file

ubc library bulletin

No. 192 April 1986

Outstanding Service Award

Dr. Sam Rothstein, who retires this year, is this year's recipient of the Canadian Library Association's Outstanding Service to Librarianship Award. The committee responsible for this award is structured on a regional basis in order to keep costs down, and to allow librarians in all parts of Canada direct input in selection. This year's committee was based in the Atlantic provinces, and was chaired by Pearce Penney of Newfoundland. Even where the fog is thick, Sam is held in high esteem!

Quality of Working Life

Bill Jeffery is a new breed of management consultant. He spoke on the "Quality of Working Life" March 11 at the SLAIS colloqium. "Effective orgnizations result from an optimal balance of social and technical systems," said Mr. Jeffery. "Balancing creativity and control is never an easy task. The study of 'organizational behavior' is not stressed in Canadian curriculums for the most part. The technology, rather than the social system, is given the greatest emphasis."

The bottom line in any search for excellence is that the organization must have a clearly understood mission in terms of what people do in the organization. Secondly, there must be concern for how things are done in the social system. Why do so few organizations exhibit high performance and these standards of excellence? Mr. Jeffrey ventured that ignorance and complacency are root causes. "There is a sense in many organizations of reaching a 'satisfactory' plateau, and mediocrity sets in. In some industries, for example, tariffs encourage just that," he said.

Power in 'excellent' organizations is diffused and redistributed so that individuals have a sense of personal power and confidence. Work can be redesigned by staff, as authority and time allow the individual this power. Problem-solving skills are rewarded. Power is not in the hands of a few individuals, as is common in a more traditional organization. And the values in an organization that sets out to achieve excellence are different from those of a 'mediocre' organization. The F.W. Taylor system (a more traditional system) stressed control and close supervision. The socio-technical system stresses self-management and 'situational leadership.'

"But the costs of change must be justified in terms of payoff,"noted Mr. Jeffery. The organization must recognize the extent of its problems and desire change; have a clear perception of excellence; and know/devise a practical way to get there. All three elements must have high priority in order to successfully affect change."

"In any organization all of its internal parts are interdependent, but the organization must also transact with an external environment. Management strategy should start at the top by defining the values and phoilosophy of the organization," suggested Mr. Jeffery. "But is should also start at the bottom. There should be participative redesign of work. Technical and social systems reorganize to allow individual ablities to develop, and the supervisor takes a diagnostic role."

"Feedback is important. It is equated as being in the top five needs of employees," said Mr. Jeffrey. "But it should be feedback that doesn't hurt, or put the individual at risk. Discussion of performance should not just be an annual affair - candour and trust take time to develop. In the social system, are the jobs challenging, the work meaningful, and are routines varied? All of these contribute to the quality in working life."

Cross references for Conferences

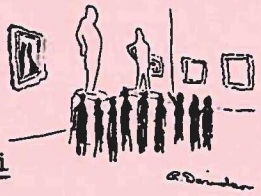
Conferences catalogued since June 1985 at UBC have "new improved" cross-references. Yeah! And it's all due to the miracle of automation, which allows us to add more cross-references than in the manual system. For example, the International Conference on Noise can also be found under:

Conference on Noise, International
and
Noise, International Conference on

The Sun Also Changes

Vancouver's afternoon paper has a born-again title, hitting the streets March 4 as the "Vancouver Sun." The present title was previously used at the paper's inception in 1912 until April 10, 1983. With the April 11, 1983 issue there was a change of title to "The Sun." This title remained on the masthead from April 11, 1983 to March 3, 1986. The present title reappeared with volume 99, no. 4, Tuesday, March 4, 1986.

Serials Cataloguing Unit (Catalogue Records Division) and Serials Division have decided to fly in the face of current cataloguing practice and create one record for the newspaper, despite its title changes. One record for the newspaper has been made, rather than separate records for each title change. Accordingly, the main entry will be under "Vancouver Sun," with added title access under "The Sun." This will bring all the holdings together in one place. One record will appear in the next Microcatalogue and Serials List. It already appears online.



Le Souci De Soi

Montreal artist Paul Mathieu's sculptures are now featured in UBC Fine Arts Gallery until May 2. Le Souci De Soi (The Care of Oneself) is an exhibition of 28 ceramic sculptures. Exhibition curator Lorne Falk refers to Mathieu's art as "a provocative juxtaposition of current issues in contemporary practice ... Social and religious icons, images and ideas of personal and public culture are stratified in Mathieu's work, provoking associations and meaning that are located decisively within the context of human relations. This socialization of meaning and aesthetics is a central value in the work that will be evident in the exhibition..." For further information call the Gallery, Local 2759. Hours: Tuesday- Friday, 10 a.m.- 5 p.m., Saturday, 12 p.m.- 5 p.m.

