PRESIDENT'S MESSAGE

1986 promises to be a successful year for the CLA/Technical Services Chapter. The Executive Board will continue the excellent work of last year's Board headed by Tom Johnson.

Membership increased 26% in 1985. There were several interesting programs and discussion groups in both regions culminating in an outstanding program at the CLA Annual Conference in Oakland. All those who contributed their time and energy to the Conference program and discussion groups are to be commended.

This year's Executive Board, Discussion Group Coordinators and Program Committee Members are already planning the chapter's activities. Their names are listed in this issue. Members are encouraged to contact anyone to share ideas, suggest programs and activities, and to volunteer.

For the first time a new Serials Discussion Group will be offered as well as those in acquisitions, cataloging and microcomputers. We hope all serials librarians will participate and attend the meetings and programs.

We will continue the excellent Automation Contact Directory. Those members willing to share their expertise on any automated systems should complete the form that will appear in the next newsletter.

One of my main goals this year is to improve our treasury to insure that we can continue to produce outstanding conference programs, to continue the high quality of our workshops, Tech Notes and the Automation Contact Directory.

I look forward to another successful year for the chapter and its members. The success of our chapter depends on the involvement of its members, so be sure to mail in your membership form, call your discussion group leader, and BE INVOLVED!

Marilyn McDonald
President
CLA Technical Services Chapter
ACTIVITIES

NORTHERN REGION SPRING PROGRAM

LIBRARY AUTOMATION: INTEGRATE OR INTERFACE?
Friday, April 18, 1986
Registration: 8:30 - 9:30 a.m. Program: 9:30 - 3 p.m.
Foothill College Theatre
12345 El Monte Road
Los Altos Hills, CA 94022
Free Parking in Lot D Only

Participants
Keynote Speaker: Richard Boss Senior Consultant, Information Systems Consultants
Discussion Panelists: Jim Wilson Dynix, Inc.
Jamie Harrison The Faxon Company
Gerald Kline Innovative Interfaces Inc.
Marjorie Kistemaker

Should libraries seek a totally integrated system or should they take a shopping bag approach to automation? Richard Boss will discuss the current trends in library automation and moderate a discussion which will include vendors and participation from the audience. A tour of Foothill's Library will directly follow the program.

Jointly sponsored by the Northern California Technical Processing Group (NCTPG) and the California Library Association Technical Services Chapter (CLA/TSC).

NCTPG and CLA/TSC thank Dynix, Faxon, Innovative Interfaces and Utlas for their generous support of this program.

Registration Form NCTPG/CLA-TSC
Name________________________________________Position________________________
Library________________________Phone #________________________
Address__________________________Work/Home (Circle one)
CLA TSC member?________________________
Registration $20.00 (Make checks payable to NCPTG) by April 4th.
Send to: Kathy Fox, Librarian
San Jose City College Library
2100 Moorpark Avenue
San Jose, CA 95128
Any questions, call Kathy Fox (408) 298-2181, Ext. 3945
NORTHERN REGION DISCUSSION GROUPS

ACQUISITIONS -- Spring Program

An Acquisition Discussion Group meeting on the topic "Vendor Evaluation: Methods and Ethics," will meet April 15, 1986 from 9:00 a.m. - 3:30 p.m. at the Faculty Club on the U.C. Berkeley Campus. Lunch can be bought at the Faculty Club or you may bring a bag lunch. Registration fees: $4.00 for CLA/Technical Services Chapter Members; $5.50 for non-members. Registration is limited to 45 people. Checks payable to CLA Technical Services Chapter should be sent to Rosanna Brown, discussion group organizer, at:

Acquisitions Dept.
General Library
University of California
Berkeley, CA  94720
(415) 642-9249

Flyer will be sent to CLA/TSC members in the near future.

ACQUISITIONS AND SERIALS -- Joint Fall Program

The Central Valley Discussion Groups for Acquisitions and Serials will meet in late September or early October. In order to plan for a stimulating afternoon your ideas are solicited. What would you like to discuss?

So far we have had several suggestions:

1. Price-gouging the North American market by foreign publishers. What to do about this problem involves both Acquisitions and Serials departments.

