



Newfoundland and Labrador Library Association Bulletin

The Newfoundland and Labrador Library Association

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FROM THE PRESIDENT

by Pat Parsons

Greetings from Sunny Central! This past week of solid sunshine, surrounding us with a sea of gold and red has been nothing short of a tonic, a natural antidote to the collective state of angst that everyone has been in for the past month. It has allowed us to move forward, and get back to the necessity of day to day routine - policies and procedures, meetings and workshops, chores and errands - everything we need to tell us all is normal!

In my first submission as president, I'd like to congratulate the outgoing executive on a job well done. It will be a hard act to follow. Many thanks to past president Colleen Field, Diane Cmor, Adrienne Popescu and Patrick Warner for a fantastic AGM and conference. With the support of the current executive, and the general membership, I am confident that we will be able to plan a similarly successful event for next spring.

The coming year is promising to be an exciting and busy one. The fall kicked off on a positive note with the **Health and Literacy** Conference, which I attended wearing both my literacy and library hats! It was an opportunity to meet many new contacts, share ideas, and mostly put in a plug for all of our libraries as important delivery mechanisms for all health information. It also gave me the chance to participate in the Department of Education's launch of its **Read and Succeed** Literacy Campaign, which promises to be a high profile comprehensive PR extravaganza - one in which I'm sure our libraries will have a role to play, as it unfolds. There are sessions planned on **E-Journals** and **Rare Book Conservation** which promise to offer a wealth of information. Our public libraries are hosting a variety of author visits for **Children's Book Week** - always a welcome celebration of story telling and illustrating.

I am encouraged by members who have put their names forward to assist in the planning of the work we have in store for us. Committees are being formed to plan our next Library Week, and our 2002 AGM/Conference.

In closing, many thanks to our Web Team, our newsletter editor, and all other members who have taken on specific tasks to keep our association a lively one!

Our membership is up. Our bank balance is in the black. All is right with the world!

I look forward to a busy and productive year!

Added Entries

by Karen Lippold

Public Libraries

Some of the dust has settled from the relocation of Public Library services from St. John's and Corner Brook to Stephenville. In the end, the Corner Brook offices of Western Newfoundland / Labrador Division Libraries were not moved to Stephenville, but remain at their former location.

The new Executive Director of the Provincial Information and Library Resources Board (PILRB) is **Shawn Tetford**. Prior to coming to PILRB, he was the West Coast Regional Director of Government Services and Lands Department.

Charles Cameron is the new Director of Regional Services, PILRB in Stephenville. Provincial Headquarters is at 48 St. George's Avenue, Stephenville, A2N 1K9. Charles's telephone number is 709-643-0922 and his fax is 709-0925.

Charles's previous position as Manager, St. John's Public Libraries, Provincial Resources Library the Arts and Culture Centre has been taken by **Michelle Walters**, who had been Assistant Manager of Central Division Libraries in Gander.

As of October 1st, **Michael Bannister**, who was previously with the Stephenville campus of the College of the North Atlantic, is the Assistant Manager of the Western Newfoundland / Labrador Division Libraries.

Special Libraries

There have been a couple of changes in the CISTI NRC Information Centre in St. John's. **Patricia (Trish) LeBlanc** is the new Head of the NRC Information Centre. Prior to coming to St. John's she was working for InNOVAcorp in Halifax as an Information Specialist.

Adriana Popescu who was the Head of the NRC Information Centre is now at Princeton University's Plasma Physics Library.

Derek Smith has returned home to Newfoundland as the Information Specialist for the NRC's Industrial Research Assistance Program (IRAP).

Pamela Morgan has been seconded from the Memorial University of Newfoundland, Health Sciences Library to work on a project involving access to electronic information through the NRC Information Centre.

There have been two retirements from special libraries in St. John's. **Pat Rahal** has

retired from the St. Clare's Library. **Audrey Conroy** has retired as Regional Librarian at the Fisheries and Oceans Library in St. John's. All the best and enjoy!

Academic Libraries

Memorial University of Newfoundland

The University Library System had two more retirements this Fall. **Suzanne Sexty** retired from Information Services Division, Queen Elizabeth II Library at the end of October.

Janet Goosney from the Bracken Medical Library at Queen's University has been hired to replace Suzanne as Assistant Library Instruction Coordinator. Janet will begin work in November.

Marion Matthews retired from Bibliographic Control, Queen Elizabeth II Library at the end of October.

Lindsay Glynn, who was previously on contract with the Health Sciences Library, has been hired to replace Catherine Sheehan.

Joy Tillotson, **Elizabeth Browne** and **Alberta Wood** of the Queen Elizabeth II Library are on sabbatical this year. Joy is pursuing advanced studies at McGill's Graduate School of Library and Information Studies. Elizabeth is compiling a bibliography of the writings of Moses Harvey, a 19th century Newfoundland polymath. Alberta is currently working on the Newfoundland and Labrador Map Bibliography. After Christmas, she will be at the University of Bergen in Norway working on their map collection.

With Joy and Alberta away **Karen Lippold** is acting head of the Information Services and of the Maps, Media and Data Divisions.

Susan Fahey has been hired on contract in Information Services for the year that Joy is on leave.

With Alberta's leave, **Danial Duda**, from the University of Alberta, is working in both Information Services and the Map Library at the Queen Elizabeth II Library.

Laura Scott's sabbatical replacement in the Collections Division, QEII, is **Claire Schneider**. Prior to coming to Memorial, Claire worked at Acadia University.

Slavko Manojlovich, Systems Division, will be starting sabbatical in November. Slavko will be working with Dr. Bill Moen, University of North Texas on a Z39.50 interoperability project. **Susan Cleyle** who is returning from maternity leave after the birth of Thea will be acting Head of Systems.

Lisa Goddard, who has her MLIS from McGill and has recently finished the IT program

at Memorial University of Newfoundland, has a contract with the Systems Office in the QEII.

The Periodicals and Reports Division of the Queen Elizabeth II Library has a new name.

It is now the Electronic Resources and Serials Division. Louise White is still Head of the Division.

At the Ferris Hodgett Library, Sir Wilfrid Grenville, **Elizabeth Behrens** is back from sabbatical.

