

CASLIS TORONTO NEWS



CANADIAN ASSOCIATION OF SPECIAL LIBRARIES AND INFORMATION SERVICES

From Our Outgoing President



reetings CASLIS Members.

In this last column, I want to share the positive vibe of the CLA Conference in Calgary with those who could not attend, and thank the many people who have supported CASLIS this past year.

CLA Conference in Calgary

While I could only attend the Thursday to Saturday portion of the conference, I came back energized from Calgary, with both mind and spirit nourished from the keynotes, sessions, and social engagements.

I arrived in time for the CASLIS National AGM. Reports will likely be posted on the website. In the meantime, contact me if you'd like a copy. As usual the CASLIS-CACUL Social carried on in full force after our respective AGMs.

Kicking off a day devoted to leadership, the Friday morning launch of the Report on the 8Rs outlined the demographic changes within the profession, the substantial number of retirements expected over the next 10 years, and the leadership needs that will result. After a stimulating keynote with David Bollier, on librarians as stewards of the information commons, the Leadership Track reconvened with an outstanding session on Cultivating Creativity with Kathleen Imhoff, ED at the Lexington (KY) Public Library. If you ever get a chance to attend one of her sessions, I highly recommend it. Lots of fun and lots of learning. In the afternoon, I cut out of the Leadership Track to catch our own Tracey Weiler (née Palmer) presenting on the array of Knowledge Management projects she is leading at Research in Motion.

The subsequent CLA AGM exceeded its timeslot, with great debate devoted to the issue of Open Access, and CLA's support for it in theory and practice. The floor really put Norman Horrocks' parliamentary skills (and Stephen Abrams' patience) to the test with the array of amendments, votes, and motions. By the time we adjourned Friday evening, the rains were torrential, but spirits went undampened under the big tent at the Western Wrap Up cookout at Calgary's Olympic Park.

On a personal note, I was delighted to convene a Saturday morning session with Alan Price, my housemate from university, and now a Boston-based leadership consultant and author. In this highly interactive session, Alan drew from many years in training and development, his own corporate leadership experience, and his experience as Director of the Harvard Leadership Initiative, to help participants come up with their personal definitions of leadership. And to help them undertake this process with others who are ready to lead as well. For more on Alan's approach, check out his recent book *Ready to Lead: A Story for Leaders and their Mentors*.

In further sessions, James Gray, co-founder of Canadian Hunter Exploration, described the values that made for successful ascents in Canadian business and not-for-profit organizations, and Sharon

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Wood inspired us by telling the story of her ascent up Everest.

All in all, a very well-rounded conference, and kudos to the Calgary and CLA teams for pulling it together. Special thanks to Stan Orlov, who represented CASLIS Toronto at a luncheon of CASLIS Executives from across the country, and who also presented on CASLIS Toronto activities at the CASLIS Poster Session on Friday.

Finally, on a conference note, I would encourage you to plan a session for next year's CLA Conference in Ottawa. If we want more special library content attracting us to the conference, we need to put forward more sessions into the planning stage. Put your thinking caps on -- the decision making process typically happens in late summer, early fall. Please keep in mind that in last year's process, there was a clear desire to reduce lecture style and increase more interactive sessions. Also, while there has been a move away from sessions devoted to only one library type, clearly some issues will resonate better with certain audiences (such as those of us in special libraries or non-traditional settings). We have a great many lessons to share with the rest of CLA, and a presence at conference can ensure that our voices get heard, and our wisdom conveyed.

Thanks to the team that made it all happen

First, to the executive and extended volunteer teams, thank you for all your superb efforts on behalf of the chapter. It has been a pleasure to work with and learn from all of you.

Second, to our sponsors, your monetary and in-kind support has allowed us to offer members more cost effective events. We could not have done it without you. If you are interested in supporting CASLIS next year, I would welcome the opportunity to speak with you this summer about how we can best align our interests in serving our members.

Third, to CASLIS National, we are indebted to the additional support given to help celebrate our 30th Anniversary year, allowing us to bring speakers in from outside the city, to offer our Annual General Meeting at cost to members and at a reduced rate for students. CASLIS Toronto seeks to steward our resources effectively, and runs a tight fiscal ship. This additional support was most welcome.

