



Newfoundland and Labrador Library Association Bulletin

The Newfoundland and Labrador Library Association

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From the President by Michelle Walters

Hello, everyone. It's been an interesting year, hasn't it? The newly formed Gosling Group is campaigning for a downtown library in St. John's. Meanwhile, the Provincial Library Board has 20 other requests for services beyond the overpass. Did you know that some communities are 100 miles from their nearest library? Working in Central Newfoundland, I saw many small branches struggle by on 10 hours a week, with Industry Canada topping that up to 20 hours through temporary CAP funding. So many needs...

There's been a call for library advocacy, including some criticism of the NLLA's role, or perceived lack thereof. This Executive invites advocates to form a sub-committee within NLLA to create an agenda which everyone can embrace. We can promote libraries in a positive way. We can win the enthusiastic cooperation of our peers by formulating strategies their employers will support. Employers can provide access to resources, modes of communication, funding, and even work time to pursue advocacy objectives. Without participation and support, advocacy cannot succeed.

Who's ready to work within the system? Can't think of anything positive? How about an NLLA-sponsored drive to place children's books on buses throughout Newfoundland and Labrador? I see this attracting funding from the National Literacy Secretariat, from the Department of Education, and so on. I see the provincial government giving the NLLA rave reviews for such an initiative. I see the media latching on to a great kid-centred story. NLLA's profile would be greatly enhanced, as would that of libraries.

I'd like to thank the Library Week Committee and Chair, Pat Parsons, as well as the AGM/Conference Committee, chaired by Ron Knowling, for a job well done. Special thanks to Lenora Furey for our Bulletin and to Pamela Morgan for maintaining our listserv.

We have a fine group of volunteers for the Library Week Committee this year but only one person for the AGM/Conference Committee. Because APLA is holding its annual conference in St. John's this year, we are pursuing a joint conference. It will be an opportunity to hear speakers we might not be able to bring in with our own resources. NLLA volunteers (please!) can assist with local arrangements. Best of all, there will be a joint dinner with a great chance to network. Stay tuned for details.

Upcoming Events

“On the Waterfront: The Archaeology of early St. John’s”
Thursday, November 28, Hampton Hall, 8:00 p.m.
Lecturer: Dr. Peter Pope

APLA Conference 2003
May 22-2, 2003
St. John’s, NL

Children’s Book Week
November 18-24
“Book Time”
http://www.cbcbooks.org/html/book_week_activities.html

Cindy Revell & Stephane Jorisch tour
November 4-14
Northern Peninsula

Colin Boyd, Senior Policy Analyst, Treasury Board of Canada Secretariat speaking on Management of Government Information Policy
November 21, 2002
Terra Nova Chapter of ARMA International Presents

Over the last year, the Treasury Board of Canada Secretariat has been renewing its Management of Government Information (MGI) policy. Colin will speak on the policy and related work in information management underway in lead agencies (e.g., TBS, National Archives, National Library).

From the APLA Newfoundland & Labrador Vice_President

Diane Taylor-Harding

NLLA members are encouraged to apply for funding through the The APLA General Activities Fund.

The GAF provides funds for projects or activities which will further the aims and objectives of Atlantic Provinces Library Association. Applications will be considered based on the 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.

For more information about the APLA General Activities Fund and sample applications, please contact me or visit APLA on the WWW: <<http://www.apla.ca>>.

New Books in Library Science

By Pamela Cline Howley

The following is a selection of new books in library science now available at Memorial University's Queen Elizabeth II Library.

Goodson, Carol F. Providing library services for distance education students : a how-to-do-it manual / Carol F. Goodson. New York : Neal-Schuman, c2001. 227 p.

Z/675/U5/G58/2001

Written by a librarian with a decade of experience in the field, this manual focuses on the practical information needed to design strategies for creating and maintaining truly effective distance education services. There are case studies of existing programs and reprints of key documents in program development. Included is a list of Web resources which is also available, with the links regularly updated, online on the author's Web site.

Harris, Lesley Ellen. Licensing digital content : a practical guide for librarians / Lesley Ellen Harris. Chicago : American Library Association, 2002. 137 p.

Z/653/.7/H37/2002

Although published by the ALA, this book is written from the perspective of the library in a global licensing context. It is designed to demystify the licensing process by providing a wealth of practical tips including checklists and precedents that can be adapted to fit the requirements of the individual library situation.

Lazenger, Susan S. Digital preservation and metadata : history, theory, practice / Susan S. Lazinger. Englewood, Colo : Libraries Unlimited, 2001. 359 p.

Z/701/.3/C65/L39/2001

A comprehensive guide to the issues and developments surrounding digital document preservation, this work is divided into three basic sections: 1) Theory; why preservation is essential, what should be preserved, who must be responsible, how can it be done and how much will it cost; 2) Models, formats, and standards: metadata and metalanguages, semantic, syntactic and structural interoperability; and 3) selected electronic data archives: United States and international developments.

Lee, Stuart D. Electronic collection development : a practical guide / Stuart D. Lee. New York : Neal-Schuman Publishers, 2002. 147 p. ZA/4080/L43/2002

Beginning with a brief historical introduction to the development of electronic publishing and its increasing importance, the author describes the different types of electronic resources now available. This is followed by a discussion of the special issues that e-resources present for collection development. Guidance is given on the evaluation of resources for purchase or licensing, as well as on delivering resources through advertising, cataloguing and archiving.

Making the grade : academic libraries and student success / edited by Maurie Caitlin Kelly and Andrea Kross. Chicago : Association of College and Research Libraries, 2002. 143 p. Z/675/U5 M326/2002

This collection of seven essays by diverse authors contains contributions on: the usefulness of the mission statement; coping with ethnic diversity in the student population; meeting students' information resource expectations in a world where they are increasingly electronic; cooperation with faculty in design of student assignments; outreach to students; the library and student retention; retention of women in an engineering program; and information literacy instruction.

Metz, Ruth F. Coaching in the library : a management strategy for achieving excellence / Ruth F. Metz. Chicago : American Library Association, 2001. 105 p.

