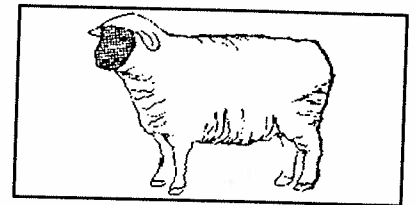


NEWSLINE

Newsletter MANITOBA LIBRARY ASSOCIATION 208 - 100 Arthur St., Wpg. MB R3B 1H3

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ISSN 0070-3684 Vol. 18 No. 8 APRIL 1993 Editor: S. Norma Godavari

1. MLA NEWS:

● MLA CONFERENCE UPDATE

The forthcoming annual conference of the Manitoba Library Association will focus on the ideas of Dr. Charles McClure, who has written and spoken widely on the topic of measuring and evaluating library services. Few will likely disagree with the opening sentence in the preface of his recent book *Evaluation and Library Decision Making* (Norwood, N.J.: Ablex, 1990):

"As we move into the 1990s, there is likely to be increased pressure on librarians to maintain or cut costs, while, at the same time, increasing both the range and quality of services and programs" (p. xv).

In this book, and in related studies such as *Output Measures for Public Libraries* and *Measuring Academic Library Performance: A Practical Approach*, McClure discusses a number of issues that face libraries and librarians today: identifying factors that promote high quality service, demonstrating why certain decisions are made; identifying extensiveness, effectiveness, efficiency, cost-effectiveness, and cost-benefit in library programs and services; recognizing the close relationship between planning and evaluation; and avoiding the confusion between efficiency and effectiveness. Efficiency is doing things well with a minimum of time, money and effort; effectiveness is doing things that actually need to be done. The books dealing with public and academic libraries are designed to appeal to libraries of many different sizes. In *Output Measures for Public Libraries*, McClure has tried to define a basic set of output measures that are "widely applicable, relatively easy to use, at least partially under library control, comparable across libraries, and

easily interpreted by the community" (p. xviii). Although the emphasis in both books is on quantitative measures, McClure also deals with qualitative issues.

In a climate of fiscal restraint at all levels of government and in many parts of the private sector, it is important that we be able to show to our governing bodies that our libraries deliver good value for their money and that we not fall into some of the traps that McClure has identified: blindly believing that governing bodies will accept the overall "goodness" of libraries and will continue to fund them at least a current levels, or being unable to demonstrate to outside agencies the excellence of those services and activities that are of high quality. McClure's books are well written, well illustrated, and very practical in their approach. The three titles mentioned above are available at the University of Winnipeg Book store (Ph. 786-9706).

Judging by his reputation, his publications and his demand as a speaker, Charles McClure's presentations should be very good value for your conference dollar. The members of the MLA Conference Committee believe that they have put together an interesting, varied, affordable event, and they look forward to seeing many participants as this year's event, May 27-29 at the Best Western International Inn, 1808 Wellington Ave., Winnipeg.

- **Linwood DeLong**

2. NEWS:

●OBITUARY

We note, with regret, the death of **Kathy Eagleton** on March 39, 1993 in Brandon. Kathy was the librarian at the Brandon General Hospital Library. Our condolences to her husband Graham.

●MOLUG MEETING NOTES

The purpose of the Manitoba Online Users' Group (MOLUG) is to provide a forum for the Manitoba library community to exchange information about online and CD-ROM products and services, and to educate ourselves by learning from each other's experiences.

