

Distance Education - Not That Distant

New technologies are exacting changes to librarians' duties and responsibilities. As a partial study of the impact of these technologies on distance education, a survey was conducted by Lillian Beltaos and Brian Bradley involving librarians in the Atlantic Provinces. The focus of our survey was on the amount and type of support being offered by librarians to distance education courses offered through institutions in the Atlantic Provinces.

In their review of the survey* (presented at APLA '95), Beltaos and Bradley touched on several topics concerning the extent of current support for distance education courses. These topics examined a range of services which included the role of librarians and the extent to which support existed for these courses. Details of this survey's results are summarised below.

Of the universities who responded, the consensus was that the largest majority of students registered in distance education courses was first in the home province for the university and next in one of the other Atlantic provinces, with significantly lower numbers (i.e. less than 3%) registered from the other Canadian provinces and the United States. Methods of delivery included teleconference (used by 40% of respondents), correspondence (60%), online courses (40%), remote classrooms (60%), and independent study (60%). Memorial University of Newfoundland added 2-way compressed video and 2-way video via satellite to these delivery methods. Note that questions in the survey were not always mutually exclusive.

Electronic Bulletin Board Systems (BBSs) and Freenets were used the least (20%) in the networking options cited, with a variety of Internet vehicles being the most popular (60%). These vehicles included e-mail, gopher, telnet, World Wide Web (WWW), ftp and listserv discussion groups, as well as Wide Area Networks. The networks were normally administered by either the institution's computing centre or by a combination of the distance education office and the computing centre.

Pre-packaged class sets, textbooks and workbooks or lab manuals were the most popular format of curriculum materials (60%), with some institutions (40%) including video and

audio tapes as well. Faculty and distance education staff were the people who normally prepared these materials. None of the institutions responding had formal guidelines for library support.

With respect to library services that are available to distant learners, the following were the most common types:

1. access to interlibrary loan service as required
2. subject and literature searches on course topics as required
3. copies of recommended or supplementary readings or audio visual material
4. access to the library's online catalogue
5. general reference and bibliographic information as required, and
6. general access to other library services beyond the requirements of the distance education course(s).

The majority of the respondents (i.e., more than 60%) indicated that the parent library supported the library needs of faculty, part-time instructors, course designers and tutors for course preparation or teaching in the distance education program. None of the libraries polled had a written collections development policy which included separate collection guidelines for the distance education program. Only one respondent had funds in the acquisitions budget allocated specifically to the distance education program. One respondent had a pro-

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From the Editor's Desk

Once again we would like to thank all the "volunteers" who make the *Bulletin* possible. Special thanks to Brian Bradley and Lillian Beltaos for our lead article and to Leslye McVicar for the Atlantic Profile.

As each issue comes out, we realize that many of the articles offer us opportunities for further exploration and future articles. For instance, the mobile in the Queen Elizabeth II Library, is an example of some of the fine art work that is displayed in our libraries. Do you know of a library with art work that deserves recognition? In the News from the Provinces we read about new, or extended, library facilities in New Brunswick and Nova Scotia. Do you know of other building that is taking place? We would like to feature library construction in the March/April issue. If you would like to see an article on the art one of our libraries, or if you know of new library facilities, let us know.

The ABPNB/APLNB, CLTA and the National Library of Canada have chosen to use the *Bulletin* as a way of spreading the word about their organizations. We welcome input from these and other associations whose work is of interest to the APLA membership.

As this is the last issue of the *Bulletin* which you will receive before the holiday season, we would like to wish you happy holidays and the best of the new year. □

— Suzanne, Joy, Bernie

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Update on Interest group and committee conveners and representatives. See v. 59, no. 1 (July/August) for a complete listing.

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From the President's Desk

I recall saying in my previous column that pretty soon it would be September and we would all be run off our feet again as life got back to its regular frenetic pace after summer vacations. I little knew how right I was. It has really been a three-ring circus around here, even without APLA responsibilities. I really appreciate the other APLA people with whom I am working, and to whom I can just hand over problems or questions knowing that they will be taken care of. I wish I had similar problem-solvers here in my library to help me - but I must not whine or you'll stop reading.

Previous issues of the *Bulletin* have included ads soliciting applications for money from APLA's General Activities Fund (GAF). To date only two applications have been received, and there should still be funding available when these have been dealt with. After consultation with the editors of the *Bulletin*, the decision has been made to run another ad with a deadline early in the new year. This will allow you to plan workshops or training sessions for late winter or early spring, and request funding if your project meets the GAF guidelines (see p. 10 for the GAF ad).

At the request of CLA, I have written a letter on APLA's behalf to the Honourable David Dingwall, Minister of Public Works and Government Services, in support of a resolution passed at the CLA annual meeting in Calgary in June. The

resolution protested the government's proposal to privatize the functions of the Canada Communications Group - Publishing (CCG-P). This proposal might lead to the privatization of ALL the CCG-P functions including the depository services program (see p. 10 for more on the depository services program), and also of decisions on what government information would be published and in what formats, and how that information would be distributed to Canadians. I am sure that you will be most concerned, as I was, at the implications of the possible privatization of this agency whose services are so essential to all of us, both as professionals and as private citizens. I have asked the APLA provincial vice-presidents to write similar letters to the MPs for their respective provinces. CLA has suggested this as a way of indicating our concern to as many members of the government as possible.

The fall executive meeting took place October 28-29. I will doubtless be in touch with many of you via the APLA listserv to report on the meeting, and will use that report as the basis for my next column, for those of you who do not use the list. Some of the items we discussed were the CLA membership survey whose report was

released earlier this year, the new developments on copyright, and what action the government has taken on the CCG-P privatization mentioned above.

Finally, I must not neglect to remind you all again about the upcoming joint conference of CLA and APLA in Halifax, June 6-9, 1996 (see p. 13 for more conference information). Having this conference in Halifax gives many of us our only realistic hope of being able to attend CLA and get a wider view of the issues facing our profession. Please remember that APLA members will be able to register at CLA member rates - so renew your APLA membership early! Also, the Conference Planning Committee will need our help to ensure the smooth running of the conference. Volunteers are needed to act as moderators for sessions, to staff the registration desk, and for the myriad other jobs that will need to be done. Please contact Peter Webster of the Patrick Power Library, St. Mary's University (phone: 902-420-5507; e-mail: pwebster@admin.stmarys.ca) if you can help. You might earn yourself a free conference session by giving up a little of your time during the conference. □

— Susan Libby

WELCOME NEW MEMBERS

Davena Davis, Atlantic School of Theology
Jean Lykow, Holland College

Publication Information

The *APLA Bulletin* is the official organ of the Atlantic Provinces Library Association. **Frequency:** The *APLA Bulletin* is published bi-monthly. **Subscriptions:** Institutions may subscribe to the *Bulletin* for \$55 per annum. Subscriptions and claims for missing issues should be sent to the Treasurer of the Association c/o The School of Library and Information Studies, Dalhousie University, Halifax, NS B3H 4H8. Back volumes are available from University Microfilms, Ann Arbor, MI 48106. **Submissions:** Submissions should be sent to the Editor or Assistant Editor. Deadlines for submissions are February 7, April 7, June 7, August 7, October 7, December 7. **Advertising:** All correspondence regarding advertising should be sent to the Advertising Editor. A rate card is available upon request. **Indexing:** The *APLA Bulletin* is indexed in *Canadian Periodical Index* and *Canadian Business and Current Affairs*. **Design and Layout:** Desktop Design and Graphics.

