PRESIDENT’S MESSAGE

In the spirit of this year’s CLA President Toban deLeon Clarke’s theme, I would like to support the celebration of librarians and all those people who contribute to the world of libraries. Let us celebrate each other and honor ourselves by continuing to broaden our knowledge and to share our expertise, enthusiasm and experience with colleagues in pursuit of excellence in libraries.

Let us acknowledge those who, with skill and dedication, served to keep the Chapter one of the most active in CLA and to keep both the membership and bank accounts strong. Kudos to our witty outgoing President, Jim Dwyer, a special salute to Karleen Darr for taking on the duties of Secretary and Treasurer/Membership Coordinator, and to Tech Notes editor Margaret Capron for a job well done!

Join me in celebrating those who successfully organized stimulating Chapter programs held during 1990. A toast to the Program Planning Committee (Nancy Neal, Derry Juneja), to the Northern Region Discussion Group leaders (Starla Doescher, Dee Near, Jessica Marshall, Valerie Bross) and to the Southern Region Discussion Group leaders (Sandra Smith, Joanna Dunklee, Lisa Peterson, Jean Alexander, Kathy Cresto). The eleven Chapter programs included topics such as “Planning for Union Lists of Serials for California” and “Riding the Wave of Non-English Language Materials”. They brought relevant professional issues to a forum where we as colleagues can address them. Practical programs such as “Training: An Investment in the Future” and the introduction of various microcomputer applications for acquisitions provide excellent suggestions for building our expertise.

Let us praise those who willingly and courageously served as presenters, speakers and panelists. While each of us are experts, these individuals stepped up to the podium to share with others: Ann Lipow, Lois Kershner, Tom Ball, Marie Fish, Sylva Manoogian, James Cheng, Hosneya Kattab, Donna Levi, Linda Chavez, Lisa Peterson, Jean Alexander, Jim Dwyer, Starla Doescher, Kay Thorne, Suzanne Rostamizadeh, Dr. Jim Healey, Ruth Anne Lowe, Donna Brown, Mary Heath, Joseph Scefter, Mary Johnson, Irene Lovas, Todd Bennet, Diane Paque, Michael Gorman, Frank D’Andraia, Susan Jurist, Kathy Hudson, Liz Bishoff, Judith Tessier, Theo Schuller, Richard Brumeley, Tamara Trujillo, Larry Woods, Linda Elliott, Chris Sturback, and Patricia Del Mar.

Commend yourself if you attended a program and participated in the discussion. To all of you who, as a result of a program, have enabled a positive outcome for your library, HOORAY!

Join me in welcoming our new officers and discussion group leaders! Share with them your ideas for programs and be ready to participate in their success!

Diane Bebber, 1991 Chapter President
## ROSTER OF OFFICERS

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## DISCUSSION GROUP LEADERS

### Southern Region Acquisitions Discussion Group Leaders

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Midwest Library Service  
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(714) 256-2750

Edward Asawa  
Acquisitions Librarian  
County of Los Angeles Public Library  
7400 E. Imperial Highway  
Downey, CA 90242  
(213) 940-8578

### Northern Region Acquisitions Discussion Group Leaders

To be announced

### Southern Region Cataloging Discussion Group Leaders

Sandra Smith  
Librarian/Cataloger  
William T. Boyce Library  
Fullerton College  
321 E. Chapman Avenue  
Fullerton, CA 92634  
(714) 992-7075

Martha Childers  
Head of Cataloging  
San Diego County Law Library  
1105 Front Street  
San Diego, CA 92101  
(619) 531-3911
Northern Region Cataloging Discussion Group Leaders

To be announced

Southern Region Microcomputer Discussion Group Leader

Derry Junea
Head, Technical Services
Riverside City and County Public Library
3581 Seventh Street
Riverside, CA 92501
(714) 782-5737

Northern Region Microcomputer Discussion Group Leader

To be announced

Southern Region Serials Discussion Group Leaders

Kathy Cresto
Senior Librarian
Thousand Oaks Library
1401 E. Janss Road
Thousand Oaks, CA 91362
(805) 497-6282 ext. 237

Cecilia Chen
Principal Cataloger
CSU, Dominguez Hills
University Library
800 E. Victoria Street
Carson, CA 90747
(213) 516-3706

Northern Region Serials Discussion Group Leaders

To be announced

Membership Information Assistance

The Technical Services Chapter wishes to thank Kathleen Bales of RLG for the generous support she has given the Chapter in the maintenance of membership information and in the printing of lists and labels. The use of the RLG computer has saved countless hours of work for Chapter leaders and has postponed the day when we will have to do it ourselves on a PC! We acknowledge Kathy’s service with a great deal of gratitude.

Help the Chapter to keep our mailing lists accurate by reporting any changes of address to the Membership Coordinator, Ruth Boyer, UC Irvine Library, Catalog Department, P. O. Box 19557, Irvine, CA 92713.

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Spring Program in the North

"Shifting Resources, Changing Responsibilities: How Can We Maintain Quality in Technical Services?" is the subject of the Spring 1991 meeting jointly sponsored by the Northern California Technical Processes Group (NCTPG) and the California Library Association Technical Services Chapter. It will be held Friday, April 26, 8:30 a.m. to 3:30 p.m., at the Radisson Haus Inn, Sunnyvale, CA.

