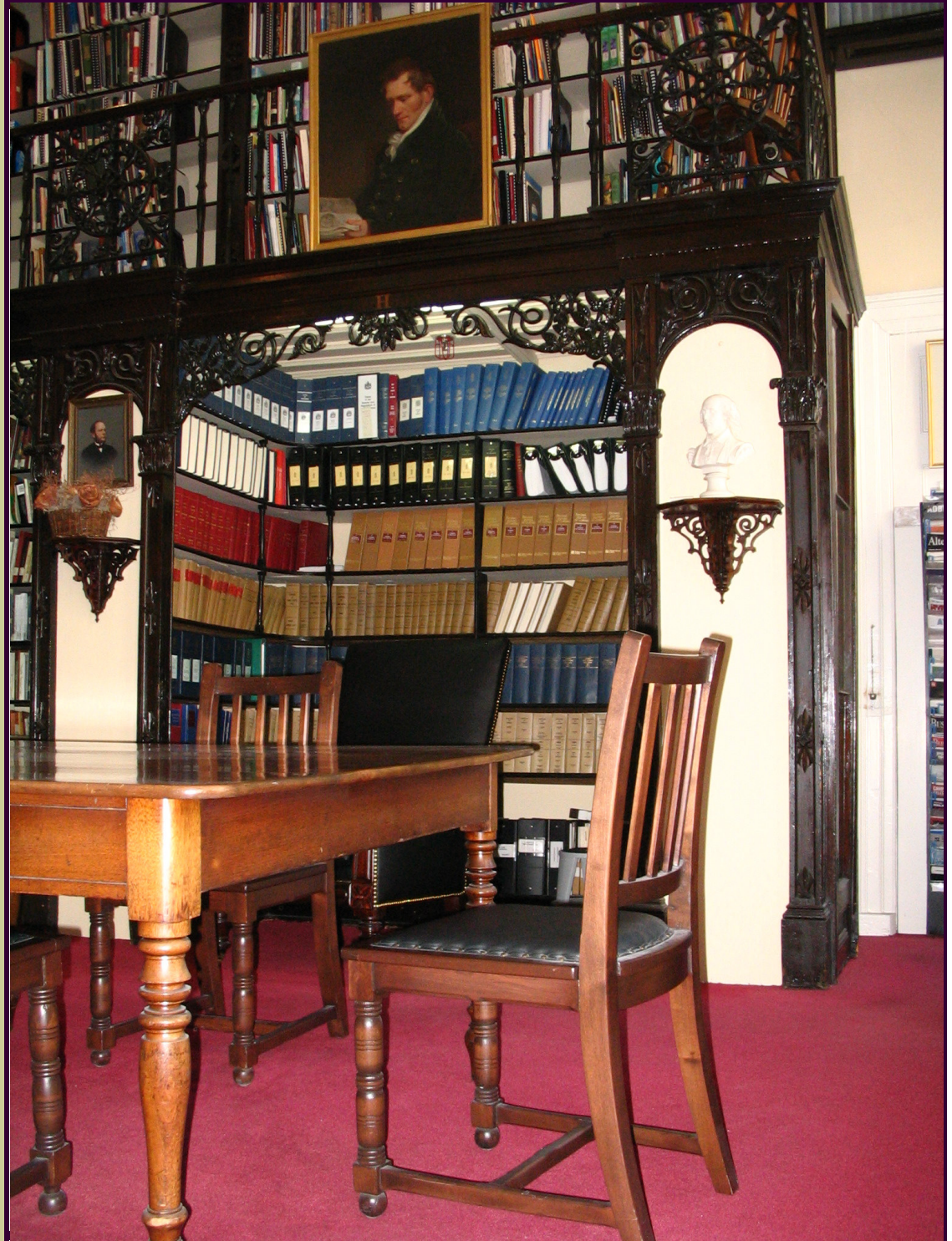




nova scotia
library association

NSLA Newsletter

Vol. 33 No. 2 (Spring 2006)



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Read the latest NSLA newsletter or browse back issues online at nsla.ns.ca/newsletters/newsletters.html

Suggestions? Comments?

Do you have any idea for a feature or an article? We want to hear from you!

