

APLA Bulletin

The Atlantic Provinces Library Association

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APLA Conference '85

Learning For Life

In keeping with the Conference Theme "Learning For Life," Prof. Allen Tough, Department of Adult Education, Ontario Institute for Studies in Education spoke of his research on adult learners, focussing on their motivations and projects. From 55 studies of persons in all walks of life in 9 countries, a profile of adult learning emerged, with 90% of all adults interviewed able to identify at least one major learning effort undertaken within a 12 month period and the average person found to have conducted five "learning projects" annually. A learning project was defined as a "highly deliberate effort to gain and retain certain definite knowledge, skill, etc.", with each project involving approximately 100 hours of learning effort. Likening adult learning to an iceberg, Dr. Tough noted that while highly visible, only 20% of all projects were professionally planned, e.g., classes, courses, with the remaining 80% planned by the learner, family and friends. The motivations for adult learning included: utility (75%), curiosity (20%) and credit (5%).

Dr. Tough found that many people were unaware of themselves as learners and argued the need for a fresh view of adult learners on the part of librarians and educators. Given the fact that the help of an average of 10 different individuals/sources is sought for each adult learning project, Dr. Tough raised the question of how librarians and educators fit into these efforts; he suggested that one way would be to find fresh means of helping people set goals by offering workshops on how to explore learning paths, displaying information on learning enterprises, etc. With one-third of adult learners interviewed indicating that they would like more help, Dr. Tough urged librarians to view themselves as learning consultants and



to think of methods to improve the assistance offered.

The panel responding to the speech consisted of: Joan Brown-Hicks, Coordinator, Community Services, Halifax City Regional Library; Sheila M. Laidlaw, University Librarian, University of New Brunswick, and Dig Nichols, Director, Continuing Education, Dartmouth School Board. Brown-Hicks supported cooperation between adult educators and librarians, seeing the

former involved primarily with instructor led courses, while librarians mainly deal with individual learners. She stressed the importance of librarians being part of, and maintaining close contact with their communities. Noting the significance of initial visual impact, Brown-Hicks urged librarians to see their libraries with the eyes of first-time users, to find out whether the library environment was friendly and inviting, signage clear, brochures useful, etc. She

encouraged the collection of community information, including particulars on continuing education programs and stressed the need for staff training, so that libraries become more learner rather than materials centered. Brown-Hicks concluded by pointing out the need for adequate budgets to acquire materials essential for living and learning, noting that this key role should be helpful in the political struggle to secure more funding.

Sheila Laidlaw commented that libraries already mount displays, provide instructional and printed materials to help learning. She noted that academic libraries support both deliberate and serendipitous learning and wondered how much spoon-feeding of users is desirable. Laidlaw also stressed the importance of staff training and the necessity of keeping financial and other authorities aware of the role of libraries in life-long learning. In conclusion, Laidlaw cautioned librarians not to focus assistance solely on the high profile learner but to also help the stranger who stumbles in the door.

Dig Nichols spoke of the need to concentrate on the individual adult learner and saw the provision of one-to-one service as a unique library feature. He noted that a broad selection of both print and media should be available and that learners must feel comfortable and receive equal treatment. Commenting on the conservatism of many libraries, Nichols stressed the need for accessible and exciting library environments. Nichols concluded by urging co-operation between library and school boards and supported the idea of joint workshops for librarians and adult educators.

Reported by
Elizabeth Behrens
Sir Wilfred Grenfell College

Workshops Public Legal Education and Libraries

Speakers: David Townsend, University of New Brunswick
Jessica MacLennan, Public Legal Education Society of Nova Scotia

This session provided an update on the growth of public legal education in Canada particularly in the Atlantic Provinces and the consequent impact on

libraries.

Professor Townsend said that the increased demand for legal information is coming from a number of directions.

Businesses are looking for more legal information than ever before; high school and university students are taking more courses; both the numbers and membership of public interest groups are growing rapidly; the Charter of

Rights has had an impact on public awareness and need to know and the rise in professionalism among groups such as nurses has contributed to the increase in interest in legal information.

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APLA Bulletin

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

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

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From the President's Desk

The most intimate experience I have previously had with this column was the joyful task of proofreading the typeset copy while serving as managing editor of the *APLA Bulletin*. I have quickly come to the conclusion that it is infinitely easier to proof someone else's work than to actually write the column itself. However, fresh from a week or two of conferences, the prospect of working for the Association this year as president gives me enough enthusiasm to tackle such tasks as writing my first "From the President's Desk" column.

First and foremost, I would express my thanks to the outgoing executive for leaving the Association in such good shape; I only hope that when my term is up, the record will be as good. A special thanks as well to the committee conveners; your efforts have made the past year an enjoyable one for me and a fruitful one for the association. To incoming executive members and conveners, a rousing cheer for volunteering for the tasks that await!

Without any bias whatsoever, I think I can comment that the 1985 APLA conference had something for everyone. This was due to the extraordinary efforts of the 1985 local arrangements committee and Fredericton area librarians and library assistants. Many of the sessions will be reported on in this and subsequent issues of the *APLA Bulletin* and are well worth following. The Merit Award for 1985 was presented at the banquet to Dr. Gertrude Gunn, former University Librarian at the University of New Brunswick. The Memorial Awards recipients for 1984 and 1985 were also announced at the banquet; as noted in the last issue of the *APLA Bulletin*, Oriel MacLennan received the 1984 award to study public information services in university libraries in the United Kingdom, while Hope Bridgewater and Alice Harrison received the 1985 awards. Hope will be attending an

art conference in England relating to English literature and Alice will be updating her conservation expertise in libraries in England. Our congratulations are extended to all the recipients of awards and honours.