Z/682/.2/U5/M48/2001

This work is based on the premise that in organizational situations coaching is preferable to criticism. A critical environment is negative and limiting for personnel, while coaching is contributive and fosters an environment of learning that encourages excellence in performance. The author describes and illustrates coaching, with examples in, and applications to, the library context.

Neely, Teresa Y. Sociological and psychological aspects of information literacy in higher education / Teresa Y. Neely. Lanham, Md. : Scarecrow Press, 2002. 188 p.

ZA/3075/N44/2002

This book comprises a report on research designed to address a lack of empirical research in the area of information literacy. The study investigated factors that affect a student's ability to make "relevance judgments" and explored the attitudes of students toward information literacy skills.

Planning document access : options and opportunities / Neil Jacobs...[et al.] London : Bowker Saur, c 2000. 272 p. Z/674/.4/P63/2000

Based on the work of FIDDO (Focused Investigation of Document Delivery Options), a four-year research project carried out in the UK, this book explores the current issues and developments in library document delivery. It presents and evaluates various methods and scenarios from the perspectives of both the user and the library manager.

Rubin, Rhea Joyce. Defusing the angry patron : a how-to-do-it manual for librarians and paraprofessionals / Rhea Joyce Rubin. New York : Neal-Schuman Publishers, c2000. 99 p. Z/711/R79/2000

This book intended to be used as a workbook. As such, it presents suggestions for minimizing incidents of patron anger as well as basic strategies for defusing that anger when necessary. There are exercises that allow the individual to practice different strategies and discover which best suits an individual in a given context. Finally, there is a section on "coping with your own anger."

Trotta, Carmine J. The Librarian's facility management handbook / Carmine JH. Trotta and Marcia Trotta. New York : Neal-Schuman, c2001. 219 p.

Z/679/T76/2001

The complex process of maintaining a library's physical plant is one area of responsibility for which the librarian manager receives little or no preparation. This handbook is designed for any librarian who may have to cope with facilities management issues. It provides a comprehensive overview of the situations for which planning is required, and is also intended to provide guidance on handling day-to-day crises, requiring quick decisions.

Library Week 2002

by Pat Parsons

The Library Week 2002 committee was made up of myself, Glenda Peddle, Sue Fahey, Annette Anthony, Karen Hutchens, John Whelan and Stephen Green Dowden. Stephen's stint as chair was short lived, as he moved out west, but he made some good contacts for us, and got the printing/logo off the ground before leaving. Colleen Field and Michelle Walters sat in on a couple of meetings as executive members, offering suggestions and advice as needed. We also had the help of a MUN student, Stacey Anthony. Many other members of former Library Week Committees were a constant source of information, ideas, etc, making many things possible, in the end.

Theme

We chose a theme we felt kids could have a lot of fun with. Feed Your Mind @ the Library has indeed been well received by everyone. We kept the logo simple, to allow for variations of it. Responses from a survey of 33 public libraries in central showed people would prefer tote bags this year, as a change to T-shirts. We got quotes on other suggested products - note pads, fridge magnets, but they were too expensive. Because of a lack of time, and the need to get that 1st package out, we stuck to one promotional product- the Library Tote Bag. We ordered 200 - got requests for about 225, so approx. 25 orders were not filled. Again, lack of time prevented us from getting the order forms out, and the exact number of tote bags printed. This time frame will be kept in mind for next year!

First Package

Our first package consisting of our poster announcing our theme, suggestions for activities, puzzles, etc and our product for sale complete with order form went out in early March. We asked people to go to our Web Site for further detailed information. This was promoted constantly to public library staff, school library staff, and our

ListServ, in hopes of reaching everyone. Again, with the sudden resignation of our original Committee Chair, Stephen Green-Dowden, we had been scrambling to replace him, and timing was once again a factor. We were behind and tried to use the technology to our advantage !

Pot Luck Poetry Contest !

Over 200 entries were received to our main contest, and winners were selected in all categories. All winners were contacted by phone, and were congratulated on behalf of the Association. Prizes were sent on April 30-tote bags stuffed with T-shirts, books, mouse pads, etc.. It was really a pleasure to hear the excitement in the kid's voices (and the surprise in the parents, who did not know their kids had entered !).

Public Relations !

The 1st thing I heard when my clock radio went off on Monday, April 29th on CBC Morning Show (Central) was - Its Library Week across NF & Labrador. There was a PSA for an Open House at the CONA Library in GFW, and a Book Trivia Contest was to be aired a couple of mornings this week.

Representatives of the Executive & Library Week/AGM Committees had wonderful photo opportunity with the Minister of Education , the Hon. Judy Foote , who officially proclaimed April 29-May 4th NLLA Library Week. NTV did a weather spot from the A.C. Hunter Children's Library on April 30th - many thanks to all who contributed to that excellent PR feature.

CBC Morning Show Central hosted a Trivia contest ; many PSA's were heard on all local radio/cable stations throughout the province, and ads were in local newspapers. The LISTSERV has featured many PR events going on in all libraries across the province - open houses, celebrity story tellers, Library Food Chain Contests, Brain Bowls - very innovative & interesting ideas to be shared everywhere.

Evaluation/Feedback

The official evaluation forms have not reached my hands yet. I hope to look at them & update this report for the Fall Newsletter . While feedback on the theme/logo/suggested games/activities has been good, there was some real disappointment from people who did not get their tote bags - especially from those who had advertised these bags as " prizes ". Next year this type of disappointment can be avoided by getting the order forms out earlier.

Acknowledgments

Not since September 11th have I had my faith restored in humanity so much ! Thanks to everyone who jumped in feet first to pull Library Week off, after a rocky start ! True leadership was shown by Committee members , who gave me full support at short notice. Thanks to all those who gave positive encouragement along the way, when it was much needed. To see the libraries decorated, the local ads for special events , really made it all worthwhile.

Until next year.....