Send your suggestions/comments to

nslanewsletter@gmail.com



Cover photo: NS Legislative Library by Norma Corbett, Spring Garden Road Memorial Public Library

Marie DeYoung Named 2005 recipient of the Norman Horrocks Award for Library Leadership

Marie DeYoung, Director of Library Services and Online Learning at the Nova Scotia Community College, has been named the 2005 recipient of the Norman Horrocks Award for Library Leadership. The award was presented on October 1, 2005 during the annual conference of the Nova Scotia Library Association.

The Norman Horrocks Award for Library Leadership was established to honor leadership in the Nova Scotia library community and is given by the Nova Scotia Library Association for distinguished contributions to the promotion and development of library service in the province. The award is named for Dr. Norman Horrocks, Professor Emeritus at the Dalhousie School of Information Management and an internationally known library educator, writer and editor.

Marie DeYoung has had a long and distinguished career in Nova Scotia libraries. She is both a library technician (Ryerson) and a professional librarian (Dalhousie University) and has worked in libraries continually since 1974. Her positions have included the Financial Post Library, Saint Mary's University, St. Patrick's High School, the Nova Scotia Department of Labour and the Nova Scotia Department of Justice.

In 1998 she moved to the Nova Scotia Community College, inheriting a network of only eight campus libraries which had inadequate staff, facilities and collections. Within two years she had organized the libraries into a system, added six new campus libraries, increased staffing levels by 100 % and negotiated an operating budget which allowed for major collection renewal and a move into electronic resources. Under her direction, the NSCC library system has been integrated into the Novanet consortium of academic libraries. She served as Chair of Novanet in 2004 and was instrumental in steering the process of acquiring a new integrated library system for the ten member libraries.

As NSLA president Trudy Amirault said in her presenting the award, Marie DeYoung is "a model of the library profession at its very best". She has played an active role in many library associations, including the Canadian Library Association, the Canadian Association of Law Libraries, the Atlantic Provinces Library Association, the Canadian Association of Special Libraries and Information Services and the Canadian Association of College and University Libraries. She has served as a mentor to her staff, colleagues and library school students. And, most importantly, she has brought every library in which she worked into its rightful place at the heart of its organization.

In addition to the Horrocks Award, DeYoung has been recognized for her leadership by other library organizations. CASLIS, the Canadian Association of Special Libraries and Information Services, presented her with its Award for Special Librarianship in Canada in 1996. In 2003 she received the Outstanding Alumni Award from the School of Information Management at Dalhousie University.

NSLA News (cont'd)

Library and Information Technology Mentoring Program

The Nova Scotia Community College – Institute of Technology Campus hosted the opening reception for the Library and Information Technology Mentoring Program. There are currently 18 participants from around the province. The reception was well attended and all enjoyed the opportunity to meet their partner. Thank you to NSCC for providing the excellent refreshments.

- Erica Smith

School Library Interest Group

The School Library Focus Group Report will be given to the NSLA Board of Directors at the next meeting on March 3, 2006. I would like to thank the library staff from across the province who took the time to meet with NSLA. Anyone interested in obtaining a copy can contact Erica Smith at esmith@staff.ednet.ns.ca.

- Erica Smith
School Library Interest Group Convener

In Memoriam

HORTON, Rita Isobel—88, Wolfville, passed away Tuesday, January 24, 2006, in Valley Regional Hospital, Kentville. After moving to Wolfville in 1954, Isobel started working in the Acadia Library as a part-time employee in cataloguing and on the main desk. She was promoted to Head of Cataloguing and finally was named Head Librarian in 1976, a position she held until her retirement in 1982. She attended many conferences and seminars on behalf of the library and was very involved in the building of Vaughan Memorial Library, which was completed in 1965. After retirement in 1982, Isobel continued to work at the Acadia Library as a volunteer and in 2001 was recognized by the Baptist Convention for her volunteer services in the Acadia Archives, especially for her work on Baptist Collection and church histories.

Taken from The Chronicle Herald January 25, 2006

Annapolis Valley Regional Library:**Automated Library System**

The SIRSI system implemented in the fall is working well. Staff are becoming comfortable with the new software. There are still some issues to be resolved, with new things to learn as we go.

