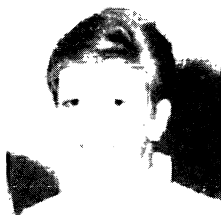


## NOTES FROM THE EXECUTIVE DIRECTOR



After several months on maternity leave and a few weeks back behind my desk I find there is much to report on in my column. I am thoroughly enjoying being back at work but haven't to add that I am also enjoying my son immensely. At present we seem to be juggling the demands of both baby and job very satisfactorily, a situation which I hope can be maintained although I am not naive enough to assume that it will all be plain sailing. Now on to more important matters

### Services to members

In the last issue of *InCite* the President drew attention to the 'them and us' syndrome that exists amongst some members of the Association. This is a serious issue that seems to exist at all levels of the Association and it is the aim of the President, General Council and myself that this attitude be changed to a far more positive one. At the last meeting of the Executive Committee we addressed the issue of the Association's image, in particular that of Head Office, from the members' view. We came up with eleven ideas that will help to improve the members' perceptions of Head Office and which will assist the staff of Head Office to provide members with the best possible service for the resources available.

It would be nice to say that every request will be dealt with in a matter of minutes but we must be realistic enough to know this cannot happen with the number of staff that the Association can afford to employ. Nevertheless, the list of ideas should improve things and here they are:

- the Executive Director will maintain a personal role in membership renewals;
- staff training will be undertaken to cover topics like communication skills, in particular telephone skills;
- further detailed statistical analysis will be carried out on queries received on the toll-free phone to identify issues or areas which may be trouble spots;
- the toll-free phone service will be extended to business hours Mon-Fri;
- the toll-free phone will be staffed continuously;
- a fallback procedure for complaints will be instigated to be streamlined through the LAA staff;
- use of the toll-free phone for any queries will be advertised;
- ways in which *InCite* production may be expedited will continue to be explored;
- staff will be encouraged to identify aspects of their relationship with members that are lacking and draw up a program to improve communication;
- Branches, in particular Branch Presidents, will be encouraged to have greater participation in troubleshooting at the grass roots level. This is particularly relevant to membership activities and all office bearers will be encouraged to support the Association in a positive manner;
- steps will be taken to ensure rapid turnaround of membership list processing.

Naturally when these ideas were put to General Council they welcomed them whole-

heartedly and the staff of the Association have also welcomed the opportunity to help in the improvement of the Association's image.

### 008 221 481 anytime

NOTE THIS NUMBER! As part of the plan to improve communication with the membership the two-hour limit to the operation of the toll-free phone has been removed. You can now contact Head Office at any time during business hours so if you have a query, request, complaint, whatever, you can dial for the cost of a local phone call from anywhere in Australia. Don't waste time writing letters, don't delay, dial today!

### People in Profile

Is a new regular feature in *InCite* to highlight some of our members and their activities. It would be nice, but a bit unrealistic, to eventually feature every member of the Association, however it does provide an opportunity for us to report on the achievement of some of our members.

The success of the feature is up to you — it is impossible for us at Head Office to identify

appropriate members so if you have someone you'd like to see mentioned why not send us information? The only proviso is that they must be members of the Association. Please don't just send us their name but full details and a photo and if you can't identify anyone why not send us something about yourself?

### LAA video

Production of the LAA video has been completed and it is now available for viewing. The video is designed specifically as a recruitment tool and will be most useful for divisions carrying out recruitment activities. It will also be useful viewing for existing members, to remind them of the benefits of belonging to the LAA and as an introduction to the Association. In this capacity it is envisaged that it will be shown to persons in government, overseas visitors and the media.

The video was shown to General Council on 21 March and was officially launched at a small function on the 26 March which was attended by the participants in the video.

Notes from the Executive Director continues overleaf.

