

TO UBCLA EXECUTIVE  
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FROM Phyllis Reeve  
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Acquisitions, LPC  
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DATE 21 Nov 85 PHONE 4434  
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Re: UBCLA PROGRESS REPORT: LIBRARIANS AND RITCHIE REVIEW

I am pleased that UBCLA is addressing the problems raised by the presence of Ritchie and Associates. However, I am concerned that the situation may not be fully understood.

Some questionable distinctions are being made between groups within the Library:  
1. between Public Services and Technical Processing. The reference process is obviously beyond R&A concepts. However, does the work of an LA2 in Main differ radically in type from the work of an LA2 in LPC? Goals in Processing are determined by Public Service needs, and it is of prime importance to keep reminding R&A of this fact. This should not be taken to mean that I think LA2s in Public Service should be observed by R&A; on the contrary, I think that no Library staff should be so observed.

2. Between librarians who supervise and librarians who do not. This distinction is puzzling, since the implication seems to be that non-supervising librarians may be more likely to be subjected to analysis than non-supervising professionals. If it is thought that supervising librarians are exempt from the analysis because they are supervising, I would point out that our procedures are such that it is impossible to analyse the staff's part of the task without also looking at my part. Looking at the question from another viewpoint: is a librarian engaged in a complicated bibliographic search more readily timed than a professor collecting data for presentation to colleagues or students? How can such distinctions be made among professionals and members of the Faculty Association.

3. Between Librarians and Support Staff. This distinction has been partially addressed above. I hope there is no feeling in UBCLA that anything has been accomplished if professional librarians are exempted from R&A scrutiny. Our credibility with our staff is rapidly disappearing. Your memo suggests that we answer questions from staff about the Ritchie review with factual answers." I have <sup>been</sup> attempting since early summer to do just that., but "factual answers" are difficult to come by. The Library administrators ~~but~~ - especially Bob MacDonald - have tried valiantly to keep us informed, but they have not themselves been able to ascertain exactly what the facts are.

I would like to invite Public Service librarians, especially those on the UBCLA Executive, to spend some time in LPC. They could observe an Library Assistant trying to label a book while a R&A man stands at her elbow. They could then try to "recognise that tasks not people are being observed" - and they could try to convince the Library Assistant. They could observe librarians being observed as they talk, and even leaving their desk calendars blank because of R&A's eyes.

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UNIVERSITY EMPLOYEES' UNION (C.U.P.E.)

In considering the processing snags which may develop, UBCLA librarians should know that three clerks, with a combined experience of more than forty years, have resigned from Financial Services in protest over the results of RSA work. They are being replaced by temporary employees from Office Overload. Would you like your derived cataloging to be done by Office Overload?

Because I shall not be able to attend the Nov. 23th meeting, I am taking this means to express my view to the Executive and other members of UBCLA.