Louise McGillis is on maternity leave with her second baby, Jane Elizabeth. **Gillian Byrne**, who had been hired when Elizabeth was away, has returned on contract to the Library as an Information Services Librarian.

College of the North Atlantic

Janet Fraser as taken over from John Whelan as the Provincial Coordinator for Library Services at the College. The College hopes to up and running with the Sirsi system by the first of November.

Available on the Aet@

Strange and unusual dictionaries:

<http://blueray.com/dictionary/>

Dictionary of Newfoundland English Online

<http://www.heritage.nf.ca/dictionary/>

Canadian Encyclopedia

<http://thecanadianencyclopedia.com>

New Books in Library and Information Science

by Pamela Cline Howley

The following is a selection of some of the new books in library and information science now available in the QEII Library.

Bazillion, Richard J., 1943- Academic libraries as high-tech gateways: a guide to design & space decisions / Richard J. Bazillion, Connie L. Braun. Chicago : American Library Association. 2nd ed. 250 p. **Z**

679.2 U54 B39 2001

It is emblematic of the rapid changes in information technology that the 1995 edition of this book made no mention of the World Wide Web. Although the specifics of the technology continue to evolve, the authors attempt to provide a guide to planning and achieving the greatest possible flexibility of space, infrastructure and functionality that will result in library buildings of enduring value and utility.

Digital reference service in the New Millennium: planning, management, and evaluation / edited by R. David Lankes, John W. Collins, Abby S. Kasowitz. New York: Neal-Schuman Publishers, 2001. 246 p. **C**The new library series; no. 6 **Z**

711.45 D54 2001

Written by a variety of experts from several different fields, the papers in this volume were selected from the Reference in the New Millennium conference held at Harvard University. The concept of 24/7 online reference opens up new opportunities for innovative approaches to library service, as well as for a reappraisal of existing assumptions and methods. Both the broad theoretical issues and the practical application issues are covered in this collection.

Giesecke, Joan. Practical strategies for library managers / Joan Giesecke. Chicago : American Library Association, 2001. 102 p. **Z 678 G54**

2001

This book concentrates on the role of middle managers in today's libraries, beginning with an overview of the changing environment and outlining the possible new roles that managers may be expected to fill. Next, the elements needed to successfully take over responsibility for a new department are discussed. Specific management skills are then covered, as well as strategies for departmental organization.

Hunter, Gregory S. Preserving digital information : a how-to-do-it manual / Gregory S. Hunter. New York : Neal-Schuman Publishers, 2000. 169 p. **Z 701.3 C65 H86**

2000

This manual systematically presents the basic concepts of digital preservation and provides step-by-step approaches to making the best possible decisions to ensure success. There is discussion of the theory of preservation, as well as examples of best practice from a variety of institutional types.

Lane, Nancy D. Techniques for student research : a comprehensive guide to using the library / Nancy Lane, Margaret Chisholm, Carolyn Mateer. New York : Neal-Schuman

Publishers, 2000.277 p.

Z 710 L36

2000

Although specifically designed to meet the needs of undergraduates students, this guide would be useful for students from high school to the graduate level. It provides a comprehensive introduction to library searching, placing the emphasis on processes and techniques rather than on particular resources which quickly become outdated. Both paper text and online sources are covered. The first part covers the basics of searching for brief, factual information, while the second part covers the more complex research process.

Moving theory into practice : a digital imaging for libraries and archives / Anne R. Kenney, Oya Y. Rieger, editors and principal authors. Mountain View, CA : Research Libraries Group, 2000. 189 p.

Z 681.3 D53 M68 20

With contributions from more than 50 individuals, this volume is intended to provide information to those libraries and archives planning to convert existing resources and collections to digital form. The book aims to foster critical thinking and the ability to make informed decisions in regard to digital imaging technology. It covers the basics and presents a methodology for decision-making known as digital benchmarking.

Shoham, Snunith. Library classification and browsing : the conjunction of readers and documents / Snunith Shoham. Brighton, England : Sussex Academic Press, 2000. 162 p.

Z 711 S36 2000

This book focuses on both the physical aspects and the intellectual concepts of the classification and shelf arrangement of library materials over time. The physical format of materials, and the internal architecture of library buildings is considered, as are issues of open access and retrieval.

Traw, Jeri L. Library Web site policies / compiled by Jeri L Traw. Chicago : Association of College and Research Libraries, 2000. 98 p. CLIP note ; #29 **Z 674.75 W67 T73 2000**

This College Library Information Packet (CLIP) Note documents current policy and practice in regard to web site management by smaller academic libraries in the United States. The results of a survey of the web site policies of 163 such institutions are presented, followed by a compilation of representative mission statements, collection development policies, guidelines and standards, and policy manuals, drawn from 16 different institutions.

Westbrook, Lynn. Identifying and analyzing user needs : a complete handbook and ready-to-use assessment workbook with disk / Lynn Westbrook. New York : Neal-Schuman Publishers, 2001. 307 p. + 1 computer disk **Z 678 W466 2001**

In an era of limited economic resources and increased emphasis on accountability, it is essential to ensure that library and information services meet the needs of user communities. This text provides thorough and detailed instruction on how to conduct practical, yet rigorous, user needs analyses. The organization and planning of research

is covered, specific research questions and tools are discussed, and approaches to study implementation and the analysis of results are presented. Three case studies, one each from a school, a public and an academic library, are included, as well as extensive suggested reading lists.

NLLA Conference 2001 Report

by Colleen Field

NLLA's Conference Planning Committee 2001 knew they had a challenge on their hands given the success of the first conference in 2000. By all accounts, they met that challenge. So much so, that the number of registrants increased from 41 to 53.

The 2001 Conference was held on May 4th and 5th. Friday's sessions took place in the Arts Atrium at Memorial University of Newfoundland, the same venue as last year.

Starting the day was a Media Awareness Workshop, sponsored by CLA and presented by Michael Colbourne, Coordinator of User Services at the Nova Scotia Provincial Library and Councillor-at-large on the Executive Council of the Canadian Library Association. Michael opened our eyes to such issues as online safety and offensive and inappropriate content, authentication of online information, online marketing to kids and privacy issues.