The acquisitions module of the software will be implemented in April. This will allow us to order library materials with the new system at the beginning of the fiscal year. Training for this program will take place at the end of March and go through the first week in April.

SIRSI continues to enhance the Collection Exchange module as issues arise.

Community Access Program (CAP)

The Fall/Winter Youth Program is wrapping up for another year. Five youth were employed with our library region through this program over the past eight weeks. Youth delivered programming to the public for all age groups and worked on special projects.

Equipment/Connectivity

Aliant recently announced new wireless technology that will increase the speed of wireless Internet users to allow video streaming. This new technology will be available in the metro area by the end of this year and in most parts of Nova Scotia by the end of next year. This announcement is wonderful news for bookmobile service and should greatly increase the speed of the connectivity on the bus.

Conference Attendance

As Vice-President of the Nova Scotia Library Association, Charlotte Janes, Head of Systems and Administration, attended the Ontario Library Association's Super Conference in Toronto at the end of January as part of the gathering of delegates from "The Partnership". The conference registration, flight and hotel was paid by the Ontario Library Association for members of The Partnership. The Partnership is a group representative of the provincial library associations from across Canada.

This group had several meetings during the conference to work out details on the delivery of the Education Institute programs and other cooperative ventures.

Branch Services

We're having a busy winter !

The Anime Night held at the Dr. Frank W. Morse Memorial Library in Lawrencetown on January 20th was very well attended. 18 teens showed up on a Friday evening for an Anime film presentation and accompanying refreshments.. (Anime is a Japanese style of animation.) Another screening will take place during March Break at this branch and in Middleton.

News from the Regional Libraries

Annapolis Valley Regional Library (cont'd)

Family Literacy Day on January 27th was the focus of special activities at three libraries. Its goal is to promote the importance of reading and learning together as a family. Berwick invited families to visit and take part in Literacy Centers set up around the library. These included cassettes, computers, books, story-boxes, and a make-your-own-book center. Kentville held their second annual Locked in the Library event, featuring games, books and karaoke for everyone! The third annual, and very popular, Library Sleepover took place at the Wolfville Memorial Library. Kids and parents were treated to an evening of storytelling and activities before bunking down with their sleeping bags amid the bookshelves.

Two Hackmatack Book Clubs are available to children – one at the Wolfville Memorial Library and the other in Windsor. Children are invited to take part in this reading program and vote on books for the Hackmatack Children's Choice Book Award.

Purple Caboose Toddler Time, involving stories, rhymes and songs for 2 and 3 year olds is a new winter program at the Wolfville Memorial Library.

A Kentville Friends of the Library has become active and public input sought on a proposed new facility in the area. Friends representative Frances Schagen presented a proposal to the Town of Kentville.

Peggy Hamilton, Branch Manager at the Windsor Regional Library since 1978, is retiring in April of this year. Peggy has offered excellent service to patrons over the years and her input and effort was instrumental in the planning and building of the new facility. We are sorry to see her go. However, we do welcome Katharine McCoubrey who will be graduating with her Masters of Library and Information Studies degree in April. Katharine has both a Bachelor of Arts and Bachelor of Education and has worked at AVRL in various positions over the past several years. We congratulate her on this appointment.

A book sale was held in February with the \$900+ in proceeds going toward this year's Summer Reading Program.

Check out our website — www.valleylibrary.ca — to see the impressive list of upcoming March Break activities!



News from the Regional Libraries

Cape Breton Regional Library:

CAP

In 1995, computer and Internet use was minimal. In an effort to support a new knowledge-based economy, the Canadian government, through Industry Canada, established the Community Access Program (CAP) to provide Canadians with affordable public access to the Internet as well as the skills they would need to use it effectively. In 1995, the University College of Cape Breton (now Cape Breton University) was involved in promoting and moving technology forward to help develop new ways to do economic development and create more jobs on the Island. In this atmosphere, CAP was very quickly adopted by community groups, libraries and schools, as a possible way to improve technology access in Cape Breton communities. On January 19th, the 10th anniversary of CAP in Cape Breton was celebrated at the McConnell Library in Sydney. Over 50 people were on hand to celebrate the past successes of CAP and look to the future.