Added Entries

by Diane Taylor-Harding

SPECIAL LIBRARIES

Jessica O'Neill is the new librarian at the St. Clare's Hospital, Hospital Corporation of St. John's.

Duane Spracklin has joined the staff of the CISTI St. John's Information Centre at the Institute for Marine Dynamics. Duane is a member of CISTI's Virtual Library/e_Infrastructure group and began his duties as the Product Support Librarian, e_Infrastructure Monday, October 21. Duane will be working with Pam Morgan on the Signal Project, which is the local loading of electronic journals on a server here at IMD.

ACADEMIC LIBRARIES

College of the North Atlantic:

Darrell Squires is the new Gander Campus Librarian. A native Newfoundlander, Darrell has relocated from Ontario, where he worked at McMaster University and the Pickering Public Library.

John Burgess is the new librarian for the Qatar campus of the College of the North Atlantic. John was a community college librarian in Vancouver. During August, he spent some time in St. John's at the CNA Prince Philip Drive campus, familiarizing himself with the College Libraries' systems. He is now in Qatar.

St. John's Campus Librarian, Janet Fraser, has just completed her Presidency of the Writers' Alliance of Newfoundland and Labrador.

Memorial University, Health Sciences Library :

Katie Lawton started a contractual position at HSL on 30 September.

Memorial University, Queen Elizabeth II Library :

Mary Lochhead, Associate University Librarian, resigned her position to return to her former position in Winnipeg. Mary will be overseeing the development of a new Architecture library for the University of Manitoba. Su Cleyle is replacing Mary temporarily as Acting Associate University Librarian.

Karen Lippold is spending the fall semester at the Harlow Campus of Memorial University. Harlow is located one hour north of London, England.

Gillian Byrne is replacing Karen in Information Services.

Michael Lonardo is on sabbatical from the Collection Development Division. Dan Duda, who spent last year with Information Services, has replaced Michael.

Gina Kim, a co-op student from the University of Western Ontario, is working in Information Services. Gina has already volunteered to work on the APLA conference.

PUBLIC LIBRARIES

Eastern Division :

John White, Manager for the Eastern Division public libraries, announced "The Provincial Information and Library Resources Board (PILRB) and the Department of Fisheries and Oceans (DFO) have partnered to place an Access DFO kiosk in the Grand Bank Public Library. On September 26 representatives from DFO and the PILRB officially launched this service at a public event in the library. The kiosk offers the public Internet access to the DFO web site coupled with a toll free telephone help line and a display of pamphlets describing the department's services and programs. This combination of electronic and print resources with the help line allows the kiosk's users to choose for themselves the best means to get information or answers to their questions. While there are 48 Access DFO kiosks across Canada, the Grand Bank Public Library kiosk is the only one not located in a DFO office. The public can also search for information on other Government of Canada web sites from the Access DFO kiosk."

St. John's Division :

Vicky Murphy, who was assigned as Division Manager of Technical Services in Stephenville, returned to her position as Lending Services Librarian with the Provincial Resource Library and the St. John's Division Libraries. She has since accepted a one year appointment as Assistant Manager, Eastern Division Libraries.

Western / Labrador Division :

Mike Bannister resigned his position as Assistant Manager Western Division. He and his wife moved to Ottawa where Mike is now working for a company whose web site is www.oncecorp.com. He's mainly working on web based projects using information management techniques.

Derek Bussey, from the Eastern Division Libraries has accepted a temporary assignment replacing Mike as Assistant Manager, Western Division Libraries.

In Stephenville, Emily Fudge retired after many years with the library. Monica White has replaced Emily.

Linda Mitchelmore retired after many years with the Labrador City library. Trudy Andrews has replaced Linda.

Elizabeth Regular resigned her position at the Sop's Arm library. Cathy Ricks has taken her place.

REPORT ON APLA/CLA CONFERENCE **by Pat Parsons**

“ Inventing our Future “

I am pleased to report on my attendance at the annual Atlantic Provincial Library Association /Canadian Library Association Conference held jointly in Halifax June 18- 22.

The theme for this year was , “ Inventing our Future “ , the whole focus seemed to be “ re-inventing libraries “ in order to have a future. Keynote speakers such as Senator Laurier Lapierre was passionate in his talk on books, access and story -telling, and he drove home the need to keep the traditional services as well to invent new ones. Norman Moyer , ADM for Heritage Canada focused on the need for stronger partnerships with libraries in order to share and preserve our culture. Nothing we haven't heard before, but its always good to have it reinforced.

Sessions Attended

Project Management :

This was an intense 4 hour session with lots of information and hands on activities. We learned about all the fundamentals of managing projects-big and small, and how important it was to have a set goal, a set budget, to stick to the time line, do financial analysis, and , of course, finish the project by the date specified. It was a detailed session, and we broke into groups to actually pick a project, do a time-line, a report, and a budget. Lots of hand outs to use as a reference . I can share the hand outs, sample reports, etc. with anyone who would like to have them. The most important point driven home in this session was to finish a project, on time and within budget. Projects that go on and on are called programs !!!

Sustaining Public Library Service in Rural Communities :

This session, presented by Greg Salmers of Southeast Regional Library in Estevan, Sask. & Eric Stackhouse/Fern MacDonald from the Pictou-Antigonish Regional Library in N.S. Both speakers focused on the regional library's attempts to “ re-invent themselves “ to keep alive. Their respective regions have indeed risen to the challenges of technology to increase their capacity to deliver library services. They are facing similar problems as NF - people leaving small communities for work in urban areas, CAP sustainability, budget restraints, etc. They spoke of the benefits of the technology and encouraged us to suffer the pain of those dratted CAP forms, to access the funds and get what we can to deliver the services. Both regional systems are offering more “ Access from Home “- Ask an Expert- Library staff answer reference questions on e-mail.. I would encourage you to check out the respective homepages. Go to : www.southeast.lib.sk.ca ; and www.parl.ns.ca . Also, handouts available upon request.

