PRESIDENT'S MESSAGE

This first issue of 1988 represents a major change in the appearance of the newsletter. The computer skills of Editor Robert McDermand and his Macintosh have brought TECH NOTES into the age of desktop publishing.

The increased impact and pervasiveness of automation in technical services have not only affected the newsletter but are reflected in the growth of the Chapter's Automation Contact Directory from five pages in 1980 to the fifty-six pages of the third edition which was distributed in 1987. This growth prompted discussions with representatives of the State Library to explore the creation of the Directory from a comprehensive statewide automation database created and maintained by the State Library. A statement by Barbara Biehl in this issue of TECH NOTES describes the progress in obtaining this goal. The Chapter will continue to participate in the creation of the Directory by first reviewing the comprehensive questionnaire which is to be distributed to the libraries in the state and then by assisting with data input. Initially this project was announced at the 1987 Chapter Business Meeting and six individuals immediately volunteered to assist. If others of you are interested in this project, please contact me.

This issue, as in past years, contains summary articles of the CLA/TSC Business Meeting and the five excellent TSC programs which were presented at the CLA Conference in November 1987 at the Santa Clara Convention Center. I applaud those individuals who planned, presented, and participated in these programs and also those who submitted the articles to the newsletter.

In 1988 the Chapter will continue to provide programs and discussion group meetings in both the northern and the southern regions of the state. In the past these activities have been highly successful—based on attendance and responses to evaluation forms. Thus, the Chapter provides relevant information and activities to the statewide technical services library community. Therefore, it is surprising that membership has decreased this past year. So I remind you again that the Chapter is fueled by the support of your membership and volunteer power. Please renew your membership and encourage your non-member colleagues to join. Also, I encourage you to become actively involved by sharing your ideas, knowledge, skills, and resources to assist the Chapter in providing leadership and meeting the needs of the membership.

Celia Bakke, President
CLA Technical Services Chapter

TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>TITLE</th>
<th>PAGE</th>
<th>COLUMN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquisitions Discussion Group</td>
<td>6</td>
<td>Col. 1</td>
</tr>
<tr>
<td>Automation Contact Directory</td>
<td>7</td>
<td>Col. 1</td>
</tr>
<tr>
<td>Business Meeting Minutes</td>
<td>2</td>
<td>Col. 2</td>
</tr>
<tr>
<td>Cataloging Discussion Group</td>
<td>4</td>
<td>Col. 2</td>
</tr>
<tr>
<td>Chapter Executive Board Members</td>
<td>2</td>
<td>Col. 1</td>
</tr>
<tr>
<td>CLA Program Description</td>
<td>3</td>
<td>Col. 2</td>
</tr>
<tr>
<td>CLA/TSC 1988 Officers, Group Leaders</td>
<td>9</td>
<td>Col. 2</td>
</tr>
<tr>
<td>Coming Events</td>
<td>8</td>
<td>Col. 1</td>
</tr>
<tr>
<td>Membership</td>
<td>9</td>
<td>Col. 2</td>
</tr>
<tr>
<td>Microcomputer Discussion Group</td>
<td>9</td>
<td>Col. 1</td>
</tr>
<tr>
<td>President's Message</td>
<td>1</td>
<td>Col. 1</td>
</tr>
<tr>
<td>Proposed Changes in Bylaws</td>
<td>7</td>
<td>Col. 2</td>
</tr>
<tr>
<td>Serials Discussion Group</td>
<td>5</td>
<td>Col. 1</td>
</tr>
</tbody>
</table>
1988 EXECUTIVE BOARD MEMBERS

PRESIDENT

Celia Bakke
Head, Cataloging Department
Clark Library
San Jose State University
One Washington Square
San Jose, CA 95192-0028
(408) 924-2781 or 924-2740

VICE-PRESIDENT/PRESIDENT ELECT

Sue Lim
Head, Cataloging Department
Library
California State Polytechnic University, Pomona
P.O. Box 3088
Pomona, CA 91768
(714) 869-3082

TREASURER/MEMBERSHIP COORDINATOR

Judy Moomaw
Head, Serials Department
Shields Library
University of California, Davis
Davis, CA 95616
(916) 752-2600

SECRETARY

Carol Norman
Technical Services Librarian
Beverly Hills Public Library
338 North Foothill Road
Beverly Hills, CA 90210
(213) 285-1084

TECH NOTES EDITOR

Bob McDermand
Head, Serials Department
Clark Library
San Jose State University

CLA ANNUAL MEETING
CHAPTER BUSINESS MEETING

ANNUAL BUSINESS MEETING MINUTES

The meeting, held in Santa Clara, was called to order at 8:35a.m., Nov. 17, 1987, by D. Kathryn Weintraub, Chapter President. She introduced the current officers: Celia Bakke, Vice President/President Elect; Judy Moomaw, Treasurer/Membership Coordinator; Lana Wong, Secretary (absent). She also acknowledged the contribution of Kitty Simmons as editor of TECH NOTES, the Chapter Newsletter.