As a result of business transacted at the 1985 Conference, the APLA executive has established an Ad Hoc Committee on the Constitution, composed of the past-president (chair), the vice-president / president-elect, and the councillor on aims and objectives. This committee will have the power to co-opt other members as necessary and will be looking at changes to the association by-laws, and will be considering the by-laws governing the nomination of an voting for provincial vice-president. The association's position on accreditation of library programmes (as detailed in the report of the APLA Committee on Accreditation) was presented at the Canadian Library Association hearing by William Birdsall and Diane MacQuarrie; the CLA Committee now moves on to the next stage in its deliberations.

Other matters arising from the conference include action by the executive on behalf of the association regarding two issues of intellectual freedom. The association will be sending a letter to the Newfoundland Minister of Education regarding the exclusion of Kevin Major from the list of fiction recommended for senior high school students; a letter will also be sent to Margaret Laurence supporting her efforts against the continuing censorship of her works in schools and libraries across Canada. The APLA executive will also be requesting that the Canadian Library Association investigate the establishment of an accreditation process for library technicians, library arts, and library studies programmes. The association will, through its Library Technicians Committee, be monitoring the library technicians programmes in the Atlantic region and encouraging programmes to follow the guidelines established for such programmes by the Canadian Library Association.

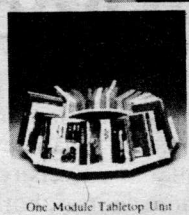
As a final note, I would draw the attention of members to the notice in the General Activities Fund, printed in this issue of the *APLA Bulletin*. This fund was created as an amalgamation of existing funds and was designed to make it easier for members to get funding for worthwhile projects. Please have a look at the notice and consider whether any of your ideas for furthering the work of the association might be eligible for funding. The deadline for consideration at the fall meeting of the Finance Committee is September 1, 1985. I would also urge members to look at the list of association committees and volunteer for one of them — consider running for office. The association can take pride in its sizable membership, but the health of the association depends on the activity of individual members. Make this a great year for yourself and for the association, and offer to put your talents to work; we have a place for everyone.

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Atlantic Provinces Library Association Merit Award — 1985

Dr. Gertrude Elizabeth Gunn

The Atlantic Provinces Library Association Merit Award for 1985 was presented to Dr. Gertrude Elizabeth Gunn at the annual conference of APLA on June 1, 1985.

Dr. Gunn received her baccalaureate with first class honours in history, anthropology, and sociology from the University of New Brunswick in 1955. In 1956 her alma mater conferred on her the title of Master of Arts following the writing of her thesis which was entitled: 'New Brunswick Opinion on the American Civil War.' On the same occasion, her academic achievements were recognized when she received the Lord Beaverbrook Postgraduate Overseas Scholarship. In 1959 she received her doctorate from the University of London. The subject of her dissertation was 'The Political History of Newfoundland, 1832-1864' which was published in 1966 by the University of Toronto Press. In 1960 she received her Masters in Library Science at Simmons.

As University Librarian at the Uni-

versity of New Brunswick, she witnessed and presided over the expansion of a library collection from some 96,000 items to over 1.8 million items. The library staff increased during this time from 16 to 91. At a moment when the spirit of a regional cooperative venture in library automation was severely tested, Dr. Gunn supported the development and the implementation of on-line interactive systems such as the PHOENIX System now in use at the UNB Libraries. In addition to serving on a number of University Senate committees and on the Executive of the Graduate School of the University of New Brunswick, Dr. Gunn was active at the provincial and regional levels. She chaired the Librarians Council of the Association of the Atlantic Universities, served on the New Brunswick Micro-filming Committee and also on the Atlantic Bibliographic Centre Committee. At the national level, Dr. Gunn served as President and Director of the Canadian Association of Research Li-



Shown above from left to right: Andre Guay, Post President, APLA; Dr. Gertrude Gunn, APLA Merit Award recipient 1985; and Elizabeth Hamilton, incoming APLA President.

braries; she served for two terms as the New Brunswick representative on the National Library Advisory Board; she served as a scholarship advisor for the Canadian Library Association. In 1960 she was awarded the Centennial Medal; in 1977 she was awarded the Jubilee

Medal following her nomination by the Canadian Library Association for outstanding service to Canadian librarianship; and on 26 May 1983, her alma mater recognized her as Librarian Emerita.

Burnout Workshop In Halifax

The APLA Committee on Library Orientation and Instruction sponsored a workshop on Burnout in Libraries, held at the Public Archives of Nova Scotia in Halifax on March 29, 1985. The workshop was well attended with some 40 librarians from Nova Scotian university, public and special libraries present.

Sarah Barbara Watstein, the workshop leader, first came to the attention of the Committee through a very successful lecture given at last year's 13th annual Workshop on Instruction in Library Use at Queen's University, Kingston, Ontario, attended by some of our members.

Ms. Watstein has a truly impressive resume which lists numerous publications and presentations on a variety of library topics including burnout, book mutilation and social sciences research. Her professional background includes positions at the University of California at Los Angeles, California State University, Columbia University and, most recently, at New York University. She is also currently pursuing a Master of Public Administration degree at N.Y.U.

The workshop itself was divided into three sessions, two in the morning and one in the afternoon. Participants were provided with a package of support materials comprised of an outline of the projected discussion, a glossary, a bibliography of five and a half pages and some brief tests.

The first session, predictably, was devoted to a discussion of the nature of burnout — what are the myths and mis-

perceptions? the definitions and characteristics? A major misperception has to do with the "value" of the person: burnout does not reflect on the good/bad qualities of the individual; rather, some people are at a higher risk, over-achievers, Type A personalities and the like. The helping professions and institutions seem to be particularly at risk, and burnout is more often reflective of situations, as opposed to dispositions.