Smart Libraries in Smart Communities : How 2 Regional Public Libraries are working together to bring Virtual Library Services to New Audiences in Rural & Remote Communities :

Two regional libraries in Nova Scotia partnered & received about \$ 5 million over a 5 year period to increase , enhance, expand library services to their public. And boy did they ever ! All I am going to do for this session is give you 2 fabulous web sites : www.westerncounties.ca & www.valleylibrary.ca It was really the same as the previous session, except they've gone to the nth degree to have an interactive, user friendly web based library system. Example of services - you can get your library card online, you can reserve books yourself , e-mail reference questions, etc. The PR they've done too, is commendable, to spread the word. They've increased users, programs & services all around, and were able to bring in the experts to assist them. Take time to browse those homepages- colorful, easy to use-definitely for the patron - not the staff !!!

How to Manage & Serve an Area the Size of a Small Country: Canada's Regional/County Library System.

This was a research based session , presented by Dr. Ann Curry, UBC prof. & two recent grad's of UBC Library School. Apparently there's very little, if any information collected on regional systems , so this is a good start. Systems were surveyed from Halifax to B.C., with NF and Nunavit not included in the research. (It was carried out last summer when our system was relocating , and we could not participate.) They sent out surveys and conducted phone interviews. Topics covered included all aspects of running a regional system- comparison of structure, governance, buildings, budgets, staffing, programming, services, declining populations, technologies.. The response rate was good, and the results were interesting. Conclusions - problems, issues , challenges are the same all over the country, and its no surprise to learn that everyone is rising to the challenge of doing more with less ! A sample of survey and a summary of results available upon request. PS- We learned some of us are really kings & queens & a crown should come with the job !! :-)

Libraries & Literacy : the concepts that bind us :

An interesting, rather academic talk on literacy and libraries by Prof. Ray Doirion of UPEI, bringing us up to date on literacy issues today. Many obstacles to literacy are still lurking out there in libraries - " High Literacy" is one perspective that he gave . Librarians have an " ordered view - information is organized and structured - you need a set of skills to access it, and we control the access. From the learners' perspective comes a view that libraries are public places- a common , very social environment - a place to gather , access computers, chat , borrow videos, etc.. Libraries need to continue the work we have done with literacy groups to foster the notion that libraries are indeed " providers of life long learning opportunities". Research notes available upon request.

E-books: What do people think of them ? :

Research done by Sandy Campbell of U of Alberta concentrated on what users of e-books actually thought about them. She presented the results of an interesting survey carried out this past year. The findings were not really surprising - people don't think that highly of electronic books. They're not coming back in hoards to borrow them. The general consensus is : e-books are OK for reference use - if you need a section of a text book..but for general recreational reading from cover to cover, they weren't too popular. People still like to fill that emotional need of holding a book, turning a page, flipping back to re-read something ..She did cover all aspects of electronic books - hand held e-books, (PDA's).. Reading a little, reading too much .. Popping in and out of e-books.. Web based Books... E-book Services (netlibrary/ENGNetbase).. The costs associated.. I have a hand-out from this session if anyone is interested. The bottom line- E- books are up against a very popular product already doing the job- a paper book !

I'd like to thank CLA for the opportunity to participate in this conference.

APLA Conference 2003

Be sure and mark May 22-25, 2003 on your calendars! The Atlantic Provinces Library Association Annual Conference will be held overlooking our capital city at the Marine Institute. In liaison with the Newfoundland and Labrador Library Association we invite everyone to attend the informative sessions and enjoy some good company. Take this opportunity to learn something new or just to chat with colleagues from across the Atlantic region. As plans are finalized more information will be forthcoming on the NLLA listserv and in the Bulletin. Any comments, questions, suggestions can be directed to:

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College of the North Atlantic Archives

By Barbara King

The Bay St. George (BSG) Campus of the College of the North Atlantic contains archives that were started by Pat Marche and his Folklore class in 1986. Tina Foote Houston controlled the filing. Most of the holdings here contain interviews, tapes, and pictures of gathered data on people from the West Coast. These acquisitions were filed by the MUNFLA (Memorial University Folklore Archives) filing system.

In October, 2001, Patricia Donnelly, Preservation Officer, from ANLA came out to meet with me at BSG to inspect the archives. Based on her analysis, she put forth some recommendations that are still being carried out. Based on her findings, it was recommended to apply for a grant to cover preservation cost enabling us to purchase necessary items such as a dehumidifier.

At present, I have applied for an additional grant of \$3,400 that will enable us to have a Project Archivist come in with me (staff archivist) to assign the RAD (Rules of Archival Description) system to new acquisitions. To date, as a necessary preparation, I attended a two-day training seminar on RAD. The Archive files have been closed to the public and students until further works are completely filed. We will eventually be taking more documents or files as soon as we are up to speed with the new system. Should we get the grant for the Project Archives, s/he will be with me from 6-8 weeks and by then, I hope to be ready to collect other College historical documents, folklore manuscripts, tapes and pictures. Grant approvals shall be made known sometime near the end of April and we hope to have someone in shortly after that time.

In talking to Janet Fraser at the Archives seminar, we felt that it might be a good idea to have a committee put in place or to at least have someone assigned to represent each campus to look after collections in each area and/or who will direct the files to BSG if that is indeed going to be the case.

More information will be passed along as this project continues.

Incorporating Bibliographic Instruction into the Community College Curriculum **By Dana Feltham**

A recent study by Devin Feldman and Susan Sciammarella has shown that in the field of bibliographic instruction, faculty members at community colleges often fail to grasp the professional qualifications of librarians and subsequently fail to realize the potential for enriching their students' educational experience through regular bibliographic instruction. Feldman and Sciammarella point to the need for college librarians to integrate themselves into the classroom and reaffirm their role as teachers in the college community (Feldman and Sciammarella, 491-492). However, in addition to establishing themselves among members of the faculty, college librarians must also work to ensure that the student body views them as an important resource, on par with their instructors.