President Weintraub asked for an expression of interest in scheduling next year’s CLA Chapter sessions over two days rather than one, in order to avoid an overlap of Chapter programs. A majority of those voting expressed interest in the two-day schedule.

The minutes of last year’s meeting were read and approved as amended. Judy Moomaw reported a treasury balance of $3,076.90. At this time there were 293 members in the chapter. As this represented a drop from the previous year, the Membership Coordinator recommended to the 1988 Executive Board that a membership renewal notice be mailed to all 1987 members before January 1, 1988. She advised, also, that TECH NOTES continue to serve as a means to remind people to renew their membership. Judy Moomaw further reported that a total of 275 ballots were mailed to the membership on October 1, and 127 were returned by November 2. Results of the election were announced later in the meeting.

Kathryn Weintraub reported on activities in the Southern Region, which included a spring program and an all day fall program jointly sponsored by the Chapter and the Cataloging Discussion Group. She thanked the Southern Region Discussion Group coordinators: Diana Reimer,
Serials; Anne Hess, Microcomputers, and Sue Lim, Cataloging. Kathy also thanked Beth Stiel and Lisa Stevens for the work they did in coordinating the Acquisitions Discussion Group meeting.

Celia Bakke gave the Northern Region Activity Report, and thanked the Northern Discussion Group leaders: Liz Gibson and Gail McGovern, Microcomputers; Carol Fleishauer, Acquisitions; James Dwyer, Cataloging and Priscilla Peters, Serials.

President Weintraub announced that the Chapter's Automation Contact Directory has grown from a few pages in its first edition to a directory of about 56 pages. Because of this success, because the scope was broader than the technical services component in libraries, and because of the limited resources of the Chapter, the Executive Board looked into the possibility of working with other organizations on the preparation of future directories. The Board learned that there is interest at the California State Library in compiling an online database containing information of the status of library automation throughout the State, and a proposal for building such a database is being prepared. This database would encompass a great deal more information than has been included in our Automation Contact Directory. In all probability, Kathy said, it could be used to generate camera-ready copy for a smaller Chapter product. In a meeting with representatives from the State Library on the preceding Saturday, the Executive Board identified some ways in which members of the Chapter could help in the execution of the project. Some of the ways in which we can assist are:

1. in defining data elements that would be most important to the Chapter.
2. in the design of the survey
3. in inputting the data

President Weintraub said she thought we could also assist, in a sense, in the distribution of the survey. Because it is important that there be single reports from each institution, the survey will be distributed to each library director in the state. President Weintraub urged that members of the Chapter emphasize to their directors that this is an important survey which should be filled out in each library by the persons most knowledgeable in each of the areas covered. Members should be aware that we shall not receive the survey as part of TECH NOTES, as in the past, and we must, therefore, "speak up" if we are to capture that information which only we as individuals can supply.

President Weintraub asked for volunteers who would like to assist in the planning and, more especially, the inputting of data into machine readable format. Barbara Blevin, from the State Library, reiterated the need for volunteers and emphasized what the work involved in terms of design. President Weintraub asked that those interested in being involved in the project leave their name at the back of the room and/or write to Celia Bakke.

President Weintraub announced that this year all Chapter directories will be mailed out by our Membership Coordinator, Judy Moomaw, and therefore none would be distributed at the meeting.

President Weintraub thanked all the members who contributed to the success of the year's activities, and introduced next year's officers:

Celia Bakke, President
Sue Lim, Vice President/President Elect
Carol Norman, Secretary
Judy Moomaw, Continuing as Treasurer/Membership Coordinator

Kathy then turned the meeting over to President Celia Bakke, who stressed the importance of volunteer power as well as Chapter dues in supporting the activities of Chapter.

President Bakke adjourned the business meeting. Approximately 150 members attended the morning session, including the Chapter Program which followed.