The second session, "Do I (or my staff) have it and why?", looked more closely at symptoms and contributory factors. Symptoms were divided into the mental, emotional, the physical, and the behavioural, and included psychological withdrawal, disillusionment, ulcers, insomnia, distancing and shifting pressure to others. Variables that contribute to burnout embrace personality traits, job conditions and pressures inherent in the particular situation, professional causes and demographics.

In the afternoon session, attention was devoted to strategies for combating burnout. Coping styles, both active and inactive, were discussed. Then, individual strategies, such as self-appraisal, self-acceptance, self-confidence, "decompression space", exercise, saying "no", and the like were analyzed. The other side, managerial and supervisory, was likewise examined, with such approaches as job sharing, job enrichment, job enlargement and general reinforcement of colleagues advised.

After a brief conclusion and some thank-you remarks from Jane Archi-

bald, a short evaluation form was handed out. Those attending were, on the whole, favourably impressed with Ms. Watstein's presentation and delivery and the organizational aspects of the workshop. Some felt that more discussion and perhaps some case studies

might have contributed further; all agreed the workshop was a worthwhile experience.

Burnout Sub-Committee:
Oriel MacLennan
Linda Sherlow-Lowdon
Jane Archibald

Financial Report — Burnout Workshops

Halifax, March 29, Fredericton, March 30, 1985

Receipts:

Fredericton Registrations	\$840.00
Halifax Registrations	\$955.00
TOTAL	\$1,795.00

Expenses:

Sarah Watstein's Expenses:	
Ground Transport	\$51.40
Airfare	\$674.05
Honorarium	\$276.00
Photocopying	\$168.51
Phone	\$7.97
TOTAL	\$1,177.93
Fredericton Expenses	\$271.05
Halifax Expenses	\$506.36
TOTAL	1,955.34

Funds in the amount of \$160.34 from the Committee's Special Projects/Programmes funds cover the difference of expenses over receipts.

The Halifax and Sarah Watstein's expenses were paid for using the General Fund line of the 1984-85 Current Account. One entry only appears in the Current Account for the Fredericton workshop, an entry of \$568.95 in the **Receipts, General Fund, other** column. Receipts totalling \$955.00 from the Halifax workshop appear in the same column.

(Continued from page 1)

Government cutbacks have induced those who previously benefitted from social programs to seek their rights. The government of British Columbia has implemented cuts in the numbers of information offices employed by government departments. Libraries in British Columbia have resisted similar cuts by offering to provide this type of information.

The reference interview skills which librarians develop permit them to sift through information and the vagueness of patrons to find the answers sought. Also, as they frequently know the community well, librarians are able to make referrals to other community resources if appropriate.

The risks associated with misinformation are high for the client and could also be high for the library. However, it was later pointed out that to date no action has been taken against a library for providing misleading information. Reference interviews for legal materials are frequently highly emotionally charged and there is a continuing debate among librarians whether their response should be reactive or proactive.

In addition legal materials are both expensive and rapidly outdated and primary legal materials are notoriously badly indexed.

The movement for public legal educa-

tion has been spearheaded by librarians and is particularly strong in the Western Provinces. While it originated in a recognition of the inadequate levels of collections and an awareness of weakness in library, school and in-service training a close relationship has developed between public legal education societies and librarians arising from the similarity of objectives.

British Columbia, Alberta and Saskatchewan have developed programs which provide financial support for library collections and in-service training as well. The programs vary from one province to another but are similar in intent. The Law Foundations of each of the Atlantic Provinces may be willing to make one time grants to public libraries to establish or update legal collections.

Research aids are being developed for a number of provinces and of particular interest is the British Columbia publication *Taking the law into your own hands* which is highly recommended. Also noteworthy is the Canadian Legal Information Councils *CLIC's Legal Materials Bulletin* which reviews legal materials at all levels for all jurisdictions.

The New Brunswick Public Legal Information Service has been dismantled but will be replaced by a new Public Legal Education group which will operate from the Moncton Legal Aid Office.

Jessica MacLennan, librarian with the Public Legal Education Society of Nova Scotia described the Society as a nonprofit organization funded mainly by the Nova Scotia Law Foundation and government departments. The Society operates three committees; program, schools and library.

The program committee offers low cost or free programs around the province. "Legal Ease", one of these programs, offers lectures for each of four weeks on topics of general interest such as wills. The committee will also provide programs on specific topics when requested.

The schools committee works with teachers of law and tries to make curriculum development material available to teachers including ideas for projects, bibliographies and information. Currently the committee is developing a course at the junior high school level which will replace the civics course and complement the existing Grade XII course. A newsletter, which was published quarterly, has had to be discontinued because of rising costs but the committee has continued to hold an annual law conference for teachers which is also attended by librarians.

The library committee has been in existence for some time. It offers workshops at NSLA and was heavily involved with the 1980 APLA Conference

on libraries and the law. PLE is a joint project of the Nova Scotia Provincial Library and PLE library committee. It accepts enquiries on legal matters on a collect call basis. Complex questions may be referred to other legal collections in the province for answers.

An outreach program of the Public Legal Education Society of Nova Scotia had its impetus provided by the Alberta and British Columbia experience. This program will assess collections and provide research and training workshops and will conduct a trial run workshop with one urban and one rural library. This course will be held in each region of the province and a kit will be developed for training purposes.

Librarians are not always aware of the services available in their community such as the regional collections which are being set up in County Bar Society libraries.

The Society would like to set up a liaison person for each library to act as a contact person and promote programs like Law Day and also work with school libraries.

The Nova Scotia Public Legal Education Society is the most active in Atlantic Canada and provides a model for others in the region to follow.

