick Power Library

The Patrick Power Library has jumped on the blog bandwagon with a vengeance (<http://smulibrary.blogspot.com>). This is an easy, informal way for us to let our students and faculty know what's going on at the library: new databases, changes in hours, latest new books, special events, etc.

We will also be using the blog to keep everyone informed about our progress in implementing the recommendations received from the recently completed LibQUAL+ survey. The Saint Mary's community provided us with lots of great ideas for making their library even better.

Thanks to SIM student Kelly McIvor, visitors can now take a "virtual" tour of the library. If you would like to see what the various parts of the library look like and where we keep everything, just go to www.smu.ca/library/tutorials and follow the link.

Collette Saunders joined the ranks of Saint Mary's librarians in September. She will be involved with reference, information literacy, collections develop-

ment and "special projects" as they arise. Collette is with us for the next three years while Joyce Thomson continues in her role as acting head of the AST library.

LIBRARY EDUCATION IN NOVA SCOTIA

CLA Student Chapter of the Nova Scotia Community College Library & Information Technology Students

Last year, under the guidance of one of the Library and Information Technology instructors, Joanne Doucet, a handful of first year students created the very first Student Chapter of the Canadian Library Association (CLA) of Library Technician (LT) students.

Part of the new chapter's mandate is to foster relationships between future working library technicians and librarians. Hopefully, by initiating contact and friendships at the student level, it will help to eliminate discord and misunderstandings in the future. To this end, the LIT student chapter has partnered with the CLA Student Chapter of the Masters of Library Information Studies (MLIS) students at Dalhousie University. They share our idea that, in understanding the work that the other does, we will better appreciate the skills we all bring to our working environments. With this knowledge, we will build stronger libraries by



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working together as a team.

To encourage discussion between students in both chapters, we are planning several joint ventures, both social and education-related. Both we and our faculty leaders feel very strongly that we all have much to offer and to learn from each other. This September, the College chapter of LTs invited the Dalhousie students to our campus, as both second year groups co-hosted a potluck luncheon for the first year LIT and MLIS students. It was a wonderful afternoon of delicious food and great conversation. We got to know each other, and what we are learning, a little better.

The CLA has been incredibly welcoming and helpful in assisting the LIT students in our new venture. We are very excited and pleased to be a part of the Canadian Library Association and we look forward to working closely with them. This October, the Dalhousie students will be hosting the annual visit from the CLA President. Linda Cook will be speaking on a professional topic of her choice. NSCC students will have the opportunity to be privy to her expertise as, for the first time, LIT students will be in the audience.

Dalhousie University School of Information Management

This year SIM welcomed fifty-seven incoming students to the MLIS Programme. Full-time (49) and part-time (8) students enthusiastically look forward to what SIM and the LIS community has to offer during the course of their MLIS studies.

Student interest in the Professional Partnering Program has exploded this year with 53 students requesting partners! The program, sponsored by the CLA Student Chapter at Dalhousie, provides informal opportunities for both students and professionals to explore and discuss career paths and opportunities.



(NSCC LIT students and Dalhousie's MLIS students potluck luncheon on September 22, 2006)

An Evening of Celebration for Norman Horrocks, O.C.

The Associated Alumni and the School of Information Management held a reception on September 21 to celebrate the achievements of Dr Norman Horrocks, Professor Emeritus and Adjunct Professor, recently named an Officer of the Order of Canada. The Order of Canada is an award which recognizes "a lifetime of achievement and merit of a high degree."

"Norman is an inspiring leader in our profession," says Dr Fiona Black, Director of the School of Information Management. "He continues to work tirelessly to promote librarianship and information management, not only in Canada, but around the world."

Dr. Horrocks worked in Manchester, Cyprus, Western Australia and the U.S. before joining Dalhousie in 1971. He has held the positions of

Director of the School of Library and Information Studies (now the School of Information Management), the Dean of the Faculty of Management and Editorial Vice President of Scarecrow Press.



He has won numerous awards, including the International Kaula Gold Medal (2004), and even has an award named after him: The Nova Scotia Library Association's Norman Horrocks Award for Library Leadership.

The event, which included a string quartet, cocktail foods, a cash bar and short speeches in honour of Norman, was co-sponsored by many library associations. This was a terrific party in honour of our friend!