We had a surprisingly large turnout at our March 25th, 1993 meeting at the Elizabeth Dafoe Library, University of Manitoba. The following volunteer positions were filled:

Convenor - **Ryan Schultz**, University of Manitoba
Secretary - **Norma Godavari**, University of Manitoba
Treasurer - **George Montgomery**, AECL Research
Membership - **Ruth Reedman**, Canadian Wheat Board

Vendor Liaisons - **Analyn Baker** and **Margaret Amyot**, Info-Key
U of M Liaison - **Ryan Schultz**
U of W Liaison - **Linda Dixon**
Federal Gov't Liaison - **George Montgomery**, AECL
Manitoba Gov't Liaison - **Atarrha Wallace**, Dept. of Education
College St-Boniface Liaison - **Madeleine Samuda**
Winnipeg Public Library Liaison - **Arthur Cohen**
CASLIS Liaison - **Ruth Reedman**

Ryan Schultz gave a demonstration of the reference resources available via the Internet. He showed the Hytelnet and Gopher programs and how to use them to connect to electronic books, remote library catalogues (including Hong Kong!) and bibliographic resources such as CARL's CHOICE book reviews. He also described how non-university employees may obtain a UNIX account to access these

resources via the Manitoba Unix Users' Group (contact Richard Kwiatkowski, 944-9707) and MBnet (contact Gerry Miller, 474-8230).

Two books are recommended for reading about the Internet. They are:

Krol, Ed, *The Whole Internet User's Guide & Catalog*. Sebastopol CA: O'Reilly & Associates, Inc., 1992. ISBN1-56592-025-2. (\$25.95 at the U of M - if there's any left!)

Tennant, Roy, John Ober, Anne G. Lipow, *Crossing the Internet Threshold: An Instructional Handbook*. San Carlos CA: Library Solutions Press, 1993. ISBN 1-882208-01-3.

The next meeting will be held in late June, probably at the Centennial Branch of the Winnipeg Public Library. The place, date, and time of this meeting will be announced in Newsline and by mail to members. For more information about MOLUG, or to make suggestions for future meetings, contact

Ryan Schultz at 474-6683 or 788-6465, or via e-mail at schultz@bldghsc.lan1.umanitoba.ca.

●INDEX INFO NEEDED

Is there someone out there who would like to index the *MLA Bulletin* (about a ten year span). Or, does anyone know of any good indexing package which MLA could use to index the aforesaid publication?

Please contact **Mora Gregg** at the University of Manitoba, at 474-6247.

●ILL ON CA*net

The National Library is pleased to announce that it is now accepting protocol-encoded inter-

library loan requests over the CA*net. Since the CA*net does not have a script facility, the easiest method for sending a protocol-encoded request is through the use of an ILL software package, such as AVISO or InterLEND, which supports the international ILL protocol.

The NL's CA*net address for ILL requests is:

oonlpebill@nlc-bnc.ca

Libraries whose ILL requests are not protocol-encoded can continue to send requests using Envoy 100, Gemdes or Romulus. Libraries are asked to advise the NL of their CA*net address so they can update their library file.

For information, please contact:

Client Services Coordinator
Interlibrary Loan Division
National Library of Canada
395 Wellington Street
Ottawa ON K1A 0N6
(613) 996-7527
Fax: (613) 996-4424
Envoy: OONL.ILL.PEB
CA*net: illser@psb.nlc-bnc.ca

●CUTS IN US DEPOSITORY PROGRAM

In a November 18 letter, Superintendent of Documents Wayne Kelley informed depository librarians in the US of changes in formats and types of material available to depository libraries that will deny certain publications to most depositories, force them to accept publications in less usable, non-permanent microfiche formats, or force them to buy the publications in paper formats. Kelley cited a projected \$3.5 million shortfall for fiscal year

1993 as the reason for the cuts.

GPO's reductions would, among other things, deny scientific and technical reports published by the Department of Energy and NASA to all selective depositories. Distribution of the bound U.S. Congressional Serial Set would be restricted to the fifty Regional Depository Libraries, denying the bound version to the other 370 libraries that have selected it. This means that no law libraries, federal libraries (except the Library of Congress, National Archives, and the Senate and House Libraries), and only four public libraries will receive the bound Serial Set. The bound Serial Set is the authoritative record of each Congress and a primary public source for the history of legislative action. The national system of 1,400 regional and selective depository libraries was established by Congress to promote the American public's awareness of the activities of the federal government.