Reported by
Patricia Rahal
College of Trades and Technology

"How Can You Run or Participate in a More Effective Meeting"

Leader: Hubert King
Technical University of Nova Scotia

To judge from the large number of attendees at Hubert King's workshop on effective meetings, the topic of how to hold a relevant, productive meeting is an important issue for many librarians. Mr. King's lively and well-organized presentation exposed a number of strategies for obtaining positive results in a meeting situation, and the ninety minutes allocated for the workshop

gave sufficient time for participants and the speaker to exchange ideas.

Hubert King is joint author, along with M. Kerr, of *Procedures for Meetings and Organizations* (Toronto: Carswell, 1984). A prepared handout was distributed following the session, and it reproduced sections from his book on the intricacies of motions, amendments, and debate procedures which were not covered in the workshop due to time restrictions.

To begin the workshop, a definition of what constitutes an "effective" meeting was presented, and the speaker followed with an outline of the basic purposes for holding a meeting. Other topics discussed were the factors that affect a meeting (environment, method of announcement, acceptance of procedures, conduct of the chair and attitudes of those attending), function of the chair, and responsibility of individuals present.

Perhaps the most beneficial aspect of the workshop was Mr. King's ability to establish an atmosphere in which audience participation became an important factor. Many participants had extensive experience in the meeting situation, and their various questions and comments were effectively channelled to Mr. King's desired end. The workshop demonstrated the fact that following basic guidelines will allow a greater opportunity to achieve personal goals in a meeting situation.

Reported by
Cynthia Tanner
Saint Mary's University

An Introduction to Bulletin Board Networks

Leader: Glenn Murray
Department of Education, New Brunswick

Mr. Murray did not go into the background of microcomputers and what they can do but presumed the audience had some basic knowledge of them and of how packet switching lines work. His introduction discussed transportable and portable terminals, modems and airport telephone access facilities.

The talk was full of anecdotes and stories that one had to be there to appreciate. Mr. Murray mentioned several publications that he felt helped him to think beyond the expected pattern and to better respond to the ways in which the microcomputer can work. For example, he found Oech's *A Whack on the Side of the Head* most stimulating and amusing and recommended it highly.

As there were two television screens set up in the room, most people had a

good view of what the computer was printing though a few in the back may still have had trouble seeing.

The first bulletin board we looked at was the New Brunswick Educational Bulletin Board Service. It has files on a multitude of New Brunswick topics — from heritage to writers to food. Files have catchy titles, for example, one on the history of temperance is called "Booze".

Mr. Murray explained that many organizations, both commercial and non-profit, operate bulletin boards. Some are free to access, others require that one set up an account and pay a monthly subscription fee and time-used charge.

Compuserve (owned by H & R Block) and the Source (owned by Reader's Digest Corporation) are two of the biggest bulletin board services. All the

big systems have monitors called sysops (systems operators) to randomly check what is being sent between subscribers in order to prevent the posting of copyrighted software.

We logged on to Compuserve, based in Columbus, Ohio. It links together several systems. Available is EasyPlex Messaging, discussion forums of all sorts (sports information, religious information, and so on), a joke exchange for comedians, the Bacchus Information Service (on American wines), two encyclopedias, several magazines, the Associated Press Videotext and an electronic shopping mall which offers every type of consumable (items are ordered on a Visa or Mastercard number and packages are sent by mail). There are interactive games, even multi-user games that you can play on-line with other bulletin board subscribers. There

is a CB radio simulator where subscribers use CB "handles" and type their messages back and forth on various "frequencies". Mr. Murray spoke of two people who had become acquainted on this service, getting married on the CB with all their fellow subscribers from around the world in attendance, so to speak.

The cost to access Compuserve is approximately U.S. \$6.00 between 11:00 EST and 6:00 EST (the cheapest time) plus the Datapac charges. The Source costs slightly more and requires a deposit of approximately U.S. \$80.00 before one can open an account with them.

Mr. Murray's talk was fun, very beat and full of interesting tidbits.

Reported by
Joan Ritcey
Memorial University of Newfoundland

Information Services and Libraries

Leader: Paula Lancaster
Oromocto Information Centre.

Issues raised at the workshop included: 1) can the library operate an information centre? 2) should it? 3) do services overlap? 4) can a centre and a library work together? 5) centre staffing, 6) funding and 7) the role of the information centre.

Ms. Lancaster gave a brief introduction defining a centre and outlined the history of the Oromocto Centre.

There is a continuum of views on whether libraries should become involved in information service centres. This ranges from a definite "no" to "maybe" or "let's be neighbours" and "yes, let's". Ms. Lancaster presented and discussed some positive and nega-

tive views but pointed out that each library must make its own decision.

Libraries which are considering operating an information service and referral centre should ask themselves: Why? What will we gain? Should there be separate funding for the centre? Separate staff? If undertaken, the centre will probably grow in importance within the community and this should be considered.

Ms. Lancaster favoured a model such as the one at the Whitby Public Library where the "Whitby Community Information Centre" is set up as a service within the library but has its own staff. Centres such as this appear to work best with separate staff, a director and board. If a library is providing facilities, the board director should report to the library board so the host library has some knowledge of the activities of the centre. The centre should also have a

separate telephone number and perhaps even a separate entrance as not all people are comfortable with the library. The actual set-up will vary according to community needs.

The Oromocto centre operates separately but is next door to the public library so the centre and the library have taken the "let's be neighbours" approach. Funding for the Oromocto centre comes from the town, the Department of Consumer and Corporate Affairs and the Department of Social Services. Examples of services offered by the centre, which a library likely does not provide, include a telephone service; drop-in centre; baby-sitter and odd job referrals; information and pamphlets on community and government agencies and clubs; a volunteer bureau; services such as Meals on Wheels and Buckle Up Baby; and a listing service for a variety of community services, or-

ganizations, sources of information and consumer services.