2. Automation - How to implement and how to cope with an online system once you have it.

3. Online ordering and online cataloging.

4. Technical Services personnel problems, including changing jobs as a result of automation.

5. Impact of automated technical services systems or integrated systems on public services.

Please let us know your reactions to these topics, and any other suggestions will be welcomed. Please write or call:

Mary Eldredge   Acquisitions   (916) 752-0594
Judy Moomaw    Serials      (916) 752-2600
Address: Shields Library
           University of California
           Davis, CA  95616
SOUTHERN REGION SPRING PROGRAM

TECHNICAL SERVICES -- TOWARDS THE YEAR 2001

The Chapter is planning a program on May 9 for the Southern Region entitled, "Technical Services -- Towards the Year 2001." Dr. Sheila S. Intner, who is visiting the School of Library and Information Science, UCLA, will give the keynote address on changes in the technical services of libraries. There will be a panel discussion of the implications of these changes for the management of technical services in different types of libraries and discussion sessions on specific problems such as training of staff, role of the professional, job analysis, and education of librarians in the technical services. Watch your mail for registration forms.

SOUTHERN REGION DISCUSSION GROUPS

CATALOGING

A discussion group meeting will take place Friday, March 28, 1986 at California State Polytechnic University, Pomona, University Library, Room 315, 3801 Temple Ave., Pomona, CA 91768 which will include the following topics for discussion:

1) Upgrading of records in online database: minimal level records, UKM records, etc.
   Discussion leader -- DiAnn Iverson, OCLC Pacnet

2) Cataloging of legal materials: uniform titles, etc.
   Discussion leaders - Melody Basse Lembke
   Peter Enyingi
   L.A. County Law Library

3) Demonstration of M300 Cataloging Microenhancer Version 2 and spine label printing, by Cal Poly Catalog Dept.

Please bring theoretical issues for discussion as well as practical problems on the above topics or on any other topics of concern. There will be no charge for the meeting.

Time: 9:00 - 9:30 Registration/Coffee
      9:30 - 11:45 Program and Discussion
      11:45 - 1:00 Lunch at Faculty/Staff Dining Room (Cost $2.00-$3.00)
      1:00 - 2:30 Demonstration of M300 Cataloging Microenhancer and spine label printing

Registration form: (please return by March 24)

NAME ________________________________

LIBRARY ________________________________

ADDRESS ________________________________

MAIL TO: Lucy Garza for Sue Lim, California State Polytechnic University, Pomona, University Library, 3801 W. Temple Ave., Pomona, CA 91768 (714) 869-3082
REPORTS

ANNUAL CHAPTER BUSINESS MEETING MINUTES, Oakland, CA, November 19, 1985

The meeting was called to order by Chapter president Tom Johnson at 8:35 a.m. He then introduced this year's officers: Marilyn McDonald, vice-president and president elect; Wendy Romano, treasurer/membership coordinator; and Marilyn Oberg, secretary. Marilyn Oberg presented the minutes of the last business meeting and the minutes were approved as read.

Wendy Romano then presented the treasurer's report as of November 19, 1985. The balance in the Chapter treasury had increased by $1,055 over the January 1, 1985 balance. Dues income for the period was $749 while three workshops in Southern California produced a net income of over $1,000. F.W. Faxon Company and Blackwell/North America also contributed a total of $750 to the Chapter's CLA conference programs.

Expenses included three issues of Tech Notes, CLA Conference expenditures and the Chapter's Automation Contact Directory. Treasurer Romano also reported a 26% increase in membership (to 229 members) over the December 1984 figure.

President Johnson then introduced the recently elected chapter officers: Kathryn Weintraub, vice-president and president elect, and Celia Bakke, secretary. He then called on Marilyn McDonald to present a report on Chapter activities in the Northern region.

Northern region activities were highlighted by the joint program of the Chapter and the Northern California Technical Processing group (NCTPG) entitled "Reincarnation in Technical Services: the Quality of Library Life After Automation" and held at the College of San Mateo on April 19. This meeting was keynoted by Susan Baerg Epstein, President of Susan Baerg Epstein, Ltd., a library consulting company. Ms. Epstein also moderated a panel discussion with the other program speakers: Gloria Heller, Library Assistant, Foothill College; George Roncaglia, Library Coordinator at NASA/Ames Research Center; David Thompson, Assistant Chief of the Catalog Department, Stanford University Libraries; Libby Trudell, Marketing Manager, DIALOG; and Patricia Vanderberg, Reference Librarian, Bancroft Library, U.C., Berkeley. The Northern Region also featured one micro-computer discussion group program and one catalog discussion group program. These groups were led by Joe Ryus (micro-computers) and Grace Lin (catalog).