And very importantly, to our members, thank you for your insights, and please keep the feedback coming. We sought your input, and have worked hard to provide programs and events that met the needs you expressed. We have channeled member concerns to CLA, such as concern that special library issues are being lost in the move to a more lobbying-oriented organization. And in response, have also sought to raise the profile of special libraries, for example, through the most recent issue of *Felicitier*, focused on special libraries in Canada.

As we plan next year's programs, we welcome your suggestions for topics and speakers that you would find beneficial. 2005-06 President Yvonne Barber is actively planning programs, and would invite your immediate input. Her contact information, along with the rest of the 2005-06 Executive, is listed at the back of this issue.

Have a great summer, and hope to see you at a CASLIS event soon,

Erika Steffer, Outgoing CASLIS Toronto President

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Still recruiting for the 2005-06 executive

CASLIS Toronto is looking for a few more folks to volunteer for the 2005/2006 Executive.

Why join??

- Looks great on a resume!
- Meet lots of new people in your field
- Have fun with us!!
- Make a difference in your profession and your association!
- Get connected!!

We are looking to fill the following positions:

- Secretary
- Facilities and Catering

If you would like more information about specific positions available this year, or would like to nominate yourself or someone else, please contact Yvonne Barber at yvbarber@yahoo.ca or visit <http://www.caslistoronto.on.ca> for more details

April Program

Working Internationally: Applicable at any Age and Stage

By Stanislav Orlov

sorlov@rogers.com

On April 13th 2005, longstanding advocates for libraries and librarians on the international scene, recent "retirees", and now sought-after consultants, Carole Joling and Gwynneth Evans shared with the members of CASLIS Toronto the wisdom of experience developed working around the world.

Carole Joling

Carole started working with International Government Documents at [the University of British Columbia](#), before moving to Ottawa, where she eventually became [Agriculture Canada's](#) head of cross-country library services. She was spending her time traveling among 30 libraries across Canada and truly enjoyed it until one day, five years later, she learned of a Chief Librarian position at the [Food and Agriculture Organization](#) in Rome, Italy. Because of the quota system, the competition was open to Canadians and Carole got an interview, which led her to a 4 year stint in Rome, where she worked with developing countries, mainly in Africa. Upon returning to Canada, Carole spent 10 years working at the [International Development Research Centre](#) (IDRC).

The following are the prerequisites for a successful international career:

- interest in the world around you
- enjoying meeting people
- love of travel
- language facility
- respect for other cultures
- good level of diplomacy
- high level of confidence in yourself

- network of friends and colleagues
- good health

Be it home or abroad, you must keep up-to-date. That will make you more marketable because, like music, our field is portable worldwide. You also have to stay connected to the Canadian professional community which will continue to be your source of support, advice, and referrals. At the same time, be aware of international activity, keeping an eye on organization like [IFLA](#), [UNESCO](#), etc.

People around the world are very similar in approach to life even if it seems very exotic to you. Be open and communicate easily: drink beer, share jokes, entertain them. Always share your know-how, your connections, everything.

Finally, Carole's personal advice for those going to the exotic destination of their dream:

- be graceful, be fun & have fun
- learn from experience, and don't forget shopping, so you'll have good memories 20 years from now
- try to learn the local language
- keep track of your taxes
- at the end of the day, ask whether return on investment was good

Gwynneth Evans

Gwynneth's spoke of her rich experience from early years of teaching in Uganda in 1960s through to her role as Director General of [National and International Programs](#) at the National Library of Canada from 1994 until her retirement in 2002. From the onset of her career, she has dedicated herself passionately to literacy and social issues relating to access of information in other parts of the world.

She was president of the [International Book Bank](#) of [CODE](#), the Canadian Organization for Development through Education. Among many projects undertaken by Gwynneth worldwide, we can name the time she lived in a tent in the Andes in 1997, observing and consulting with volunteers on a rural library project, and her work in Ethiopia in 2000 and 2001 as a volunteer consultant to [OXFAM Canada's Horn of Africa Capacity Building Program](#). In recognition of her work, Gwynneth received the Canadian Library Association Outstanding Service to Librarianship Award in 2002.