We then learned about the Gates Library Initiative in Newfoundland from Larry Connolly, Director of Information Technology for the Provincial Information and Library Resources Board and Vicky Murphy, a Lending Services Librarian with the St. John's Public Libraries. Larry provided details on the grants from this initiative and the partnership with PILRB while Vicky described the training process which eventually led to public library staff across the province effectively managing computer systems and using digital information.

Joan Ritcey, Head of the Centre for Newfoundland Studies at MUN and Charles Cameron, Manager, Provincial Resource Library (St. John's Public Libraries) followed with an overview of Newfoundland's literary treasures. This entertaining session was enhanced by a wonderful display arranged by Charles with help from Brenda Parmenter. This display proved quite popular throughout the day.

Following lunch at MUN's University Club, Stephen Green-Dowden, Information Services Librarian with College of the North Atlantic, gave a presentation on equitable access to information for persons with print disabilities. Stephen made this a very informative session by relating his own personal experiences.

The final session of the day dealt with "bibliotheca anxietas". Annette Anthony, Client Services Officer at the NRC Information Centre and Sue Fahey, Information Services Librarian at the Q.E. II Library, MUN, described library anxiety in general and technophobia more specifically and offered solutions for both.

The day's business ended with the AGM but the fun did not stop there. Forty-four people gathered later that evening in the Junior Common Room of the Ray Gushue Hall at MUN and relaxed, enjoyed a wonderful meal and listened to Janet Fraser reading from her collection *Long Girl Leaning into the Wind*.

The Conference continued on Saturday morning with Library Advocacy Now!, a

workshop given by Louise McGillis in the Marine Institute Board Room. This session, cosponsored by APLA and CLA was attended by 22 people, all interested in learning what library advocacy actually meant, and how to achieve it in our daily jobs. The session had a lot of information packed into the four hours allotted to it. Practice work books were distributed which allowed the participants to go through a step by step guide to advocacy planning, from determining one's objectives, to targeting groups, to evaluating your plan. Participants learned about the importance of building key partnerships at the local level, and about the difference your choice of communication tools can make. This session was full of good information, and drove home the need for librarians everywhere to accept the challenge of library advocacy to ensure that the role of our libraries in society is not only maintained, but strengthened from year to year.

Thank you to the Conference 2001 Planning Committee for providing such a terrific slate of speakers on a wide variety of topics. I look forward to hearing about next year's plans.



Outgoing Executive



Presenters receive a little gift

Pictures are available on-line at:

<http://www.infonet.st-johns.nf.ca/providers/nlla/upcoming.html>

College of the North Atlantic Library Services News

By John L. Whelan, Grand Falls-Windsor Campus, College of the North Atlantic

Stephen Green-Dowden, College Librarian at the Topsail Road Campus, made a very informative presentation on "Equitable Access to Information for Persons with Print Disabilities" at the recent Annual Conference of the Newfoundland and Labrador Association. Stephen has also just been elected as Vice President-President Elect of the Newfoundland and Labrador Health Libraries Association.

Lynn Cuff, College Librarian at the Clarendville Campus, has been a member of Academic Council since the formation of the College of the North Atlantic. She has been the Council representative for Student Services and is currently representing College Libraries. Lynn was the first provincial coordinator for College Library Services and represented College Libraries on the Task Group on College Credentials. She is currently the Library Services representative on the School of Information Technology and serves as Student Services Coordinator for her district.

Lenora Furey, College Library Technician at the Baie Verte Campus, is beginning her second year as editor of the Newfoundland and Labrador Library Association "Bulletin". Last year, Lenora produced two issues that contained useful articles and important information for NLLA members throughout the province.

Janet Fraser is the College Librarian at the Prince Philip Drive Campus and manages Library Services within her district. She is also a poet. The first collection of her poetry, Long Girl Leaning Into the Wind (Killick Press, 2000), was a finalist for the 2001 Provincial Book Awards. Janet's poems have been described by one reviewer as a "feast of sensory detail, dream images, and fantastical visions."

The whole review, which originally appeared in the December 3, 2000 of The Telegram, is available through Electric Library Canada, a full-text database. ELC includes

magazines, newspapers, reference books, transcripts, maps, and photos and can be accessed directly through any College computer over the World Wide Web at <http://www.elibrary.ca/education>. Students and staff can also connect to ELC from their homes with a username and password. College Library staff will be happy to provide you with the necessary login information for remote access and to give you assistance with searching ELC and other library databases.

All Library staff expect to be very busy over the coming months. The College has recently acquired a new computer system to integrate library services on a province-wide basis and staff is currently involved in the implementation phase of this project.

Janet Fraser has just been appointed as Library Services Team Leader for a two-year term (2001-2003). Congratulations to you Janet.

Big Changes in the Public Library System

by Jewel Cousens

The summer of 2001 was time of enormous change for the public libraries. On July 3, 2001, our headquarters staff was open for business at the new office in Stephenville (48 St. George's Ave, Stephenville, NF A2N 1K9 709-643-0900).

As you can imagine with a move of so many people and the changeover of daily functions in the library, this June and July were months filled with tensions and teary good-byes. Life throughout the entire public library system has been very hectic as people are learning new skills, settling into new routines and coping with the thousand and one changes that affect our daily lives. We have tried to keep everything running smoothly, a pleasant smile on our faces, and a ready explanation of how the move has affected the library system, but that isn't always possible. We have survived many budget cuts and we will emerge from these changes as a stronger organization. We just need a little more time to get some of the practical details worked out.

The following is a list of new people as well as some changes of positions at Stephenville:

- < Director - Shawn Tetford (formerly with Government Services in Corner Brook)
- < Director of Regional Services - Charles Cameron (formerly Manager of Provincial Resource Division)
- < Manager of IT - Newman George (formerly with Municipal Affairs)
- < Director of Finance - Andrew Hunt
- < Head of Technical Services - Still vacant as of Oct. 15, 2001.

In Western Region, Elinor Benjamin, Assistant Regional Manager, has retired. She just helped launch a fund-raising calendar for the Palliative Unit for Western Memorial Hospital. She and eleven other women posed nude. In St.