This can be a daunting task in a system where both the community and student body perceives the community college as an institution whose primary function is the advancement of trades and not a diverse academic institution with a wide variety of programs ranging from the previously mentioned trades to journalism and other applied arts programs. It is suggested that a major hurdle in gaining recognition in the college environment, is encouraging librarians to actively promote themselves and the field of librarianship to the teaching faculty (Feldman and Sciammarella, 492). While this may have a significant impact on fostering a degree of professional recognition among the faculty, what is the potential impact of these activities on marketing ourselves as a resource to the students? Even if we are successful in gaining recognition from the faculty as professional researchers and information specialists, we cannot rely on faculty to transfer that recognition to the student body. Therefore, gaining recognition within the college community must be a two-step process. The first step must be to gain a level of professional recognition from faculty members. However, this must be followed by a concerted effort to gain recognition among the student body. The latter, due to the obviously high rate of student turnover in the public college system, must be an ongoing process consisting of bibliographic instruction, research assistance, readers advisory, and high quality reference services.

In an environment where a great deal of focus is placed on trades and technical fields such as engineering and Information Technology, it can be difficult to reach students and make them aware of the impact that the library can have on their success. As a result, it is necessary to develop a targeted bibliographic instruction program that considers the individual needs of students in different programs. By developing targeted programs, rather than a general BI program, the ability of the college librarian to "sell the message" (Feldman and Sciammarella, 492) is greatly enhanced. For example, at the College of the North Atlantic, Clarendville Campus, a BI program was developed for each individual "stream" of students. For the purposes of this project, a "stream" was defined as a group of students in programs with similar focuses. As a result, three BI streams were developed: Business (Business and Office Administration students), Technology (Website Administration, Computer Support, Multimedia Internet Development, and First Year Engineering Technology), and Trades (Carpentry and Steamfitter/Pipefitter). In addition to this, when possible, BI sessions were given during class time where more than one group was represented, i.e., Website Administration and Multimedia Internet Development or Business and Office Administration Students. This method of delivery was combined with the use of examples from the curriculum to demonstrate the available research tools. This served the purpose of demonstrating that the library was of immediate value to the students and that resources were available to help students with what they were studying at that moment.

This method of BI proved to be exceptionally useful with the Trades groups, especially carpentry students. Previously, regular use of the library for research purposes was generally limited to business, technology, and Adult Basic Education Students. As a result, the library's collection of materials that targeted the trades was limited and seldom used. In addition to defining and demonstrating the union catalogue, I did sessions on both *Elibrary* and *GOOGLE*, describing the development of search strategies for each source and, in the case of *Elibrary*, providing a list of publications that may be of interest to the students. Carpentry students were exceptionally interested in *GOOGLE* and this interest prompted me to deviate from my planned searches and focus on what the students were interested in. As a result, use by carpentry students has increased as many now use the library's Internet terminals to research woodworking techniques and carpentry plans.

Success with the carpentry students at the College of the North Atlantic, Clarendville Campus, is illustrative of the value of developing targeted BI programs that "sell the message" (Feldman and Sciammarella, 492). By

targeting the programs to the needs of specific groups of students, it was possible to make these students aware that the library is of specific value to them. As a result, the entire campus community sees both the library and the librarian as a valuable resource on par with their instructors.

Database Comparison

by John Whelan

The College of the North Atlantic has for the past number of years purchased an unlimited provincial license to Electric Library Canada, a web-based fulltext database of magazines, newspapers, reference books, transcripts, maps, and photographs. This year, the College has decided to replace ELC with Bigchalk Library Canada (BLC), a newer product from the same company. ELC and BLC are similar databases with one major exception, the latter is partially subject-indexed. As it appears that BLC may eventually replace ELC altogether, it is a good idea to compare and contrast these two similar but somewhat different products.

Let's start with the subject indexing. BLC offers three distinct modes of subject search access. The first (and least impressive) of these is from the main or "Search" page. From this page, one can, as with ELC, do both natural language and boolean searches; but there is also a box where searchers can "Enter Subjects". In some cases, these subjects are controlled vocabulary provided by professional indexers; but in other cases, the subjects appear to be taken from lists of keywords that accompany some articles. These lists of keywords are of uncertain origin, the vocabulary is not controlled (both "bin ladin" and "bin laden" are found), and some of the keywords (such as "speech" for example) are of questionable value to subject searchers. I write "appear to be taken" because some of the search results using subjects are inexplicable: a free text search on "bin laden" and the subject "war" retrieves some articles where "war" appears neither as a selected keyword nor in the controlled vocabulary.

More satisfactory but somewhat limited subject searching is available by clicking through the link "Search Subjects" from the main page. Here one can use controlled vocabulary to do very precise searches. As with subject searching from the main page, however, searches performed here only include a minority of the records in the database. Of the Canadian content, for example, only Maclean's and Canadian Geographic appear to be subject-indexed with the controlled vocabulary.

Another form of subject searching is the topic browse. The online help explains the difference between "Topic Search" and "Subject Search" as follows:

Each time you use Topic Search, you launch a new search through the bigchalk.com database. A Subject Search, on the other hand, searches only in documents that a human editor assigned to the particular Subject. This makes a Topic search quicker all around.

How a search through the whole database is "quicker all around" than one which deals only with a minority of the documents is a mystery to me; but depending on the topic desired, Topic Search can produce some reasonably precise results. I used the "Topic Tree" for Business, for example, to locate a number of articles and relevant web sites on business ethics. The listing of web sites is particularly helpful because it serves to make BLC a web search engine as well as a fulltext database.

There are, however, some negative features to Topic Search. First, I would be more comfortable recommending it if I were sure how it worked. It remains unclear to me how articles are assigned to the various topics, whether by "human editors" or some less reliable automatic means. Second, searchers need to be aware of the decided U.S. bias in the topics listed, "the most commonly researched (high) school subjects." Under "HIGH SCHOOL & BEYOND >> Current Events >> National", for example, all the sub topics have to do with the United States. Third, articles listed under some topics are not all that relevant: a search on the topic "Diefenbaker, John George", for example, listed articles that did not even mention his name.