Gwynneth started with a real story from Peru. On a bright hot day a group of foreign meteorologists high in the mountains was setting up their equipment when an indigenous woman observing them let her donkey inside the hut and invited the men to seek cover under her roof because the rain was going to start. Looking at the clear skies, the meteorologists explained to the woman that there was absolutely no chance of rain in days any time soon and continued their work. Sure enough, in a few moments a heavy rain started, soaking the men and their belongings. It only lasted a few minutes and the sky became clear as if nothing happened. The meteorologists asked the woman how she knew about the rain and she told them that her donkey always sits on the ground and flips his ears before the rain starts.

Such stories teach us the importance of respect for the indigenous culture that might be using information differently from us. Gwynneth believes that international experience is not only us going abroad and bringing our experience. People in other cultures can also teach us.

As librarians, we have a chance to bring our knowledge and career together. Some of the ways to do it include volunteering with international organizations like IFLA, UNESCO etc., which have many sections dealing with a variety of topics, such as education, communication and information. These organizations are represented in Canada.

Your involvement with IFLA does not have to be only through an annual conference. You can also take part in discussions, task forces and so on. The more you give, the more you learn. You might as well get

involved with CLA, ALA, SLA that work with IFLA. Although IFLA conferences take place in exotic locations around the globe, the 2008 conference will be held in Quebec City, so be prepared.

AGM

The CASLIS Toronto Annual General Meeting was held May 18 at the Ontario Club in downtown Toronto. The event marked the 30th or “pearl” anniversary of the chapter’s existence.

After a brief business meeting and supper, the floor was handed over to 6 prominent CASLIS members who were invited to share some of their “pearls of wisdom” on how to do well and flourish professionally.

Mary Cordeiro, Rotman School of Management, University of Toronto:

- Long-standing association members should spare a thought for people who are new to professional organizations, who’ve taken the big step to come out to their first meeting, and they should extend an invitation to newbies to come visit their workplace
- As for newcomers, they have the responsibility to take the first step and mingle. Even better, they should bring a friend to their first meeting and mingle separately so they can share contacts

Rick Sage, Ontario Legislative Library:

- if you volunteer, do your best and don’t complain
- remember, “service not servitude”: insist on reciprocity in the workplace, on being treated as a professional, so don’t be afraid to probe and to question your clients - this will avoid wasting time and “producing crap”
- and if you’re going to disagree with your boss, do not do it in public

Jane Maxwell, Micromedia:

- whether it is welcome or not, foreseen or not, change is going to happen at all levels so accept it and grow
- what doesn’t change are professional organizations that remain forums to exchange information, vent frustrations, laugh, network and learn new things

Greg Barber, Rotman School of Management:

- it is important to cultivate the habit of optimism, not just in our professional lives but generally
- we need to see the good in what we’ve done, in where we are and where we’re going – medical research in fact suggests that the optimists live longer

Susan Morley, Canadian Standards Association:

- embrace variety: she has worked for the same employer for 26 years, in which time she started a library database in DOS, created departmental web pages when HTML first became popular, implemented a SAP purchasing system, redesigned web sites and became involved in competitive intelligence

- it is important to stretch beyond one's day-to-day responsibilities through projects, professional development activities and/or involvement in associations
- all of this can lead you down a serendipitous path of discovery

Gitta Rice, Ontario Ministry of Finance:

- in a good-humoured take on how to survive association life, she explained that when the going gets tough, the tough delegate, or in other words, get everyone else to do all the work and reap all the glory!

WEB WATCH

Political Corruption Resources on the Net

By Michel-Adrien Sheppard

Canada has been rocked by recent damaging testimony at the Gomery Commission hearings about alleged corruption in the administration of federal government advertising/sponsorship budgets. Many resources exist out there to track the phenomenon of political corruption on the international scale. Here are some of the more prominent and interesting.