Bertrum MacDonald Promoted to Professor

The School is delighted to announce that Dalhousie University's Board of Governors has endorsed the very strong recommendation from the School and the Faculty of Management that Bertrum MacDonald be promoted to the rank of Professor, effective 1st July 2006. Dr. MacDonald's teaching, research and service activities have been exemplary since he arrived at Dalhousie in 1987. He has demonstrated a particularly effective commitment to the learning and broad intellectual development of students. During his career to date, Dr MacDonald has regularly taught two required courses, Research Methods and Information in Society, and a broad array of elective courses fitting his own interests and specialized knowledge in government information, science and technology and history of the book.

MAKING NOVA SCOTIA PLACES

(Janet Clark, Chief Librarian, South Shore Regional Library, Bridgewater, NS attended this session and is submitting a report).

Approximately 55 representatives of Nova Scotia municipalities, communities and libraries attended a training session offered by the Project for Public Spaces (PPS) and organized by the Pictou-Antigonish Regional Library in New Glasgow on September 18-20, 2006. The Project for Public Spaces is a non-profit planning and design organization. Since 1975 PPS has worked with over 1200 communities in 24 countries to make public spaces friendly and able to serve community needs. Three instructors from PPS



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led our group through the two days of Placemaking training, with "before and after" illustrations, case studies, and outlines of techniques for observation and analysis of public spaces. Placemakers look at key factors in community places: sociability, uses and activities, comfort and image, and access and linkages. When a community space ranks high in these attributes, it builds and supports the local economy, nurtures community identity and pride, promotes comfort, draws a diverse population, and reduces conflict and crime.

One intriguing exercise was to think about our own communities in light of the "power of ten" concept. Think of ten destinations in your region, ten spaces in/around each destination, then think of ten activities/uses for each space. "A park is good. A park with a fountain, playground, and a popcorn vendor is better. A library across the street is even better... If there's a sidewalk café, a bus stop, a bike trail, and ice cream parlor nearby, then you have what most people would consider a great place."

New Glasgow served as our classroom. After introductions of the people and the program, participants walked around town looking at spaces - small parks, shopping areas, the riverfront and bridge. We identified existing conditions and

opportunities. New Glasgow has some architectural gems downtown, and the riverfront offers a well-used trail and an attractive theatre and park areas. Like many Nova Scotian towns, it has many empty downtown shops, buildings and park areas that, on a weekday afternoon, were mostly unused. Many blank facades face the downtown stroller and crossings can be confusing for walking and driving visitors. Much of the store signage is invisible to walkers and drivers on Archimedes, Provost and other downtown streets, because it is flat to building fronts.

We then played the "Place Game" and made suggestions for short- and long-term improvements. Short-term suggestions included paying attention to neglected planters, improvement of signage for stores, traffic and identification of historic sites. In the long-term, cooperation among the various businesses and organizations surrounding specific sites would improve many sites. For example: Laurie Peace Park is a small steeply sloped green space surrounded by the library, fire department, Salvation Army Thrift Store, low-cost housing units, churches and a couple of imposing residences. The park is town property. Cooperation could enable the park to offer better signage, location and liberation of a stream which has disappeared underground. Landscaping and

leveling the ground would allow for easier strolling and safe games, story-times (ghost stories around a camp-fire), display of an historic fire truck, church picnics, play space, and a community yard sale. Other nearby spaces could improve in similar ways to make inviting and useable connections ("linkages") to the riverfront and downtown shops and restaurants.

The morning of the second day of the sessions included a public session in Glasgow Place Theatre which was attended by 2-300 people. Our instructors outlined the principles of Placemaking with illustrations from many places. Groups who had played the Place Game outlined their suggestions for improvements in specific New Glasgow spaces.

During our final session we talked about techniques for observing and documenting activities - for example: surveys and people counts at all times of day. We also discussed the application of what we had learned.

The combination of talk from the instructors, abundant handouts including the P.P.S. book (How to turn a place around, visual good and bad examples from all over the world), humour, and discussion with other participants kept the sessions interesting and inspiring.



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News from the Provinces

Our regional library is engaged in the task of persuading local and provincial governments to commit to a new central library. Looking at this from the P.P.S. point of view - place-based rather than project-based - will be a challenge. A larger challenge for the fortunate few who took part in the training will be to spread the gospel effectively to our communities and funding bodies. As one of our instructors pointed out, even tiny changes can make big differences and start the process of establishing a great space. I hope to "start with the petunias" by persuading local garden clubs to provide and tend planters outside two of our branch libraries.

