

CASLIS TORONTO NEWS



CANADIAN ASSOCIATION OF SPECIAL LIBRARIES AND INFORMATION SERVICES

From Our President

Greetings CASLIS Members.

When Michel-Adrien, the editor, tactfully mentioned the next newsletter and asked when I might be providing my next column, I could not believe that another month had gone by. "What?!? Already?!?" I thought. Not nearly so tactfully.

Indeed, another month has passed, and here's what's been happening on the CASLIS front.

CASLIS@FIS

Our first CASLIS@FIS Brown Bag with Helen Kula attracted about a dozen students. I have spoken to several of them, who have all given her glowing reviews, mentioning that she was very approachable and helped them get a sense of the life of professional associations. And just prior to press time, Sandy Iverson and Laura Knapp got everyone revved up for the Holiday Social with a session on networking on November 11. For the 2005 CASLIS@FIS Program schedule, please check the CASLIS Toronto website: <http://www.caslistoronto.on.ca/>

CASLIS TO Programs

Our second CASLIS Program had 50 registrations -- not surprising given our guest was CLA President, and visionary special librarian, Stephen Abram. Clocking in at almost a full 2 hours, Stephen managed to hold our attention, and gave great value with his insights into the best ways to influence and communicate with decision makers. A post-session foray to the Pilot Pub around the corner allowed Stephen to expound further on the topic, and a lively discussion ensued. If you missed the session, but want to get a taste of the ideas covered, his presentation is now in the Members Only Section of the CASLIS TO website. For a write up of Stephen's session, check out Mary Cordeiro's latest article.

CASLIS/SLA Holiday Social

Next up is the Holiday Social on December 2. Remember that SLA is handling registration, and you can pay via PayPal or by cheque, but you must do so in advance. Space at the Textile Museum is limited, so be sure to register early. We are looking forward to a tasty selection of hors d'oeuvres, cheeses and crudites coupled with a non-alcoholic punch, followed by a dessert & coffee/tea table. A cash bar, serving red and white wine, will also be available for your sipping pleasure. The Museum Shop will be open so you can get a bit of holiday shopping done while you're at it. To register, please refer to the CASLIS Toronto website:

<http://www.caslistoronto.on.ca/>

INSIDE

- | | |
|---|---|
| 3 | November Program |
| 4 | Web Watch – Finding Listservs and Discussion Groups |
| 5 | Who We Are and Were |
| 8 | CASLIS National News |
| 9 | Contacts |

CASLIS National

Switching gears a bit, you may recall that Gandhi said that "You must become the change you wish to see in the world." On the CASLIS National front, the most recent Chapter-National President's Roundtable discussed a number of items. First up was to consider promoting a CLA or CASLIS code of ethics that members would uphold. We also talked about the CASLIS Special Librarian of the Year award, which has gone unpresented due to lack of nominations in the past couple of years. I invite you to reflect on and nominate CASLIS members who have demonstrated outstanding commitment to the profession. For full details on the criteria, process and deadline, please refer to the CASLIS National site: <http://www.cla.ca/caslis/caslisaw.htm>

Feliciter

The CLA Member Communications Committee would like to include more special library content in each issue. Guest editors have been asked to try to include content related to all different library types in their issues, but this does not always happen. Please look at the upcoming editorial schedule, and consider proposing a topical article that has a special library slant to it. Also, as each issue has features beyond the issue's theme, other articles relevant to special library concerns would be welcome. Guidelines for authors are at: <http://www.cla.ca/feliciter/guidelines.htm> And upcoming themes and deadlines are at http://www.cla.ca/feliciter/quest_editorials.htm.

Intergenerational Knowledge Transfer

As we approach the nominations season for next year both at the National and Chapter levels, I want to mention the importance of passing the baton to the next generation of library leaders.

Passing the baton is the theme of a CLA Conference session that I am convening with Alan Price, author of a new book on leadership as the speaker. After completing a law degree at Harvard, consulting with the Getting to Yes team, teaching people how to negotiate, being CFO of an Internet start-up, working with the Harvard Business School's Leadership Program, and serving on the local school board, he now consults on leadership to numerous leading organizations across the US. He's going to share his insights and get us all thinking about our own leadership qualities, as well as what we can do to nurture them in others.