Some addresses were given for contacts with libraries which have set up information centres and a decision-making grid was presented to help libraries decide whether to set up a centre.

There was a lengthy discussion about how much of this kind of service is already being offered by libraries and whether there is an overlap of service. Ms. Lancaster pointed out that library staffs are not equipped to handle such things as crisis calls nor should this be expected of them. Libraries also do not presently offer services such as those outlined above which are offered by the Oromocto centre. These are the types of services which can be offered by a centre in conjunction with a library.

Reported by
Sheila Pearl
Nova Scotia Teachers College

Adults As Independent Learners

Leader: Dr. Allan Tough
Ontario Institute for
Studies in Education

The workshop on adults as independent learners examined the practical implications of Dr. Tough's research into adult learning. In a brief summary of his theme address, Dr. Tough encouraged the workshop's participants to think of adults as highly active learners involved in a constant learning process. In support of his theory he cited research statistics which showed that adults undertake five distinct learning projects every 12 months, and spend approximately five hundred hours in this learning effort. Furthermore, a large percentage of adult learning projects are self-guided. The logical conclusion, therefore, is that if libraries and other institutions are to

be effective in their educational roles, they must be able to contribute to the already successful learning patterns used by adults.

In the first part of the workshop adult educators and librarians were asked to meet in small groups to exchange ideas on what programmes or assistance their home institutions already provide to adult learners. This was followed by an open discussion on the practical application of Dr. Tough's research to the various problems which affect all adult learners, and educators/librarians. In this context, participants were asked to think of themselves as learners who might very well improve their learning abilities to the benefit of their employers or employees. Thus, in this process it

would be useful to listen to feedback from colleagues, friends, and students or patrons. Is it simple enough to ask, "What was it I did that helped you and what could I have done to be even more helpful?"

In the second half of the workshop educators and librarians were asked to set at least one task or goal which they believed could be reasonably applied in their institution. While warned that it might not be possible or even advisable to tell adults how to plan their learning projects it would be possible to enhance their learning processes. By focusing on the learning process, librarians and educators can help individuals set and clarify their goals without judging what a person wants to learn. This procedure

ultimately helps the adult to become a more competent learner and opens up to the student or patron what Dr. Tough calls "a panorama of learning opportunities."

Adults as Independent Learners was an interesting and provocative introduction to adult learning. Dr. Tough's presentation was informal and his style was effective, although some librarians might have wanted more emphasis placed on the practical implications for libraries. Still, the workshop provided a basis for librarians and adult educators to examine what they and their institutions can do for adult learners.

Reported by
John Neilson
Memorial University of Newfoundland

Network Activity and Document Delivery at the National Library and CISTI

David McCallum, of the National Library's Office for Network Development, outlined, with the aid of slides, where the Office stood within the National Library's organization and mentioned some of the advisory bodies and task groups doing work related to the mandate of the Office. To quote Mr. McCallum, its mandate is "to co-ordinate development of an open, decentralized, nation-wide, voluntary library and information network in Canada with international interests."

For libraries, the need is growing for computers that can exchange information through a standard bibliographic format. Mr. McCallum felt that computer technology in libraries had moved through trends — where large shared mainframes were accessed by terminals with little local processing; where system specific procedures were implemented (searching on Lockheed-style databases); where microcomputers were possible through chip technology; where local integrated systems (e.g. GEAC circulation systems) became popular; and now where advanced tele-

communications allow resource sharing.

It is this last trend that the Office for Network Development is set up to address. The problem that the Office must deal with is the lack of standards for efficient interconnection between computers. The Office hopes to develop and adopt protocols on Open Systems Interconnection (OSI) models; open, decentralized networks that will have great implications for all types of information-holding agencies, libraries, banks and so on.

OSI protocols should be hardware/software independent; allow decentralized data storage; have no master/slave relationship requirements (allowing the most in non-conformity, so an institution can build its own system as it wants); be able to build on existing systems; and be modular in format (in order to accommodate evolving technologies). Mr. McCallum spoke briefly of seven technical functions that an OSI system would have to deal with in order to make interconnection possible. Any direct connection-oriented

OSI model would have to be able to do all these functions and be in real-time synchronization with intelligent computers. Only the highest level function of OSI is required of connection-less, message-holding terminals.

Mr. McCallum listed the Office's strategies — to promote OSI; to build new hardware only if it cannot be bought (work which would be contracted out to the industry, as it was necessary); to work on the applications layer of OSI; to develop common carriers to provide the lower levels of operation; to develop protocols accommodating software; to contract out development work to the private sector; to disseminate the protocols developed; to make the software available through licensing arrangements (the National Library would not sell directly any software it developed); and to compile directories (e.g. a decentralized network directory service showing libraries' policies and OSI procedural requirements).

At the end, Mr. McCallum spoke of the Interlibrary Loan Field Trial and its

ten participating libraries, and brought out diagrams showing how ILL messages were being received through Envoy 100 and EOS. The trial requires each participant to have microcomputer storage and an IBM hard disc to transmit and process messages.

The talk was basically a promotion of the work of the Office, showing how the services that will be offered and the capabilities we will have in the future are the context for the work being done today by the National Library.

Next, Valerie Wiles, Head of the Bibliographic Search Unit in Document Delivery at CISTI gave a presentation on the interlibrary loan services provided by CISTI. She stated some of their impressive statistics such as the fact that 200,000 of the 267,000 requests received in 1984/85 were filled from CISTI's own collection. She also reviewed CISTI's interlibrary loan policies which were largely familiar to those in the audience who were active interlibrary lending. Some items that were less familiar were 1) the CISTI will, on re-

(Continued on next page)

(Continued from page 5)

quest, perform extended searches for obscure or difficult-to-locate items; 2) that CISTI loans to companies without libraries and to individuals (unlike the National Library which loans to libraries only) and 3) that CISTI's policy not to lend periodicals or microfiche is strongly adhered to, those materials not circulating under any circumstance.