Since 1999, CAP sites in Cape Breton County have worked together through the umbrella group, the CAP Society of Cape Breton County, to develop a variety of technology related projects that deal specifically with IT needs and services in our community. These include VolNet, the Cape Breton Seniors Learning Network, Web-4-All and so much more. The CAP Society of Cape Breton County is a regional working group that has also collaborated with other CAP Societies on the Island. These other societies include Victoria County's (VCCAPs), Richmond (RCAS) and Inverness Counties (ICCNS). Along with the 10th Anniversary celebration, the CAP Society developed a virtual time capsule that can be seen at <http://www.capcbco.ca/~timecapsule/index.htm>.

Family Literacy Day

On Sunday, January 29th the CBRL celebrated Family Literacy Day with the help of Family Place Resource Centre and the Adult Learning Association of Cape Breton County. The afternoon event started off with the Family Literacy Day Proclamation read by Sydney's Deputy Mayor and Library Board Member, Claire Detheridge. Following the Proclamation were stories shared by special guests: Blair Hill and Kathy Milburn from the Family Place Resource Centre, Constable MacGillvray and local music teacher Donalda Wescott. Our special guests did a wonderful job of entertaining both the young and the old and warming the crowd up for songs and rhymes with Library Assistant Bev McGee- storybooks, crafts, and a computer activity for children 6+ were also on the afternoon agenda. The day finished with cake and a prize draw of donations from local businesses. Over 100 people filled the library, on what is normally a quiet Sunday afternoon (we're usually closed). Everyone involved agreed that it was a wonderful way to spend a Sunday afternoon.



<http://www.abc-canada.org/fld/>

News from the Regional Libraries

Cape Breton Regional Library (cont'd)

Adult Information Sessions

We have begun our Winter/Spring 2006 Adult Information Sessions at the McConnell Library. The first program was an evening of music with the spiritual/ gospel choir 'The Inspirational Singers' on February 9th. The following week was a discussion by retired steelworkers and *Sydney Steele Museum Society* board members John Murphy and Sydney Slaven on the steel making process and the cultural impact that the steel industry has had on Cape Breton Island. Both programs drew audiences of over thirty people.

Upcoming programs include; an author reading with Lesley Crewe who has recently published her first novel Relative Happiness. Crewe's debut novel is quickly gathering praise among readers and the library is very excited to have her read and discuss her novel on April 18th. For lovers of local wildlife and the great outdoors the library has scheduled a program on Cape Breton birds- guest speaker Cathy Murrant will show a collection of photos she has gathered while birding around the island. At the end of March, fishing enthusiast Gordon MacKinnon will give a talk on fly tying. A complete list of Winter/ Spring Adult Programs can be found on our website www.cbri.ca.

Cumberland Regional Library

Lots of exciting programs, new and old, have been held at the Cumberland Regional Library over the winter months. In December, the Amherst branch held its annual Locked in @ the Library book discussion/ slumber party. The featured book this year was *Freaky Friday*, by Mary Rodgers and the girls who attended and Assistant Librarian, Beth Clinton had a great time making duct tape crafts, eating pizza and playing many games of Hide-the-stuffed-animal in the stacks.



**Locked in @ the Library :
The Morning After**

Another annual event was a big hit this year--'Food for Fines' was offered at all branches of the library. During the month of December, patrons can have one overdue fine pardoned for each non-perishable food item they bring into the library. This year, 741 food items were donated to food banks and organizations around the county and we forgave just over \$1,000 in fines.

News from the Regional Libraries

The library was also a presence at the annual Amherst Christmas parade in December. The library van was decorated for the event and volunteers and staff drove, walked, jogged, cartwheeled, and handed out candy for the length of the parade.

A new event for the new year is a Classic Movie club being offered by the Amherst branch. The first showing of *On the Waterfront* on February 7th, drew more spectators than are sometimes seen at the local movie theatre. A screening of *The Graduate* is planned for March.

Another new development is the expansion of our books on CD collection to include children's and young adult titles. Some new purchases include the YA hits *Eldest* by Christopher Paolini, *Sisterhood of the Traveling Pants* by Anne Brashares, and *Bucking the Sarge* by Christopher Paul Curtis. The children's titles include the *Narnia* series and *Winnie the Pooh*.