Persons moving from ELC to BLC should also be aware that, although there is considerable overlap between the two, there are some differences in content. Documentation from the company compares ELC Classic with BLC; but as our College is actually subscribing to ELC Plus, I decided to compare this enhanced version with BLC: there are 996 sources found in both, 412 sources found only in BLC, and 511 sources found only in ELC. Among the ELC content excluded in BLC is the Southam newspapers; and consequently, our College will be able to access both databases at least until this valuable Canadian content is added to BLC.

One item of content that is unique to BLC, however, deserves special mention and that is the Audio/Video aspect. Both databases offer transcripts of radio and television programs; but BLC provides, for a limited number of programs, links to the audio/video recordings on which these transcripts are based. As the recordings, rather than transcripts, are the actual primary documents, it is very useful to have access to the recordings.

With media interviews where there is some conflict between the interviewer and the interviewee, furthermore, one gets a much clearer appreciation and understanding of that conflict by watching and listening to the interview, rather than by reading a transcript. In one such interview from the Fox News program "The O'Reilly Factor", Bill O'Reilly, the conservative host, critically questioned Shawn McCarthy, a reporter for the Globe and Mail. Mr. McCarthy was on the show in defence of his article contending that "America's right-wing news media commentators" were having a field day criticizing Prime Minister Chrétien for recent remarks that the "Western world is getting too rich in relation to the poor world". Mr. McCarthy, like myself, was amused to hear Mr. O'Reilly describe the Globe and Mail as a left-wing newspaper.

There are other useful features in BLC which clearly establish it as an upgrade to ELC. In the latter, lists of the specific content indexed are provided as a simple flat file; but BLC provides lists with clickable links that allow the searcher to actively browse the archived articles of each publication. BLC also allows the searcher to mark retrieved documents and create a list of favourites for subsequent printing or emailing, an excellent feature for searchers who use a number of different search strategies.

Other special BLC features are configurable using an administrator's username and login. One such feature is the ability for library staff to create a "Book Cart" to coordinate a wide variety of materials relating to a particular topic. The Book Cart developed can include a preselected list of publications, a reading list of particular documents, and links to relevant web sites. Another very useful feature is that library staff can add local holdings information to indicate when a retrieved document is available in the library's collection. Some searchers may feel more comfortable making a reference to the hard copy and some teachers/instructors may demand that all or some of the documents referenced be in this form.

On the other hand, there are some features in BLC that are like "faux amis" to a searcher familiar with ELC. These are features that are similar to but significantly different from their ELC counterparts. In ELC, the searcher needs to specify "recent" or "all" when searching newspapers, with "recent" being the default. In BLC, however, the recent/all distinction applies to all the content indexed. Another of these "faux amis" is the ability in both databases to email retrieved articles: in BLC, the recipient must have a username and password to actually read the articles.

To conclude this comparison and contrast, I would like to comment on the differences in the appearance of the interfaces. My first impression of the BLC interface was not favourable. A colleague of mine decried it as "juvenile" and attributed this to the target audience, students of high school age and even younger.

While I agree that the BLC interface appears more juvenile than the ELC interface, I also have some aesthetic and practical criticisms of the newer model. The icons and lettering in the main page use a considerable amount of yellow/orange colouration and this does not, in my opinion, provide enough contrast with the white background. I also object that the main and subsequent pages are set to fit on a screen area of 800 by 600; but as most of the monitors in my library are old, 15" monitors that must be set at 640 by 480, searchers have to pan from side to view the full content. ELC, to its credit, was designed to fit on the smaller screen area.

Perhaps, though, the greatest weakness of BLC is also its greatest strength, the subject indexing. Ordinarily, I am a great supporter of subject-indexed databases; but I do have a problem with a database that is only partially subject-indexed. Searchers using BLC will need to be made aware that not all the content is subject-indexed and that a

Subject Search will exclude some relevant articles, perhaps even the most relevant articles in the database. As many of our students value precision over recall, however, the loss of a number of relevant articles (if this means not having to wade through large numbers of irrelevant ones) is not a major consideration. As long as College students are properly advised of the limitations of the Subject Search, BLC will probably prove to be more useful to us than ELC has clearly proven to be.

Writers' Alliance of Newfoundland and Labrador (WANL)
15th Annual General Meeting and Workshops September 20-22, 2002
By Janet Fraser

On Friday evening, September 20, members of WANL and the general public gathered to attend a Canada Council-sponsored reading by Patricia Young, Memorial University's 2002 Writer in Residence. Incoming WANL President D. Jack Eastwood provided a warm and witty welcome to Patricia and her audience. WANL member, poet, and English professor Mary Dalton celebrated Patricia's poetry in her intense and articulate introduction. Patricia Young began by graciously expressing her thanks to WANL for the evening, and proceeded to read highly charged poems selected from her nine published collections.

A wine and cheese reception followed the reading. Some enthusiastic WANL members with ties to the Wild West continued the celebration downtown with more drinking and championship-level pool games.

After registration on Saturday morning, conference participants attended their chosen workshops. Ed Kavanagh, Robin McGrath, and Carmelita McGrath each led a workshop on writing dialogue, getting published, and revising one's writing, respectively. It was reported that all three workshops were excellent and well attended. A special feature offered this year, for the first time, was a free workshop for aspiring writers ages 12-17, a very popular and successful session led by Libby Creelman.

Throughout the day, books written by WANL members were exhibited. Former WANL summer assistant Katie Temple took care of the mini book fair.

A self-service lunch at the Junior Common Room at Gushue Hall was provided for workshop participants. This was followed by three afternoon sessions. Ed Riche of "Rare Birds" fame led a screenwriting workshop, Patricia Young led a poetry workshop, and Helen Porter moderated a Cultural Advocacy panel composed of Ed Kavanagh, Carmelita McGrath, and John Joy. Reports were that the workshops were stimulating. I attended the panel session with a small but involved and attentive audience. Catherine King from CBC Radio taped some of the session, and Ed's excellent arguments for the return of a downtown St. John's public library were aired the next day.