So, wherever you are in your career path, please consider offering to serve on the upcoming executive or chapter committees -- you may conceptualize yourself as the one passing the baton or receiving it. I want to dispel the perception that perhaps you have to have more or less than a certain number of years of experience to be a leader. The chapter needs a variety of skills, and will benefit from diverse representation and participation. Think about what you can contribute, and what you will get back from the experience. If you would like more information about any of the roles or committees, please contact the appropriate member of the executive.

Mentorship

Along the lines of knowledge transfer comes the idea of a mentoring program. Robert Pestrin, our CASLIS@FIS rep has been approached by a number of students to work on starting a mentorship program in the chapter. If you are interested in participating, sharing your wisdom, or learning from a seasoned pro, please contact myself or Robert at robert.pestrin@utoronto.ca

Looking forward to catching up with you live at the Holiday Social.

Erika Steffer

w: 416-304-1731

e: esteffer@russellreynolds.com

November Program

Working with decision-makers: being a trusted advisor a time of rapid change.

Stephen Abram: President, CLA ; past president OLA

Information Action Hero

November 1, 2004

Beeton Auditorium

Toronto Reference Library

Dateline: November 2 lunch-time.

I *still* feel exhausted from listening intently to everything that Stephen had to say and attempting to absorb all the fact-laden powerpoint slides.

Just as Erika Steffer compressed her introductory remarks about Stephen to a mere quarter page, when as we all know, she had ample material to spend 20 minutes, I will endeavour to compress a fact-filled presentation into a short article which I hope will tempt you to check out the ample array of background material.

Main points:

Working with decision-makers is most effective when those being influenced do not realize that they are being influenced. It is a subtle activity undertaken in secret.

Use the ripple effect – find out who talks to whom and get to the ear of the decision-makers by reaching those whom they choose to surround them.

Storytelling works when approaching decision makers.

Key sources:

1. Stephen Abrams PowerPoint presentation is on the CASLIS Toronto website. It draws heavily on a presentation by Steve Denning who brought the World Bank from basically nowhere in knowledge management to rank as 10th among the most admired knowledge enterprises in 2000.

2. Presentation: <http://www.stevedenning.com/slide-show.html>

3. Stephen Denning, *The Springboard: How Storytelling Ignites Action in Knowledge-Era Organizations*. Boston, London, Butterworth Heinemann, October 2000.

4. The scientific basis for why story telling works (in two sentences or less)

Research conducted in the fields of cognitive science and artificial intelligence has provided phenomenal insight into how the human mind clusters complex linear and non-linear sets of data (ideas, experiences, sensory perceptions, subconscious structures), into narratives.

See Roger Schank, *Tell Me a Story*, (Northwestern University Press, 1998).

5. How to present your story so that it is received by different personality types.

Heinström, J. (2003) "Five personality dimensions and their influence on information behaviour" *Information Research*, 9(1) paper 165 [Available at <http://InformationR.net/ir/9-1/paper165.html>]

Mary Cordeiro]
Business Information Centre
Rotman School of Management

WEB WATCH

Finding mailing lists, listservs, discussion groups

By Michel-Adrien Sheppard

Newsgroups, mailing lists, listservs, and other online forums can take the form of electronic discussion groups or sometimes simply daily or weekly newsletters. They are a great way of staying informed about a topic or organization. They can also be very useful for competitive intelligence purposes. There is a fundamental distinction between "groups" and mailing lists (such as the CASLIS Toronto mailing list). Anyone can go to an online group and read its content, and often even post a message. Mailing lists require that a user subscribe and therefore access may be restricted. Mailing lists are often called "listservs" but "listserv" is actually the registered trademark of a software used to distribute mailing lists. Other mailing list software products include Majordomo and Listproc. When you locate a mailing list of interest on the web, you will normally find instructions on how to subscribe, receive and send messages, etc.

Usenet Newsgroups

<http://groups.google.com/>

Usenet was the original collection of discussion groups created in 1979 at the University of North Carolina and Duke University. Usenet groups are arranged in a hierarchy that includes tens of thousands of subjects such as "sci.bio.phytopathology" (top level sci for Science) and "humanities.lit.authors.shakespeare". In 2001, Google bought out the remains of Deja News which had been providing web access to Usenet. Google not only has a searchable 20-year archive of Usenet postings, it also allows users to post new messages. You can either browse down through the hierarchies or use the Google Groups search page.