Kelley said that GPO could save \$2.64 million by the following reductions:

- * Limiting the distribution of Department of Energy microfiche, National Aeronautics and Space Administration microfiche, and the bound Treaties and Other International Acts to regional depositories.

- * Distributing the U.S. Reports, Official Gazette (patents and trademarks), Army Technical Manuals, House and Senate Calendars, slip treaties, and slip Supreme Court opinions in microfiche only.

- * Using the new ACSIS (Acquisitions, Classification, and Shipment Information System) database to improve accuracy in placing printing requisitions. These savings will include reducing the occurrence of both shortages and overprinting, eliminating the

duplicative distribution of reprints and preprints, and allowing discretion in ordering low-content items such as decals. In addition, if shortages do occur, LPS [Library Program Services] will go back to press only for certain core publications.

- * Limiting claims fulfillment services by allowing claims only from regional depositories for microfiche distributed by LPS and by limiting paper claims from all depositories to certain core publications.

- * Distributing the bound U.S. Congressional Serial Set only to regional depositories, beginning with the 102nd Congress, 1st Session.

In an effort to cut an additional \$475,000, Kelley attached a survey to his letter asking depository librarians voluntarily to de-select certain publications or to change selections of publications from paper to microfiche. All depositories were to respond to the survey no later than December 4, 1992, or the Library Program Services "will assume that a library is leaving the format to our discretion if there is no response to the survey." By November 30, not many libraries had received the letter and attached survey. GPO's Judy Russell said that an extension until December 11 may be granted on a case-by-case basis from Sheila McGarr, Chief, Depository Services (voice: 202/512-1119; fax: 202/512-1432).

Russell has said that responses received after December 11 will not be used, and format decisions will be made for libraries whose response has not been received by then.

(Reprinted from: ALAWON, ALA Washington Office Newline, an irregular publication of the American Library Association Washington Office Vol. 1, No. 16, Dec. 2, 1992.)

●ELECTRONIC LIBRARY ACT OF 1993

On March 22, 1993, Senator Bob Kerrey (D-NE) introduced the Electronic Library Act of 1993, S. 626, which would authorize the establishment of State-based electronic libraries.

The National Science Foundation, in consultation with the Department of Education, the Department of Commerce, the Defense Advanced Research Projects Agency, and the Library of Congress, would be authorized to make multi-year grants to States to develop electronic libraries. The bill authorizes \$10,000,000 for FY94, \$25,000,000 for FY95, and such sums as may be necessary for FY96 and each fiscal year thereafter.

Senators Exon (D-NE), Moynihan (D-NY), Bradley (D-NJ), Daschle (D-SD), Lieberman (D-CT), Bingaman (D-NM), and Hatfield (R-OR) cosponsored. The bill was referred to the Senate Committee on Commerce, Science, and Transportation.

In his introductory statement in the March 22 Congressional Record, pp. S3363-5, Sen. Kerrey said:

These libraries would be responsible for providing access to a wide range of hardware, software programs, data resources, and networking capabilities. The libraries would be responsible for demonstration and outreach activities for developing training and education programs in the use of computer and networking technology. They would be responsible for demonstrating the growing hardware and software which will allow teachers and others to create their own programs and materials.

The State-based electronic library could become a part of a State college or university. It could be located inside of State government, using the data bases of State agencies as its foundation. It could also become a cooperative venture of existing municipal libraries. It is possible a State may decide to establish its electronic library as a profit-making venture. These kinds of decisions should be made by State leaders, not by the Federal Government.

The unifying requirement of this legislation is that State Electronic libraries should be collaborative partnerships between the Federal, State, and possibly municipal governments, primary and secondary schools, post-secondary educational institutions, and the private sector. The best partnership would involve business, teaching, technical, and creative expertise.

●ISO 9000

The Canadian General Standards Board (CGSB) announced its accreditation by the Standards Council of Canada (SCC), to register companies to the ISO 9000 series of quality standards.