Democracy Watch Government Ethics Campaign

<http://www.dwatch.ca/camp/ethicdir.html>

Government reform watchdog – very critical of the lack of independent powers of Canada's federal Ethics Commissioner

Transparency International

<http://www.transparency.org/>

A global NGO tracking corrupt practices worldwide, It publishes an annual **Global Corruption Report** - <http://www.globalcorruptionreport.org/> The report gives an overview of global corruption and discusses the challenges corruption poses for government, business, and civil society. It provides regional reports, examines global issues related to corruption, and has information on ongoing or recently finished research projects on corruption.

CORIS database of corruption resources

<http://www.globalcorruptionreport.org/>

Transparency International makes available its CORIS database of resources, including those on political corruption. It usually reports on places like Colombia, Serbia or Turkmenistan. This spring, Canada has figured prominently in its news section. CORIS is a specialist portal which provides a single point of access to detailed information, research and news about corruption worldwide. This includes access to government documents; international laws, directives and legal conventions; research papers; studies produced by non-governmental organisations and news and media stories.

Project on Government Oversight

<http://www.pogo.org/>

US-based organization which campaigns to expose corruption and mismanagement of public funds in the USA, to promote the protection of whistleblowers, and to document political donations and campaign funding and political ethics (or lack thereof).

Center for Public Integrity

<http://www.publicintegrity.org/default.aspx>

Washington-based investigative research foundation, best known for its investigative research report *The Buying of the President 2004*, which focuses on the relationships between major US presidential candidates

and their donors. This spring, it launched a new **Lobby Watch** service - <http://www.publicintegrity.org/lobby/default.aspx> - to track money and influence-peddling in US politics.

Common Cause

<http://www.commoncause.org/site/pp.asp?c=dkLNK1MQIwG&b=186966>

US-based grassroots organization which campaigns for more open, accountable government in the United States. Its website provides details of the aims of the organization and its current activities. This includes examination and analysis of the ethics of government officials, corruption in government and issues relating to campaign finance reform.

Watergate - Washington Post Special Report

<http://www.washingtonpost.com/wp-srv/national/longterm/watergate/front.htm>

Commemorates the 25th anniversary of the Watergate political scandal in 1972 which led to the resignation of President R.M. Nixon. It contains a chronology of the key events in the affair and transcripts of interviews with Bob Woodward and Ben Bradlee, who helped expose the scandal as reporter and editor. Also available are descriptions of the key players with information about what has happened to them since and summaries of legislative and political reforms, including financial disclosure and campaign finance reform

Woodward and Bernstein Watergate Papers

<http://www.hrc.utexas.edu/exhibitions/online/woodstein/>

Online exhibition maintained by the Harry Ransom Humanities Research Center at the University of Texas Austin. It contains a history of the work of Washington Post journalists Bob Woodward and Carl Bernstein in their investigation of the Watergate political scandal as well as free access to digitized images of a selection of their archives. These include their notes, draft newspapers stories and interviews.

GRECO – Groups of States Against Corruption

<http://www.greco.coe.int/>

Body set up by the Council of Europe to monitor the development, implementation and enforcement of anti-corruption legislation throughout its member states.

Anti-Corruption Gateway

<http://www.nobribes.org/default.asp?ed=7>

Russian-based organization that “offers primary materials and direct links to major information sources for anti- corruption practitioners and analysts engaged in Eastern Europe and the Former Soviet Union” and “serves as an easily accessible repository of anti-corruption project documentation, legislation, regional and international agreements, news, survey results, reports, and research.”

World Bank Governance Databank

<http://www.worldbank.org/wbi/governance/data.html>

Statistical data relating to governance which has been taken from World Bank publications. This includes indicators on political stability, government regulation, political corruption and accountability, government effectiveness and the rule of law for over 175 nations worldwide.

Organization for Economic Cooperation and Development (OECD) Ethics and Corruption Resources

http://www.oecd.org/topic/0,2686,en_2649_34135_1_1_1_1_37447,00.html

Resources on public sector corruption in the Western industrialized countries: these include conference reports, country reports, and other resources.