# AACOBS approved\*

## Inter-Library Loan Requests

**Closing Date for the next personalised print run is 27th May, 1986 for delivery to you during June. Any order not received by 27th May will be held over until September.**

Minimum quantity for personalising with your library name and address is 1,000 (to be ordered in multiples of 1,000 also).

Should you miss the closing date, but still want your forms personalised, we can overprint Stock forms for you. Delivery time is approximately 5 weeks. Minimum quantity again is 1,000 (to be ordered in multiples of 1,000).

If you don't want your forms personalised we can still supply unpersonalised ones ex Stock — minimum quantity 250.

**Revised prices in view of recent increases are—**

#### Price Details:

Personalised forms produced in group run closing 27th May, \$50.00 flat charge per order plus \$54.00 per 1,000 (minimum quantity 1,000).

Stock forms personalised by overprinting — \$26.00 flat charge per order plus \$96.00 per 1,000 running time.

Stock forms unpersonalised \$16.00 flat charge per order plus \$54.00 per 1,000 (minimum quantity 250).

Personalising will be in Bold Capitals — 4 lines by 3" wide.

AACOBS have a number of suggested amendments to the design of the Inter-Library Loan Request to evaluate, and if proved viable, will be incorporated at an opportune time.

#### How to Order

Send your Purchase Order with a sample of your personalising details to—

# MOORE

## MOORE PARAGON AUSTRALIA LIMITED

ATTN: LIBRARY ORDERS

P.O. BOX 180, RICHMOND, VIC. 3121

MELBOURNE 429 3411. OTHER AREAS (008) 338 864 (S.T.D. FREE)

## Executive Director's Report

Continued from page 9

### Corporate plan and review report

The response to the report has been generally very favourable and this is heartening to those who put so much time and energy into carrying out the review. For those of you who missed it, a summary of the report appeared in *InCite* number 3 and copies of the full report are still available from Head Office. If you are quick you can still get comment on the report to the Corporate Plan Committee for consideration at the June meeting of General Council. The deadline for comment is 1 May but we can extend this by a few days, so make sure you've had an input.

Jenny Adams  
Executive Director

### Indexing award

The Australian Society of Indexers is offering an award for an outstanding index to a book or periodical compiled and first published in Australia.

To be eligible for the Australian Society of Indexers Medal, the index must be in print and must have been first published in Australia between January 1 1984 and December 31 1985. It must have been compiled in Australia even though the text to which it refers may have originated outside Australia.

Indexers, librarians, authors, publishers, indeed all who are concerned with indexed publications are invited to recommend indexes as contenders for the 1985 award. Recommendations with essential bibliographical details should be sent to the Secretary, Australian Society of Indexers, GPO Box 1251L, Melbourne, Victoria, 3001 by April 30 1986.

## The Maria Gemenis Award

The Maria Gemenis Award for Outstanding Contribution to Special Librarianship was established to encourage members of the Special Libraries Sectional Group to contribute to group activities and to continue the work which Maria so actively carried out. The Award criteria are listed in the 'Call for Nominations' on this page.

### The story of Maria Gemenis

In 1967, Maria graduated from the University of New South Wales with a Bachelor of Arts degree and a Diploma in Librarianship, in September of that year becoming Librarian of the NSW Department of Works (now the Department of Transport and Construction). Later she became Data Services Manager and then Information Service Manager in charge of the Library, Trade Information and Plan Records Section.

Maria became a member of the LAA in 1967 and made a distinctive contribution to the Special Libraries Sectional Group. Joining the Committee in 1975, she served as Chairperson from 1976 to mid-1979, and worked tirelessly for Specials. For example, she organised a very successful series of lunch-time visits to Special Libraries in Sydney and several innovative seminars, such as the micrographics seminar which she arranged so quickly given that micrographics was then a little known topic.

As a long-standing member of Architects, Construction and Consulting Engineers, Specialists Services (ACCESS), Maria became concerned about librarians in isolation and urged the Special Libraries Sectional Group to cater for their needs. Maria further championed Special Libraries through her participation on NSW Branch Council of the LAA, AACOBS, ACCESS and TAFE. She brought to

the attention of these bodies the particular needs of Special Libraries which had been largely unheeded until then.