President Johnson then reported on Chapter activities in the Southern region. The spring program was "Authority Control--Innovations and Dilemmas" and was held at the West Covina branch of the L.A. County Public Library in May. The fall program focused on the "Organization and Structure of Cataloging and Processing Departments" and was held at the Alhambra Public Library in September. There were also three meetings of the micro-computer discussion group, two meetings of the cataloging discussion group, and one meeting of the acquisitions discussion group. These groups were led by Anne Hess (micro-computers), Kathryn Weintraub (cataloging), and Eric McDonald (acquisitions). President Johnson thanked these individuals as well as Kitty Simmons for editing "Tech Notes" and Sandra Vella for her work on the Automation Contact Directory. He then turned the meeting over to the new president, Marilyn Mcdonald.

President McDonald encouraged wider involvement in Chapter activities and stressed the need for increased membership. She urged that individuals consider leading a discussion group, or joining a program committee such as those which
REPORTS

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President McDonald encouraged wider involvement in Chapter activities and stressed the need for increased membership. She urged that individuals consider leading a discussion group, or joining a program committee such as those which
planned major regional meetings or the CLA conference program. She thanked Faxon and BNA for their contributions to the Chapter's conference program. President McDonald then adjourned the business meeting so that the Chapter program could begin.

Marilyn Oberg
Secretary
CLA Technical
Services Chapter, 1985

ANNUAL CLA CONFERENCE PROGRAM

MINIS, MICROs, MAINFRAMES AND MERGING STAFFS

The major chapter program at the 1985 CLA conference was a panel discussion of the causes and effects of a new functional integration of library personnel and services. It was entitled "Minis, Micros, Mainframes and Merging Staffs." Susan Baerg Epstein, President of Susan Baerg Epstein, Ltd., served as keynote speaker to begin the meeting which included presentations by Linda Mullins, Manager of Technical Services and Systems Administration at the Hewlett Packard Corporate Library; Simone Klugman, Collection Development and Reference Librarian, Main Library, U.C. Berkeley; Carolyn Henderson, Manager of the University Libraries' Personnel Office, Stanford University; and Bill Post, Assistant University Librarian for Collections at CSU, Chico.

Ms. Epstein stated that many exciting opportunities exist with the increasing automation of library activities for changes and integrations or reintegrations of staffs and processes. To date, however, what is seen most often in libraries is a blurring of traditional lines between departments or divisions rather than any real integration of functions. In fact, despite all the "talk" about integrating library functions via automation, a survey of ARL libraries indicated no massive shift in this direction. Rather, there were minor, perhaps often tentative and individual moves such as some technical services librarians working at reference desks, selecting materials or doing bibliographic instruction; not so incidentally, there seems to be no such shift of public services personnel into technical services functions.

Automation has made a major impact on libraries but the structural and functional changes which might seem likely to flow from that impact do not inevitably occur. Libraries must confront organizational change--change in the way things are done and often in the kinds of people who do those things--in order to realize the benefits of automation, standardization, the disappearance of paper files, and the built-in obsolescence of hardware and software.

Ms. Epstein spoke of the problems which confront libraries and library personnel in an automated era--problems of changing organizational structure and the changing character or quality of functions. She emphasized how vital it is to fully learn the culture of a library: the meanings which inhere in various roles, structures, tasks and the ways in which people define each other and themselves within the established environment. She believes there may be built-in constraints in libraries which do not necessarily occur in other organizations. Librarians, for example, may choose librarianship because of its supposed stability and lack of stress. Further, unlike many institutions, there are no recognized measures of effectiveness for library work or products; thus there is no feedback to guide reform or reorganization. To counteract such inherent resistance to change, library change makers must
rethink not only what is being done but why. Involvement of staff in this analytical process can be a technique for reducing resistance to change. Other techniques include incorporating "bystanders" or fringe characters in the change process, creating teams to work together on projects and maintaining a consistency in word and deed by all those who are managing the change effort. Finally everyone must realize that changes cost money and that in the first year of any significant change 5-10% of each staff member's time will be devoted to the change process.

Ms. Epstein's remarks were followed by a presentation from Linda Mullins, from the Hewlett Packard Corporate Library. She reported that automation has, indeed, changed the activities of the libraries at H-P but that the organizational structure has changed little. She views the changes that have occurred as part of a larger process involving such things as team work and cross training and not primarily the result of automation. She did report, however, that automation has had a significant impact on staff and has been a force for equalizing power and authority between positions.

Ms. Mullins was followed by Simone Klugman from U.C., Berkeley. In a charming and cogent presentation, Ms. Klugman described the multiplicity of catalogs now at U.C., Berkeley, and the conflicts and differences in perspective between the public and technical services or systems staff. In characterizing the distinction between the "automation" and public service perspectives, she described the feeling of reference librarians that the data bases should have more access points, better quality control and more consistent entries. And while the reference librarians struggle to help the library users deal with the various catalogs and their divergent forms of entry, etc., there is the not unnatural feeling that great amounts of time, attention, and money are being spent on automation while public services and the public dangle in the wind.