Johns, the calendars can be purchased at Bennington Gate.

Michael Bannister, from The College of North Atlantic in Bay St. George, started in early October as the Assistant Manager for Western Region.

In Central Region, there is presently a competition underway for the Assistant Manager's position as Michelle Walters has taken the position of Manager of the Provincial Resource Division.

In Provincial Resource Division there have been many changes in the staff at the Circulation Desks as well in the Reference and Newfoundland Collections. Longtime employees Joan Grandy and David Leamon, Newfoundland Collections staff, retired before the relocation. Their knowledge is sadly missed by our regular genealogists and other researchers.

As of October 15th, Michelle Walters is the Manager for the Provincial Resource Library.

News of Former PILRB librarians and staff:

- < Deirdre Tiffany (Head of Technical Services) has started a new position with Workman Health, Safety & Compensation Commission as the Manager of Image Processing & File Management.
- < Judy Escott (Assistant Director) is now with Human Resources of the Executive Council.
- < Larry Connolly (Manager of IT) has been seconded to Dept. of Education's Public Exams Division.
- < Wayne Moores (Director of Finance) has moved to Municipal and Provincial Affairs.

Most of the former Business office staff and staff clerks moved to new positions within other government departments. Some of the former cataloguing staff bumped into circulation and reference desk positions as well as several vacant/temporarily-filled positions.

If you wish to have any further information about these changes, please feel to contact me at 737-3807 or jewelcousens@publib.nf.ca.

No possession can surpass, or even equal a good library, to the lover of books. Here are treasured up for his daily use and delectation, riches which increase by being consumed, and pleasures that never cloy.

John Alfred Landford (1823-1903)

Throughout my formal education I spent many, many hours in public and school libraries. Libraries became courts of last resort, as it were. The current definitive answer to almost any question can be found within the four walls of most libraries.

Arthur Ashe (1943-1993)

Have Access, Will Travel !!

by Patricia Parsons

Public Libraries/Community Access Centers in the Central Region have seen a dramatic increase in visits from tourists looking for Internet/E-mail Services this past summer. Branch statistics for July and August show more than 700 tourists took advantage of such services. Local staff reported tourists from all over the globe dropped in, primarily to check e-mail and report back to family and friends that all was okay in their travels. Others read newspapers from their home towns of Boston and Miami, checked stock prices and some did really serious business, such as finalizing plans to purchase a house in Maine, and planning a wedding in Ontario. **A**They may have come on bicycles from B.C., or in luxury caravans from California **A**says Pat Parsons, **A**ut they had one thing in common - gratitude for the service, and amazement that it was free. **@**

This steady increase in usage confirms the important role our libraries will have in the tourism industry, as the awareness grows and visitor expectations grow. It opens the door for potential partnerships with Chambers of Commerce, and hotels in our larger centers. Parsons says. **A**ts a great PR opportunity - to have a public work station placed in your local tourist chalet or hotel lobby, to offer access, and have a sign saying: This service made possible by our Provincial Public Library System. **@**

More important, it gives local library boards ammunition for an increase in local hours of opening. The more visitors received, and more services offered, the stronger our case is for an increase in hours of access.

Many librarians have started keeping a **A**guest book **@** their circulation desks to capture the scope of geography covered, and the interesting comments made by our visitors.

Since **I**ve started this report we have gone the distance on **A**Receiving the World **@** Libraries in Gander, Glenwood, Gambo, and Norris Arm have welcomed hundreds of airline passengers stranded due to the crisis in New York. Extra work stations were set up where possible, staff gave up their own computers, and all 10 laptops of the Gates Lab were in constant use. Hours were extended in these branches - staff members worked as volunteers, brought in food, and brought passengers home for showers. We met some wonderful people from all over the world, and their stories - some funny, some tragic will be with us for a long time.

Gander Public Library - Five days of turmoil

by Glenda Peddle

WOW - what an unbelievable five days. On Tuesday, September 11, as the rest of the world watched the horrible events unfolding in the United States, Gander and surrounding area residents prepared to house some 6500 unexpected air plane passengers who had been diverted to Gander Airport. Our staff quickly became aware that the Gander Public Library would play a major role in accommodating these visitors - not with blankets and pillows, but with modems, keyboards, hard drives and monitors. With the help of our IT staff and CAP coordinator, we readied the library to open early Wednesday morning, September 12, knowing that the thirty computers we had prepared for public access were to be given a real test.

Our first customer arrived at 8:00 a.m., right behind me. This gentleman, who had been returning to the United States from Ireland, had just spent seventeen hours on a grounded plane, and knew little of what was happening. As he logged onto our system, he rapidly discovered what was occurring in his adopted homeland.

Not long after, we welcomed a steady stream of people wanting to use the Internet to e-mail family and friends. In an attempt to help stranded passengers connect, we kept our doors open for an extra twenty-four hours. And connect they did - approximately 1100 people used our system during that time - people from Kenya, Uganda, Ireland, Belgium, France and the United States. Observing residents from so many countries sitting side by side while using our system, we truly felt that we were ~~A~~ceiving the world@

In a time of such turmoil, we found it gratifying to provide a safe haven to these people, who, for a short time, became valued members of our community. We felt that we had been given an opportunity to convey to our guests, and to be reminded ourselves, that first and foremost, Newfoundlanders are both incredibly hospitable, and truly humanitarian. When asked by the passengers why we were so willing to help them, I replied, ~~A~~s what we do and who we are.@

On September 14, staff shared in the national day of mourning by lighting a couple of candles on the reference tables in the back of the library. We rounded up all passengers, led them in a prayer for peace, and observed a moment of silence. They really appreciated it.

After our guests had departed, we were relieved to find that the computers had held up, and so had the staff. All in all, last week was most definitely an amazing experience.



Callist Tinimugaya of Uganda uses a staff work station in the Regional Library



Weary passengers enjoy a coffee, check out local maps & news headlines as they wait for a computer



Our OPAC's were quickly converted into Internet work stations to minimize line up's for e-mail.