ISO 9000 is a series of international standards on quality systems for manufacturing and service organizations. Registration to an ISO 9000 standard demonstrates that a company has implemented an adequate quality system. These standards are fast becoming the world's leading indicator of product and service quality.

CGSB is Supply and Services Canada's newest Special Operating Agency. It provides standards writing services and certification and registration programs for government and industry across Canada and around the world. The ISO 9000 series of quality standards are published by the International Organization for Standardization

(ISO) in Geneva and have been adapted for use in Canada. The Standards Council of Canada is the body that manages the National Standards System in Canada and is Canada's representative on the ISO. For CGSB standards in Manitoba, contact the Engineering Library, University of Manitoba, 474-6360 or Fax; 261-9234.

● ISM NEWS

In December 1992, the library community welcomed the news that ISM Information Systems Management Systems had purchased Utlas. Since then, ISM officials have taken the opportunity to consult with community leaders as they establish new directions for the company. Utlas' new name reflects ISM's keen interest in meeting the changing needs of the library marketplace by becoming a "full service" provider.

Substantial organizational change is currently underway at ISM. It is expected that integration of the operations, technical support, product services, and finance departments with ISM Manitoba in Winnipeg will be completed by June 30. Customer support, bibliographic services, marketing, sales, and development staff will provide service from ISM Library Information Services offices in Etobicoke and Montreal.

For further information, contact:

Margaret Andrewes
Communications Coordinator
ISM Library Information Services
3300 Bloor Street West
West Tower, 16th Floor
Etobicoke ON M8X 2X2
(416) 236-7171 ext. 353
Fax: (416) 236-7541.

● BOOK PUBLISHING STUDY

The Saskatchewan Publishers Group, the member-driven association representing Saskatchewan book publishers, in partnership with Saskatchewan Community Services, is conducting a major review of the book publishing industry in the province.

The book publishing industry is estimated to be worth \$3 million annually to the province and represents 20 publishers of varying types and sizes including literary, educational and trade publishers.

The Saskatchewan Book Publishing Policy Committee (BPPC) was struck in June 1992 with representatives of the Saskatchewan Publishers Group, the Saskatchewan Arts Board and Community Services. Economic Development representation was added in February 1993. The Mandate of the Committee is to review existing book publishing policies, programs and legislation; to assess the current state of book publishing in Saskatchewan and to make recommendations to Community Services Minister Carol Carson which would strengthen the book publishing industry in the province.

● TOURS FOR LIBRARIANS

Al Bowron announces a new and exciting tour of Hungary and the Czech Republic especially designed for working and retired librarians.

Departing September 18th and returning October 2nd, 1993, the tour will cover a great variety of visits in both Hungary and the Czech Republic and will be escorted throughout by Albert Bowron, library administrator, consultant and planner. Al is a long-time member of CLA and OLA, with 44 years experience in libraries.

The cost per person from Toronto will be \$3499 CAN, which includes airfare, transfers, surface transportation, sightseeing, visa charges, accommodation in three star hotels (double occupancy), breakfast daily and most other meals. The tour includes 4 nights in Budapest, 2 nights in Kreszthely, 1 night in Sopron and 6 nights in Prague.

For more information and a brochure, contact:

Janice Snider
 Canadian Travel Abroad Ltd.
 80 Richmond Street West Ste 804
 Toronto ON M5H 2A4
 (416) 364-2738
 Fax: (416) 364-6951.

Arts Atlantic

No. 14 Summer 1982 No. 44 Fall 1992
 No. 25 Spring 1986

Art in America

No. 5-6 1967 No. 1-11 1982
 No. 1-4 1968 No. 1-8, 10-12 1983
 1969 - 1977 No. 1-11 1984
 No. 1-2 1978 1985 - 1987
 8 issues 1979 Nos. 2-5, 8-12 1988
 10 issues 1980 No. 8, 11-12 1989
 No. 7-9 1981