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A ONE YEAR MEMBERSHIP TO APLA

St. Jerome is looking for a new lion to serve as his masthead. If your submission is selected, you will win a year's membership in APLA.

Submissions should be received by **December 7, 1995.**

Submissions should be sent to:

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NEWS FROM THE PROVINCES



PUBLIC

In the aftermath of the fall provincial election, a new minister has been given responsibility for public libraries. Ann Breault, formerly Minister of State for Literacy, has been appointed Minister of Municipalities, Culture and Housing.

The **Literacy Program for Kids at Risk** was a success again this year with 456 children participating as opposed to 350 last year. The demand continues to grow for this program, and it is hoped that the available resources will keep pace with those demands.

James Violette has been hired on a one-year contract as interim director of the Chaleur Regional Library. Despite a spring competition, it was impossible to find a bilingual librarian with sufficient administrative experience to fill the position. Mr. Violette has over 20 years management experience with the Government of New Brunswick.

The Annual meeting of the Saint John Regional Library Board was held October 10. The newly elected chairperson, **Nicholas Barfoot**, presented a gift to **Judy Heron** in recognition of her outstanding accomplishments over the previous three years as Chairperson.

Saint John trustees, representing the library boards throughout the Region, attended the dinner hosted by Centre Scolaire Communautaire Samuel-de-Champlain in honour of the visit of His Excellency the Right Honourable Roméo LeBlanc, Governor General of Canada, on October 10. The dinner was also in recognition of the 10th anniversary of the **Centre Samuel-de-Champlain and Bibliothèque Le Cormoran**.

The **Kennebecasis Public Library** awarded the contract for construction of

its library expansion to Lisson Construction. The addition of 1800 square feet will provide 30% more space, which is much needed for this busy branch.

On September 20 the Saint John Regional Library Board hosted its third annual **Employee Development Day**. All service points were closed for the day and staff attended workshops dealing with ergonomics, self motivation, positive self image, stress management and stress management through laughter.

Trustees in the province presented an informative fact sheet to all candidates running in the recent provincial election. The message from the trustees in the Albert-Westmorland-Kent Region was typical in advocating for proper funding for additional staff, better collections of materials and automation.

Public access catalogue automation commenced in the Saint John region with the arrival of the new PCs at regional headquarters on August 2. Staff are "targeting" the availability of the CD-ROM catalogue region-wide, toward the end of October. Saint John region staff members **Barbara Malcolm** and **Diane Buhay** conducted six CD-ROM cataloguing training sessions (5 1/2 hours per session for 36 full-time and part-time staff).

The Saint John region's barcoding team of four students under the supervision of **Pamela Galbraith** visited all branches in the Saint John region and barcoded approximately 50,000 books.

Under the planning and guidance of Barbara Malcolm and Diane Buhay, lunch hour sessions for the public entitled **Wired Wednesdays** commenced on October 4 at the Saint John Free Public Library. Topics to be covered include: Windows 95, setting up a home office, Internet relay chat and mobile technology.

Staff and trustees of the **Saint John Free Public Library** attended the Saint John Learning Exchange fund raiser luncheon October 5. They were delighted with a play put on by students of the Learning Exchange.

The summer reading club "**A book, a mystery to discover**" was very successful; 1,456 children in **York region** registered with 939 completing their contracts - 25,732 books were read. The "I

love to read - read to me" program, designed for young children aged 2-6, also attracted a number of young people whose parents agreed to read to them: 451 children registered, 307 completed their contracts and 10,075 books were read to individual children over the summer months. The summer reading club was, once again, very successful in the **Albert-Westmorland-Kent Region** with over 2200 youngsters participating in the regular program and 547 in the pre-school program. The mystery theme lent itself well to creative programming throughout the region.

The **Carleton-Victoria bookmobile** is back in circulation serving the counties of Carleton and Victoria after being repaired and repainted this summer.

Amalgamation of several small communities means that the Saint Joseph Public Library will now be known as the **Memramcook Public Library**.

The **Moncton Public Library** went on-line to the Inlex system early in the summer. Library users are very pleased with this new access to information about the materials available to them.

Three Albert-Westmorland-Kent libraries recently celebrated anniversaries. The **Saint-Antoine Public Library** and the **Salisbury Public Library** commemorated fifteen years of library service while the **Dorchester Public Library** marked its thirty-fifth anniversary.

Annabel Lewis was honoured at a retirement dinner. She has been working at the Riverview Public Library for twelve years where her excellent and very personalized service is warmly remembered by library users.

La **Bibliothèque régionale du Haut-Saint-Jean**, en étroite collaboration avec le restaurant McDonald d'Edmundston, a présenté un spectacle de Ronald McDonald dans les écoles de la région les 24, 25, 26 et 27 Septembre 1995.

Sous le thème "Lire, c'est amusant", le clown bien connu des petits et des grands, s'est adressé aux jeunes de la première à la quatrième année scolaire. Il leur a vanté les plaisirs de la lecture avec son ami Ragot "le rat de bibliothèque" et il leur a lu une histoire avec Mille-feuille,

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NEWS FROM THE PROVINCES

la mascotte de la Bibliothèque régionale.

Afin de donner suite à l'activité, un concours est organisé dans les bibliothèques publiques de la région et au bibliobus. Les jeunes de 12 ans et moins sont invités à se rendre à leur bibliothèque publique ou au bibliobus. Sur emprunt de documents, ils se verront remettre un coupon leur permettant d'obtenir une chance de gagner des prix à chaque mois. Les gagnants de chaque mois seront éligibles pour le tirage final en mai 1996. Le premier prix sera une collection complète de la série Tintin.

La **Bibliothèque publique La Moisson de Saint-Quentin** se voit dans l'obligation de procéder à une réduction de ses heures d'ouverture. Ainsi, le nombre d'heures passera de 39 à 30 heures semaines. Cette réduction est d'autant plus malencontreuse quand on sait que les bibliothèques sont de plus en plus achalandées et qu'elles doivent répondre de plus en plus, à de nouveaux besoins principalement en matière d'alphabetisation et de formation continue.

La Bibliothèque publique La Moisson de Saint-Quentin figure parmi les bibliothèques les plus achalandées de la province. 65,213 documents ont été prêtés en 1993-1994, par les deux employées qui assurent le service.

ACADEMIC

The **New Brunswick Community College's** Woodstock and Moncton campus libraries are in the first stages of automation. Both libraries have purchased Follett Unison software, which combines Circulation Plus and Catalog Plus, to cre-

ate their respective data bases, automate their circulation systems and eventually provide on-line searching for their clients. They are also sharing a subscription to LaserQuest, a CD-ROM cataloguing utility, to accomplish retrospective conversion. At the moment, staff in both libraries are involved in bar coding books and shelf list cards and importing records from LaserQuest to the data bases. The imported records are edited using Follett. OPACs for client use will be available when retrospective conversion is completed.