Ms. Wiles also reviewed the communications methods used by CISTI, saying that 60% of requests are now received by telex and electronic mail, the remainder coming by telephone, mail and courier. Documents are delivered by mail, bulk delivery courier and individual courier. She closed with a tribute to the CISTI staff the number of which is not increasing at the same rate as the number of requests.

Kathryn Mikoski of the Location

Division of the National Library described the history of interlibrary loaning at the National Library, the structure of the Location Division and the main locating tools — the Union Catalogue, DOBIS and UTLAS. Because of widespread access to the two last named tools, the statistics for locations supplied by the Division have dropped in the last few years.

Ms. Mikoski then described the three levels of searching that the Division will do. 1) A search through basic locating tools, supplying five locations from the region of the requester, if possible; usually answered within 24 hours. This level is most appropriate for standard trade publications. 2) A search for Canadian locations only, for more difficult publications (e.g. items in non-roman alphabets). Appropriate for small libraries without basic verification tools.

3) A search for unique requests not likely to be held in Canada and not verified. Tools used would be those used for Levels 1 and 2, the American on-line sources (e.g. OCLC), a wide range of National Bibliographies, publishers' directories and any on-line and manual tools as needed. There is usually a 30-day wait before the requester receives a reply.

Ms. Mikoski mentioned that there is a new service being offered which could be a great help for rush requests — a while-you-wait location search on DOBIS if you telephone the Location Division.

Of note was the Division's justification for its prompted scripts on Envoy. There have been complaints that the script wastes computer time and impulses and is not as efficient as the free-form message for an experienced

sender. Ms. Mikoski explained that the employees of the Location Division love the script because of the standard size of the message (anyone who has had to carry around irregularly-sized Telex messages knows this is a powerful plus). They find the difference between a scripted message and an unformatted message like the difference between a hand-written request on a scrap of paper and a typed request form. As well, the script defines discreet fields that can be machine-identified for statistics. Therefore, the National Library will not be returning to prompt-free Envoy mail.

The session ended with a question and answer period.

Reported by
Joan Rincey
Memorial University of Newfoundland
and
Betty Jeffrey
Acadia University

Local History and Genealogy Collection Development

Leader: Robert Fellows

Mr. Fellows' workshop focused on how the librarian can assist genealogists and what type of materials should be included in a small genealogical resource collection. As the archivist who established the genealogical section of the Provincial Archives of New Brunswick and the author of the guide "Researching Your Ancestors in New Brunswick" Mr. Fellows is well acquainted with the field.

The library is often a natural starting point for the genealogists, whether they are from the local area or elsewhere. The searcher should complete several basic steps in which the librarian can assist: join the local genealogical society, contact individuals in the community knowledgeable in genealogy, and consult bibliographies of published genealogies. If the librarian is also aware of procedures that everyone should follow such as starting with oneself and working backwards in the family and recording the source of all information collected, he or she will be able to better assist the genealogical patron.

Mr. Fellows then gave an overview of the types of material useful to the genealogist that a library could house in

its collection. These included genealogical how-to-books, family and local histories, finding aids of other institutions, historical maps, directories, and a file of families currently under research in the area. Fact sheets listing different types of material available in the library and local area could also be drawn up. He suggested that such a collection might be housed in a separate area of the library, even if it was only a small corner with a few shelves.

Several of the how-to-books mentioned were available for examination following the workshop. Numerous questions were asked throughout the session by those attending, many of whom either dealt with genealogical inquiries on a regular basis or were involved in researching their own family. Mr. Fellows provided an interesting and often humorous presentation that ended all too quickly.

Reported by
Charles Cameron
Provincial Reference and Resource Library
St. John's

The complete text of Mr. Fellows presentation will be published in the September issue of the *Bulletin*.

Accreditation for Undergraduate Library and Information Science Degrees — a Course for the Maritimes

Speaker: Anne Galler
Director, Library Studies Program
Concordia University

Anne Galler opened her session with some discussion of the *Guidelines for the Education of Library Technicians* published by CLA in 1982. The guidelines cover the role of the library technician, the program of instruction, qualifications of the staff, supporting facilities and an advisory committee. They were developed by a CLA committee with advice from existing programs. Ms. Galler reviewed briefly the main points in the guidelines for curriculum:

- the course should be two academic years full-time or its equivalent part-time with 40-50% academic and 50-60% technical courses;
 - recommended academic courses are English or French language and literature, Canadian studies and applied psychology;
 - technical courses cover acquisitions, cataloguing, circulation and reference.
- Ms. Galler also pointed out that the

guidelines include some areas of work that had "caused controversy in the past but are definitely in the domain of the library technician today" such as verification of requests in acquisitions, editing of commercial cataloguing copy and compilation of bibliographies.

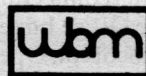
A survey of the existing programs is being done and there are plans to publish it in the fall of 1985. Meanwhile Ms. Galler addressed the question of developing a program in the Maritimes. She stressed that a library technician program in the Maritimes should follow the CLA guidelines, including, at the outset, a survey to determine that there will be job opportunities for graduates. Admitting a bias, she favoured a program attached to a university, i.e. a bachelor degree with a library major, together with other academic subjects, combined with technical courses. She affirmed that a graduate from this kind of program is in demand and is a desirable middle management employee between the two-year community college

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People

The following two appointments were recently made at the Provincial Reference and Resource Library, Newfoundland Public Library Services:

Anne Martin as Interlibrary Loans Librarian and **Nancy McArel** as Reference Librarian (half-time).