Art News

V. 73 No. 7 1974 V. 76-84 1977-1985
 V. 74 No. 4,8 1974 V. 85 No. 9-10 1986
 V. 75 No. 4-10 1976 V. 88 No. 1-4,9 1989

Border Crossing

Fall & Winter 1985 Spring, Summer 1986

American Library Directory 1991

Encyclopedia of Associations parts 1-3 1991-92

Guide to Microforms in Print Author/title 1991

Newsletters in Print 1991-92

Standard Periodical Directory 1991

3. PUBLICATIONS:

● **UofW FREEBIES!**

The following items are available from the University of Winnipeg Library by contacting **Iris Day** at the Serials Department, 515 Portage Avenue, Winnipeg MB R3B 2E9, phone 786-9811 or Fax 786-1824, by April 30, 1993.

Art Forum

May 1972	1976 complete
Sept 1973	1977 Apr missing
May 1974	1978 complete
Feb 1975	1979 complete
Apr 1975	1980 complete
May 1975	1981 Jan & Feb
Oct 1975	

Vanguard

Dec/Jan 1980-1981 April/May 1987

4. CALENDAR:

● **APRIL 17, 1993**

The Manitoba Branch of the Canadian Authors Association presents **Margaret Sweatman**, award-winning author of Fox, is conducting a one day workshop on Advanced Fiction Writing from 10AM to 4PM in the second floor

boardroom of the Provincial Archives Building, 200 Vaughan Street. Registration is \$25 for CAA members and \$30 for non-members. To register, please contact the office of the CAA at 947-0512. Registrants should be prepared to bring 5 to 7 copies of their own work for class discussion.

●APRIL 24, 1993

Creative Writing, An Introductory Workshop, led by **Andrea Lang**, will be held on Saturday April 24 from 10Am to 4PM at the Osborne Street Library, 625 Osborne Street.

Organized by the Manitoba Branch of the Canadian Authors Association in conjunction with the Winnipeg Public Library, the workshop focuses on short story fiction and creative non-fiction.

Registration for the workshop is \$25 for CAA members or 30 for non-members. To register, please contact the CAA Manitoba at 947-0512.

●MAY 12, 1993

Faxon Canada is sponsoring a Customer-Focused Library Business seminar at the Holiday Inn, Crowne Plaza, 350 St. Mary Avenue. The seminar, presented by Dysart & Jones Associates, is designed to provide you with the tools to help you develop a strategy for building an entrenched customer service operation in your library or organization.

The seminar runs from 9 to 12 noon. Coffee and muffins will be available. To register, please contact **Wendy Bloomfield** by fax at 519-472-3223 or by phone at 1-800-263-2966 by April 15, 1993.

●MAY 25, 1993

The Manitoba CASLIS Chapter will be holding its AGM on Tuesday, May 25 at the Winnipeg Art Gallery Penthouse. Exact time and program is to be announced.

●CACUL HIGHLIGHTS AT CLA

CLA '93 will be in Hamilton from June 16 to 20 with the theme, *In The Human Cause*.

CACUL's programs include the following:

* **Effective evaluation of library services**, a full day workshop with Dr. Charles McClure;

* **ARIEL: the vision and the reality**, a national panel debate on the current state and future implications of ARIEL installations;

* **Total quality management: in theory & practice**, by Holly Shipp Buchanan, U of Kentucky;

* **The cataloguer revisited: 1993 survey results**: has automation actually enhanced the quality of work life for cataloguers?

* **Information technology and library design: 200 and beyond**; library planning for the future followed by a tour of McMaster University Libraries;

* **A day with special collections at McMaster University**; the Special Collections Interest Group gathers to discuss private presses and cultivating donors in recessionary times.

●JULY 8, 1993

CAB International, producer of the *CAB Abstracts* database, is please to announce a free workshop in Winnipeg. Register by phoning 1-800-528-4841 or fax 602-621-3816.

5. JOB:

**THE UNIVERSITY OF MANITOBA
LIBRARIES**

**Invites Applications for the Position of
Electronic Services Librarian**

The University of Manitoba Libraries consist of thirteen unit libraries located on the Fort Garry and Bannatyne Campuses. With collections of over 1.5 million volumes, an annual operating budget of over 12 million dollars, and a full-time equivalent staff of approximately 208 employees, the libraries serve a community of approximately 38,000 students, faculty and citizen borrowers.