Access '95 - World Wide Web was sponsored by the University of New Brunswick Libraries, October 23-25. The conference focussed on the use of gateways and electronic publishing. Speakers from three major American universities, the University of New Brunswick, and the Ohio consortium for libraries tackled the issues involved in electronic publishing for research and reading audiences using the web.

The travelling exhibition "Fine Printing - the Private Press in Canada" has been on display in the Harriet Irving Reading Room of the **University of New Brunswick Libraries** since October 9. The exhibit will be in place through November 17.

ASSOCIATIONS

The 1995-96 executive of **Association des bibliothécaires professionnel(le)s du Nouveau-Brunswick/Association of Professional Librarians of New Brunswick** was elected at the annual general meeting in Miramichi, September 29 and 30. The Executive includes President: **Kenda**

Clark-Gorey, Community College of New Brunswick-Edmundston; Vice-President: **Richard Anderson**, Canadian Agriculture Library, Fredericton; Secretary: **M'hamed Belkhodja**, Centre universitaire de Shippagan; Treasurer: **Linda-Ann Sturgeon**, Harriet Irving Library, UNB. The two elected members at large are: **Brian McNally**, Mount Allison University and **Sylvain Lavoie**, Bibliothèque Père-Louis-Lamontagne, Miramichi.

OTHER

The **Provincial Library Forum** met in Miramichi City on September 29. Two studies were approved, one on requirements for staff training, the other on public-school libraries. Subcommittees will be established to study the issues and make recommendations. □

— Marilynn Rudi
Vice President (New Brunswick)



PUBLIC

Heather Myers, Children's Librarian, Provincial Resource Library, is chairing a revitalized **St. John's Children's Literature Roundtable**. The group has had two successful and well attended meetings at the Children's Library.

Canadian writers **Camilla Gryski** and **Welwyn Wilton Katz** have both given readings at libraries in St. John's. Ms. Gryski was at the **A.C. Hunter Children's Library**. Ms. Katz was the guest of the **Michael Donovan Library**.

Young adult writer **Martha Brooks** is the touring author for Newfoundland dur-

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NEWS FROM THE PROVINCES

ing Canadian Children's Book Week. Ms. Brooks is the author of *Two Moons in August* and *Travelling on Into the Light*. She will read at the **A.C. Hunter Children's Library** on November 23.

Bill Jameson has started a number of networking initiatives in the public libraries in the St. John's area. An ethernet will be in place within the Arts and Culture Centre before Christmas. The Canadian Department of Industry, Science and Technology is providing 30-40 work stations. Network access will also be provided for libraries in Conception Bay South, the Goulds and Mount Pearl.

ACADEMIC

Colleen Field has been appointed to a further one year contract with the Centre for Newfoundland Studies, Memorial University of Newfoundland. Her appointment, at 80% load, is to cover the release time granted to Chris Dennis as president of the Memorial University of Newfoundland Faculty Association.

Louise McGillis has been appointed to an eight month special project contract in the Memorial University of Newfoundland Library System. Louise will be delivering Computer Literacy Advancement Modules (CLAM) to all staff in the library system.

Janice Adlington is on a special eight month contract in the Information Services Division of the Queen Elizabeth II Library, Memorial University of Newfoundland. Janice is continuing to work in the Government Documents Section and to develop the Library Web.

Mary Chalker, Associate University

Librarian, Memorial University of Newfoundland, is on leave in Toronto. This fall she will be working and learning in the Preservation Service of the Metro Toronto Reference Library. After Christmas, she will enroll in conservation and preservation courses at the University of Toronto, Faculty of Information Studies.

To cover Mary Chalker's leave, **Louise White**, Lending Services, Queen Elizabeth II Library, has been appointed Acting Associate University Librarian.

Sandra Halliday, has been hired to replace Louise White in Lending Services. Sandra has her MLIS from Dalhousie. Prior to coming to the Queen Elizabeth II Library, Sandra had worked at St. Clare's Mercy Hospital, St. John's.

Gary Peschell, has a contract as librarian at the Baie Verte Campus of the Central Newfoundland Regional College. Previously he was librarian at the Burin Campus of the Eastern Community College of Applied Arts, Technology and Continuing Education.

SPECIAL

Pat Tilley's position as librarian at Forestry Canada, Newfoundland and Labrador, has been extended to April 1996. With the closure of this government facility, Pat will be transferring to Forestry Canada in New Brunswick.

Karen Halliday, Newfoundland Department of Social Services Resource Centre, is also working on a part time basis with the Association of Registered Nurses of Newfoundland.

David Clark the librarian at the Marine Dynamics Branch of CISTI (St.

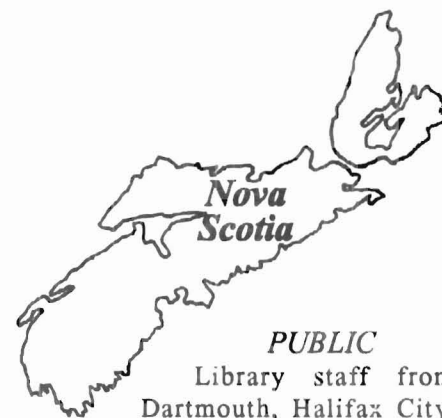
John's), has gone on leave to do computer related courses in Ottawa. His replacement has not been announced yet.

OTHER

Newfoundland country singer **Dick Nolan** was recently awarded the Sound of Canadian Country Certificate of Merit. This means that Nolan's recorded music will be kept at the National Library of Canada as part of Canada's heritage.

Pearce Penney, former Provincial Librarian in Newfoundland, was awarded one of the first Canadian Citizen Recognition Awards. The Awards were established by Corel Corporation and Bell Canada to recognize Canadian citizens who have made outstanding contributions to Canadian society. The Canadian Citizen Federation uses this award to recognize professions and categories of people not usually recognized on the national level. □

— Karen Lippold
Vice President (Newfoundland)



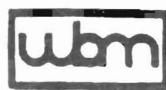
PUBLIC

Library staff from Dartmouth, Halifax City, Halifax County and the NS Provincial Library gathered in **Dartmouth's North End** to celebrate the sod-turning for the new community centre which will house a branch library. The facility is being built under the Canada/Nova Scotia Infrastructure Works Program.

The **Word on the Street** festival held in Halifax was a great success. The September festivities were a celebration of reading and literacy. The **metro libraries** were represented in a booth that promoted literacy programs as well as other library services.

On September 29, the NS Provincial Library staff bid a happy retirement to

(Continued on next page)



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News From The Provinces

(cont'd... from page 6)

Shirley Gilbert whose career at the library spanned a record-breaking thirty years. For twenty six of these years Shirley was in User Services.

OTHER NEWS

P. Michelle Fiander and **Laurie R. Davidson**, students at Dalhousie's School of Library and Information Studies, were named winners in national student paper competitions. Michelle received the Student Paper Prize awarded by the Canadian Health Libraries Association/Association des Bibliothèques de la Santé du Canada (CHLA/ABSC) for her paper "End user searching and the health professional." The paper will be published in *Bibliotheca Medica Canadiana*, the official journal of the CHLA/ABSC. Laurie was named runner-up in the student paper competition organized by the Canadian Library Association for her essay "Redefining knowledge and power in library and information science."