Bonnie Waddell became Reference Librarian at the Nova Scotia Agricultural College Library at the end of May. Her position as Adult Services Librarian at Colchester-East Hants Regional Library will be filled by **Daphne Cragg**. The new executive of the Newfoundland Library Association, elected at the annual general meeting in May is: President **George Beckett**, Information Services Librarian at Memorial University Library; Vice-President **Ann Cody**, library consultant for the Roman Catholic School Board; Secretary **Aloysius Leonard**, Library Assistant, Memorial University Library and Treasurer **John Neilson**, Information Services Librarian, Memorial University Library. **Susan Hickling** recently joined the staff of the headquarters of the Annapolis Valley Regional Library as interlibrary loan clerk.

At graduation ceremonies held recently at St. Thomas University in Fredericton, **Mrs. Bertha Louise Miller** was awarded an honorary Doctor of Laws degree in recognition of her outstanding commitment, and her contributions, to the City of Fredericton and the Province of New Brunswick. Among other successes, Mrs. Miller was instrumental in obtaining library services for central New Brunswick through the establishment of the York Regional Library. Mrs. Miller was the government appointed representative to the Board until 1966 when libraries were placed under Provincial Services. She was then appointed to the newly-formed Fredericton Public Library Board on which she continues to serve.



Bertha L. Miller.

Mr. Joe Williamson, chairman of the Plaster Rock Public — School Library Board since its inception in 1978, and a member of the York Regional Library Board, recently resigned from both positions owing to family illness. Mr. Williamson was instrumental in developing library service for the community of Plaster Rock. A large number of the members of both boards as well as members of the community attended a tea in his honour May 30.

Trina O'Brien is the new supervising librarian at sub-headquarters in Woodstock and has responsibility for seven libraries and a bookmobile operating in the Carleton-Victoria area. She is a graduate of St. Thomas University and of Dalhousie University where she earned her Masters degree in Library Science.

Emily Derrah is the new librarian at the Andrew and Laura McCain library in Florenceville. She has been employed in the York Regional Library system since 1982. Miss Derrah holds a Bachelor of Arts (English) from Dalhousie University and a Masters in Education from St. Thomas University.

Donna MacArthur will be leaving the new library of the Agricultural College in Truro for Ontario where her husband will be studying advertising.

Mr. John Edwards, Saint John West, N.B., a member of the Saint John Regional Library Board has been appointed a member of N.B.L.T.A. Inc.'s executive to represent the Saint John Region.

Laura Freeman retired from the Reference Department at the Acadia University Library on June 30 after more than 25 years of service. She graduated from Acadia in 1936 and then took Library Science at McGill. She worked at Acadia and McMaster before returning to Acadia for good in 1959.

Alberta Auringer Wood, map librarian at Memorial University of Newfoundland, has been elected vice-president of the American Congress on Surveying and Mapping. She is the first woman to hold the position.

In Memoriam Dr. Norman Stewart Skinner 1908-1985

Dr. Norman Stewart Skinner was first appointed to the Saint John Free Public Library Board of Commissioners in 1939. With the interruption of terms for War Service and specialized training in radiology, he served as a Library Trustee from that date until his death in May 1985.

During the terms of his appointments Dr. Skinner served in various capacities and was elected chairman of the Saint John Free Public Library Board in 1964. In this same year, a five year plan of expansion of city library service was put forward through the Board to Common Council, resulting in branch libraries for the eastern and western divisions of the city and a relocation of the central Boys' and Girls' Library to allow for expansion of the adult collection.

Through the mid-sixties Dr. Skinner was prominent in library service advancement through Board briefs to and appearances before municipal council, the provincial premier and cabinet and numerous government officials concerning the formation of the Saint John Regional Library in 1967. His effort played no small part in the inclusion of a new central library and regional library headquarters in the Market Square Complex in Saint John, which was completed in May 1983. Funded by federal, provincial and municipal governments and a private developer, Market Square was conceived as a giant step toward revitalization of the city centre with the new library as a prime civic inclusion.

Dr. Skinner encouraged staff participation in professional organizations and attended and contributed to many seminars, workshops and conferences at the provincial, regional and national level. Having actively worked at the preliminary stages as a senior trustee in New Brunswick, Dr. Skinner was elected first chairman of the New Brunswick Library Trustees' Association at the organizational meeting on November 24, 1979.

Dr. Skinner has a long and distinguished career in the medical profession. He received his premedical training at the University of New Brunswick

and then went to McGill University from which he graduated with the degrees of M.D., C.M. in 1934. Initially his interest was internal medicine and he became associate professor of medicine at Dalhousie University. During World War II he was a chief medical officer with the R.C.A.M.C., holding the rank of Major.

In 1952 Dr. Skinner made the decision to specialize in diagnostic radiology, and became a resident in radiology at the Peter Brent Brigham Hospital in Boston. In 1954 he obtained certification in his specialty and was appointed head of that department at the Saint John General Hospital. Concurrently he was assistant, and later associate professor of radiology. After his retirement in 1973 he joined the medical staff of the New Brunswick Workers' Compensation Board for a time.

Dr. Skinner was a fellow of the American College of Physicians and of the American College of Radiology. For many years he sat on the executive of the New Brunswick Medical Society, served as its treasurer for a long period and was its president in 1963. He was a representative from his province to General Council of CMA and also belonged to the CMA Executive Council. In 1966 he was president of the Canadian Association of Radiologists.

Dr. Skinner was a recipient of the Atlantic Provinces Library Association Merit Award in 1982.

Note: — The following letter was received by the past-president.

Dear Mr. Birdsall:

Will you please extend to the members of the Atlantic Provinces Library Association my deep appreciation of the telegram sent to me at the time of my husband's death.

Norman was very proud to receive the APLA Merit Award and enjoyed his work in the Library field.