Halifax Public Libraries:

Halifax Public Libraries Introduces New Programs to Celebrate Family Literacy Day

January 27th was National Family Literacy Day and Halifax Public Libraries celebrated by introducing new programs and services specifically designed to encourage reading and learning within families.

Thanks to a generous bequest from the late Athena Colpitts, a former teacher from Indian Harbour, Halifax Public Libraries offered workshops for parents that focused on a range of literacy-related topics including developing the six important pre-reading skills, personalizing stories, rhymes and songs for a specific child and fostering a child's learning, language and literacy skills through everyday interactions.

"It's important for parents to understand that they are their child's first teacher," said Tracey Jones, ESL and Diversity Services Manager for Halifax Public Libraries. "Sharing stories, songs, rhymes and other learning activities with children from the moment they are born will give them a strong foundation for later learning."

In addition to parent workshops, all 14 branches in the Halifax Public Libraries system held a Family Read-in Challenge on Saturday (Jan. 28) at 2 p.m. The goal was to get as many families as possible reading at the same time – together or independently – for 15 minutes.

Sheree Fitch, literacy activist and bestselling author of children's books such as *Toes In My Noes* and *Mabel Murple*, was part of the event at the Keshen Goodman branch in Clayton Park along with one of the area's regional councillors, Debbie Hum, who also serves as Vice Chair of the Library Board.

"Families who want to make literacy a priority can find everything they need at the library, and that's an invaluable resource to have in our community," said Councillor Hum. "The library plays a key role in promoting literacy and education by offering quality programs and services that are free for everyone."



For more information about the family literacy programs taking place at Halifax Public Libraries, visit halifaxpubliclibraries.ca or check out the Library Guide.

News from the Regional Libraries

Halifax Public Libraries (cont'd)

Black Ink Exhibit Draws Some Big Names to Halifax North Branch

February may be African Heritage Month, but Halifax North Memorial Public Library continued its celebrations into March by hosting Black Ink, a traveling exhibit that represents the wealth and variety of Black Literature in Canada and throughout the world.

Their Honours, the Honourable Myra A. Freeman, Lieutenant Governor of Nova Scotia, and His Honour, Mr. Lawrence A. Freeman attended the official opening of the exhibit on March 1. Acclaimed Nova Scotian author and poet, George Elliott Clarke was the guest speaker, and entertained the audience by reading some of his award-winning work.

Halifax was one of only five Canadian cities to present the exhibit, which is sponsored by the Department of Canadian Heritage as part of its Multiculturalism Program. During February, the exhibit traveled across the country, making stops in Ottawa, Winnipeg, Edmonton and Montreal.

“We were very excited to present the exhibit at the Library because it gave people in the community an opportunity to learn how black writers have used their thoughts, ideas and experiences to influence the literary landscape across the globe,” said Tracey Jones, Literacy, ESL and Diversity Services Manager for Halifax Public Libraries. “Our hope is that people who viewed the exhibit were inspired to add their own voice to Canada’s rich history of Black Literature.”



George Elliott Clarke, the Honourable Myra A. Freeman, Lieutenant Governor of Nova Scotia, and His Honour, Mr. Lawrence A. Freeman at the official opening of the Black Ink exhibit.

Mark Your Calendars



MARK YOUR CALENDARS!

April 30, 2006 — NSLA NEWSLETTER

Copy deadline for the Spring 2006 newsletter is **April 30, 2006**.

Send submissions to: **nslanewsletter@gmail.com**
Subject: Spring 2006 Submission

Sept 29 - Oct 1, 2006 — 2006 NSLA/LBANS CONFERENCE

The 2006 NSLA/LBANS Conference will be held at the Holiday Inn Select in Halifax from September 29th through October 1st. The Holiday Inn Select is a great location at 1980 Robie Street (corner of Robie Street and Quinpool Road).

For information on NSLA/LBANS Conference 2006, please contact the Conference Program Coordinator, Janice Fiander, at Fiandej@halifaxpubliclibraries.ca or (902) 485-8762.