Gambo: Receiving the World

by Sylvia Collins

The Town of Gambo was the host to several hundred unexpected visitors during the week of the horrific events in the United States. Our guests came from the international airlines flights that had been diverted to Gander following the terrorists' attacks on the World Trade Center and The Pentagon. A total of 6500 people from 38 planes was stranded at Gander. There was no way the Town of Gander could accommodate such an influx. Nearby communities offered to help.

Every available public building in Gambo was used to house them. They filled up the school, the church halls, the S.U. F. Hall, the Lions Club, the fire hall and Mint Brook camp. The townspeople supplied food, beverages and other necessities. Some even opened their homes and welcomed strangers to stay with them.

It wasn't long before many learned, to their delight, that there was a Public Library in Gambo. They came to read and browse through the fine selection of books and magazines that our library has to offer. They came to socialize and discuss their situation. They lined up to use the telephone and the Internet. To their amazement Internet access was free! Now they could keep in touch with family, friends, employers and business associates quickly and easily without any cost.

We had visitors from the United States, the United Kingdom, Europe, Central America and New Zealand. Permission was granted by Pat Parsons, our Regional Manager, to have extended hours of opening and to call in extra staff. Refreshments were provided on a daily basis. Our service was very much appreciated and we received numerous compliments. Several financial contributions were placed in our donations can.

Most of those people had never been in Newfoundland before and knew very little about it. They were fascinated by the beauty of our Island and overwhelmed by the hospitality of its people. Several said they would return someday as tourists. Others promised to spread the word that Newfoundland is the ideal place to take a holiday. All agreed they would never forget the kindness shown to them.

The residents of Gambo were given an opportunity to practice the Golden Rule of doing unto others as we would have them do unto us and they responded admirably. The staff at Gambo Public Library as well as the Airlines people whom we met will have fond memories to cherish for a lifetime. We are so glad that our library could provide a bright spot to those whose travel plans were so abruptly changed due to a tragedy of such horrendous magnitude. It was quite an experience!

Southern Harbour Public Library

by Bride Whiffen

A wonderful summer of reading and computer sessions for children was enjoyed here this year.

Our summer reading program was launched with a Canada Day Read-a-bration. A much appreciated contribution from the Canada Day Coordinating Committee enabled us to celebrate Canada's birthday with stories by Canadian authors and music by Canadian artists. The program began with the singing of "O Canada" when the children were invited to choose various Canadian books to be read during the celebration. A large birthday cake with the words "Happy Birthday Canada" was served along with refreshments. Flags, pins and bookmarks provided by the committee were distributed to all in attendance.

In the weeks following Canada Day, the fun continued. For three days each week we selected a different theme and held reading circles and computer sessions relating to this theme. For example, during the week of July 23-26, we celebrated "Christmas in July". Although the weather was hot and there was definitely no sign of snow, each day's sessions began with the singing of "Aingle Bells". We also listened attentively to

the words of "It Was The Night Before Christmas". We trimmed our tree, visited Christmas websites, served Christmas treats and picked prizes from our Christmas grab bag. Other themes chosen related to such literary characters as Henny Penny, Franklin, Madeline, and Winnie-the-Pooh.

Our program concluded on August 15 with a distribution of certificates and prizes to all those who participated. It was wrapped up with ice-cream treats for all in attendance.

A library is not a luxury but one of the necessities of life.
Henry Ward Beecher

Twillingate Public Library CAP site

by Barb Hamlyn

Our site has been used for numerous purposes. While I will not mention them all, some include:

- < genealogy research
- < researching for a post secondary institution to attend
- < Post secondary students drop by to get their exam results when the marks are released.
- < booking airline tickets, ferry and train reservations, youth hostel accommodations
- < type resumes and job applications
- < homework research
- < checking out the job market for particular fields of study
- < children's party planning ideas
- < school lesson plans
- < distance education

A young person from Twillingate applied for a job as an Aupair in England via the CAP site. She was successful in getting the job and spent several months working and travelling in Europe.

A Chinese immigrant uses our CAP site and is delighted to be able to read the newspapers from China. I understand that she also uses e-mail that gets translated to the Chinese language when she sends it to her relatives.

This past three months a couple from western Canada temporarily lived at Twillingate. They were in daily contact with their daughter in Korea and son in Australia via e-mail at our CAP site. They were so delighted with the service provided at Twillingate Public Library that they delivered a bouquet of flowers before leaving town.

Some people involved with the offshore fishery used our facility regularly until they bought a computer of their own. They checked on the fluctuating market and daily prices of uni which is sea urchin roe. They researched the life cycle of the sea urchin to determine when it was best to harvest this species.

Then there were all the out-of-town visitors we have had. This year Twillingate Public Library had a guest book available to be signed. We had visitors from almost every province of Canada, many of the states of America, and various other countries including Germany, England, Norway, Holland, Switzerland, Ireland and Australia. Some comments include:

- "CAP sites are great" the Zelkouritzs from Florida.
- "Thank you for the computer access" Mr. & Mrs. Black from Thunder Bay, Ontario.
- "Incredible that the Internet is free" said visitors from the Netherlands.
- "Wonderful to have a computer" from Kelowna, BC.
- "Wonderful service for visitors" the Coopers from England.
- "Thanks" Cato Wadel of Norway.

Even Maclachy McCourt, brother of the author of "Angela's Ashes", visited our library this summer.

Wow!! What an exciting and busy (very, very busy) place to work!

Receiving the World

by Michelle Stuckless, Librarian, Glenwood Public Library

During the evening of Tuesday Sept 11, 2001, a member of the Salvation Army called the library asking if I could tell patrons of the library, friends and family that they were looking for donations of food, bedding and toiletries. I was then told that the community was expecting an unknown number of passengers of the grounded flights at Gander International Airport.

At 6:00 a.m. Wednesday morning I received a call from a friend. After apologizing for the early wake-up asked if I could go to the library as there were passengers who would need to get in! My first response was that there was no room at the library for passengers to stay but I was advised that they were looking to use the Internet.

Twenty minutes later I arrived at the library and was greeted by a number of tired, sad faces all of whom were strange to me. That was the beginning of a very interesting, exhausting day for me and substitute librarian Kelly Gillingham.