We returned to the Junior Common Room for a reception and sit-down dinner in the evening. Award-winning writer Berni Stapleton was the guest speaker/comedienne.

On Sunday morning WANL members gathered for the AGM. Reports were tabled and nominated Board members were all elected. It was agreed that next year's AGM would take place in early October, so that it will not conflict with Word on the Rock. (Certain members who longed for a spring AGM beach party at Gros Morne were, unfortunately, outvoted.) WANL members expressed their thanks to Patricia Warren, Executive Director, for her eight years of service to the organization.

On Sunday afternoon, in celebration of WANL's 15th anniversary, a group of WANL members and friends joined in a walking tour of downtown St. John's, armed with 1:15 minute readings from their works. The Writers' Stroll took in 15 landmark stops, with readings at each stop. The last stop was the Ship Inn, for drinks and more literary talk. We who participated agreed that we are all brilliant writers who bear the responsibility of making this event a WANL tradition.

**Fisheries and Oceans
by Annette Anthony**

The Fisheries and Oceans Library participated in the Canadian Coast Guard's 40th Anniversary Open House on July 3rd. During the Open House, Her Excellency, the Right Honourable Adrienne Clarkson, Governor General of Canada, was invested as the Honorary Chief Commissioner of the Canadian Coast Guard. The Library and other displays attracted hundreds of visitors.

Reports from the Public Libraries of Newfoundland and Labrador

**Pouch Cove Public Library!
by Diane Mulley**

In August, our substitute Kimberly Reyes started her new position as Librarian at Elizabeth Morey Memorial Public Library in Torbay. From the staff and patrons of Pouch Cove, we wish her the best of luck.

This past summer, we held a summer reading program. At the end, we held a pizza party for all participants. It was a fun night!! Looking forward to next summers program. In October, we are holding a preschool sleepy time storyhour . Come in your PJ's and bring your favorite stuffed toy. We are hoping that this will launch our storyhour for the rest of the year.

In our community, there is an artists studio. There are people from all over the world that come and stay for various lengths of time. They come to our library often and borrow books to learn more about our province and they also use our internet services to keep in touch with their loved ones at home. We look forward to meeting new people as they arrive.

Best Wishes for the coming year!!!!

**Elizabeth Morey Memorial Library in Torbay
by Kimberley Reyes**

On July 31st, we had to say good-bye to our librarian Catherine Cooper. She has moved to another province with her family. We wish her well. We welcomed our new librarian Kimberly Reyes in August. She was the former substitute for Pouch Cove Public Library.

We have a great selection of newly received books for all ages. Feel free to come and browse!! Everyone welcome!

This past summer we had a CAP student working with us. She offered a Cybercamp on Mondays for our younger patrons, which was a success. Fun was had by all!! Starting in October, we are having our storyhour for preschool children. There have been great turnouts in the past years and I am hoping that this year will be just as good.

Here's to a successful year at our library!!!!

News from Northwest River Volunteer Library

By Isobel Watts



In May we celebrated our 18th anniversary along with improvement of our CAP-site. Smart Labrador opened a video-conferencing centre in the community at the same time, so we combined with them to host a unique event.

Our guest author was Isabella Robbins, a seven year old from Forteau who has written two fantastic stories. They have been typed and illustrated by her mother Cindy.

Smart Labrador hooked up our two communities by video and Isabelle read her stories to a Northwest River audience of sixty people. Following the reading we had refreshments, but most people were more interested in talking with Isabelle and the people of Forteau. The children in the audience were really excited!

This was a great way to celebrate our library and literacy as well as new technology in our small community.

Various pictures of this joint celebration can be seen on the photo gallery at the smartlabrador.ca site.



During the summer we hired a student to re-organize the library, and after much culling, moving of shelves and hard work we now have a pre-school “Book Nook.”. Puzzles, craft materials and a cassette player are available there, as well as many new books for parents and volunteers to use in promotion of childhood literacy. A pilot project funded by the Newfoundland Literacy Council during last winter proved that such a centre is a welcome service to the community, so it will be well used.

TwillingatePublic Library

During the summer, a total of 55 children participated in a special program, entitled READiscover Summer Fun, that saw them reading a total of 1891 books. Each child made a “contract” to read a particular number of books between July 2 and August 14. For those who completed the contract, a picnic was held.



Due to weather conditions, the picnic was held indoors but was still enjoyed by all. In addition to the food, the participants were treated to games and prizes donated by local businesses.

This event was made easier for librarian Barbara Hamlyn this summer by having the assistance of a third-year education student at Memorial University, Sherry Jenkins.

Report from Western Newfoundland by Sandy Chilcote

We have Derek Bussey coming on as our Assistant Manager on Sept. 30th.

Elinor did a great storytelling tour for us in the spring, and we will host Richard Scrimger (W. Nfld.) and Cindy Revell (Labrador--Children's Book Week illustrator) in the fall.

Also, Lynne and her staff and Vicki Murphy are bringing automation into Corner Brook Public

Woody Point Public Library By Barbara Chason

This past April up until July 2nd the library held an hour-long reading session each Monday evening for children ages 4 - 6 that were enrolled in Booky Bear at the school. The hour was comprised of reading, an affective activity and a related craft, song or game. The 10 children had a wonderful time and participated with great enthusiasm and their insight and observations were a great contribution to the program. Booky Bear gave a generous contribution of money and supplies to the library at the end of the program.

In July of 2002, Noelle Hall, Author of *Emily and the Captain*, a Woody Point Story, launched her second book: *Emily and the Captain a Winter Adventure*. We held the launch at the Heritage Theatre where we could accommodate more people. The response was good with approximately 50 friends, locals, and tourists attending. Refreshments were served, Noelle read a short narrative from her book and signed her book when they were purchased. Her publisher, Ruby Winston was there also. Noelle will be here again this October and the library in conjunction with our school has asked her to give a presentation to the elementary students. She has gladly accepted.