For further information on the Project for Public Spaces, visit <http://www.pps.org>. "How to turn a place around" (available at your own library or through interlibrary loan) is worthwhile reading for municipal staff and Councillors, MLAs, citizen groups and librarians. Anyone interested in great communities and great community spaces should leap to participate in Placemaking training if the opportunity arises.

Kudos to Pictou-Antigonish Regional Library for organizing this training and gratitude to APLA for their sponsorship.

NEWFOUNDLAND AND LABRADOR

Submitted by Pat Parsons

PUBLIC LIBRARIES

St. John's City Libraries

St. John's City Libraries ran two Postcards for Soldiers sessions. We decorated 55 postcards that will be sent to Canadian soldiers overseas during the holiday season. Corporal Dodsworth of CFB St. John's attended one session, chatted with the children and handed out free stickers. Jane Adey of CBC Radio interviewed the Corporal, the children and Acting Manager Jewel Cousens.



Central Division Libraries

Staff training has been a focus of our divisional office over the past 4 months, with "mini" workshops being held around the region in geographic pods. Since it is so expensive to bring all 33 branches into a Central location such as Gander, we have decided to take our show on the road. So far, three workshops were held in coastal areas of the region, enabling us to meet with staff from 12 different branches. Topics covered include CAP issues, children's programming, book selection, new Horizons System and other very real local concerns, such as declining population. Pat Parsons, Division Manager, reports "while we are small in numbers, the issues are still the same, and staff appreciate the chance to get together in an informal setting and talk. Outward migration has hit the central region the hardest and our coastal libraries are struggling to keep programming going and statistics up. We hope to hold a few more workshops before the snow falls!

ACADEMIC LIBRARIES

College of the North Atlantic

A new library is part of a planned 5 million dollar extension to the Happy Valley-Goose Bay Campus of the College of the North Atlantic. The Minister of Education, Joan Burke, announced the funding in late August, indicating that the project should be completed by spring 2007. The new two story extension will be over 18 hundred square meters, and will include much needed space for a new college library, classrooms, lecture theatres and extra offices. It will house the Labrador Institute of Memorial University, and the College's own Comprehensive Arts & Science Transfer Year, and the Integrated Nursing Program.

Good news... bad news... good news... bad news...

The government of Newfoundland & Labrador has decided to rebate its portion of the HST on books that include CD-ROMs, effective September 1st.

Funding for Community Access Sites appears to be in limbo right now as the federal government announced its decision not to fund this program any more after September 30, 2006. This will have an impact on the Newfoundland Public Libraries budget as it operates over 75 CAP sites in its public libraries.

Canada Post has decided to extend the Library Book rate to January 2008. This is welcomed news to the NL public library system which processes almost 40,000 loans with its limited postal funds.

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News from the Provinces

Literacy NL was sideswiped on September 26 when they received notification that funds for all proposals have been eliminated (\$648,000). That is disappointing news for many local library boards who had submitted requests for funding for various pre-school literacy activities.

Otherwise, it is mostly "business as usual", with another academic term underway: the Orientation tours offered in September were well attended, the instructional programme will be busy through the Fall, and all service desks and study areas have been seeing plenty of traffic since the first days of term.

Submitted by Simon Lloyd

PRINCE EDWARD ISLAND

submitted Donald Moses

ACADEMIC LIBRARIES

University of Prince Edward Island

Robertson Library

A warm welcome to Mark Leggott, who started October 2nd as new University Librarian. Many thanks to Suzanne Jones for more than two years of service as Acting University Librarian: she now returns to her duties as Systems Librarian.

Although not officially "launched" yet (details to follow ASAP), a number of projects are now available through our "Digitization Projects" page: www.upei.ca/library/html/digitization_projects.htm. We are currently working on Phase II of our "Digital Archives" project, digitizing the St. Dunstan's University "Red and White" magazine.

Holland College

Holland College library staff and students are reveling in their new digs in the Charlottetown Centre campus. Open since late August, the new library features bookable seminar rooms, expanded study space, additional computing capability — and a prime location, next to the Centre's coffee shop.



The College also welcomes Patricia Doucette as the first librarian at the Atlantic Police Academy in Slemon Park. Patricia brings with her a wealth of experience, and she has already introduced some positive changes to the police cadets, firefighters, and correctional officers in training.