The next speaker was Carolyn Henderson from the Stanford University Libraries. She reported on her efforts to facilitate organizational change there. The last speaker was Bill Post from CSU, Chico.

Mr. Post reported that automation had touched virtually everyone in the Chico library but that the increasing integration of automated systems there had definitely not led to a new integration of staff. Rather, he reported, those staff who became "experts" with the new technology were increasingly specialized and cut off from those staff who remain "outside" the automation effort. While task forces and other techniques have been used, Mr. Post continues to see automation activities as, at least for the time being, having a divisive effect on staff and structure.

Marilyn Oberg
California State University
Hayward

ANNUAL CONFERENCE DISCUSSION GROUPS

MICROCOMPUTERS

Over one hundred people attended the Microcomputer Discussion Group meeting, where the topic the three panelists addressed was "Serials control using microcomputers." Presiding was Susana Lui, Serials Librarian, San Jose State University.
Sally Hambridge, Cataloger at Intel Corporation, Santa Clara, reported on the Intel experience with Faxon LINX at their Technical Information Centers. Positives and negatives of using this system in the dial-up mode were discussed. The positives were a good tutorial and helpful service staff at Faxon. Many of the negatives were related to the mechanics of the dial-up version of LINX and the utilization of hardware at the Intel TICs. MICROLINX was suggested as an alternative.

Stephen Parker, Librarian at the Electric Power Research Institute, reported on EPRI's experience with the CLASS CHECKMATE system. Using a system utilizing an IBM PC-XT with 10 MB drive and DOS 2.10 EPRI is well satisfied with the system. A number of service improvements are now possible with this system, e.g., improved routing, reporting, and listing capabilities. On the negative side there is no speed advantage over a manual system, in terms of check-in.

Kathryn Showers, Librarian at the Natural History Museum of Los Angeles County presented her library's experience with OCLC's serials control system. Ms. Showers reported a very favorable experience with the system and was looking forward to implementation of the newer SC350 OCLC system. Cost and cost per transaction data was presented, with $12,000 to $17,000 given as the basic system start-up costs.

George Roncaglia
NASA/Ames Research Center

ACQUISITIONS

With the provocative title "Intimate Relations," the Acquisitions Discussion Group explored the topic of electronic links between libraries and book wholesalers. Joe Barker, Head of Acquisitions at U.C., Berkeley, chaired the meeting and introduced the topic. He asked what facts librarians should consider before participating in such direct telecommunication links with book jobbers. First, how should such links be established? What types of systems are available; what hardware and software are involved? What are the costs of such links? Who bears the costs—the wholesalers or the library? What training and its associated costs are involved?

Two panelists made brief presentations before discussion and questions from the audience ensued. First, Ed Lockman, vice president of the Book House, outlined the various types of linking systems currently available. Difficulties and costs for a wholesaler may depend on whether adaptations must be made for unique individual acquisitions systems, Innovacq-type systems or systems sold by the major bibliographic utilities. He indicated that there can be benefits for wholesalers if labor costs are not great and standardized formats are used and accepted.

The other panelist was Scott Smith, Director of Research and Development, Blackwell/North America, who believed that such electronic ordering and receiving and invoicing links with wholesalers can be of benefit to libraries. He, far more strongly than Mr. Lockman, believed these benefits could accrue to libraries without significant cost. He did agree, however, that use of an industry standard for the transmission of orders was vital to his perspective.

In the discussion which followed, a representative from the Baker and Taylor Co. described that company's electronic ordering system and how libraries could use B&T's records to build their own data file. Steve Silberstein from
Innovative Interfaces cautioned libraries to be alert to variations in records and formats transmitted from book jobbers. There were many questions addressed to the panelists from the audience and one hour was not really adequate to treat the subject.

Marilyn Oberg
California State University,
Hayward

ALA MIDWINTER CATALOGING REPORT

The ALA RTSD CCS Committee on Cataloging: Description and Access held three half-day meetings at the Midwinter Conference of ALA. Some of the major topics covered are indicated here.

CC:DA discussed a proposal by the Australian representative to the Joint Steering Committee to drop the requirement for predominance when an author writes under his/her own name and one or more pseudonyms or under two or more pseudonyms, and to enter the author for the particular book under the title page form. CC:DA expressed some support for the intent of the Australian proposal, but thought that some limitations needed to be placed upon the application of the rule. JSC was asked to redraft the rules at 22.2C so that the proposal could be considered further.