Linda Farmer Has been appointed Executive Director of Novanet. Linda graduated from the University of Toronto with her MLS, specializing in library automation. She has served as technical coordinator for a consortium of academic libraries in Ontario and Quebec and as a product specialist for GEAC Computers International, Inc. □



ACADEMIC

Robertson Library held their first duplicate book sale in September. University Librarian Dan Savage reports that it was financially successful as well as boosting community relations and staff morale.


PUBLIC

Systems Librarian **Moira Davidson** has the provincial automation project off to a good start. At the provincial headquarters, they are working on implementation planning for the cataloguing and processing functions. A local area network is being installed in the Confederation Centre Library in Charlottetown. This is in preparation for automation.

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Distance Education - Not That Distant (cont'd... from cover)

professional librarian dedicated to the provision of library support for distant learners with the majority indicating little to no participation in course planning (Note: at the time of publishing this article, the trend in course planning is changing to the point where librarians are becoming more involved. This can result in nothing less than the optimization of resources as shrinking budgets force some of these resources to the point of extinction).

Access to photocopiers was the most common office equipment available, while mail room services, computing and access to telecommunications facilities and networks were the next most common. Courier and mail services topped the list in popular document delivery methods, with facsimile and inter-institutional delivery service being the next most popular. If separate fees were charged by the library, they tended to be applied against facsimile, courier and mail charges on a per item basis. One of the responding libraries charged for services to learners enrolled in the distance education programs at other institutions.

All the institutions offering distance education cooperated with unaffiliated libraries by loaning library materials on a temporary basis or by providing reciprocal library borrowing privileges and access. Of those institutions that did not have existing distance education programs in place, the majority anticipated establishing information services or library support for a distance education program within the next year and were normally in the process of developing such services.

Overall, the surveys received indicate that the libraries in the universities of the Atlantic provinces are responding to and/or addressing the information needs of the distant learner within their modest means. Although there is some cooperation with the public and other libraries local to the distance learner, there remains the need for established standards or guidelines to facilitate this cooperation. Such guidelines would ideally address a uniform practice whereby a distant learner could conceivably take concurrent courses offered by separate institutions with minimal administrative difficulties and maximal information (i.e., library) support. These guidelines would ideally remove the need for local libraries (and those of the principal institution) to adopt a several of methods for responding to that learner's information needs. In honing such responses, librarians would assist in rendering distance education not so distant.

— Brian Bradley and Lillian Beltaos
Mount St. Vincent University

*Note: Acknowledgment is made to Rita Campbell and Bonnie Waddell who reviewed the initial drafts of the survey and made recommendations for amendments, as well as to Carolyn Nobes and Chris Beckett for their insights into distance education programs. □

In Altum



In Altum by Cornelia Eyre. (Photo by John Bourne, Memorial University of Newfoundland).

A soaring mobile has been installed above the lobby of Memorial University's Queen Elizabeth II Library. The piece is in honour of Nancy Grenville who worked in the library for 15 years. During part of this time, Nancy worked in the Centre for Newfoundland Studies (CNS). While at the Centre, Nancy was responsible for the manuscript collection and oversaw the establishment and development of the CNS Archives. She retired in 1989 and died in 1994.

The sculpture is the work of Cornelia Eyre who was commissioned to design and arrange the fabrication of a mobile. The title of the work, *In Altum* ("into the depths, into the heights), is taken from the phrase on Memorial University's crest. Ms. Eyre has appropriately chosen ideas and elements of the sea and sky to represent both the theme and the essence of Nancy's life - a life spent in reaching for the extreme limits.

The Editor, with acknowledgment to
Anne Hart, Bert Riggs, and Bill Tiffany
Memorial University of Newfoundland □



**Children's Librarian
(Librarian II)
York Regional Library**

Location:

Fredericton, New Brunswick

Start Date:

January 1996

Salary:

\$1,283-\$1,846 (bi-weekly); \$33,358-\$47,996 (annually)

Duties:

The Children's Librarian is responsible for:

- providing professional reference service to enquiring patrons;
- offering readers advisory service based on extensive knowledge of literature, both children's and adult;
- working with other professionals to develop a comprehensive collection of print, sound and video materials;
- planning, organizing and conducting programmes;
- supervising, scheduling, training and assigning work to three permanent part-time staff;
- working with the City Librarian to plan services and facilities and to maintain communications with the Board and Regional Librarian;
- acting as a resource person to the Region and its branch libraries on children's literature, programmes and reference;
- being the Region's representative on the Provincial Planning Committee for the Summer Reading Club;
- working as part of the Fredericton Public Library staff to ensure the best possible library service is offered to the citizens of Fredericton and its surrounding area.

Qualifications:

M.L.S. from an accredited library school; plus five years professional experience with the last two in a supervisory position; as well as a demonstrated commitment to children's services and literature.

APPLY in writing, including resume and three references, no later than December 31, 1995, to:

Laurette Mackey, Regional Librarian
York Regional Library Board
4 Carleton Street
Fredericton, NB E3B 5P4

Visit Helen Creighton (and others) on the WWW

After graduating from Halifax Ladies College and receiving a music diploma from McGill University, Helen Creighton spent brief stints as a social worker, journalist and children's radio host in Halifax. In doing research for a story on pirates, she interviewed Nova Scotians who knew tales and songs from pirate days. Having discovered this rich source of folklore, Helen Creighton set about collecting and transcribing songs and stories throughout the province, sometimes travelling on foot or by boat to reach isolated communities, and pushing her metre-long melodeon (reed organ) in a wheelbarrow. Her collection of over 4,000 songs in English, French, Gaelic, Micmac and German includes some from the 13th and 15th centuries, as well as the now popular "Farewell to Nova Scotia." Many of the songs have been commercially recorded and have become the basis of ballet, opera and symphony scores.

For her remarkable contribution to Canadian life, Helen Creighton was awarded six honorary doctorates, the Order of Canada, and the Canadian Music Council Medal. Her memory is kept alive through the Helen Creighton Folklore Festival in Dartmouth and the Helen Creighton Foundation. Her collection is at the Public Archives of Nova Scotia.

Helen Creighton is one of twenty-one Canadian women whose achievements are celebrated by the National Library of Canada in an exhibition of books, photographs, readings lists and materials from its collections. Mounted to coincide with Women's History Month, the exhibition includes women who have contributed to Canada's musical heritage as performers, composers, or songwriters and to Canada's literary heritage as writers and poets. Also included is a selection of lesser known women from across the country who, through their strength, courage, and determination, have made significant contributions to the development of Canadian life and society. With a few exceptions, these "pioneers" were born before 1900.

The electronic version of this exhibit, *Celebrating Women's Achievements: 21 Pioneers*, is available on the National Library's World Wide Web service (<http://www.nlc-bnc.ca>). For each pioneering woman, there is an illustration, a short biographical note, and bibliographic citations to works by or about the individual. The entry for Helen Creighton also contains an excerpt of "Farewell to Nova Scotia" sung by Catherine McKinnon.

— Mary Jane Starr
National Library of Canada

Editors' note: For more information on the exhibit, contact Paula Tallim, Reference and Information Services Division, National Library of Canada (Paula.Tallim@nlc-bnc.ca or 613-995-9481). □

Wither the DSP?