Her special emphasis will be on marketing information services to the centre's staff and students, and adapting instructional programs to reflect law enforcement needs.

Submitted by Brenda Brady

PUBLIC LIBRARIES

PEI Public Library Service

Telephone Stories

Sponsored by Aliant, Friends of the Confederation Centre Public Library and the P.E.I. Provincial Library Service are sponsoring a new program. Island children can call a toll free number and hear a story either in English or French. There are two stories available in each language. One story is suitable for preschoolers and the second for older children. The stories run from 2 to 5 minutes long and are changed regularly.

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News from the Provinces

Stories on the Bus

As part of our attempts to spread the word about the benefits of reading to children, one Friday morning a month, a Confederation Centre Public Library staff member will ride one of the Charlottetown Transit buses and read to any children on board who would like a story. So far, there has been a good response from both parents and children - a daycare has even asked to ride the bus and have stories told to them.

Submitted by Allan Groen

Note about the French version of islandlibraries.ca

Note à propos de la version française d'islandlibraries.ca

Ce service bilingue est un complément essentiel aux services de bibliothèques déjà existants sur l'Île-du-Prince-Édouard. Ainsi, les usagers des bibliothèques publiques, de la bibliothèque Robertson de l'université de l'Île-du-Prince-Édouard et de la bibliothèque du Collège Holland ont maintenant à leur portée un nouveau service d'aide en ligne pour répondre à leurs questions. Des questions d'ordre scolaire autant que publique

peuvent être posées à tous moments à l'un des bibliothécaires de référence dans n'importe quelle des deux langues, soit le français ou l'anglais. Des bibliothécaires de référence d'une des trois bibliothèques majeures du réseau des bibliothèques feront de leur mieux pour répondre à votre question en l'espace d'un jour ouvrable (du lundi au vendredi, sauf les jours fériés). Le service est gratuit et simple, une réponse vous est acheminée par courrier électronique dans les heures suivant la réception de votre question. Sur le site d'islandlibraries.ca vous trouverez un moteur de recherche fédéré qui permet de consulter les 3 catalogues complet des bibliothèques participantes. Je vous invite à consulter islandlibraries.ca pour toutes les questions qui sont restées en suspens depuis la dernière visite à votre bibliothèque.

Truck crashing into Summerside library

On last August the 9th, 7:30 in the morning, the telephone rang, just as I was finishing my cereal. I rushed to the phone to hear the police saying in a absolute normal voice: "Good morning Mr. Savaria, would you like to get down here in Summerside ASAP, there is a car in your library..." What was going on? I arrived on the scene an

hour later to note the accident. A young man had stolen a vehicle from Souris and after a chase with the police, up to Summerside, he turned down on Granville Street at high speed trying to make the left turn onto Water street... not able to make-it, the vehicle managed to avoid the street lights and the sign, to finish its race down into the right front wall of the Summerside Rotary Library! The entire truck was in the library standing over broken books, bent and torn shelves and a lot of dust. We had to close that day, but this was the only one thanks to the staff of the Summerside Library, the Friends of the library, the city of Summerside and the cleanup crew from EZI-WAY.



Before...

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News from the Provinces

The day after the accident, 2/3 of the library was open to the public. A big tarp was setup inside to divide the section of the accident from the rest of the library, so patrons could access the rest of the collections. Among all the books touched by the



After...

accident (~10 000), only a dozen were really damaged. 246 boxes of books were sent to be cleaned. The following month (September) we reopened that section with a relief. The shelving units we managed to save were reassembled and we placed tables to accommodate many (too many) books. Users were happy to have access to the Fiction and Non-fiction collections. Browsing over 5 tables, 50 boxes and the rest of the untouched shelves was not easy. Now after 2 months, the library has a new wall, the exterior mural was repainted and new tiles were put down to replace the carpet. We are waiting for the shelving units to come some time around mid-October.

Submitted by Jean-Francois Savaria

SPECIAL LIBRARIES

Queen Elizabeth Hospital

Marion MacArthur reports that the Frank J. MacDonald Library at the Queen Elizabeth Hospital in Charlottetown, PE has a new website. It was developed this past summer with financial assistance from the QEH Auxiliary. The website will provide hospital and medical staff access to health related Internet resources and information on services and resources available in the Library. The URL is <http://qehlibrarypei.ca>

Contributed by Marion MacArthur

WELCOME NEW APLA MEMBERS!