A creative leader and supportive committee member, Maria had a pragmatic approach to problems and concern for users of library services and for the quality of the profession. A warm, outgoing person, she actively sought out the new or the lonely at general meetings to encourage their involvement.

The life of this very vital woman, active marathon runner and practical and energetic librarian ended prematurely with her death on 1 February 1983.

### Recipients of the Award

Eve Ahearn was the first recipient in 1983, in recognition of her activities on many LAA committees, in which she often promoted or represented Special Libraries. For many years Eve was the editor of the *Australian Special Libraries News*, a publication which helps to overcome the isolation of Special Libraries, and facilitates the sharing of professional expertise.

Kaye Cox received the award in 1984, primarily in recognition of her efforts in overcoming the barriers of isolation as a Regional Librarian for the NSW Department of Agriculture. Kaye established a library network, throughout the New England, Hunter and Metropolitan regions, which is so successful that it is to be implemented statewide.

Elizabeth Swan, who received the Award last year, is noted for her efforts in advancing the professionalism of colleagues, and for advocating a marketing approach to promoting and selling library services within the parent organisation. Elizabeth has utilised this approach successfully, and through difficult times, for her own ACI Information Services.

There is a Call for Nominations announcement for the Maria Gemenis Award on this page with details of how to nominate someone you consider to be eligible. Nominations close on 31 May 1986.

Wendy Bartlett

## CALL FOR NOMINATIONS

# MARIA GEMENIS AWARD

for outstanding contribution to special librarianship

Nominations are called for the Maria Gemenis Award.

### The award criteria are as follows:

The award will be made to a person who has made a significant contribution in the following areas —

- Willingness to share professional expertise.
- Breaking down the barriers of librarians in isolation.
- Successful promotion of the library/information service, achieving outstanding recognition from their parent organisation.

### Rules of nomination:

1. Only members of the Library Association of Australia, NSW Special Libraries Sectional Group may be nominated.
2. No current member of the NSW Special Libraries Sectional Group Committee may be nominated.
3. Each nominee must have a proposer and a seconder, with the consent of the nominee.
4. The proposer and the seconder must submit a brief résumé, in writing, about the nominee and send it to the Maria Gemenis Award at the address which has been nominated in the Call for Nominations.
5. The decision of the Committee will be final and no correspondence will be entered into.
6. The presentation of the award will be reported in the September issue of *Australian Special Libraries News* (or nearest date after presentation) and will include a photograph and the résumé of the recipient.
7. Nominations should be reported in *InCite* and June *Australian Special Libraries News*.

Nominations close in May.

Nomination forms are available from: **The Secretary, Special Libraries Section NSW Group, Library Association of Australia, 376 Jones Street, Ultimo NSW 2007.**

## AUSTRALIAN BOOK TRADE VIDEO

The Australian Book Trade Committee (ABTC) is currently planning the production of a video tape on the Australian book trade. Intended as an introduction to the book trade the tape will provide an overview of the inter-relationship between publishers, booksellers, library suppliers and librarians. Each of these sectors will be represented in the production with library acquisitions work featuring in the library segment. The potential audience includes both students of librarianship and people seeking employment in the Australian book trade. However the production should also be of interest to librarians and members of the book trade who are not very familiar with the various interactions between the two sectors. The tape will be made available throughout Australia.

The ABTC would welcome any comments or suggestions relevant to this proposal. In particular it would be helpful to learn of the existence of video tape productions on the book trade or acquisitions work currently in use in libraries or courses of librarianship. Please direct any information or suggestions, before the next meeting of the ABTC on 28 May, to:

Bill Cations,  
Deputy University Librarian,  
Flinders University of SA.  
Telephone: (08) 275 2435