In July, I opened an envelope from Micromedia - and to my surprise, had Statistics Canada 65-004, *Exports by Commodity*, drop into my hands. On microfiche. This is but one of the recent format changes to have occurred with government publications. In the near future, we can expect to see more libraries scurrying to find microfiche readers, Internet terminals, and extra funding in order to access government information. The Intellectual Freedom Committee has in the past used the *Bulletin* to alert members to challenges to materials in libraries and schools. This time we instead consider access to a whole class of information.

According to Statistics Canada, the print publications which have been converted to microfiche are "few in number and are typically publications which contain fairly detailed statistical information." Over the next year, these "few" will grow to some 25 titles, including most of the series associated with trade and health care. Fiche will be supplied to the depository libraries at no charge. If paper is desired (as it would be by anyone who's ever struggled with detailed statistics on fiche), it can be provided - at costs ranging from \$250 to \$750 per title. Even for libraries willing to accept this (I'm trying to avoid saying "extortion"), few could bear these costs.

Statistics Canada currently plans, over the long term, to move to an exclusively electronic service. This is in line with the plans of other government agencies: Bruno Gnassi, director of the Depository Services Program (DSP), has speculated that in ten years, the DSP will have moved entirely out of paper. We saw the beginning of this over the summer, when the evidence from the Standing Committees of the House and Senate became available only via the Internet (although fiche and CD-ROM versions may also be produced). In one sense, this clearly facilitates access: the

information is now available around the clock to anyone on the net. For librarians, though, there is concern that the files are simply being dumped on the net, with neither the indexing that accompanied the printed accounts nor satisfactory electronic search mechanisms. In addition, it is not clear which, if any, government body is responsible for archiving such files, to ensure their continued availability.

The future and direction of the DSP is a current topic of discussion for various government and library-related committees. Among the issues to be resolved are: the future administrative location of the DSP (Treasury Board? National Library? other?); privatization of printing (and Reference Canada); and the possible restructuring of depository libraries into regional "resource centres" (watch for the *Braden Report*). Now would be a good time to remind MP's of the role libraries play in the distribution of government information. Beyond this, we might wish to follow Elizabeth Hamilton's* suggestion and approach our MP's, not with complaints about the cutbacks, but with offers of active assistance with the Internet. This could be an opportunity to inform them of both the challenges and the potentialities of the medium, and to ensure that

libraries and their users are not forgotten in the rush to digitize. With the impetus to cost recovery, we're seeing more direct charges for publications; with remote access, we encounter more hidden charges. In both cases, access, or ease of access, is threatened.

As the new Convener of the Intellectual Freedom Committee, I'd like to take this opportunity to introduce myself. For those of you who don't know me, I'm a reference librarian at Memorial University of Newfoundland. There are members of APLA who are directly involved with government publications and the DSP consultation process. My perspective is that of a general information services librarian: changes to the DSP are affecting the assistance I can give to users of my library. I would welcome any insights or corrections from those closer to these issues.

— Janice Adlington
Convener, Intellectual Freedom Committee

* The federal government has hired a private consultant, Anne Braden, to look into the reorganization of the DSP. It is expected that her report will be submitted in the near future. Elizabeth Hamilton is with the University of New Brunswick Libraries. □



General Activities Fund

- Provides funds for projects or activities which will further the aims and objectives of APLA.
- Applications will be considered based on availability of funds.
- Applications should state topic and date of activity, relevancy to the Atlantic library community and APLA, sponsoring bodies, estimated costs and revenues, and a contact person.
- Send applications by January 15, 1996.

Susan Libby
Hospital Librarian
Moncton Hospital
135 MacBeath Avenue
Moncton, NB E1C 6Z8

Phone: 506-857-5447
Fax: 506-857-5545
Internet: mctnhosp@nbnet.nb.ca
Envoy: NBMMH

New Brunswick Loses Major Friend of Children's Literature

As a society frightened by what appears to be a rising tide of illiteracy among our children, we're turning to remedial programs, literacy gurus, and every magic solution short of witchcraft to reverse this alarming trend. But no one in the latest round of debate as reported in the [Daily] Gleaner [Fredericton] has mentioned one of the great weapons against illiteracy and poverty of imagination, namely the children's librarian.

In the York Regional Library system we were very fortunate for over the last quarter of a century to have had a genuine specialist in children's services, Mary Morrison Mayo, who passed away last Friday [September 22, 1995]. Mary was the kind of person who could talk to children without intruding on their tastes and their privacy. She could guide them to books she knew they would enjoy without making them aware that a lesson was being taught, and her own love of children's books kindled answering lights in many a child's heart and mind over the last few decades.

We're not sure how she did it. Witty, elegant and unfailingly kind, Mary was a quiet person who never flaunted her insights, either to her customers or her

colleagues. She just knew things. She read with a voracious appetite that kept her ahead of every trend and informed in virtually every area. Everyone in York knew that if you needed advice on any aspect of children's literature you turned to Mary, and she would share joyously and generously both her knowledge and all the information she could gather.

Adults who met the poised and rather reserved librarian leaned to respect her for her experience and her judgement. The boys and girls who were fortunate enough to share a cauldron with her totally uninhibited Halloween witch, a tea party with her mad Mad Hatter, or indeed to encounter any of the wacko characters she could produce at the turn of a page, learned not only that she was their friend, but that the world of books she represented could be an enchanting place, as full of fun as any video screen, game arcade or sports arena.

It's people like Mary who inoculate children against illiteracy. During her years at York she carefully built up a system-wide collection of children's books which offered every reader not merely entertainment but an opportunity to recognize real quality in writing,

in illustration, in book design. Any old book was never good enough for Mary. It had to be a book that dealt well with its subject, even if its subject was "the world's worst puns" (or something equally goofy). Because she read so much, she developed an instinct for what was specious, ephemeral, and simply not first-class. And these books she not only avoided like the plague, but weeded out of the regional collection. She had no prejudice against the light-hearted, the popular, or the just plain silly: all she asked was that it be good.

Thanks to Mary's work, we at York know that our children's collection is one of the best in the province. The collection she built and which spread over our twenty branches ensured that not only Fredericton youngsters, but children all across central and western New Brunswick were given the opportunity, at every stage of their development, to encounter outstanding books.

In the continuing battle against illiteracy, one of society's best weapons is the really good book, the book a child will enjoy, remember, and grow from. It follows that one of the generals leading the fight against illiteracy is the children's librarian. In Mary Mayo, we had one of the best. She will be missed.

— Originally published in the Daily Gleaner (September 28, 1995)

Editors: The APLA Memorial Awards Fund is an ongoing recognition of the contributions which librarians such as Mary Mayo have made to libraries in the Atlantic provinces. Donations to this fund may be sent to the Treasurer, APLA, c/o School of Library and Information Studies, Dalhousie University, Halifax, NS, B3H 4H8.

— written by Leslie Cockburn and the staff of the York Regional Library (Originally published in the Daily Gleaner, September 28, 1995) □

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News From The Provinces

(cont'd... from page 7)

Several of the public libraries across the province are working cooperatively with other community groups in **Community Access projects**. They plan to share the cost of funding for access.