I was told by a volunteer at the Salvation Army that there were 780 people in the communities of Glenwood and Appleton. Many of these people were eager to send e-mail to contact family and friends. A steady stream of people continued well into the evening. At 11:00 p.m. we closed our doors promising to be back at 8:30 the next morning.

On Thursday we were greeted by some now familiar faces, as well as some new ones. I was then contacted by a member of the volunteer committee at the Appleton Community Center. Stranded passengers had heard that they could use the computer at the library and asked if I would be able to give them a ride to the library. A quick call to the Gander Regional Library and I had permission. Within the hour Michelle Walters and Bernice James arrived at the Library with the PILRB van. While Kelly stayed to help patrons, I began a shuttle service until 10:00 p.m.

We answered many questions from the passengers. Some of the questions were about the island and its people. However, one set of questions was constant, how it is possible for us to offer free internet service? Is it always free or is it in place for them? The answer that it is always free to our patrons came as amazement to them.

Friday the last of the passengers left the Town of Glenwood. They took with them memories of the generosity and hospitality of the people from this fair Island. The library is back to normal but the residents of Glenwood are still talking about stories that were told and the events that occurred. I am proud to say that I helped so many people get in contact with loved ones and friends during this terrible ordeal.

On behalf of the stranded passengers I would like to relay a **A**hank You@o Provincial Information and Library Resources Board and Industry Canada. On behalf of myself and Kelly Gillingham I would like to thank Michelle Walters, Patricia Parsons, and Bernice James for their continued support.

Just a few Airline People as they took advantage of our Local Library facilities



Busy computer stations. This was the scene for the two days passengers were in Glenwood



While passengers waited to use the computers, they enjoyed Newfoundland trivia and took a look at the history of Glenwood

Local Chapter of the Association of Records Managers and Administrators (ARMA) Wins International Award

by Kimberley Hammond

During the annual international conference in Montreal this October, the Terra Nova Chapter of the Association of Records Managers and Administrators (ARMA) International received the **Chapter of the Year Award** in its category. In front of an audience of well more than 1000, the award was accepted by Chapter President, Debra Downing and Chapter Vice-president, Kimberley Hammond (below).

This award is given to the Chapter demonstrating a commitment to bringing greater exposure to ARMA and its goals to the local community, and which expands on learning opportunities and benefits to its membership. Some of the accomplishments and activities which helped the Terra Nova Chapter earn this award included:

Well attended and well received professional development opportunities including two educational sessions, one two-day workshop, one educational roundtable and the two-day Biennial Chapter Conference and Trade Show;

Formation of a Certified Records Manager (CRM) study group and a commitment from five members to write the exams in 2002 - to our knowledge the first in the province to do so;

Development of an Information Sheet series reflecting issues commonly dealt within Records and Information Management (RIM). Seven sheets were issued in the inaugural year, with intent to add additional sheets to the series in the future;

- \$ Design and launch of a Chapter website (www.armaterranova.org);
- \$ Development of a Chapter Information brochure and Chapter History brochure;
- \$ Increase in membership of 72%;

37 ARMA Chapters located all over the world, including Canada, US, UK, Australia, Japan, Jamaica and Singapore. The Chapter of the Year Award is given annually to one entry in each of six size categories.

ers of ARMA. If you are interested in membership and its benefits, please contact Kimberley Hammond at 729-5646 or KimberleyHammond@mail.gov.nf.ca.

Library Associations (IFLA) Council and General Conference: The impressions of a first time attendee by Kimberley Hammond, Legislative Library

Library Associations (IFLA) meets annually in varied and exotic locations like Jerusalem and Bangkok. This year's conference was held in the slightly more accessible Boston. I was fortunate enough to be able to attend both an associated pre-conference in Ottawa and the full conference in Boston.

International Conference of Parliamentary Librarians, one of the IFLA pre-conferences, held in Ottawa and hosted by Mr. Richard Paré, Librarian of Parliament. The theme was *Parliamentary and Legislative Libraries on the Cutting Edge of Information - Striving Together to Support the Role of Parliamentary Libraries in Society; to Promote Resource Sharing and to Address Libraries in the Technological Marketplace*. During the day long conference, I was honoured to be asked to be on the panel *Canada's Legislative Library Services Evolving Toward the Electronic Sphere* along with my colleagues from Ontario, Saskatchewan, British Columbia, and Nova Scotia. The other sessions included presentations from Cuba, Costa Rica, Brazil and several sections of the Canadian Library of Parliament. The keynote speaker was the Honourable Peter Milliken, Speaker of the House of Commons. More than 100 delegates from all over the world attended the Ottawa pre-conference.

I joined their other parliamentary colleagues in Boston at the 67th International Federation of Library Associations (IFLA) Council and General Conference. While I had the opportunity to attend some general sessions and sessions from other sections, I mainly attended the sessions sponsored by the Library and Research Services for Parliaments section. The sessions were varied in format including town halls, panels, lectures, research seminars and workshops. Some sessions were held jointly with the Government Information and Official Publications Section. Over the course of the conference, topics focused on:

- \$ services provided by Parliamentary and Research Services;
- \$ the evolution and provision of an Electronic Parliamentary Library;
- \$ Knowledge Management in the parliamentary environment;
- \$ Managing the Parliamentary Library - including decision making, dealing with committees and the political environment, and staffing.

and delegates¹ participated in the Library and Research Services for Parliaments section, while more than 4500 international delegates representing every aspect of Librarianship attended the IFLA conference and trade show in total.

It was a unique opportunity to meet colleagues from around the world. It is interesting to note that, even though our physical environments vary greatly, most of our concerns are similar: doing more with less; providing nonpartisan service in a partisan environment; the fine art of serving politicians; electronic challenges; the list goes on . . . It was amazing how much valuable information can be exchanged during short, but pointed, conversations.

at IFLA at its website: www.ifla.org. The proceedings of all the sections of IFLA for the 67th International Federation of Library Associations (IFLA) Council and General Conference can be found at www.ifla.org/IV/ifla67/pprog-e.htm.