Check the NSLA web site — nsla.ns.ca — for more updates on the conference!

Libraries in the News

The State
January 8, 2006

Shrugging off municipal fines may hurt your credit score

By JANE SPENCER

(<http://www.thestate.com/mld/thestate/business/13576324.htm>)

A growing number of routine municipal fines and fees — including unpaid parking tickets, library fines, and trash-collection charges — are starting to damage consumer-credit scores.

In the face of budget crunches, major cities, including New York, Chicago and Miami, are hiring private collection agencies to chase down small debts that are frequently shrugged off by consumers. Since an outstanding account handled by a private collection company can wind up in a credit file, more consumers are discovering that government fees — like unpaid speeding tickets or dog-catcher fines — are marring their credit. It's up to each city to decide whether such information will end up in a consumer's credit file.

Claude DaCorsi, a management consultant in Portland, Ore., used to pride himself on his near-perfect credit rating. But during a recent routine credit check, he discovered his credit scores had plunged to "below average."

The reason: Two late library books, including a picture book taken out for his 2-year-old son. The library had turned over the \$40 late fee to a private collection agency.

DaCorsi, who says the black mark affected his interest rate on a home loan, has since barred his children from visiting the library. "We go to Barnes & Noble now," he says. "We can get books there without fear of retribution."

A handful of cities, including San Diego and Chicago, have worked with collection agencies since the late 1990s. But the trend is spreading rapidly around the country as strapped local governments look for creative ways to boost revenue without raising taxes and fees. Over the past few years, local governments in places including Seattle; Anchorage, Alaska; Austin, Texas; and Florida's Miami-Dade County have contracted with private agencies to collect late parking tickets and court fees. In New York, Baltimore and Dallas, libraries use private collection firms to recover fines. New York state recently hired a collection company to pursue overdue E-ZPass toll bills.

While shaking down citizens over small debts might sound petty, hundreds of cities around the country are owed millions of dollars in unpaid fines. Since 1997, when Chicago began using a collection agency to track down unpaid parking fines, ticket revenue has more than doubled, rising from \$68 million to \$154 million last year. (The total number of parking tickets issued has dropped slightly over the period.) Since the Omaha, Neb., public-library system hired a private collection company in March, it has collected more than \$40,000 in fines and recovered about \$75,000 worth of overdue books and materials.

Local governments are also using collection agencies to track down some more-unusual fees. In Florida, some municipalities have used a private agency to track down swimmers who fail to pay "beach rescue" fees after they are rescued by lifeguards. San Diego courts have used collection agencies to collect fines issued to people caught riding the trolley system without tickets, according to AllianceOne, a Pennsylvania-based collection firm that works with court systems around the country.

Libraries in the News

As local governments increasingly outsource collections, more companies are focusing on collecting for public agencies. Unique Management Services in Indiana works exclusively with libraries and currently handles collections for about 750 of them in North America. The company says it has annual revenue in the millions of dollars, and the business has been growing at about 15 percent a year.

Since its clients usually want to maintain good relations with patrons, Unique Management says it tries to avoid the hardball tactics normally associated with collection agencies. "We use a gentle tone of voice," says Kenes Bowling, manager of customer development at Unique. "We let patrons know that the library isn't angry with them, and wants them to return the books." (About half of the company's call-center employees are students from a local Baptist seminary.) Still, patrons who don't pay up are sometimes reported to credit bureaus.

City officials say the revenue from aggressive collections efforts can help keep taxes low. They're also an issue of fairness. "We have a responsibility to apply the law equitably," says Bea Reyna-Hickey, director of revenue for Chicago. "It's not fair to have some people paying parking tickets, and other people just ignoring them." Typically, a collection agency takes between 15 percent and 35 percent of whatever it successfully collects, according to Kaulkin Ginsberg Co., a collections-industry research firm.

Some cities are using collection agencies to chase down debts that are over a decade old, which can lead to surprises for consumers. Last July, Phillip Remstein of King of Prussia, Pa., received a notice in the mail from a collections company requesting \$53 for a Philadelphia parking ticket issued in 1993. "It was ridiculous," says Remstein. "I didn't hear from them for 12 years and suddenly they want to collect?"