SCHOOL

The newly established **Teachers' Resource Centre** opened its doors on September 25 to teachers and staff of the P.E.I. Eastern School District. The Centre was formed by amalgamating the Board Office Library and the Audio-visual Resource Library. It is being run by **Rose Alphonse** and **Norine Hanus**.

Judy Davies is the new resource-based learning consultant at the Department of Education. Ms. Davies works with teacher-librarians and teachers in the area of information literacy.

The **P.E.I. Teacher-Librarians' Association** held its annual professional development day and meeting on November 10. Guest speakers included Joan Cummings, Education Officer with the Multicultural Council and Melvin Ostridge, Deputy Minister, Department of Education. In addition to this day, the Department has allotted two additional days over the next year for the professional development of teacher-librarians.

Plans for a revised **Teacher-Librarian Diploma Program** are before the University of P.E.I. Senate. The first of the ten-course program is being offered in January. The two courses offered over the summer months are to be offered again. □

— *Norine Hanus*

Vice President (Prince Edward Island)



First Timer's Conference Grant

Have you never been to an APLA annual conference?

Do you want to go to Halifax, but cannot afford it?

Are you interested in attending a joint APLA/CLA Conference?

Why not apply for APLA's First Timer's Conference Grant?

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

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

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

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

Applications should be submitted by **February 29, 1996** to:

Susan Libby
Hospital Librarian
Moncton Hospital
135 MacBeath Avenue
Moncton, NB E1C 6Z8

Fax: 506-857-5545
Internet: mctnhosp@nbnet.nb.ca
Envoiy: NBMMH



Call for Nominations

The executive offices requiring nominations for 1996/97 are:

Vice President, President Elect	Vice President (Newfoundland)
Vice President (Nova Scotia)	Vice President (Membership)
Treasurer	

Guidelines:

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

Please send nominations, postmarked no later than **February 29, 1996** to:

Charles Cameron
Provincial Resource Library
Arts and Culture Centre
St. John's, NF A1B 3A3
FAX: 709-737-2660
E-mail: cameron@morgan.ucs.mun.ca



CLA joins APLA for its annual conference

Mark the dates in your calendar - Wednesday, June 5 to Sunday, June 9, 1996 - and plan to be in Halifax, Nova Scotia for the Canadian Library Association annual conference which marks the 50th anniversary of the founding of CLA.

The Halifax World Trade and Convention Centre in downtown Halifax and close to all major hotels will provide a first-class venue for the exhibits and trade displays. Regular "no conflict" times are being arranged to enable delegates to visit the exhibits. A rich and varied program of workshops and speakers has been planned to support President Penny Marshall's "Sail Into Our Future" theme. In addition to CLA's customary focus on the Canadian scene, international flavours are being planned and there will be a definite Atlantic provinces emphasis as the Atlantic Provinces Library Association has scheduled its annual conference to meet in conjunction with CLA.

In addition to attending CLA, delegates can arrange pre- and post-conference tours of nearby Cape Breton, Prince Edward Island, New Brunswick, and Newfoundland and Labrador. All this and the Halifax-Dartmouth metropolitan area will make CLA '96 a conference not to miss.

For further information on the Conference in general contact:

- Jane MacDonald, Convenor,
Conference Planning Committee
University College of Cape Breton, Box 5300,
Sydney, NS B1P 6L2
phone: 902-539-5300 ext 321; fax: 902-562-6949; e-mail: jmacdonald@caper2.uccb.ns.ca

or your divisional representative:

- **CACUL** - Margot Schenk
Patrick Power Library, St. Mary's University, Halifax, NS B3H 3C3
phone: 902-420-5543; fax: 902-420-5561; e-mail: mschenk@admin.stmarys.ca
- **CASLIS** - Kathryn Arbuckle
NS Dept. of Advanced Education, Box 578,
Halifax, NS B3J 2S9
phone: 902-424-5264; fax: 902-424-0519;
e-mail: karbuckl@fox.nstn.ns.ca
- **CSLA** - Alexis Little
Auburn High School, 300 Auburn Drive, Dartmouth, NS B2W 6E1
phone: 902-462-607; e-mail: alittle@fox.nstn.ns.ca
- **CAPL** - Michael Colborne
Halifax City Regional Library,
5381 Spring Garden Road, Halifax, NS B3J 1E9
phone: 902-421-2791; fax: 902-421-3791
- **CACL** - Heather MacKenzie
Halifax City Regional Library,
5381 Spring Garden Road, Halifax, NS B3J 1E9
phone: 902-421-3791; fax 902-421-3791
- **CLTA** - John Kitz
Halifax City Regional Library Board,
5381 Spring Garden Road, Halifax, NS B3J 1E9
phone 902-468-2293; fax 902-421-3491 ☐

— Norman Horrocks
Public Relations Coordinator, CLA '96

Atlantic Profiles: Judy Heron

Judy Heron is a member and past Chairperson of the Kennebecasis Public Library Board, the current Chairperson of the Saint John Regional Library Board, the President of the New Brunswick Trustees Association and the Secretary of the Canadian Library Trustees Association. In addition, she is very involved with her church, and has been making tapestry kneeling pad covers in her "spare" time. Judy has three grown children, and three grandchildren whom she works hard at spoiling. Her husband Don is very involved in orienteering, and Judy helps organize and run meets. She plays bridge all day every Thursday, and playing dominoes (not the same game that you played when you were 9) keeps her penny can full!

Bulletin: How do you do all of this?

Heron: With the support of my husband - without which I could not do anything.

Bulletin: Why do you do all of this?

Heron: I want to give something back to my community. I feel that everyone should accomplish something in their life, and it makes me feel useful.

Bulletin: How did you decide to become involved with library trustees?

Heron: After my family, books are the love of my life. The Village [of Gondola Point] was looking for a representative to the Kennebecasis Public Library Board and put a notice in the *Pointer* [the Village newsletter]. I didn't feel qualified, but my cousin, who is a councillor, and the Mayor talked me into it.

Bulletin: Have you always been interested in libraries?

Heron: Yes. I started by setting up school libraries where we were living in Nova Scotia in about 1968. Then we moved to Fredericton, where I set up two school libraries and started up volunteer committees to run them. I also ran campaigns to get donations of books. We received lots of Hardy Boys and Nancy Drews, but it was a start. At the same time, I was volunteering at the Anglican Diocesan Archives, where I did catalogue searching and repairs among other things. Then I was hired by the New Brunswick Nursing Association to set up a library, and I handled this for four years.

Bulletin: What does being President of the New Brunswick Library Trustees Association involve?

Heron: As I see it, the prime importance is to make sure that trustees get the information they need to help them do their jobs to the best of their ability. It is to promote public libraries, and to be the "voice" for public libraries in the province.

Bulletin: What would you like to do next?

Heron: I would like to get back to just working for a local board.

Bulletin: The position for the convenor of APLA's Trustees Interest Group is currently vacant. Why?

Heron: The four Atlantic provinces take turns convening this. New Brunswick's Nick Barfoot just finished his turn. However, there was only one non-New Brunswick trustee who attended the interest group's meeting at the Charlottetown conference. We are hoping that someone from Nova Scotia will volunteer to convene the group since APLA and CLA will be having a joint conference there in 1996.

Bulletin: Why do you think that there were so few trustees at the conference and that there isn't a convenor of the interest group?