¹Participants in the Parliamentary Library and Research Services section included delegates from: New Zealand, Australia, Norway, Greece, Japan, Zimbabwe, Italy, Ghana, UK, Taiwan, Belgium, Palestine, European Parliament, Netherlands, Slovenia, Czech Republic, Iran, Korea, Latvia, Macedonia, Russia, Switzerland, Israel, Sweden, Namibia, Chile, Scotland, Turkey, France, Ethiopia, USA, India, South Africa, Cambodia, Oman, Egypt, and

ere the lofty spirits of all nations and generations meet.

Samuel Niger (1883-1956)

work of any other cataloger
er own work six months after the cataloging

***University of Illinois, Graduate School of Library Science. Occasional Paper #131, Dec. 1977.
Jesse Shera***

Library Rate
Taken from Canadian Library Association
<http://www.cla.ca/issues/lbr.htm>

this article, I received the following reply.

ation in your newsletter. You should know that talks are now beginning for a renegotiation of the Library Book Rate for 2002.

t about 25% of the cost of one-way parcel post but this practice was discontinued a few years ago. The rates are set according to the destination of the parcel and its weight. The 5 rate categories are:

)

	mailed in postal area K for delivery in K)	
	ter of postal code (e.g., mailed in K for delivery in L, M, N, or P) This applies only in Ontario and Quebec	
	s are in adjoining postal codes but different provinces (e.g., for P (Northern Ontario) the adjoining areas are J (North Western Quebec) and R (Manitoba))	
	all provinces or the Yukon Territory	

cludes both the outgoing and the return postage.

e?

books to another library (e.g., ILL) within Canada or for sending books to a patron. Advertising, photocopies, tapes, videos, microformats, etc. are not eligible.

y is a place where literary, musical, artistic or reference materials are kept for use but not for sale such as public libraries, university libraries and libraries maintained by non-profit organizations or associations for use by the general public in Canada.

s on what can be sent?

re:
metre

book - 3 kg
5 kg

of a library given above. Libraries in for profit institutions or companies, libraries operated as a commercial enterprise, or libraries with membership restricted to a specific group are not eligible but all others are.

How do I register?

You must register with your local Postal Outlet by completing an Application for mailing privileges for libraries. The local Postal Outlet then obtains authorization from the Divisional Director of Sales.

What should be marked on the cover of a parcel being sent by library rate?

Sealing tape for closing and the nature of the contents should be marked on the cover using the words Library Books.

When sending by library rate what do they have to do?

When you must include a printed label indicating that the return postage has been paid. The returning library or patron must affix this label to the outside of the parcel.

Where can I find the library rate?

Library Mail under Domestic Mail in the Canada Postal Guide - Part I.

Where can I get help?

Locally, please contact the Executive Director of the Canadian Library Association or of the Association pour l'avancement des sciences et des techniques de la documentation.

FRENCH SHORE INITIATIVE

by: Gary Peschell, Labrador West Campus, College of the North Atlantic

ants were hired by the Baie Verte Campus of the College of the North Atlantic to conduct an archaeological survey of historic French fishery sites on the Baie Verte Peninsula. They also assisted the Dorset Trail Tourism Association in setting up French Shore exhibits. In March of 1999 I made a two-week tour of maritime museums in France under the Canada-France Museum Accord. In May of last year the Baie Verte Campus was one of the sponsors of the first French Shores Symposium that convened in Baie Verte. This symposium included presentations on the history and archaeology of the French Shore and archaeological tours. It was attended by representatives of Newfoundland historical societies, Francophone associations, Memorial University, and Parks Canada. Also in attendance was the cultural coordinator of the Canadian Embassy, Paris.

e French Shores Working Group convened at Placentia April 26-28, 2001 under the French Shore Initiative.

This Initiative approves the involvement of the College of the North Atlantic in programs promoting the French Shore of Newfoundland. The second symposium was very successful, drawing more than 60 people from various organizations. It was hosted by The Placentia Area Historical Society under the direction of the Society's president Charmaine Cooney. Placentia Campus was represented by Bride Mc Lennon. The guest speakers were:

- _ Dr. Brad Loewan, Universite Laval
- _ Dr. Nicolas Landry, Universite de Moncton **B**
- _ Mr. James Candow, Parks Canada Historian (Moncton)
- _ Dr. Peter Pope, MUN
- _ Dr. Michael Wilkshire, MUN
- _ Ms. Ann Drost, Quebec-Labrador Federation (Montreal Office)
- _ Ms. Chantal Abord-Hugan, Acadien Assoc., Moncton

ium, it was decided that the 2002 gathering will be in St. Anthony and hosted by the French Shore Historical Society (Conche).

celebrations all around the province. I intend to see how the campuses in the various communities concerned might become involved. The events of 2004 may include an exhibit on French Newfoundland for France in which the College could play a significant role.

Sex and The Library

by Stephen Nolan

When I inform people that I am a librarian, people usually say one of three things: 1) You actually have to go to school for that? 2) I thought all librarians were mean, old women 3) Oh, I don't read as much as I should (whispered in a tone as if they were confessing a dreadful crime to some father confessor). Once the drinks have been passed around, however, the shields come down and I have found that an amazing number of people want to tell me of their sexual adventures in their friendly, neighbourhood library.

Everyone and their grandmother by now have heard the tale of the amorous couple in study cubicle 416 of the QE II Library which made the headlines a few years back. From the stories I have heard, however, that little escapade was merely the tip of a large erotic iceberg of wild sex in libraries all over the world. The question to be asked therefore is not **As** there sex going on in libraries? **But** **How** much sex is going on? **Who** are engaging in such carnal activities? **Why** the library of all places? **And** finally **What** can be done about this problem?

Millions of relationships begin with the simple study date. All over the world libraries are used as a place to get to know a prospective partner. Sometimes, however, a study date turns into an anatomy lesson. Why does this happen? Well, read on dear friends and I'll give you a little insight into the birds, the bees and the undercover world of sex and the library.

Who has sex in libraries? Why anyone and everyone is capable of enjoying the library. Some of the people arrested for sexual behaviour in libraries over the years have been professional people, including professors, attorneys, physicians and even clergy. I wager even librarians themselves are not entirely innocent in this regard. With such a wide field any librarian must give up the notion that they can anticipate who is going to be up to the old **You-know**. **Deviant** behaviour defies economic and class structure, no one is above suspicion.