State Department Battling International Bribery Annual Report

<http://www.state.gov/e/eb/rls/rpts/bib/c12941.htm>

The annual reports relate to the enforcement and monitoring of the OECD Convention on Combating the Bribery of Foreign Public Officials in International Business Transactions. They include analyses of the legislative measures taken by the signatories to ratify the treaty, measures taken to enforce it and international efforts to get others to join the convention

Major political corruption scandals in the West:

Mani Pulite (Clean Hands) - http://en.wikipedia.org/wiki/Mani_Pulite - Italy: indictments in the 1990s of many prominent politicians from Left and Right, industrialists and judges on charges of corruption, many committed suicide in jail

Flick and Kohl Affairs - <http://www.publicintegrity.org/ga/country.aspx?cc=de&act=notebook> - Germany: political money-laundering involving Chancellor Helmut Kohl and other high officials from many parties

FILESA and other affairs - <http://admin.corisweb.org/files/SPAIN1102595051.doc> - Spain: donation of funds by large companies and banking organizations, through quite unsophisticated systems of false invoices, non-existent orders for studies and reports, etc. Many parties tarnished. The FILESA scandal, the most prominent, tainted the 1989 Socialist Party campaign. Payments, totaling millions of dollars, were received by the FILESA group from leading domestic banks and companies in return for "consultancy reports", with subsequent payments made by the group to the Socialist party to illegally cover its electoral expenses

Dassault-Agusta Affair - <http://news.bbc.co.uk/1/hi/world/europe/241345.stm> - Belgium: arms manufacturers bribed Socialist politicians in exchange for fighter jet and combat helicopter contracts. It has been speculated that André Cools, the former deputy prime minister who was shot dead as he left his mistress's flat in Liège, was about to spill the beans about high-level corruption in his party. NATO Secretary General Willy Claes, two other former ministers and a raft of senior Socialist leaders were convicted of funnelling bribe money to party coffers.

Strauss-Kahn, Juppé, Chirac, Luchaire, Dumas-Elf, Urba, Vivendi Affairs, etc. - http://www.transparency.org/working_papers/country/france_paper.html - France: too many corruption scandals to mention - they affect the Socialists, the Gaullists, the non-Gaullist right, the Communists. No political party has been left untainted by bribery and corruption scandals

European Commission Scandal of 1999 - <http://news.bbc.co.uk/1/hi/world/europe/297584.stm> - BBC news coverage of the mass resignation of all twenty EU commissioners in March 1999. In addition to stories from the BBC newsroom, it offers some background information on the build up of corruption charges against the Commissioners

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The Evolution of CASLIS Toronto

*This year, we have been 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 **Maggie Weaver**. Text by Michel-Adrien Sheppard*

Maggie Weaver is a self-employed information provider who runs her own information brokering and consulting business, Shaftesbury Associates. Her undergraduate degree is in Mathematics and she has a post-graduate diploma in information science from the City University in London, England.

Her first information job after graduating was with the British association ASLIB, the Association for Information Management. Her career ever since has been in special libraries, except for some very brief stints in government and public libraries. She has worked for TradeLink Toronto, Intellisearch, Micromedia and a host of companies. She is also the author of "The Canadian B2B Research Sourcebook", published Sept. 2001.

When she emigrated to Canada in the mid-70s, she joined associations because she didn't know anyone. She explains that belonging to library associations was "not immediately useful from the career point of view", but she believed it was natural to join since she had just come from an association. She adds, "associations helped me acclimatize myself. You need to orient yourself quickly when you're an immigrant."

Maggie was CASLIS National program chair for the 1999 and 2003 annual conferences, and national secretary in 1994-1998. She is also the outgoing President of the Ontario Association of Library Technicians (OALT/ABO).

She is coming back to CASLIS, as the new CASLIS National secretary, because "what I see (...) is a serious potential for a split between CASLIS and CLA because CLA sees itself increasingly as a lobbying group."

Many CASLIS members would prefer that the main role of CLA be to act as a continuing education organization first. Even on lobbying issues, CASLIS and the rest of CLA can at times have divergent viewpoints and this can create tensions she feels need to be addressed.

CASLIS has been lucky in having strong leaders. "People listen. They listened to Tracey Palmer because she's young and vibrant and represents a new librarian generation. They listen to some because they are admired as éminences grises. They listen to others because they are extremely diplomatic. Each CASLIS president has been different but all have been excellent in giving voice to the special library community within CLA."