The keynote speaker will be Tia Gozzi, Director of Technical Services, Stanford University Libraries. Other speakers will include Jean Kan, Mercedes Untewale, Lee Leighton, and Marsha Leeman Conley, UC Davis Counseling Center.

Some aspects of the topic to be addressed are:

1. The impact of automation.
2. Changing dynamics between departments.
3. Task reassignment and effects on personnel.
4. How to handle the stress created by change.

Registration information will be mailed to NCTPG
and CLA/TSC members in early March. For more information or registration contact any of the following:

**Suzanne Miller**  
NCTPG Chair  
McGeorge Library  
3282 Fifth Avenue  
Sacramento, CA 95817  
(916) 739-7010

**Karin Eckelmeyer**  
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**Roy Ortopan**  
CLA/TSC President  
Catalog Department  
University of California Berkeley  
212 Main Library  
Berkeley, CA 94720  
(415) 642-4144

Submitted by Suzanne Miller

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**MCLS Survey For Sale**

The Metropolitan Cooperative Library System (MCLS) has copies of its 1990 publication "Survey of Technical Services in MCLS Libraries" for sale. The cost is $10.00 plus applicable California sales tax. Technical Services Chapter members will be interested in how much the 32 libraries spend on materials, which bibliographic utilities they use, and the number and level of staff in Technical Services Departments. Vendors of materials, services and supplies are also listed. The 53-page publication also includes organization charts for all libraries.

You may purchase a copy by contacting MCLS Headquarters; 2235 North Lake Avenue, Suite 106, Altadena, CA 91001 or call (818) 798-1146.

Submitted by Patricia Del Mar, Long Beach Public Library

**Automation: How It Changes our Profession**

(The following report is a summary of the program at the 1990 San Diego CLA Annual Conference co-sponsored by the Technical Services Chapter and the Automated Library Activities Committee, Sunday, November 4, 8:30 a.m. to 12:00 p.m.)

**Michael Gorman,** University Librarian, California State University, Fresno, the keynote speaker, stated that automation is a tool, not a phenomenon. We should use it to our advantage and not let it change us other than in the direction we choose. Automation brings changes on several levels. In Gorman's words, the mundane level promotes efficiency. The value-added level makes more information available to more people and usually at a higher price. The transformational level enables us to look more closely at all tasks in the library and accomplish them in a manner that is more beneficial to the library user. Finally, the professional/psychological level of change allows for reassessment and the opportunity to clearly differentiate between professional and clerical tasks. At this level with the utilization of automation as a tool, librarianship can and will become more dynamic and less static a profession.

**Frank D'Andrea,** Director, University of North Dakota, Chester Fritz Library, reported on a study he conducted with the clerical staffs of the libraries at the University of California campuses. He determined that skill requirements have changed with the advent of automation. Several of the new skills needed include attention to detail, logic, patience, concentration, speed, flexibility, memory and analytical skills. His findings also indicated that productivity has increased and costs are reduced with automation. However, uncertainty and stress have increased. As a whole, the clerical staffs at the University of California campus libraries have been educated to expect change and are coping quite well.

**Susan Jurist,** from the UC San Diego, SIO Library, shared information on TWIG, Technology Watch Information Group at UC San Diego. This group advises library units about potential uses of technology, recommends educational programs for staff, and sponsors meetings with other technological groups. It's goals include exploring the use and need for technology in libraries, identifying and attending leading conferences
and trade shows, monitoring relevant literature, assisting non-TWiGers, and cultivating non-library contacts.

Kathy Hudson from the Automation Office of the California State Library discussed automation, system staffing, and the skills, responsibilities, and qualifications for staff to support automation. She sees the development of the system staff as a long-term commitment from library management. Critical skills needing development include analytical ability, great communications skills, negotiation ability, and knowledge of the MARC format.

Lois Kershner, of the Peninsula Libraries Automated System, addressed, among several topics, the negative impacts of automation. In her opinion, they include coping with constant changes, fear of not being able to keep up with the new technology and skills, anger at job change, lack of control of the tool (such as downtime), implementation delays, eye strain, backache, headache, and added workload. Yes, there is more to learn, more meetings to attend, and more to deal with on a daily basis! Her advice to enable us to cope was to read the literature, attend meetings, and utilize networking.

Submitted by Sharon Page and Maria Tang, County of Los Angeles Public Library

Bookman, Business Manager, Librarian, or Clerk: Emerging Portraits in Acquisitions and Serials Activities

(The following report is a summary of the program at the San Diego 1990 CLA Annual Conference sponsored by the Acquisitions and Serials Discussion Groups presented Monday, November 5, 1990, 2:30 p.m. to 4:00 p.m.)

Panelists Tamara Trujillo of California State University Sacramento; Jean Alexander of the County of Los Angeles Public Library; and Richard Brumley of California Polytechnic State University, San Luis Obispo shared their views on the desired skills and attributes of acquisitions and serials personnel.