Heron: Many people seem reluctant to get involved in higher levels of the trustee associations. Part of this is a lack of education - trustees do not always see the value in "moving up" from local boards. It would really help if librarians did more to encourage the many talented people who serve on local boards, to give them more opportunities to work as one voice for the region, province or country. But it is hard to see the larger issues when you are working to keep one library afloat. Trustees should be encouraged to go to the library conferences as well, to find out about the current issues. Then they must realize their responsibility to report back to their boards on what they have discovered. □

— Leslye McVicar, for the Bulletin
Kennebecasis Public Library



From St. Jerome's Den

Those of you who have trouble remembering taxonomic order, try this mnemonic:

Katy picked cotton on fertile Georgia soil.
(Kingdom, phylum, class, order, family, genus, species)

Thank you Mr. Silbert.

"As a computer review editor, I have trouble deciding which is the bigger obscenity, the Microsoft banner hung on the CN Tower or Gerry Blackwell's amphigory article, "Back-To-School Tools To Make the High-Tech Grade," in the Sept. 2 Report on Business. Both are aimed at selling people something they don't really need...."

Does he really think your own copy of an encyclopedia [on CD-ROM] can replace visiting a well-equipped library with real books instead of video terminals?..."

— Marvin Silbert, Computer Review Editor, *Canadian Chemical News*
From the Letters to the Editor, *Globe and Mail*, September 8, 1995.

An e-mail signature:

"Outside of a dog, a book is man's best friend. Inside of a dog, it's too dark to read."

From the e-mail signature of Elaine MacLean, St. Francis Xavier University with full credit to Groucho Marx

Memorable reference question:

A patron was looking for information on the party of American pioneers who, after being snowbound in the Rocky Mountains, were forced to resort to cannibalism to survive. The patron was looking for information on the "Dinner Party." Do you think that the Donner's would appreciate this Freudian slip?

Editors: See p. 3 for a chance to win a year's membership in APLA.

Notes from CLTA Executive Meeting

A Canadian Library Trustees Association (CLTA) membership campaign was high on the priority list for discussion at the meeting of the CLTA Executive held in Toronto, September 22-24. It is hoped that with the new CLA membership fee structure many new members will be added to our numbers and the association will be strengthened. A new CLTA *Handbook for Trustees* was approved and should be available soon. With automation before all of us, we also looked at how the Stentor Group lobbying was progressing in each province.

Provincial reports supplied the following items of interest:

- Alberta - The grassroots group, Alberta Strategic Alliance Plan Implementation Team (ASAPIT), is responsible for developing an in-depth action plan to realize the "Alberta Library - making the vision a reality." The Alberta Library Trustees Association (ALTA) and the Library Association of Alberta (LAA) have developed an election kit for library boards, supporters and staff to use during the upcoming elections.
- British Columbia - A brief was presented to the minister in charge of libraries with a focus on enhancing provincial funding to 15% of total public library budget (in 1984 it was 12% and in 1985 it was 7.86%). An advocacy workshop for trustees was presented at the British Columbia Trustees Library Association conference and sessions will be conducted around the province during the year.
- Manitoba - Continuing threats of cutbacks and library closings from the Winnipeg City Council.
- New Brunswick - A new trustees handbook has been prepared and is being distributed. During the recent provincial election, a fact sheet was circulated to all candidates to make them aware of the decrease in the materials budgets over the past five years. The fact sheets called for an infusion of funds equivalent to the cost of 1 km of highway (1.5 - 2 million dollars). The sheet was also forwarded to all media with a very positive response from all recipients including the premier.
- Newfoundland - After the amalgamation of six regional library boards is completed this fall, there will be three regions. Province-wide computerization continues.
- Nova Scotia - The Library Boards of Nova Scotia (LBANS) annual conference in November will feature workshops on fund raising, board governance and accountability. A library trustee handbook has been created.
- Ontario - The Ontario Library Trustees Association (OLTA) has great concern regarding the current recommendations of eliminating special purpose bodies, e.g. police boards, school boards, and library boards.
- Saskatchewan - Automation on a provincial scale is proceeding in preparation for joining the electronic highway. Costs of the system operation are being looked at and an effort is being made to get SaskTel to agree not to charge the library system at the commercial rate. □

— Judy Heron

Trustee, New Brunswick Library Trustees Association

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New Brunswick Library Service Releases CD-ROM Catalogue

New Brunswick Library Service (NBLS) released the first New Brunswick Public Libraries Union Catalogue on CD-ROM in July. The CD-ROM catalogue, which has been well-received by both staff and public, replaces the old microfiche catalogue retired in 1993.

All public libraries in New Brunswick have implemented the new catalogue, although Fredericton and Moncton public libraries are primarily making the catalogue available to their users on an online public access catalogue. Both of these libraries will only use the CD-ROM catalogue as backup for use during system downtimes. The long-term plan is that all public libraries in New Brunswick will offer online access to the union catalogue of public library holdings.

Until such a time as this is feasible, the CD-ROM catalogue will be produced quarterly. An updated version has already been distributed since the first was released in the summer. Produced in September, the new CD contains 280,000 bibliographic records and 700,000 item records, or 43% of the entire holdings of the New Brunswick public library system. Each update is, in fact, a complete catalogue of holdings entered so far into the Inlex database.

In related news, the recon project begun in January 1994 has progressed rapidly. The success of this project can be attributed to several factors not least of which is the great commitment of all parties involved. NBLS and the regional headquarters have all reviewed their technical services procedures in order to streamline operations and redirect resources to the recon project. Funding received from the Canada/New Brunswick Infrastructure Program has permitted the hiring of some casual and contract staff at NBLS. And finally, project workers and summer students have enabled the project to advance at a quicker pace than originally anticipated. At the current pace, the recon could be entirely completed in about two years' time. This will depend, however, on the continued availability of funding. □

— Jocelyne Thompson
New Brunswick Library Service



Memorial Awards

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

To apply, send a letter outlining your proposed research and estimated costs and a copy of your curriculum vitae to:

Sheila Pearl
APLA Memorial Awards Committee
Learning Resources Centre
Nova Scotia Teachers College
P.O. Box 810
Truro, NS B2N 5G5
Envoy: ILL.NSTT
Fax: 902-893-5610
Phone: 902-893-5326

Deadline for applications is **March 31, 1996**.



Merit Award Nominations

The Atlantic Provinces Library Association invites nominations for the Association's Merit Award. The Award is conferred on an individual who has made an outstanding contribution to library service in the Atlantic Provinces. Nominations, with the appropriate accompanying documentation of the nominee and his/her contribution(s), should be sent by **January 15, 1996** to:

Charles Cameron
Provincial Resource Library
Arts and Culture Centre
St. John's, NF A1B 3A3
FAX: 709-737-2660
E-mail: cameron@morgan.ucs.mun.ca

Use the APLA-LIST

- To post notices about workshops, seminars, and other events.
- To get information about APLA Executive actions.
- To share questions, answers, and ideas about library service.
- To post job advertisements.