Respectfully submitted,
Morris Farber, Recorder

CLA ANNUAL MEETING
CHAPTER PROGRAM

The Technical Services Chapter held a well attended meeting on "Change in Libraries" at the 1987 CLA Annual Conference.

Keynote speaker Sheila Creeth of the University of Iowa identified six external forces which speed the pace of change: 1. lack of library funding, 2. publishing expansion, inflation and price gouging, 3. privatization of government information, 4. access to new formats (CD etc.), 5. emerging new client demands and the concept

Continued on page 4
of information as a commodity, and of course, 6. automation. The challenges to libraries created by these forces include 1. the need to balance existing and emerging sources and services, 2. providing diversity in collections, 3. new leadership roles for librarians, and 4. more networking and cooperation. The pace, scope, pervasiveness, and consequences of change are ever increasing.

This means that librarians are now expected to gain new knowledge and skills, develop new approaches and strategies, have more flexible attitudes, and accept new roles and responsibilities including more of a leadership role.

Do not condemn people simply for resisting change: they usually fear a loss of control or loss of something of value. Creth noted that frequently when online systems are introduced that both librarians and accountants continue a dual manual system for their own purposes and security. A good book about dealing positively and learning from resistance is Rosabeth Moss Kanter's *The Change Masters*.

An organization climate conducive to change includes: open communication, mutual trust and respect, the encouragement of innovative behavior (not punishing "new" mistakes), realistic goals which are constantly rearticulated, shared leadership and vision, less hierarchy, an expectation of change as a constant, and the acknowledgement of the value of past practices. It's also important that something must remain stable on both the organizational and personal level. (A logo, a philosophy of service, a secret handshake, lodge antlers, whatever.)

Interpersonal conflict and peer pressure are inherently repressive to positive change as are an assembly line mentality, the idea that training is a rare and sporadic activity, and institutional inertia ("But we have to do it this way. We always have.") Creth also stressed the value of having a management strategy of using multiple approaches and tools, not just one superficial "management style."

Comments of the reactor panel and audience discussion are not so easily summarized. Fortunately, this program is available on tape.

Submitted by:
Jim Dwyer

---

**CLA ANNUAL MEETING**

**DISCUSSION GROUP PROGRAMS**

Cataloging Discussion Group

"Enhancing Local Databases for Improved Online Catalog Retrieval"

Over 140 people, a discussion group record, attended the Cataloging Discussion Group Meeting. Consultant Sue Epstein of Costa Mesa presented a four pronged approach to building a local cataloging database: conversion, authorizations, cleanup, and maintenance. (Cleanup as a one-time intensive project, maintenance as a continuing activity.) She attacked "the myth of the perfect record" since the shortcuts often taken during conversion, changes over time, and human fallibility all create errors. She recommended keeping a cataloging policy and practices book (where did we do what, and why) and never letting a long-time employee leave without a "thorough memory dump."

Should cleanup be automated or manual? Computer fixes are good for simple "if...then" types of problems. People do much better than computers on complex questions or those requiring interpretation. If you do an automated cleanup, think of every type of problem you want to fix before doing the job. In any case follow the Hippocratic oath provision to "do no harm." Don't make minor changes in descriptive cataloging, only those affecting patron access. (e.g. typos in the title, but not changes in punctuation policies.) Individual types of problems can be identified and changed by lower level staff, but questions effecting the rest of the record should be passed on to professional catalogers.

Epstein suggested that the simplest way to enhance a local database was to accept the full-MARC record and have it fully keyword indexed. Virtually never cut contents notes or added entries, and be prepared to make them more often. She sees the role for catalogers changing and becoming more important. The quote of the day, to paraphrase Epstein: "As soon as you install the new system the old system becomes perfect."

I presented a brief report on how we are using the new searching capabilities of CLCAT (a second generation online catalog) to clean up and enhance our local database. The browse files (author, title, subject) are being used to identify discrepancies in headings. truncation is used in keyword to identify misspellings or divergent spellings of words with the same root.

Submitted by:
Jim Dwyer
CLA ANNUAL MEETING
DISCUSSION GROUP PROGRAMS
Serials Discussion Group

"Demystifying Serials"

The Serials Discussion Group concluded 1987 with a lively discussion on the topic "demystifying serials" which took place during the CLA annual convention in Santa Clara. Keynote speaker was Joan Berman, Reference Librarian at Humboldt State University. Reactors included Nancy Neal, Coordinator for Training & Support, OCLC Pacific Network; Vicky Reich, Chief of the Serials Department, Stanford University Libraries; Brian Aveney, Systems Librarian, San Francisco State University; and Ruth Hafter, Library Director, San Jose State University.