- Jennifer Wilcox
- F. Grant Johnson
- Susanna Galbraith
- Laura Warner
- David Colborne
- Lesa Smart
- Monique Woroniak
- Heather Matheson
- Renee Albert
- Lindsay Campbell
- Collette Saunders
- Helene McLaughlin
- Sylvain Meunier
- Liane Belway
- Katie Woodside
- Jane Arnold
- Jean-Francois Savaria



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Ewen Galbraith has recently joined Swets Information Services Canada as Regional Sales Manager, covering Quebec and the Atlantic Provinces. Ewen received his MBA from Glasgow Caledonian University and his MLIS from the University of Western Ontario. He brings 7 years of industry experience to the position. Call him for a free, no hassle, service proposal for your subscription management needs.

Ewen J. Galbraith, MLIS, MBA
 Regional Sales Manager – Quebec and Atlantic Canada
 Tel: 800-263-7605
 Fax: 800-456-1532
 Cell: 514-297-5211
 Email: egalbraith@ca.swets.com

What's New at Google?

Submitted by Gwendolyn MacNairn, Convener, Information Literacy Interest Group

Daniel Russell, a Senior Research Scientist at Google, presented "Getting to peek inside the head of a Google search" at the first 2006 Killam Lecture. This public lecture series, held at Dalhousie University, has been designed around the theme: Exploring Human Interactions with Information Technology.

Dan conducts field studies and examines internal log files to better understand an individual's searching behaviour. Questions that he has been exploring include:

1. Why do they sometimes query Google... and then not click on anything?
2. Why do some Google users only ask one query, while others can go on and on?
3. How do Google users measure success... and what constitutes failure?

The presentation began with some simple searches – for example:

- A user typed [ebay], then clicked on the link to www.ebay.com and off they went. In this way, the searcher chose to start with Google, asked one simple query rather than going directly to eBay and was probably happy with the results.
- At the other end of the spectrum, consider the user who entered [first]. What could they possibly be looking for? And how would the first set of results even come close to meeting their expectations?

This kind of search behaviour goes on inside all of our libraries every day, whether users try to help themselves or ask a librarian for help. Dan provided some "truths" from his own research that we would be wise to keep in mind:

- The overwhelming "number one" way in which a user modifies a search query, when they do not get what they want, is to fix a spelling error. Most users are happy to see the "Did you mean" correction message when it appears on the Google results screen. The searcher does not have to re-type the word, merely needs to click and go. The restrictive implication from this observation, and that is seen regularly with OPAC searching, is that requiring correct spelling to get correct results will frustrate many searchers.
- Conducting a search within Google, then having library links presented within the results is being explored by libraries who have their holdings listed with OCLC's WorldCat. These links are called "Find in a Library" or

when searchers are in the Google Book Search they see a link called "Find this book in a library" located in the middle of the right column. [In addition to partnering with Google, Open WorldCat has partnered with Yahoo! Search and Windows Live Academic also.]

- Another important observation, verified by mining millions of log file entries, is that the searcher who is seeking an answer to an open-ended question frequently gets stuck, or goes off in a different direction without necessarily finding the answer.

Dan explained that Google is very interested in measuring happiness, and noted that when a user cannot find an answer they are not necessarily unhappy with the experience. At least 50% of the users who were interviewed wished they had better search skills. It does not seem to matter that there are HELP screens and printable handouts. For the average user, the moment they see words such as Boolean Operator, they register some sense of FEAR and immediately hit the Back button.

This is an area where we can help. For librarians interested in promoting Information Literacy, whenever you get an opportunity to interact with users, consider sharing some simple ways that will help them become better searchers. One or two really useful tips, shown within the searching context, are apparently retained much better than providing users with an extensive list of advanced search features.

Google Update — September 29, 2006

Some Small Google Things

Synonym feature

~swine - (will find swine and pig)

Wildcard option

"Pierre * Trudeau" - (will find Pierre Elliott Trudeau)

Definitions

define:literacy - (will find links to a variety of definitions available on the web)

Basic math calculations

20% of 66 - (will return the answer)

Movie reviews

movie:"little miss sunshine" (will give star ratings and links to reviews available on the web)

Stock quotes (enter a ticker symbol)

NT - (will return trading data for Nortel)

Some Bigger Google Things

Google's University Search

<<http://www.google.ca/intl/en/options/universities.html>>

Google News Archive (for news older than 30 days, includes a Timeline view)

<<http://news.google.com/archivesearch>>

Searching for US Government Information?