The Australians also proposed that Vietnamese names be entered in direct order, without a comma after the first element of the name. LC opposed this. CC:DA will be considering this proposal further this summer.

CC:DA had an extended discussion of the draft for the revision of Chapter 9 for machine-readable data files which had been prepared by Michael Gorman for the JSC. Michael Gorman attended part of the first afternoon's meeting so that he could give some background on his development of the draft and answer any questions. Arnold Wajenberg, who had been associated with some of the previous CC:DA task forces on Chapter 9 gave some historical background to revisions previously done. John Byrum, who is Chair of a new IFLA working group on ISBD for machine-readable files, spoke also, indicating something of the procedures his group will follow in developing the ISBD.

In addition to the draft prepared by Gorman there was considerable documentation from a CC:DA Task Force, and several proposals for changes in the draft which LC had prepared. CC:DA considered substantive policy matters, leaving for the annual meeting considerations of wording, since a redrafting would be necessary after the JSC decided on policy matters at its March meeting.

CC:DA recommended that the chapter be written in terms of "computer files" rather than "software," with distinction of "data" or "program" files when appropriate. Computer files are considered to be available to the user for either local access or remote access, the first being a file in hand to be directly inserted into a computer and the latter a file not in hand but available to the user for use through an input-output device for access.

A recommendation was made that there be a single chief source, with that chief source the file itself, drawn from internal formally presented information from title screens, program statements; if adequate information is not available from the file, an order of preference was given, and an indication that the source of information should appear in a note.
"Computer file" was supported as the GMD. The chapter would be limited to computer-readable files, with other types of machine-readable files removed from the chapter. "Computer software" was not recommended because, among other things, it encompasses only the program files and not the data files.

CA:DA supported the incorporation of an area 3 use in Chapter 9, but indicated that its use should be general rather than specific.

JSC had asked at its August meeting that CC:DA look into rules that would be affected when considering works realized through performance. A Task Force submitted a report which was discussed. As a result of the discussion a new Task Force was established to look into main entry for video recordings and films of performances and to consider the differences in choice of main entry for those works compared with sound recordings and written transcriptions of performances.

CC:DA accepted the LC proposal that initial articles be omitted from all uniform titles. A number of other proposals were discussed and supported or amended.

The Joint Steering Committee will be sending back information to the various bodies after its March meeting. All of the items must be discussed this summer in preparation for the JSC fall meeting. The JSC will not meet again prior to the publication of the consolidated reprinting of AACR 2, so many topics will have to be covered this summer.

Dorothy McGarry
UCLA

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TECH NOTES is the newsletter of the Technical Services Chapter of the California Library Association (717 K Street, Suite 300, Sacramento, CA 95814). Three issues are planned for 1986: March, June, and September.

Signed items for TECH NOTES should be mailed to the editors:

Sandra Vella         Kitty Simmons
Catalog Department   Chair, Technical Services Department
Shields Library      Loma Linda University Library
U.C. Davis           La Sierra Campus
Davis, CA 95616      Riverside, CA 92515
(916) 752-0597       (714) 785-2402
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CHAPTER MEMBERSHIP

As of March 6, we have 210 CLA Technical Services Chapter members for 1986. We want to surpass our year-end 1985 total of 229 members, so keep those cards, letters and membership applications (plus checks) rolling in. As noted on the last page of this issue of TECH NOTES, this is the last mailing that 1985 members will receive, unless you renew for 1986 on the hand - dandy application form provided there. Thank you for your support!

Wendy Romano
Membership Coordinator and Treasurer
(213) 922-7991
CALIFORNIA LIBRARY ASSOCIATION
TECHNICAL SERVICES CHAPTER
1986 MEMBERSHIP APPLICATION FORM 1986

NAME: ________________________________  NEW MEMBERSHIP
ADDRESS: ________________________________  RENEWAL
______________________________________  CLA MEMBER ($3.00)
______________________________________  NON-CLA MEMBER ($5.00)

TEL. #: ________________________________

Make checks payable to:

CLA Technical Services Chapter

Mail application and check to:

------------------------------------------------------------------------

Wendy Romano
Los Angeles County Public Library
7400 E. Imperial Highway
P.O. Box 7011
Downey, CA 90241-802

Thank you for your support of the Chapter!

**Note: Check the address label on this newsletter. If you have already renewed for 1986, there is a red "x" on the label. No "x"? - then renew now, as this is the last mailing to 1985 members - Thank you!