Yahoo! Groups

<http://groups.yahoo.com/>

This is the second place to look after Google. You can find groups of interest by browsing through the categories on the main page or by using the search box on the same page (Note: the search function searches group titles and descriptions, not actual message content). Listings contain the group name, a description, and whether archives are public or not. When you click on the name of a group, you will be able to find out when it was created, whether membership is open or by invitation, how many people are members and what the volume of traffic has been – this is useful information in judging how useful the group may be. If membership is open, you can join and therefore read and post messages and choose to receive them by e-mail if you don't want to go to Yahoo every day.

Catalist

<http://www.lsoft.com/lists/listref.html>

This is the official catalogue of more than 60,000 mailing lists using the listserv technology.

Selected Library-Related Discussion Lists

<http://www.collectionscanada.ca/6/7/s7-2200-e.html>

Canadian electronic discussion lists related to libraries, networking and information technology from Library and Archives Canada

Library Chats and Forums

http://directory.google.com/Top/Reference/Libraries/Library_and_Information_Science/Chats_and_Forums/

A list of library-related discussion groups from the Google Directory

Library-Oriented Lists and Electronic Serials

<http://www.aladin.wrlc.org/gsd/cgi-bin/library?p=about&c=liblists>

A compilation of electronic discussion lists, distribution lists and serials which are of interest to library professionals

Final note - Using search engines

If nothing else works to find lists on your topic, try plugging combinations of the following terms into your favourite search engine or engines (Google, Altavista, Alltheweb, Teoma, Vivisimo etc.):

“mailing lists” “discussion groups” newsgroups listservs [your subject]

Michel-Adrien Sheppard (mshppard@blqcanada.com) is the Communications Librarian at Borden Ladner Gervais LLP in downtown Toronto.

Who We Are and What We Do

*This is the continuation of our series of profiles of CASLIS Toronto executive members to give people a better idea of the roles available to volunteers. This month, the newsletter profiles **Lisa Diner**, Facilities and Catering director.*

Lisa graduated from the Master of Library and Information Studies program at the University of Western Ontario in 1992. She has an undergraduate degree in Political Science from Bishop's as well as a post-graduate degree in Human Resources Management from the University of Toronto.

She only recently joined CASLIS, never having been a member before.

She is currently a research consultant with Russell Reynolds Associates, an executive search and recruitment firm in downtown Toronto. Prior to that, Lisa has worked as a librarian at the Canadian Embassy in Washington, the Canadian Consulate in New York, Arthur Andersen in Washington and the Library of Parliament in Ottawa.

She became a member of CASLIS because it is a good way to “get in touch with the library community. I trained for the MLIS and I feel a kinship with the profession”.

As Facilities and Catering Director, it is her job to arrange for CASLIS event locations and for the catering. This involves setting the menu and ensuring that food delivery and set-up at events go smoothly.

“People like to eat,” she explains. “They had a full day a work, they have to be fed, the facilities have to be pleasant.”

The role does not involve a huge amount of work, though she admits the December Holiday social does involve a bit more planning than regular program events.

Overall, she recommends her role as a “good way to get involved with the organization as a first position. You get to attend meetings and see what’s going on,” she comments. “If you then want a meatier position next year, a more content-oriented position later on, this position gives you a lay of the land.”

The Evolution of CASLIS Toronto

*This year, we will also be profiling prominent CASLIS members who represent the full range of generations and experiences among special librarians over the 30 years of existence of the chapter. This month, the newsletter profiles **Gitta Rice**.*

Gitta has been a research librarian with the Ontario Ministry of Finance, Research and Information Services, since 1997.

She joined CASLIS in 1994 as a student at the Faculty of Information Studies, University of Toronto. She has undergraduate degrees in Psychology and Sociology from McGill and Computer Science from York.

Her joining CASLIS almost happened by accident. CASLIS had left coupons in the FIS administration office to allow students to come to a program event for free. “Anyone who knows me, knows I love a bargain. I was not at all interested in joining any organization at the time, but what the heck?,” she says.