Remstein says he is sure he resolved the ticket at the time, but he has no record since it was so long ago. The Philadelphia Parking Authority had contracted with a collections agency to pursue about \$8 million in unpaid tickets that were more than seven years old. But after numerous complaints from consumers like Remstein as well as media coverage, the city called off the collections program in November. However, the city still uses a private collection agency to go after unpaid fines on current parking violations.

Technically, any bill more than 30 days old can be reported to a credit bureau, though many local governments opt to give citizens more time before deploying hardball tactics. Both TransUnion LLC and Experian, two of the country's three major credit bureaus that compile information about consumers' credit history, include information about overdue municipal fines and fees on credit reports. Equifax Inc., the third credit bureau, makes an effort to weed out small charges like library books and parking violations from credit files. The company says it is not fair to include them in credit reports since municipal fines are reported unevenly around the country.

Even when the dollar amounts involved in the fines are small, any collections activity in a credit file can do serious damage to a credit score. "It's a very serious negative item on your report, on par with a tax lien or a bankruptcy," says Maxine Sweet, vice president of public education at Experian. "You will definitely pay more for your credit, in higher interest rates and higher down payments."

A library fine reported to a credit bureau, for example, can knock as much as 100 points off a credit score, making it difficult for someone with previously good credit to get the best rate on a loan, consumers and industry experts say. (Credit scores calculated by Fair Isaac Corp., the leading provider of such scores, typically range from 300 to 850; any score above 700 will generally get you the best rate on a loan.) Collections activity can stay on a report for seven years.

Libraries in the News

Consumers hoping to get municipal fines wiped off their credit records do have some options. Since collections activity can stay on a credit file even after the bill is paid, consumers should try to come to an arrangement before they pay. They should call the government agency or collection company and try to strike a deal that if they pay the fine, it will be removed from their file. The Web site creditboards.com offers sample letters to collection agencies and other advice to help consumers get items removed from their credit files.

Battling a collection agency can be an ordeal. Kevin Howard, a Houston attorney, estimates he spent about 25 hours last year trying to get a \$30 library fine removed from his credit file. He says he has spoken up about his experience at two city council meetings, told his story on the local news and contacted the Federal Trade Commission, which enforces the Fair Credit Reporting Act, but he's yet to get the item removed.

BBC News **January 12, 1006**

Librarians 'suffer most stress'

(<http://news.bbc.co.uk/go/pr/fr/-/1/hi/uk/4605476.stm>)

Fighting fires may sound taxing, chasing criminals demanding, but a new study says that working in library is the most stressful job of all.

Librarians are the most unhappy with their workplace, often finding their job repetitive and unchallenging, according to psychologist Saqib Saddiq.

He will tell the British Psychological Society that one in three workers suffer from poor psychological health. The study surveyed nearly 300 people drawn from five occupations.

They were firefighters, police officers, train operators, teachers and librarians and were intended to cover the spectrum, with the librarians first-thought to be the least stressful occupation.

Unchallenging, repetitive

The research, being presented at a society conference in Glasgow, looked at nine "stressors", such as how much control workers thought they had over their working day, their workload and how much they earned.

It also looked at absenteeism, job satisfaction and whether work stress spilled over into their private life.

Librarians complained about their physical environment, saying they were sick of being stuck between book shelves all day, as well as claiming their skills were not used and how little control they felt they had over the career.

They were also more likely than other professions to be absent from work.

Mr Saddiq urged all employers to tackle the problem of stress.

"Although these findings seem strange at first, they actual show how insidious stress can be, and how it can have an unhealthy impact in any organisation," he said.

"Firefighters and police are trained to deal with the stresses that their jobs undoubtedly entail; librarians and school teachers are less likely to have these support systems in place.

"In addition, stress impacts different personalities in different ways, and different personalities may be drawn to different roles."

the
PARTNERSHIP A NEW E-JOURNAL

LAA AFLA BCLA MLA NLLA NWTLA NSLA OLA ABQLA SLA

Do you have research, experience or news to contribute to a new peer-reviewed e-journal? Would you like to become a reviewer? An exciting new publication is being developed by The Partnership, and will include articles dealing with public, school, college, university and special libraries.