Remarkably, that all the reference librarian or user really cares about is finding the item being requested, Joan identified factors which have contributed to an erosion of what she termed "catalog confidence" and which consequently have served to enhance the mystique of serials. Among these are changes in practice over time: such things as the switch from latest to successive title form of entry; the preference for entry under title in AACR2; and changes in filing rules, particularly as they relate to acronyms and initialisms. Another factor is the multiplicity of tools for use in accessing serials. For instance, serials must frequently be located by means of reference to special lists—lists which usually are out of date, often lacking in cross references, inevitably reflecting a wide range of cataloging practices, and customarily based on local check-in practice (rather than some formal definition like "all journals"). Joan observed that automation is frequently viewed as the solution to many such problems, but she suggested that automation won't help if it is simply allowed to perpetuate the existing kinds of problems in a new format.

Joan defined the demystification of serials as the provision of equalized treatment, and she offered as solution the following. First, there is a need for more education and communication across divisional boundaries. Public services and technical services librarians need to learn more about each other's concerns as well as learn to speak the others' language. While all of us struggle to keep up with the professional literature in our own area, Joan suggested that a way to foster better understanding of issues important to any one area would be to call key articles to the attention of colleagues. We should also seek our opportunities for dialog about issues. Finally, while public services people need to learn the rudiments of MARC tags and "tag talk", technical services people need to learn to translate their concerns into non-technical language.

In the long term, Joan anticipates that automation will play a key role in solving many of the challenges that serials pose, but she cautioned that these solutions will occur only as the result of careful planning and implementation.

The reactors offered various ideas and insights in response to Joan's presentation. A theme common to all reactors was the need for serials specialists to avoid the use of jargon. Nancy Neal suggested that libraries should be providing more access points for serials, tracing every possible title, adding special qualifiers for special kinds of serials (e.g. government documents and conference publications), and perhaps having reference librarians assign subject headings.

Vicky Reich observed that even with the powerful online catalog at Stanford people are still developing local tools to help access serials. She attributed this in part to the fact that cataloging serials amounts to an effort to catch stop-action pictures of something which is constantly in flux and suggested that it may be unrealistic to expect catalogs as we know them to provide precise control of serials. Vicky described a hotline for help in locating serials at Stanford and described various efforts (ranging from committees to questionnaires) designed to improve access to serials.

Brian Aveney claimed that the library practice of splitting materials by form (with monographs indexed by card catalogs and periodical articles indexed by separate indexes) was a fundamental error from the perspective of user access. He cited a move toward the use of bibliographies and indicated that while automation will be able to help with problems of word order and changeability, we really should be asking how we can change the structure of the catalog so that users can find what they're looking for. The problems of access to serials are not unique to serials but rather reflect the problems of access to library materials in general.

In her concluding remarks, Ruth Hafter cited the need to turn our focus from the serial to the user. She noted that serials form one of the hottest parts of the library, but as an administrator she is increasingly concerned by the declining number of people interested in dealing with this class of material. Somehow we need to find ways to restore the excitement to this area, converting what is being perceived as threatening to challenging. And in focusing on the user rather than the material, she suggested that we look at successes like INFO TRAC to see if there isn't a lesson to be learned there for our library access tools.

Submitted by:
Priscilla Peters
CLA ANNUAL MEETING
DISCUSSION GROUP PROGRAMS

Acquisitions Discussion Group

"Acquisitions as a Stepping Stone to Management"

Carol Fleishauer opened the session by introducing the three guest speakers, Tom Leonhardt, Director of the University of the Pacific Library, Nancy Lewis, the Director of San Mateo County Libraries and Tia Gozzi Director of Technical Services at Stanford, as successful acquisitions people who had made their way into management positions. They were asked to give a brief employment history, then speak on how acquisitions had, or had not prepared them for management positions and then to provide advice to acquisitions librarians who aspire to management positions.

Tom's career included positions at Stanford University as the Gift and Exchanges librarian, at Boise State as Head of Acquisitions, Head of Acquisitions at Duke, Head of Technical Services at Oregon State and his present position as Director of the UOP Library.