Send the message
"subscribe APLA-List" to mailserv@ac.dal.ca



INTERNET TEACHING TIPS

By

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Build on Your Experience as Librarians

- don't reinvent the wheel
- librarians have teaching experience
- librarians know how people look for information
- librarians know how to develop effective search strategies
- librarians know how to make informed judgements about information

Develop a Framework (or "Hook") for your Curriculum

- the Internet as a communication tool
- the Internet as an information resource

Develop a Curriculum

- will evolve with your expertise
- will evolve with Internet developments
- sample curriculum:
 1. Introduction to the Internet
 2. Your library on the Internet
 3. FTP and Archie
 4. Gopher and Veronica
 5. Introduction to WWW
 6. Searching WWW

Target the Workshops

- by type of computer platform (mac/pc)
- by operating system (unix/vms)
- by experience level (beginner, advanced, etc. - define these categories clearly!)
- by subject (business, education, hobby, health sciences)

Combine Concepts and Skills

- provide a balance of concepts (e.g. Boolean logic) and skills (e.g. Veronica search)
- concepts:
 - this is not the "bits and bytes" tour of the internet
 - the Internet is a research tool (does NOT replace the library)
 - the Internet is a community
 - the Internet is interconnected

Present a Balanced View of the internet

- not everything is on the Internet (address the media hype)
- neither is the Internet completely useless (address the backlash)
- the internet is A source, not THE source (not an information panacea)

Do One Thing -- and Do it Well

- don't try to accomplish too much in one session
- information overload will leave your audience confused, frustrated and discouraged
- set a time limit and KEEP to it (a 1-2 hour session works best)

Analyze your Audience

- begin with questions to get a better idea of the composition of your audience

Reassure Participants

- don't tell them "It's easy!" (makes people feel stupid if they don't find it easy)
- reassure them that feeling frustrated and overwhelmed is natural

Use Non-Computer Analogies

- the Internet is like a library without a catalogue
- explain client/server computing by using the television analogy
 - a) client Lynx (10" black & white television in Victoria)
 Netscape (46" colour television with remote control in St. John's)
 - b) server television station in Toronto
- think of newsgroups and mailing lists as "the invisible college made visible"

Use Humour

- cartoons - say a lot and are an effective way to put people at ease

Team Teach

- conveys our attitude about the Internet (co-learners, shared expertise, etc.)
- good way to initiate new Internet teacher (start off as a keyboarder)
- provides support if you run into trouble with online demonstrations

Online Demonstrations

- explain what you are doing at each step
- explain what is on the screens (and point out keys & functions)
- make sure you have a backup plan (overheads / Power Point)
- interpret error messages for participants

Use Problems to Your Advantage (Don't Panic!)

- if the system is really slow, answer questions while you are waiting
- if the system goes down explain that this demonstrates the nature of the Internet

Give Participants a Handout

- something to take away with them; reinforces what they've heard
- provides people with a starting point when exploring the Internet
- don't overload them with paper; make it between 2-4 pages

Above All – be Flexible and Ready for Anything!

APLNB Gets, and Gives, Lessons in Forming Alliances

Librarians showed how resourceful they are at the Association of Professional Librarians of New Brunswick (APLNB) third annual meeting by offering an informative, yet economical conference, entitled "In Search of Allies."

The conference, held during the last weekend of September in Miramichi (New Brunswick's newest city) included workshops by public relations experts Pauline Bissett and Pauline St. Laurent of Moncton, Denise Theriault of Literacy New Brunswick, and Linda Dyer of Baseline Market Research of Fredericton. In addition to the workshops, there was a wine and cheese reception, lunch and two coffee breaks. The entire conference cost \$30.00 per person.

The coffee breaks alone were \$100 each; but, thanks to the sponsorships of Correctional Services of Canada's Atlantic Institution and Periodica, a subscription agent, there was no cost to APLNB. The organizing committee included program coordinator Charlotte Dionne of Moncton and Murray Baillie and Sylvain Lavoie of the Miramichi area.

Treasurer Linda Ann Sturgeon said the contacts made by many of the Association's librarians, and Charlotte's skills at programming, ensured that APLNB - which has limited funds - paid only about \$460 from its budget for the four main speakers. That does not count the \$1,000 in public relations work that Ms. Bissett offered the Association as a donation of her time and expertise for the upcoming year.

"The sponsorships received by the organizing committee are an example of just how good librarians already are at finding allies," said Kenda Clark-Gorey, the Association's new president.

Past president Sylvie Nadeau said she was "very impressed" with the calibre of the speakers and that the "exchange of library information" provided by the Miramichi professionals was "valuable to anyone interested in libraries."

Following the conference, the Association's Board of Directors and committee convenors discussed goals for the upcoming year. These goals include future workshops, a new logo and letterhead, and recruitment of more members. Currently APLNB has 74 members. Forty of them attended the conference. □

— Jean Cunningham
Saint John Regional Library

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Coming Events

Identifying Functional Requirements for Electronic Record Keeping, November 25, 1995, Room 212, School of Business Administration, Dalhousie University. 9:00 a.m. - 4:00 p.m. Instructor: Wendy Duff, University of Pittsburgh. Fee \$95 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

Creating Hypermedia - The WWW, December 2, 1995, Room 212, School of Business Administration, Dalhousie University. 9:00 a.m. - 12:00 p.m. Part 3 of a 6 part series on Hypermedia and the Net. Instructor: Mark Leggott, St. Francis Xavier University. Fee \$55 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

Internet World Canada '96, January 9-12, 1996, Toronto, Sheraton Centre. Simultaneous tracks in the Internet, electronic publishing, and multimedia. For more detail, see <http://www.mecklermedia.com>

Creating Hypermedia - Traditional Multimedia Authoring Software, Room 212, School of Business Administration, Dalhousie University. 9:00 a.m. - 12:00 p.m. Part 4 of a 6 part series on Hypermedia and the Net. Instructor: Mark Leggott, St. Francis Xavier University. Fee \$55 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

Delivering and Managing Hypermedia, February 10, 1996, Room 212, School of Business Administration, Dalhousie University. 9:00 a.m. - 12:00 p.m. Part 5 of a 6 part series on Hypermedia and the Net. In-

structor: Mark Leggott, St. Francis Xavier University. Fee \$55 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

Point of Order: How to Run and Participate in Meetings So That You Get Something Done, February 16, 1996, Room 112, School of Business Administration, Dalhousie University. 9:30 a.m. - 3:30 p.m. Instructor: Dr. Norman Horrocks, Dalhousie University, \$90.00 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

Digital Libraries and the Future of Hypermedia, March 16, 1995, Room 212, School of Business Administration, Dalhousie University. 9:00 a.m. - 12:00 p.m. Part 6 of a 6 part series on Hypermedia and the Net. Instructor: Mark Leggott, St. Francis Xavier University. Fee \$55 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

Benchmarking and Output Measures: Tools for Improving Information Services, March 21, 1996, Room 102, School of Business Administration, Dalhousie University. 1:00 p.m. - 4:00 p.m. Instructor: Dr. Joanne Marshall, University of Toronto. Fee \$55 + GST. To register, contact Shanna Balogh, School of Library and Information Studies. Phone (902) 494-2453; Fax (902) 494-2451; e-mail slis@ac.dal.ca

APLA '96 and CLA 51st Annual Conference, June 6-9, 1996, Halifax, N.S. For information, see <http://www.uccb.ns.ca/cla96> □