At the event, “things were low-key, everyone was very approachable,” she adds. From then on, she kept attending meetings and became increasingly involved until she was chosen to be chapter president in 1999-2000, our 25th anniversary year.

Gitta considers the 1999-2000 year to have been outstanding.

“It was a sell-out year, with standing room only at all events. We dug into the archives, and invited past presidents to a special dinner celebration [at the ROM], gave away door prizes at every event,” she recalls. It is also the year that the chapter website was launched.

She explains that CASLIS Toronto has always had a strong tradition when it comes to programming and she is glad to see that this has not changed.

“What always attracted me to CASLIS is the programming, it always seemed superior to what’s offered in other local organizations. The chapter sets high standards for the content members want,” she says.

She remembers that recruiting younger professionals just starting out in the profession was emerging as an issue of concern when she was president.

“That’s when we started our student initiative and tried to set up a FIS chapter.”

She finds that this year’s program of brown bag lunches the chapter is organizing for students at FIS is a very good idea because it is “bringing the message to their turf, making it real,” something she finds more promising and less intimidating than the way she was initiated into CASLIS, through a coupon left on a counter in the faculty office.

A trip down memory lane

30 years ago: CASLIS and SLA work together to establish an Employment Clearinghouse in collaboration with "Canada Manpower" (future HRDC) for professionals in the "information transfer community". Session by the Canadian Standards Association on the difficulties of converting to the metric system.

The American Library Association awards OCLC Founder Frederick G. Kilgour the prestigious Margaret Mann Citation in Cataloging and Classification for "making the Library of Congress MARC database a practical and useful product." Mathematician Robert Kahn and Stanford computer scientist Vincent Cerf publish an article that results in the establishment of the TCP/IP (Transmission Control Protocol/Internet Protocol). The TCP/IP soon becomes the communications basis of the Internet that we know today. Cerf has been called the "father of the Internet".

Librarians are reading: **Handbook of data processing for libraries**, Robert Hayes and Joseph Becker; **Library automation systems**, Salmon, Stephen R.; **Affirmative action**, Association of Research Libraries, Systems and Procedures Exchange Center.

Soviet ballet dancer Mikhail Baryshnikov defects while performing in Toronto. U.S. President Nixon resigns over Watergate scandal. CN Tower completed in Toronto. Paul Martin Jr. becomes president of Canada Steamship Lines. Liberal minority government loses vote of non-confidence, forcing new federal elections. India detonates a nuclear bomb using Canadian fissile materials. First female Mounties. Ottawa, Québec and Native groups reach an agreement on claims over the James Bay hydro project. Television cameras allowed into Parliament for the first time. Alanis Morissette is born. Tim Horton, NHL Hall of Famer, founder of the quintessentially Canadian doughnut shop empire, dies.

20 years ago: As part of its "continuing investigation of applications of automation", the chapter hosts a program on the management of automation projects.

Philips and Sony produce the first CD-ROM players for personal computers. Grolier and Microsoft publish CD-ROM encyclopedias to fuel the market.

Librarians are reading: **A directory of library and information retrieval software for microcomputers**, Dyer, Hilary; **DOBIS data administration manual**, National Library of Canada; **Designing a user study : general research design**, Stone, Sue; **Women and management in libraries**, Marsden, Lorna R; **Public access microcomputers : a handbook for librarians**, Dewey, Patrick; **The assertive librarian**, Caputo, Janette.

Gaetan Boucher wins his third medal at the Olympic winter games in Sarajevo. Canada Health Act passed. Pierre Trudeau quits. Marc Garneau becomes first Canadian in space aboard shuttle Challenger. Brian Mulroney wins landslide for federal Tories. Jeanne Sauvé becomes the first woman governor general. The Grange Commission reports that as many as 23 babies died of deliberate overdoses of the heart drug dioxin at Toronto's Hospital for Sick Children. Avril Lavigne is born. Labatt introduces the first twist-off cap on a reusable bottle, forever changing life for the beer-drinking Canadian male.