The key areas in which acquisitions helped Tom gain valuable management experience were budgeting, broad contacts throughout the library community, outside contacts, experience with campus and library politics and understanding of workflow. He stressed the importance of understanding the budgeting process. Involvement with campus politics increases survival skills! Since the workflow of acquisitions is affected by many outside factors the ability to adjust to conflicting priorities throughout the organization while meeting the needs of many is a useful experience for managers.

Nancy Lewis, did not have specific acquisitions experience but did head a technical services unit. She has worked at the UC Berkeley library as a foreign documents cataloger then as a reference librarian with a specialty in government documents, Head of Technical Services, Deputy Director, and then Director at San Mateo County Libraries, her current position.

The Activities Nancy considers part of a medium-to senior level management position are planning and evaluation, financial management, policy review, management of library activities, management of facilities and equipment, systems analysis and design, public relations, communications, team building, and coalition and advocacy building. Her acquisitions experience provided the opportunity to be involved in many of these activities, particularly financial management, contract services and systems design. Managing budgets gave her experience in operating within a budget, controlling expenditures, justifying library materials budgets and cost analysis. She found her experience with contract services gave her knowledge of developing bid specifications, evaluating bids, working with vendors, systems analysis and design and managing a new automated system for acquisitions. Acquisitions did not prepare her for public relations or advocacy. She felt her experience was internal, without exposure to external constituencies.

Her advice is for acquisitions librarians to help their administrators overcome the pigeon-hole system (once an acquisitions librarian, always an acquisitions librarian), assume personal responsibility for improving things, take initiative for what's needed and find ways to do it.

Tia Gozzi began as a teacher. She made the transition into librarianship as a reference librarian, then as head of an automated serials union list on the East coast, then as an acquisitions librarian at a local academic library which finally led to the head of acquisitions at Syracuse University. Moving to the West, she became Head of Acquisitions at Stanford University prior to her present position as Director of Technical Services as Stanford.

Acquisitions experience helped broaden her perspective. As acquisitions librarians we are partners in a professional enterprise. Partnerships need collaboration, cooperation and negotiation to work well. Partnership is emphasized and fostered by visits from partners and visits to partners. We are constantly made aware of how external factors e.g. price increases, dual pricing structures, publisher's decisions about publishing on acid free paper and types of bindings offered, impinge upon what we are trying to achieve. We cooperate with vendors and publishers on copyright issues, discounts and services. We also need to maintain cooperation between acquisitions and other library units. Automation reminds us that we are not operating alone. As acquisitions librarians we need to be skilled in diplomacy. We are forced to understand information needs of our constituencies. We may also be exposed to the need for fund raising activities as we are asked to find other means to achieve our goals.

One important component of being a manager which is part of our skill as acquisitions librarians is to develop a sense of a "spirited, healthy competition", a quote taken from the Bradford and Cohen book Managing for Excellence. We need to be "tolerably pushy". The practical, problem-solving components of being an acquisitions librarian are also important when moving into management. Experience with fiscal management is

Continued on page 7
important, especially as we deal with external factors such as the foreign exchange rates. We have the opportunity to develop evaluative skills as we evaluate vendors and approval plans. In acquisitions we have a lot of practice with communications and are forced to develop a pattern of clear, logical thinking.

In summary, Tia feels grateful for her acquisitions experience because it broadened her perspective, made her aware of the importance of politics and built a solid foundation for organizing and analyzing. Her words of advice were to get as much out of our present range of experience as possible. If the goal is to become head of technical services, consider getting a solid grounding in cataloging principles. Plan ahead and supplement present experiences by gaining experience in areas we feel are lacking, such as grant writing.

Submitted by:
Carol Fleishauser

AUTOMATION DIRECTORY PROGRESS REPORT

The LSAC project to create a statewide database of automation activities in California has been approved by Gary Strong, State Librarian. The project will be implemented immediately, or, as soon as a specialist can be contracted to provide the necessary coordination of effort to realize our goal.

Under the guidance of Barbara Blei and John Jewell of the State Library, and with the cooperation and advice of the TSC Board and members, a carefully designed survey will be distributed, and responses compiled in the next few months. The gathered information about equipment, software, systems, applications and people will be key to a hard disk using DBase III by the specialist for the State Library. Satellite workstations of TSC volunteer members will input data to floppy's (using a template) to allow distribution of the workload.