We were fortunate to have a Youth Intern this summer that enabled us to keep the computers accessible an additional 35 hours a week. The tourists were thrilled to have this service available and usually left a donation.

October 4th, 2002, Richard Scrimger, Author of Children's books and a novelist, is making his first appearance here in Woody Point. The library along with Bonne Bay Academy is hosting his presentation to the elementary students at the school. The public is invited.

Greenspond Memorial Public Library by Cindy Blackwood

Greenspond Public Library was delighted to host a public reading of a new book by local resident, Reverend Lind Barbour, called "Coming Home." . Twenty-five people gathered to listen to Barbour's tales of growing up in the picturesque Bonavista North community of Newtown - told with warmth and humour. Many of them knew the author as a boy and could truly relate to his adventures - not only to his stories from his younger days on the barrens of Cape Freels, but also to the yarns he spun about moving away and visits back home.

After the reading, refreshments were served by the Library Board, and the author stayed to chat, meet old acquaintances and autograph copies of his book.

Coming Home is published by *Last Mountain Times Ltd.* in Saskatchewan. It is sure to be a valuable addition to local history collections.

Thanksgiving contest at Kindale Library

by Monica White



Eight year old Brittany Park of Stephenville was very pleased to have won a gift bag of assorted prizes.

Brittany was thankful for:

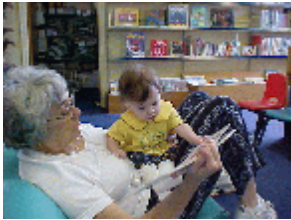
"My cat Bee Bee, my mom and dad and brother and cousins and friends. I am also thankful that the Library has computers so I can play games."

We were very happy with all 18 entries. We have a lot of thankful little people!

Deer Lake

by Worneta Cramm

It is never too early to appreciate your library!!



Kendra Elise Burrige(daughter of Rhonda Haines and Desmond Burrige) reads with library assistant Iris Hoddinott.

Buchans Public Library

By: Diane Burton

On Monday, July 22 Buchans born, award winning poet and author Michael Crummey visited the Buchans Public Library.

The plan was to hold a reading in the Library but word was out that a large crowd was a possibility so, being a joint service public/school library, we prepared the school auditorium for 200 guests! By 7:30 pm we needed extra chairs...a conservative estimate number of guests is 210. It was a great evening...Michael read from his book "Hard Light" ...this book doesn't name the town of Buchans but anyone from the area knows that a lot of the stories are directly related.

He also read some of his poetry and entertained the audience with stories of his family's connection to Buchans. He talked for almost an hour and everyone could have stayed for another!

Michael sold copies of “Hard Light” after the reading and donated half of the proceeds to the Buchans Library. He told the audience that the public library meant a lot to him when he was growing up in Buchans.

After the reading the Buchans Come Home Year Committee hosted a wine and cheese that was well received.

On Tuesday, July 23, the Buchans Public Library hosted Corner Brook storyteller Elinor Benjamin (former Regional Librarian for the Western Region of the Public Library System).

We had 2 story times...one for children 5-8 and a one for children 9 and up.

Elinor is a consummate storyteller and everyone enjoyed her way with folk tales and legends. 70 guests (children and adults) turned out to welcome her and enjoyed her stories immensely. The look on some of those little faces was priceless!



Elinor



Michael



Michael reads

READiscover Summer fun at Corner Brook Public Library by Lynne West



Participants made a pinata, the fish below. Staff, Marie Pile and Sandra Batstone help first week group get started in covering up the balloon.



The final product.



It's easier to get a good whack when the pinata is in one place on the floor.



& great fun to scramble for the candy.

This is an idea which should be repeated at least once every five summer programs. It's always popular.

St. John's
by Glenda Quinn



Canada Book Day, April 23, 2002, was celebrated at Marjorie Mews Library and many patrons expressed an interest in the Canadian literature on display.



Claire Wallace, a very happy 8 year old, with the snorkel and fin set she won by correctly identifying a bird, a flower, a butterfly, and a shell in our summer reading programme "READiscover: Summer Fun", sponsored by the St. John's Library Board.



During Library Week, Mr. Thomas Espie won the attractive tote bag when he entered Marjorie Mews' s guessing contest. Twenty_seven paperbacks were stuffed in the pot and of the 52 entries, his was the only correct answer. (Yes, they were old , shabby paperbacks)

Southern Harbour by Bride Whiffen

A Queen's Jubilee celebration was held on July 20. The evening began with an outdoor parade while the music of "God Save the Queen" played in the background. After the parade, the adults and children returned to the library where they were introduced to a number of books about Queen Elizabeth and were given an account of her achievements during her fifty years as our Queen. This was followed by a distribution of souvenir pins and prizes. Next came the cutting of a beautiful cake neatly decorated with a colourful crown symbol.

A lunch then followed and everyone had a very enjoyable and memorable evening.



It is time to get ready for the parade.



Lunch Time!!

Kindale Halloween

We had about 35 little people and adults attend. We had a Hallowe'en cake, drinks, treats and jello eggs. We read a Hallowe'en story and then put on some ghoulish music to have some fun dancing! The staff showed up as a pumpkin, a clown and Dracula!

Library Week 2002 by John Whelan

The Grand Falls-Windsor Campus Library of the College of the North Atlantic held an Open House in recognition of Library Week 2002 on the evening of Monday, April 29. Although the weather was bad, this did not deter some visitors. As the library is usually closed on Monday nights, also, some students also took advantage of the Open House to use the library services. A special guest at Open House was federal NDP leader Alexa McDonough. Ms. McDonough was in Grand Falls-Windsor to help campaign for the candidate in the Gander-Grand Falls federal by-election, John Lannon.



Alexa McDonough chats with Grand Falls-Windsor resident Bryan Blackmore at the College Library Open House. Looking on is NDP federal by-election candidate John Lannon, while campaign organizer Amanda Will is captivated by the Library. (Photo by Joey Payeur of the Advertiser)