10 years ago: CASLIS sponsors sessions on "navigating the political waters" (devoted to raising the profile of information services in our organizations) and on the Coalition for Public Information, an organization formed in 1993 as an initiative of the Ontario Library Organization to ensure broad public access to the electronic information highway and give a voice to those in danger of being marginalized by new technologies

Librarians are reading: **Communicating with library users**, Berinstein, Paula; **Extending the librarian's domain : a survey of emerging occupation opportunities for librarians and information professionals**, Horton, Forest; **The myth of the electronic library**, Birdsall, William;

The whole library handbook 2 : current data, professional advice, and curiosia about libraries and library services, Eberhart, George; **At the crossroads : librarians on the information superhighway**, White, Herbert.

Bédard & Brassard win gold at Lillehammer Winter Olympics. Nelson Mandela elected President of South Africa. Parti Québécois government elected under Jacques Parizeau. Guy Paul Morin acquitted of Christine Jessop murder based on DNA evidence. Baseball season is cancelled, including the World Series, as a result of ongoing labour problems. Lockout shuts down the NHL for the entire first half of the season. BQ leader Lucien Bouchard infected with necrotizing fasciitis and loses a leg. Canadian troops leave CFB Lahr ending Canadian post-war military presence in Europe. Fifty-three members of the Order of the Solar Temple cult found dead in Switzerland and Canada, victims of a murder-suicide. RCMP signs over the rights to use cherished symbols of Canadian identity to the U.S. conglomerate Disney. Hit TV series Kids in the Hall ends. Comedian John Candy dies.

From CASLIS National

A new governance structure was presented at the last Annual General Meeting held at the CLA/BCLA conference in Victoria in June 2004. The proposal acted upon the findings of the 2003 CASLIS Strategic Plan, which resulted from feedback from the CASLIS National focus groups, a membership survey, and local CASLIS chapters.

The proposal was put to a vote of the CASLIS membership via a referendum in the early fall and it was approved. The final tally was 97.7% of votes in favour of the new model.

The cornerstone of the proposal involves having parallel executive and non-executive positions at the local and national level. To ensure adequate information flows between the local and national levels, individuals with parallel positions at the national and chapter levels will communicate regularly.

Through the elimination of two executive positions from the CASLIS National Executive (Director and Second Vice President), CASLIS will reduce governance costs and align its structure with that of other CLA divisions. The proposed Executive Committee will be comprised of President, Vice President/President Elect (in alternate years), Treasurer and Secretary.

For more information on the new governance model, please go to:

<http://www.cla.ca/caslis/restructuring.htm>

CASLIS Toronto Listserv

Members are encouraged to subscribe to the Toronto Chapter's unmoderated discussion group. The list provides a forum for discussion topics of interest to Canadian information professionals working in special libraries. The listserv is hosted by Yahoo! Groups.

TO SUBSCRIBE: Send a message to
caslistoronto-subscribe@yahoogroups.com

After subscribing, you may receive a message saying that your e-mail address has been rejected. Do not fear! Yahoo Groups will only accept invited members to join their groups. Astrid Lange will review your e-mail and sign you up.

For more information, see the CASLIS website at : <http://www.caslistoronto.on.ca/Listserv5.html>

The Canadian Association of Special Libraries and Information Services assumes no responsibility for the opinions expressed by the contributors to CASLIS Toronto News. The views expressed do not necessarily reflect the official position of CASLIS Toronto, CASLIS National or the Canadian Library Association.

TORONTO CASLIS EXECUTIVE 2004 - 2005

| | |
|---|--|
| President: Erika Steffer ESTeffer@russellreynolds.com | Membership: Naaznin Adatia naaznin.adatia@utoronto.ca |
| Vice President: Yvonne Barber yvbarber@yahoo.ca | Secretary & Newsletter Michel-Adrien Sheppard criticalmass@idirect.com |
| Treasurer: Stuart von Wolff sd.vonwolff@utoronto.ca | FIS Student Liaison: Robert Pestrin robert.pestrin@utoronto.ca |
| Registration: Jane Bergman jane_caroline@hotmail.com | Member-at-Large: Barbara Fingerote bfingero@mccarthy.ca |
| Facilities and Catering: Lisa Diner ldiner@russellreynolds.com | Publicity & Listserv & Web site Astrid Lange info@caslistoronto.on.ca |