It may be expected to take most of the spring and summer of 1988 to establish the database. The PRIMElink capability of the State Library’s Prime SuperMicro will allow uploading, and the best features of the relational database software can be used for managing the database. When in place, the automation database will produce various reports, lists and directories. The TSC person to person Resource Directory will be the first prototype product of the database.

We are certain that our capability to provide better technical assistance and referrals will be greatly enhanced by access to this database. At some future time, with current updating in place, remote access to the data online by those who seek it, may prove feasible.

If you would like more information, or a chance to get involved, please contact: Celia Bakke, TSC President (408) 924-2781

Submitted by:
Barbara Blei, Automation Consultant
California State Library

PROPOSED CHANGES IN BYLAWS

At its meeting on November 16, 1987, the Executive Board agreed to ask membership to revise the bylaws. The purpose of this change is to shift some responsibilities from the Treasurer/Membership Coordinator to the Secretary of the Chapter.

The present duties of these two officers as defined in Articles IV. D.3, and IV. D.4 of the bylaws, are:

3. The Secretary shall take minutes at all business meetings of the Chapter; conduct official correspondence for the Chapter; and perform such other duties as the President may assign.

4. The Treasurer/Membership Coordinator shall be responsible for the collection of annual dues; keep accounts of all funds expended by the Chapter; report to the membership at the annual business meeting; handle elections; and maintain the membership list.

The Board proposes that the wording be changed in these two paragraphs as indicated by the underlined sections below:

3. ...for the Chapter; handle elections; and perform...

4. ...report to the membership at the annual business meeting; and maintain...

The bylaws require that such changes be voted on by Membership and that membership receive written notice of the proposed change 20 days before the actual vote. This report constitutes a written notice of the proposed change and members will be asked to vote on the mail 30 days prior to the deadline for receipt of votes.

Submitted by:
D. Kathryn Weltraub, Past President
UPCOMING EVENTS

Ken Dowlin headlines the NCTPG & CLA/TSC Spring Workshop: *Put a little planning into your library life*. Planning is the theme for the Spring Workshop jointly sponsored by the Northern California Technical Processes Group (NCTPG) and the CLA Technical Services Chapter (CLA/TSC) set for Friday, April 22, 1988, 9:15 a.m. - 3:15 p.m. at Cañada College in Redwood City, California.

Dowlin, who has been San Francisco Public Library Director since September 1987, was for twelve years director of the Pike's Peak Library District in Colorado Springs, Colorado, where he directed installation of a comprehensive computerized system and won praise for a community information services program. Dowlin also directed the funding, design, and construction of a new state-of-the-art main library in Colorado Springs. He has much to share with us and will present his views on the planning needs of San Francisco Public Library. Also on the program is Peter Winterble Program Officer with the Council on Library Resources Commission of Preservation and Access. Winterble will speak on the human relations aspects of planning: the problems involved in bringing in outside help such as contractor, consultant and vendor to work with your on-site team, and have all working together to achieve a common goal. That takes PLANNING!

Two librarians will react and discuss planning projects they have completed. Michael Miller, Assistant Chief Librarian, Meyer Undergraduate Library and Media Librarian for Stanford University, will describe for us the Avery Fisher Center for Music and Media he set up at NYU. This involved the transformation of a traditional music library into a state-of-the-art music/media center. Brian Schottlaender, Assistant Head of Cataloging at UCLA, will tell us how he managed a retrospective conversion project of one million titles.

This major discussion on planning promises to be of interest to all library personnel. Can anyone deny that a little planning will have a positive impact on your work in technical services, at the reference desk, in the serials department or in your management of the library? Come to the Workshop and hear the answers to such questions as...

--What is expected of the on-site team?
--What is the role of paraprofessional and professional?

Registration for the Workshop is $13.50 and includes NCTPG membership. Lunch will be provided on campus and for an additional $6.50. A flyer containing detailed information on the Spring Workshop will be mailed in March. If you do not receive one by the end of March, or if you need more information, please contact either:

Brenda Crotts
Butte County Library
1820 Mitchell Ave.
Oroville, CA 95966
(916) 538-7206

or

Celia Bakke
Clark Library
San Jose State University
One Washington Square
San Jose, CA 95192-0028
(408) 924-2781

SET ASIDE FRIDAY, APRIL 22, 1988 NOW AND PLAN ON COMING TO THE NCTPG/CLA-TSC SPRING WORKSHOP!