Basic skills needed in acquisitions and serials activities can be divided into library skills (bibliographic control and automated systems), business skills (general business practices — contracts, bids, accounting, projections), and managerial skills (hiring, training, evaluating, administration of policy and procedures and establishment of priorities).

In addition, effective personnel in acquisitions/serials need the following attributes:

1. Knowledge of books and serials.
2. Familiarity with the best way to acquire and process materials.
3. Tolerance.
4. Tenacity.
5. Collegiality.
6. Tact and diplomacy.
7. Desire for continued professional development.

The speakers highly recommended that acquisitions/serials personnel take courses in business and public administration as well as gain information on training personnel. Attending conferences and workshops was one of the suggested sources for gaining this information.

Submitted by Kathy Cresto, Thousand Oaks Public Library.
Managing Staff Microcomputers Before They Manage You: A Planning Approach

(The following report is a summary of the program at the San Diego 1990 CLA Annual Conference sponsored by the Microcomputer Discussion Group presented Monday, November 5, 4:30 p.m. to 6:00 p.m)

Larry Woods of RMG Consultants, led off the Microcomputer Discussion Group program by providing an outline of the major ingredients in a master plan for managing microcomputers in a library. Based on his experience, Larry related that most libraries have not created a comprehensive plan for microcomputer use. He suggested that it is not uncommon to find that libraries have spent thousands of dollars on hardware and software without a planned approach. Waste, redundancy, and incompatibility are frequent results of the unplanned approach.

The recommended components of a microcomputer plan are:

1. A detailed inventory of hardware and software.
2. An assessment of staff skills in hardware and software use.
3. A determination of projected needs for three to five years.
4. Standards for purchase with considerations given to interchangeability, standards for hardware, operating systems, software and the workstation environment.
5. A maintenance/replacement program.
6. Hardware and data security with consideration for backup, security of "sensitive" files, theft prevention, and virus prevention.
7. A training plan for staff.
8. The hiring/appointing of a coordinator to:
   A. Plan, schedule, and manage staff training;
   B. Create a preventive maintenance program;
   C. Coordinate interdepartmental needs;
   D. Keep abreast of new hardware developments and review new software.

Linda Elliott, Director of the Palos Verdes Library District, Chris Sturback, Manager, Bibliographic Information Services, University of Southern California, and Patricia Del Mar, Technical Services Officer, Long Beach Public Library each reacted to the presentation and described how microcomputers were managed in the "real world" of the public and academic libraries they represented.

For those interested in receiving a copy of the program handouts, contact Joanna Dunklee, Online Catalog Librarian, CSU Dominguez Hills Library, 800 E. Victoria Street, Carson, CA 90747. Elizabeth Lane's Microcomputer Management & Maintenance for Librarians and Michael Schuyler's PC Management: A How-to-do-it Manual for Librarians are recommended reading on this topic.

Submitted by Cecilia Chen, California State University Dominguez Hills Library

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Cataloging Staff for the '90's

(The following report is a summary of the program at the San Diego 1990 CLA Annual Conference sponsored by the Cataloging Discussion Group presented Monday, November 5, 10:30 a.m. to 12:00 p.m.)

The Cataloging Discussion Group program, moderated and planned by Sandra Smith of Fullerton College, drew over 100 attendees. Keynote speaker, Liz Bishoff of OCLC, discussed the characteristics and skills needed by Technical Services personnel. Liz gave an overview of the challenge of techno-literacy in the rapidly changing world of library automation and emphasized that the ability to communicate and gather information effectively was one of the most valuable skills for cataloging personnel to possess.
Panelist Judith Tessier, Associate Professor, San Jose State University, addressed the importance of cataloging education in the computer age. She emphasized that cataloging is at the “core of knowledge” in librarianship. She also outlined the manner in which cataloging is integrated into the MLS program at San Jose. File design and workflow are two important aspects of that program’s educational training.

Theo Schiller, Instructor in Library Technology at San Bernardino Valley College and Alvord Unified School District Librarian, presented an overview of the technician’s program at Valley College. She pointed out the importance of preparing students for a variety of work environments and discussed the value of networking with colleagues to share ideas and skills.

In the question and answer period that followed the presentations, Liz Bishoff commented on the importance of continuing education and training for Technical Services staff. Judith Tessier favored the concept of apprenticeships for prospective catalogers.

Submitted by Timothy Mountain, Fullerton Public Library.

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Membership Renewal Time

Now is the time to renew your membership in CLA Technical Services Chapter for the year 1991. Please use the form enclosed in this newsletter and mail it with your check as shown. If you already paid your annual dues, please post the form on your library bulletin board or pass it on to a friend. This form can be used for both renewal and new memberships. Encourage your colleagues to join us!

Submitted by Ruth Boyer, CLA Technical Services Chapter Treasurer/Membership Coordinator

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Tech Notes is the newsletter of the Technical Services Chapter of the California Library Association (717 K St., Suite 300, Sacramento, Calif. 95184. Four issues are planned for 1991: January, April, July, and October.

This issue was produced on a Macintosh SE/30 using PageMaker with the valuable assistance of Julie Belte. Signed items for Tech Notes should be mailed or faxed to the editor:

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