The electronic journal is a practitioner's journal of The Partnership published twice a year. Articles may be contributed at any time for publication consideration. Potential articles are reviewed by members of an editorial review committee. Articles fall into several categories. Feature articles on theory & research and on innovations in practice are in-depth and fall in the range of 1,000 to 5,000 words. Other types of articles include viewpoints, conference presentations, profiles, news& announcements, professional development and reviews. A writing team will support librarians who have little experience with research reporting. Fully approved by Partnership boards, the first issue will appear in Winter 2006. Check <http://www.thepartnership.ca> for more developments!



NOVA SCOTIA
BARRISTERS' SOCIETY

**LIBRARY & INFORMATION SERVICES AT THE
NOVA SCOTIA BARRISTERS' SOCIETY
ANNOUNCES IMPROVED SERVICE**

Law News Online (<http://mail.nsbs.ns.ca/dbtw-wpd/qsets/LNBQBE.HTM>) is a database created by Library & Information Services at the Nova Scotia Barristers' Society. This database provides access to the full text of decisions from Nova Scotia (primarily the Court of Appeal and the Supreme Court), as well as digests or summaries for selected decisions dating back to 1989. For more details about the coverage of this database, please see the coverage note at <http://www.nsbs.org/Archives/LawNews/CoverageOfDatabase.pdf>.

The basic search screen allows users to search for decisions with Google-type search boxes and/or by main subject heading. The advanced search screen provides users with a more sophisticated search template, including the ability to search for decisions by case name, judge, date, neutral citation, reported citation, new decisions released over the past week, keyword, or by searching the full text of decisions. Decisions are available in .pdf format for ease of reading and printing.

Law News Online is available free-of-charge and does not require a username or password. If you would like more information about using Law News Online, please consult the Research Guide for Online Databases which is available on the Library's home page <http://www.nsbs.ns.ca/library.html>, or contact Library & Information Services at 425-2665 or nsbslib@nsbs.org.

Announcements

Courses being offered by the

See **The Partnership** Web site for a complete listing of learning programs (<http://www.thepartnership.ca/index.html>).

Beginning the week of April 10 @ 3 PM ET/ Noon PT (Duration: 6 weeks)

Did I Answer Your Question? Techniques to Recharge Your Reference Interview (online course)

with **Rita Vine**

Member: \$174.00 + GST ; Non-Member: \$224.00 + GST

Wouldn't you like your library users to tell you what they really want when they ask you for help? Do you ever spend time looking for an answer to the question the user asked and then have to backtrack and start over when you discover what the real question is? In this on-line program, you will acquire ways to learn, observe, and practice the key elements of a good reference interview so that you can have more satisfying reference encounters.

Participants will understand the peculiar reality of reference service, including the reasons why people just can't ask the "real" question. You will undertake a variety of exercises that will help you quickly size up your customer's wants and needs. Emphasis will be placed on creating and using different types of questions in different scenarios. You'll learn ways to guide users to solutions with advice, recommendations, and negotiations. You will acquire new pieces of behaviour you can apply the very next day.

Tuesday, Apr. 18 @ Noon ET/ 9 AM PT (Duration: 1 hr)

TECH TUESDAYS: TALKING WITH TECHIES no. 15

Wikis and Libraries: a Winning Combination (webcast)

with **Darlene Fichter**

Member: \$58.00 + GST; Non-Member: \$74.00 + GST

More and more libraries are turning to wikis to help teams collaborate and share knowledge. The flexible, self-organizing nature of wikis and their ease of use make them an ideal bottom-up approach for sharing knowledge rather than a top-down content management system. Pop open a wiki and learn about its features and capabilities. Take a tour of some wikis used just by library staff and at some libraries that have added wikis to their public sites. Sometimes wikis and Weblogs are seen as an either/or proposition. Not so. Each has its place and can help foster collaboration and sharing. Find out more about wikis, how some organizations have successfully used them, and how Weblogs and wikis fit into your collaboration toolbox.

Darlene will share her experience using wikis in library settings and show how this tool has many features that make it ideal for collaboration and/or cooperative content development. Find out how you can set up a wiki in less than five minutes and take away dozens of ideas about how to use wikis in your own organization.