UPCOMING EVENTS

SPRING MEETING—NORTHERN REGION CATALOGING AND ACQUISITION DISCUSSION GROUPS

We are now planning for a joint spring meeting of both Northern Region Discussion Groups. Location and topic have yet to be determined but the topic to be chosen will be of mutual interest. Flyers will be forthcoming. If you have any suggestions for a topic or location or would like to help with the program, please contact Jim Dwyer, Head of Bibliographic Services, Meriam Library, CSU-Chico, (916-895-5837); or Meta Nissley, Head Acquisitions and Collection Management, Meriam Library, CSU-Chico, (916-895-6710), First and Hazel, Chico, CA 95929-0295.
CLA ANNUAL MEETING
DISCUSSION GROUP PROGRAMS

MICROCOMPUTER DISCUSSION GROUP

"Mac-Library: Using the Macintosh in Libraries"

Even at the late hour of 2:30 - 4:00 on the last day of the CLA Conference programs, Tuesday November 17, the Microcomputer Discussion Group program, "Mac-Library: Using the Macintosh in Libraries," drew a large crowd of more than 50 eager participants. Steve Cisler, Library Automation Manager for Contra Costa County Library and Mark Parker, Director of the Mountain Valley Library System described the state of the art of Macintosh hardware and demonstrated Macintosh-based programs to support a variety of library services.

Children's story hours can be given a boost with an online, interactive story telling program which allows the children to decide how the story progresses, actually creating the story as they proceed. Typical administrative statistical reports can come alive with a variety of charts and other graphic displays of the data, both on the screen and in hard copy with laser printers. Reference services can be supported by using the Mac in traditional modes for accessing online data bases, but the final product for the patron can be tremendously enhanced with graphics, appropriate pictures, library logos, and professional-quality printed text. In addition, library information screens, maps, and graphic tutorials can relieve the reference departments of many of their orientation and directional tasks.

The speakers also illustrated the ways that interlibrary loan, cataloging, and even acquisitions functions can be enhanced by introduction of the newer Macintosh size, speed, and graphics capabilities along with the Mac's traditional easy "user interface." Both speakers demonstrated how the program Hypercard had allowed them to quickly and efficiently tie together all of the files and programs that would be needed for many smaller-sized libraries.

Submitted by:
Liz Gibson

MEMBERSHIP DRIVE
CLA TECHNICAL SERVICES CHAPTER MEMBERSHIP

Many thanks to all of you who responded to the letter mailed to you in December encouraging you to continue your support of the Chapter by renewing your membership for 1988. We lost some members in 1987 and would like to lure them back. A separate letter will be mailed in early 1988 to those people who did not renew in 1987.

Our chapter's energy and strength can be measured by its many well-attended, often highly praised programs covering a wide range of topics. Behind their success, of course, were all of you who contributed the ideas, enthusiasm, time, and hard work that went into their planning and presentation. We don't want to lose your support, so we encourage you again to continue your interest and involvement in the Chapter by renewing your membership. In addition to receiving announcements of future programs, workshops, and discussion groups, you will also receive the Chapter newsletter, TECH NOTES, an annual membership list, and reduced fees at some chapter programs. Most important are the opportunities you will have to interact with colleagues in other libraries.

A membership form is included in this issue of TECH NOTES. Membership covers the calendar year. If you have questions, please contact Judy Moomaw, Membership Coordinator.

1988 CLA/TSC OFFICERS
PROGRAM COMMITTEE--NORTHERN REGION

Celia Bakke, Chair
Head, Cataloging Department
Clark Library
San Jose State University
One Washington Square
San Jose, CA 95192-0028
(408) 924-2781

Karleen Darr
Cataloger
Carlson Health Sciences Library
University of California, Davis
Davis, CA 95616
(916) 752-9866

Ruthanne Lowe
Coordinator of Technical Services
Foothill College Library
12345 El Monte Road
Los Altos Hills, CA 94022-4599
(415) 960-4609

Continued on page 10
Judy Moomaw
Head, Serials Department
Shields Library
University of California, Davis
Davis, CA 95616
(916) 752-2600

Maryll Telegdy
Head, Technical Services
Napa City and County Library
1150 Division Street
Napa, CA 94559
(707) 253-4061

DISCUSSION GROUP LEADERS—NORTHERN REGION

Acquisitions Discussion Group Leader

Meta Nissley
Head, Acquisitions & Collection Management
Library
California State University, Chico
1st & Normal Streets
Chico, CA 95929-0295
(916) 895-6710