Why the library? Why not go home with your lover, break out the Spider-Man costume and have a game of superhero in the privacy of your own home? Why risk the consequences of being caught? Some of the answers given to librarians by persons caught in the deed are as follows:

\$ We can't do it at our place.

\$ It's cheaper than the Newfoundland Hotel.

\$ You got us wrong. We were only having a zipper problem.

\$ We have this craving to expose ourselves to librarians and the library is brimfull of them.

\$ Que? No hablo inglaes!

\$ I'm the President of the Unites States, doesn't that count for something?

ng sex in the library? Libraries are dark, quiet places, especially the large, academic libraries. Even with an excellent security staff it is impossible to patrol the stacks and dark corners of libraries all the time. This gives anyone with the inclination to go about the business of imitating rabbits a chance to become Bare Rabbit. The best idea to curb such behaviour, according to the library literature, is not to eliminate the rabbits themselves but to take away the carrots. This means that in order to reduce sexual activity measures must be introduced to curb not the behaviour itself but the opportunity for such activity.

Most deviant sexual behaviour will not be carried out if detection or interruption is likely. The object of all types of surveillance is not just to keep an eye on everybody but to make would-be perpetrators of sex acts so uncomfortable or so fearful of being discovered that they will elect to go elsewhere.

Security staff knows that one sure place to investigate in the attempt to deter public sex in the library is in the public rest rooms, particularly the mens rooms. Other places that need to be checked continually are the stacks and stairwells. In truth, any part of the library that can be considered remote or dark can be a haven for sexual activity. Remedies such as increased lighting, more security personnel and random security scheduling can all be a deterrent to men and women who consider such activity.

Once someone is caught how does the library proceed? Just how far are libraries prepared to go in ensuring a sex-free environment? If an arrest is made then the library must be willing to free up time in order for relevant staff members to appear in court. Money must be made available to hire legal representation for the library. The library must be willing to make a case stick otherwise the charges and the threat to other people likely to offend in the same manner will become meaningless. It seems that like the guilty parties, the library itself must go all the way to ensure that the message that it will not tolerate such behaviour will not be considered a hollow one.

Sex in the library is a complicated issue. While I have only dealt in a very small manner with consensual adults having sex in a library there are many more issues dealing with sex and libraries. Much library literature that deals with sex refers to Internet pornography or the right of a patron to view explicit materials over the rights of a community at large to define what is morally right. The librarian, as with many other issues, is caught in-between. It is a very difficult situation for any librarian to deal with.

In the final analysis, people will be people and people will engage in intercourse. Sex cannot be made by appointment only and sometimes human nature gets the better of human reason. It is for the guiding lights of our libraries to make their stance known on this issue. Policy must be made in a clear, concise manner so that anyone thinking of engaging in sexual activity will be aware of the consequences. If someone is caught, the library must then implement their policy in a stringent manner otherwise it becomes a toothless document. Sex in libraries is an issue that will never entirely go away. The best that a library can do is to do its best to ensure that the likelihood of such an embarrassing event is minimal. With proper security measures, increased vigilance on the part of all staff members and a clear policy that defines procedure should an event take place, the library can be assured that at least it has done its best to ensure that incidents involving sexual activity in their library are kept to a minimum. The rest is up to the birds, the bees, and the rabbits.

References

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Newfoundland and Labrador Library Week 2001

by Stephen Field, Chair (Library week 2001 Committee)

This year's theme was "Let Libraries Carry You Away." Our logo featured books as a kite motif designed by Janet Gates of MUN's Centre for Newfoundland Studies.

Committee members for Library week were Colleen Field, Sue Fahey, Stephen Green-Dowden, Adriana Popescu, Pam Morgan (Treasurer), Penny Cairns (Work Term Student - Q.E. II), and Stephen Field (Chair).

Funding was received from the Literacy Development Council (\$1000.00) and the Johnson Inc./Johnson Family Foundation (\$750.00)

Products featured were Library Week T-shirts and key rings provided by Crown 5 Advertising. We made money on the products, and we sold everything. Our profit will be given back to NLLA to use as seed money for the coming year's Library Week Committee.

Our poster was designed by Robinson-Blackmore.

The Committee's Web Page was designed by Sue Fahey.

Library Week packages contained the usual assortment of puzzles, posters, bookmarks, bibliographies, and quizzes. These were mailed out to more than 520 libraries throughout the province. Thanks to Pam Morgan, Jewel Cousens, the St John's Public Libraries, and the Special Celebrations Corporation of the Dept. of Tourism, Culture and Recreation for their contributions. Thanks as well to Adriana Popescu and Pat Warner for their use of paper and equipment for the printing of the packages.

The Library Week Committee once again undertook a "Born to Read" promotion: special packages containing "Born to Read" bibs, key rings, board books, posters, and special certificates were given to hospitals throughout the province for presentation to the parents for the first babies born during Library Week. Special thanks to Granny Bates Books for the donation of a number of board books.

For our contest this year we elected to go with something in keeping with this year's theme. It was a literary contest, which we dubbed the "Flights of Fancy Prose and Poetry Contest". We received about 125 literary endeavours for four different grade levels. A judge's panel composed of Alison Mews of MUN's Curriculum Materials Centre and a retired high school principal, chose first, second, and third place winners. Prizes consisted of books, posters, t-shirts, and key rings. First place winners received a kite from the province's Special Celebrations Corporation as part of their promotion of Marconi's achievements. Special thanks to Breakwater Books, Creative Book Publishing, and Alison Mews for donations of books.

The highlight event of the week was our Library Week Launch. The NLLA, working with the St. John's Public Libraries and the Special Celebrations Corporation of the Dept. of Tourism Culture and Recreation, kicked off Library Week 2001 on April 28 at the A.C. Hunter Library. Storyteller Mary Fearon and writer Kevin Major entertained an appreciative audience of children

and the Toronto Kite Fliers conducted a kite making workshop as well. Linda Coles, the province's Executive Director of Literacy, was in attendance. Also on hand was Kevin Aylward, the Minister of the Dept. of Tourism, Culture and Recreation, who visited in Newfoundland with a copy of a book entitled "Marconi's Miracle".