Thank you for your tribute to his contributions.

Yours sincerely,
Lucille Skinner

Publications

An Ounce of Prevention: A Handbook on Disaster Contingency Planning for Archives, Libraries and Record Centres.

The handbook takes readers step-by-step through the development of a contingency plan, effective response and salvage operations, to rehabilitation of materials. It contains a comprehensive bibliography and a listing of sources of assistance.

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Cost: \$17.95 or \$30.00 for two. To order, contact the Toronto Area Archivists Group, P.O. Box 97, Station F, Toronto, Ontario M4Y 2L4.

Proceedings of the Tenth Northern Libraries Colloquy held at Memorial University of Newfoundland St. John's, Newfoundland August 12-16, 1984 464 Pages

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graduate and the M.L.S. graduate. She summarized who should have input into the preparation of the program stressing the need for input from the M.L.S. program and discussed at length the need for accreditation of library technician programs in Canada.

Through the questions that followed, those present became aware that there are several library technician programs currently under development in the Atlantic area: Kings Regional Vocational School in Nova Scotia is working on a two-year program, hoping to implement it in fall 1985; Memorial University of Newfoundland Extension Service is planning a program aimed particularly at public library personnel in isolated areas; and New Brunswick has also developed an extension program that includes correspondence courses for library assistants. Ms. Galler had some reservations about teaching long distance, solely through correspondence courses or educational television as she felt there would always be the need for some "hands on" experience, with appropriate resources and resource people present. She stressed the need for starting small, with, for example, a continuing education program of part-time courses for people already working in libraries.

She pointed out that a problem here in the Atlantic region is that library technicians are virtually unknown. We are used to librarians and library assistants. Hence, the wage scales and job descriptions for technicians tend to be unsuitable. The education of administrators and employees as to what a library technician is and can do is an on-going, long-term effort — well worth the time it takes.

The high attendance at this session indicates a great interest in library technician programs among APLA members. We look forward to seeing what the 1986 APLA conference offers in this area.

Reported by
Bernie Conran
Memorial University of Newfoundland

Publishers Donate Heritage Books For Library Heritage Awards

Twelve public libraries, one in each province and territory, will be awarded a set of books for outstanding community awareness programs in support of Canada's National Parks Centennial this summer.

The books reflecting Canada's natural and historic resources have been donated by Canadian publishers including: Tundra Books, CBC Enterprises, Penguin Books, Methuen Publishing Ltd., Ontario Museum Association, Ontario Historical Society, Parks Canada, Canadian Automobile Association, Collins Publishing, NC Press, Hurtig Publishers and McClelland and Stewart Ltd.

A chosen french language library will receive a set of books from the french publishers SOGIDES and Pares Canada.

The Library Heritage Awards Program is one of many initiatives of the National Parks Centennial Citizens'

Committee, non-profit organization with Directors from across Canada. The Committee was established by the Ministry of the Environment to encourage public awareness of our natural and historic heritage during Canada's national parks centennial year.

Public libraries throughout Canada are invited to develop special summer programs to encourage greater public awareness of Canada's natural and historic heritage at the national and community levels. Descriptions of these programs are to be submitted to the NPCCC by September 27th, for review by a volunteer panel of representatives from the heritage and library programming community.

For further information contact:

Laura MacKinnon
Projects Officer
National Parks Centennial
Citizens' Committee
(416) 865-1885

General Activities Fund

DO YOU HAVE AN IDEA FOR A WORKSHOP, A PROJECT, OR AN ACTIVITY WHICH WOULD FURTHER THE AIMS AND OBJECTIVES OF APLA?

If so, funding may be available for your project through the APLA General Activities Fund. Send your request for funding to the address below, and include the following information:

- i) description of activity including, where applicable, the purpose, the project audience, and duration of activity;
- ii) a budget proposal indicating:
 - a) whether the request is for seed money or for a subsidy;
 - b) whether other sources of revenue are to be obtained;
 - c) what expected revenues and expenditures are projected.
- iii) name of activity coordinator
- iv) statement of agreement to submit financial accounting within 60 days of the conclusion of the event and to return to the Association any funds recovered from the event.

Applications should be received before 15 September, 1985 for consideration at the fall meeting of the Finance Committee. Applications received after that date will be considered as funds are available. Address all correspondence to:

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Kingstec to offer library techs' course

A post-secondary library technicians course will be initiated at Kings Regional Vocational School in September.

The course has been introduced as the result of a survey conducted through libraries in the province and due to identification of a need for technicians by the Nova Scotia Library Association.

A trend has developed for universities, school boards and municipal libraries who are faced with cutbacks and budget restrictions, to hire library technicians rather than higher paid graduates of a library science university course.

In some instances, a degree librarian oversees a staff of technicians at separate branches.

The two-year Kingstec course, the only one in Atlantic Canada, will be open to 10 students for the first year from any location in Nova Scotia. Applicants must have completed grade 12 with average or better achievement in English, history, social science and at least one credit in Grade 11 or 12 in each of science and math.

Personal qualifications should include an aptitude for library work, be highly organized and an avid reader,

have the ability to communicate clearly and to understand and follow written or oral directions and the ability to effectively supervise the work of others.

During the course, students will be taught the subjects necessary to function successfully in a large library under the supervision of a qualified librarian, successfully operate a small established library, such as community or corporate reference library with the assistance of volunteers or clerks.

Typing, word processing, preparing acquisition lists, cataloguing and electronic filing systems, supervising circulation, assisting clients in information gathering and promotion are some of the subjects comprising the course curriculum.

Library technician students will be going to Vaughan Memorial Library at Acadia University for extended training on the computerized cataloguing system.

Principal Dave Corkum says the course will "be a difficult one, but participants will be well-trained on graduation and ready for the job market."

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