Cataloging Discussion Group Leader

James Dwyer
Head, Bibliographic Services
Library
California State University, Chico
1st & Normal Streets
Chico, CA 95929-0295
(916) 895-5837

Microcomputer Discussion Group Leaders

Kenneth Firestein
Associate Librarian
Computer Operations Office
Shields Library
University of California, Davis
Davis, CA 95616
(916) 752-1678

Linda Main
Assistant Professor
Division of Library and Information Science
San Jose State University
One Washington Square
San Jose, CA 95192-0029
(408) 924-2500

Serials Discussion Group Leader

Kathleen Schweitzberger
Serials Department
Green Library
Stanford University
Stanford, CA 94305
(415) 723-4847

PROGRAM COMMITTEE—SOUTHERN REGION

Sue C. Lim
Head, Catalog Department
California State Polytechnic University, Pomona
P.O. Box 3088
Pomona, CA 91768
(714) 869-3802

Carol Norman
Technical Services Librarian
Beverly Hills Public Library
338 North Foothill Road
Beverly Hills, CA 90210
(213) 285-1084

George Gibbs
Head, Cataloging Division
Technical Services Department
University Research Library
U.C.L.A.
405 Hilgard Avenue
Los Angeles, CA 90024
(213) 825-2901

Mary Johnson
Director of Special Services
Orange County Public Library
431 City Drive, South
Orange, CA 92668
(714) 634-7841

Joanne Kim
Assistant Dean for Library Services
Pasadena City College
1570 East Colorado Blvd.
Pasadena, CA 91106
(818) 578-7221
DISCUSSION GROUP LEADERS-SOUTHERN REGION

Acquisitions Discussion Group Co-Leaders

Patricia F. Delmar
Head, Technical Processing
Long Beach Public Library
101 Pacific Avenue
Long Beach, CA 90802
(213) 590-6860

Lisa Stevens
Head, Acquisitions
Thomas Rivera Library
University of California, Riverside
Riverside, CA 92516
(714) 787-4381

Cataloging Discussion Group Leader

Ruth Boyer
Catalog Department-General Library
University of California, Irvine
Irvine, CA 92713
(714) 856-6077

Microcomputer Discussion Group Leader

Ann Hess
Library Systems Analyst
California State University, Los Angeles
5151 State University Drive
Los Angeles, CA 90032
(213) 224-2265

Serials Discussion Group Leader

Dianna Reimer
Assistant Director, Library Affairs
California State University
Chancellor’s Office
400 Golden Shore
Long Beach, CA 90802-4275
(213) 590-5542

UPCOMING EVENTS

CLA SOUTHERN REGION TECHNICAL SERVICES CHAPTER PRESENTS A WORKSHOP

"CD-ROM: What is it and how can you use it in your library?"

What is CD-ROM technology?

How has it already affected public and technical services in libraries?

What databases and applications are available?

What lies ahead?

Meet vendors and have a "hands-on" demonstration.

April 29, 1988. 9:00 a.m. - 4:00 p.m.
Cerritos Public Library
18025 Bloomfield Avenue
Cerritos, CA 90701

MORNING SESSION 9:00 a.m. - 12 noon.

Keynote Speaker Brian Campbell, Systems Librarian, Vancouver Public Library, Vancouver, B.C.

Reactors: Public Service Perspective, Kathleen Dunn, California State Polytechnic University, Pomona.

Technical Service Perspective, Mary Johnson, Orange County Public Library.

Vendor's Perspective, Parke Lightbown, Vice-President UTLAS.

AFTERNOON SESSION 1:15 - 4:00 Vendor Demo.

The following vendors will be contacted to participate:

AUTOGRAFICS
BRODART
BIBLIOFILE
INFO TRAC
WILSON ONLINE
SILVER PLATTER
BOWKER
DAYTEXT
OCLC

Cost: $20.00 (includes an Italian buffet lunch)
$15.00 (program only)

Send pre-registration checks payable to CLA/TSC or

Continued on page 12
SOUTHERN REGION SERIALS DISCUSSION GROUP

Presents a program: "Serials Control, Serials Check-in"

An April meeting is planned. Time and place to be announced.

For further information contact:

Diana Reimer
Assistant Director, Library Affairs
California State University
Chancellor's Office
400 Golden Shore
Long Beach, CA 90802-4275
(213) 590-5542