But overall, within CLA, Weaver shares the feeling expressed by many others that "special libraries are not really understood because the term 'special' is not as descriptive as 'public library' or 'school library'."

As she explains it, in most libraries, the role of the library is the same as that of the parent institution. The role of the special library is different – the parent institution sells chemicals or heals people or promotes exports but the library doesn't do those things. Most public and academic librarians have never worked in special libraries and never used a corporate library so they "don't have a good feel" for the kind of environments in which special librarians live and work.

"Special libraries are not orphans, but more like distant foreign cousins, we have the same family name as everyone else but we have different customs and others don't know how we live," is Weaver's way of explaining that cultural distance.

"The contribution we make to our employers is our breadth as generalists where everyone else in our workplace is a lawyer or a chemist or an accountant. The downside is we are not always well understood. We spend a lot of time explaining our value."

But this can change as special librarians appear to have jumped on the KM (knowledge management) and Intranet bus. Special librarians are doing KM, web work, Intranet development. "We get the spotlight because that's the trend."

She worries the core value of the library may get lost if we're so busy chasing the KM wave: "waves and fads always sink as most trends do in the corporate world."

As for the much discussed generational differences between established and young practitioners, she hasn't noticed the emergence of the so-called "millennial librarian". "Young people chose librarianship for the same traditional core reasons as ever: they like information, they like research, and they like being nosy and finding out things. Some things, after all, never change".

A trip down memory lane

30 years ago:

In our first year of existence, programs were held jointly with SLA Toronto and the Toronto members of the Canadian Association of Information Science. Among the sessions that year: ASK, the NRC's Scientific and Technical inquiry service; Ontario's Citizen inquiry Branch; seven institutions presented their computerized databases available to the Toronto public; there were demos of Statcan's CANSIM service; there was a panel on the problems of the interface between small special libraries and large reference libraries; and "Canada goes metric" was still a hot debate topic.

The National Conference on the State of Canadian Bibliography recommended: that the Library of Parliament make available to other libraries its daily/weekly reports on the status of legislation; that the Supreme Court and the Federal Court of Canada be "urged" to publish regularly and "promptly" their reasons for judgments; that publication of legislative and regulatory material in the Canada Gazette be speeded up.

Proposed amendments to be incorporated into AACR2 had to be sent to a Joint Steering Committee of the ALA, the Library of Congress, the Library Association and the Canadian Committee on Cataloguing (CLA, ASTED and National Library) by late July.

20 years ago:

CASLIS Toronto program topics included: Hiring and firing, doing it well; Fundamentals of records management; Alternative career options; Performance appraisal; Career planning strategies; US government documents; Corporate culture; and How to make persuasive presentations to your management. There were also a number of luncheon meetings at the AGO, the ROM, the Canadian Music Centre, Hay Management Associates, and the Globe and Mail.

Dr. Harvey Gellman, past national president of the Canadian Information Processing Society and president of Gellman, Hayward & Partners, spoke at the AGM on "Linking Management and Technology".

The CLA national conference was also in Calgary as it is this year; First annual Freedom to Read Week launched by CLA, book publishing and writers' associations to combat censorship in Canada; Guidelines developed advising federal departments on how to provide reasonable access to their publications for disabled persons.

10 years ago:

That year, CASLIS Toronto organized events dealing with: Continuing education for critical job skills; Benchmarking; Is outsourcing in?; and Electronic news delivery. At the AGM, Susan Klement spoke on "Work vs. Play: Reflections on a Career".

Lillian H. Smith branch library opened in Toronto; there was a lot to interest special librarians at the CLA Annual Conference with sessions on themes such as "Building Quality through Benchmarking", "Combining Records Management and Library Operations", "Access vs. Ownership: Copyright Issues in the Virtual Library", "Coalition Building for Information Access" and the keynote presentation by economist Nuala Beck on "The Library in the New Economy"; and 1995 also saw the end of CAN/OLE, Canada's first online service – the database aggregating service was terminated by CISTI, citing budget cuts and the availability of many alternative sources of information.

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>

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NEW TORONTO CASLIS EXECUTIVE
For 2005 - 2006

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