<<http://www.google.com/ig/usgov>>

Google Book Search <<http://books.google.com/>>

Four views:

- No Preview Available bibliographic info only, like the card catalog
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Harriet Irving Library,
University of New Brunswick,
5 MacAulay Lane/P.O. Box 7500,
Fredericton, NB E3B 5H5
Phone: (506) 453-4752 Fax: (506) 453-4595
E-mail: neilson@unb.ca

COLLECTIONS DEVELOPMENT

Mary MacLeod, Electronic Resources Librarian,
Vaughan Memorial Library, Acadia University,
P.O. Box 4,
Wolfville, NS B4P 2R6
Phone: (902) 585-1734 Fax: (902) 585-1748
E-mail: mary.macleod@acadiau.ca

COMPUTERS & CONNECTIVITY

Hansel Cook, Librarian/Archivist,
Patrick Power Library, Archives,
Saint Mary's University,
5932 Inglis Street,
Halifax, NS B3H 3C3
Phone: (902) 420-5508 Fax: (902) 420-5561
E-mail: hansel.cook@smu.ca

CONSERVATION OF LIBRARY MATERIALS

Simon Lloyd, Special Collections Librarian,
Robertson Library,
University of Prince Edward Island,
550 University Ave.,
Charlottetown, PE C1A 4P3
Phone: (902) 566-0536 Fax: (902) 628-4305
E-mail: slloyd@upe.ca

CONTINUING EDUCATION

Heather Matheson, Reference Librarian,
Carleton University Library,
1125 Colonel By Drive
Ottawa, ON K1S 5B6

FRANCOPHONE

Chantale Bellemare, Directrice,
Bibliothèque publique de Moncton,
644, rue Main, Suite 101
Moncton NB E1C 1E2
Phone: (506) 869-6035 Fax: (506) 869-6040
E-mail: chantale.bellemare@gnb.ca

INFORMATION LITERACY

Gwendolyn MacNairn, Computer Science Librarian,
Faculty of Computer Science,
Dalhousie University,
6050 University Ave.,
Halifax, NS B3H 1W5
Phone: (902) 494-3129 Fax: (902) 494-2062
E-mail: g.macnairn@dal.ca

LIBRARY TECHNICIANS

Karen Darby, Library Technician,
Dr. C.R. Barrett Library, Fisheries & Marine Institute,
Memorial University of Newfoundland,
Ridge Rd.,
St. John's, NL A1C 5R3
Phone: (709) 778-0662 Fax: (709) 778-0316
E-mail: karen.darby@mi.mun.ca

NEW LIBRARIANS AND INFORMATION PROFESSIONALS

Denise Corey-Fancy, Fredericton Public Library,
Fredericton, NB

NEWSPAPER

Elizabeth Browne, Cataloguing Librarian,
Queen Elizabeth II Library,
Memorial University of Newfoundland,
Elizabeth Ave.,
St. John's, NL A1B 3Y1
Phone: (709) 737-7433 Fax: (709) 737-2153
E-mail: ebrowne@mun.ca

YOUTH SERVICES

Nancy Cohen, Children's and Young Adult Librarian,
Moncton Public Library,
644 Main Street, Suite 101,
Moncton, NB E1C 1E2
Phone: (506) 869-6036 Fax: (506) 869-6040
E-mail: nancy.cohen@gnb.ca

COMMITTEES

COMMUNICATIONS AND PUBLIC RELATIONS

Gillian Byrne, Information Services,
Queen Elizabeth II Library,
Memorial University of Newfoundland,
Elizabeth Ave.,
St. John's, NL A1B 3Y1
Phone: (709) 737-7427 Fax: (709) 737-2153
E-mail: gbyrne@mun.ca

MEMORIAL AWARDS

Tanja Harrison, Librarian,
Vaughan Memorial Library, Acadia University,
P. O. Box 4,
Wolfville, NS B4P 2R6
Phone: (902) 585-1378 Fax: (902) 585-1748
E-mail: tanja.harrison@acadiau.ca

CONTINUING EDUCATION STANDING COMMITTEE

Ella Nason, Assistant Director
New Brunswick Public Library Service
Place 2000, P. O. Box 6000
Fredericton, NB E3B 5H1
Phone: (506) 453-3657 Fax: (506) 444-4063
E-mail: ella.nason@gnb.ca

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