The Electronic Services Librarian reports to the Associate Director, Public Services. He/she is responsible for: working with unit heads in introducing state-of-the-art electronic information services to the students, faculty and researchers in the faculties and schools served by the individual libraries; working with Computer Services, the Libraries Systems Office and other libraries staff in the introduction and integration of information technologies into the Libraries and campus environment through the development of networked information technology solutions; identifying and defining the Libraries' information technology needs and strategies in the areas relating to electronic services; being responsible for developing training and instruction programs to assist staff in promoting electronic information services.

Qualifications:

A degree from an ALA-accredited library school; experience/knowledge of computer

systems, network applications, emerging information retrieval technologies and telecommunications. Familiarity with automated reference services, evaluation and selection of electronic resources, training/instruction. Outstanding verbal and written communication skills, with positive interactive experiences with faculty, staff and students at all levels. Excellent analytical and creative problem-solving skills.

Effective date: July 1, 1993

Ranks and Salary Ranges: Commensurate with qualifications and experience.

General Librarian: \$27,101 - \$46,252

This position has a two-year probationary period. Librarians enjoy academic status and are appointed to one of four ranks: General, Assistant, Associate and Librarian, with possibility of promotion.

The filling of this position is subject to final budgetary approval. The University of Manitoba encourages applications from qualified women and men, including members of visible minorities, aboriginal people and persons with disabilities. The University provides a smoke-free environment, save for specially designated areas. In accordance with Canadian immigration requirements, this advertisement is directed to Canadian citizens and permanent residents.

Submit application, including resume, salary expectations and the names of three references, by April 30, 1993 to:

Carolynne Presser
Director of Libraries
The University of Manitoba
Libraries
Winnipeg, MB R3T 2N2

6. CONTEST 'O THE MONTH:

I am still accepting entries for the Contest 'O the Month Librarian TV shows. The absolute deadline for entries has been extended till April 23. After that, the judges will have their way.

The next Newsline will list the winners. Winners will be awarded a tasteful prize...

The opinions expressed by the contributors to the Manitoba Library Association do not necessarily reflect the position or official policy of MLA.

Send your news to:
 Norma Godavari, Editor
 NEWSLINE
 Craik Engineering Library
 351 Engineering Bldg.
 University of Manitoba
 Winnipeg R3T 2N2
 Phone (204) 474-9445
 Fax: (204) 261-9234
 Envoy: N.GODAVARI



DEADLINE FOR THE MAY 1993 ISSUE IS
WEDNESDAY APRIL 28 1993

THE FOLLOWING ARE THE OFFICERS OF THE MANITOBA LIBRARY ASSOCIATION:

- President - Rick Walker, WPL
- Vice-President - Jim Blanchard, UM
- Past-President - Eric Marshall
- Treasurer - Yolanda Hogeveen
- Secretary - Jean Van Walleghem

DIRECTORS:

- Fundraising - Dallas Bagby, SBGH
- Membership - Linda Burrige, BU
- Public Relations - Louise Sloane
- Continuing Education - Paula Noyes, RRCC
- Publications - Richard Bazillion, BU
- Conference Coordinator - John Tooth, Manitoba Education

For information on your membership or missing issues of Newsline, please contact the MLA office at 943-4567, or Linda Burrige at Brandon University at (204) 727-9688.

STOP PRESS!

On Tuesday, April 20, 1993 at 8:00PM at the Faculty Club, Pembina Hall, University of Manitoba, The **Friends of the Libraries of the University of Manitoba** present *Doing Science: Scientists talk about drugs, geology, foods.* Presenters are Dr. Wayne Hindmarsh (Pharmacy), Dr. Barbara Sherriff (Geological Sciences) and Dr. Michael Eskin (Human Ecology).