"By God, for a minute there it suddenly all made sense!"

INFORMATION IS WHAT FILLS IN FORMS

Perspectives in User Studies

"Information is what fills in the mental form, the mental framework," said Dr. Thomas Wilson, Head of Information Studies, University of Sheffield at the SLAIS colloqium, March 18.

Many user studies make the mistake of simply taking counts (measuring frequencies) of media used, rather than rooting out what information is sought by the user. "Most user studies look at the demands on a formal information system, but very little study is on 'information use' or 'user satisfaction.' User satisfaction seems to be a misnomer, as most users are satisfied with the most horrific of systems."

The user functions in a world that has many barriers to information seeking, noted Dr. Wilson. "The drive behind information seeking behavior has to be great to overcome these barriers and the needs must be there." He examined information seeking behavior in terms of needs. Effective needs could be interpreted as, is the information good for you? The need to know - does it give comfort, power, etc.? One of the benefits of current awareness is that it decreases the feeling of isolation. "Knowledge is not related so much to its cognitive content, as to its having psychological benefits," said Dr. Wilson.

"User studies show the pace of communication activity is vicious in the workplace. There are time constraints in serving the informational needs of people in such an organization," he said. "There are elaborate formal systems in place to get at the information , but where is the time to access the information? Busy people don't want bibliographic references, they want the information itself. The three-minute rule is the standard, if you're working under time constraints: "Whether you can get the message across in three minutes or less determines whether the information gets there at all," he said.

In conclusion, it is the informal networks within an organization that not only transmit the needed information, but can be reassuring. In applying user studies to a business setting, it is important to analyse needs and direct one's attention to fulfilling those needs, said Dr. Wilson. "Observe the real usage of information. It will be closely related to job related tasks, rather than tied in with the documents themselves. In one office for example, the organization's names and addresses, its client records, and a news database are used daily. Libraries (i.e. pure research) constitutes only eight per cent of information needed in the workplace. Librarians, to make themselves indispensable in such an organization, should be involved in these areas.

Guide to Reprints (1985)

If any division would like to have this volume and continue to receive the superceded editions regularly, contact Gifts & Exchanges (Local 2607).

Display cases, anyone?

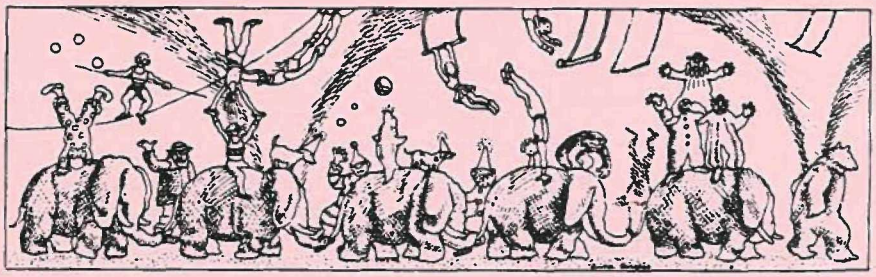
Sedgewick has two wooden publications display cases, if any branch or division would like them. They are placed against the north wall downstairs in Sedgewick (near the elevator). Cases measure 76 in.l x 45.5 in.w x 67 in.h. Physical plant will remove them August 1.

More free-floating subdivisions

Listed below are the subject headings of current interest published in LC's Catalogue Service Bulletin (CSB), no. 30, Fall 1985. Over half of this issue of CSB is devoted to subject headings. A large section includes two new lists of free-floating subdivisions used under the names of persons and names of places. Since these lists will be part of the new 10th edition of the Library of Congress Subject Headings (to be published this year), it didn't seem worthwhile to photocopy them for each division. If anyone is interested in seeing these lists, the Information & Orientation Division has two copies. Also, staff are welcome to visit Catalogue Records or borrow a copy of CSB from Matt Hartman.

SUBJECT HEADINGS OF CURRENT INTEREST

Arms control-- Verification
AIDS (Disease) (Indirect) [formerly: Acquired immune deficiency syndrome]
Baby boom generation (Indirect)
Benzodiazepine abuse (Indirect)
Biological response modifiers (Indirect)
Classroom learning centers (Indirect)
Compact disc players
Cookery for one
Cookery for two
CPR (First aid) (Indirect)
Diagnosis related groups (Indirect)
Divorce therapy (Indirect)
Employer-supported education (Indirect)
Family mediation (Indirect)
Group identity (Indirect)
Handicapped parents (Indirect)
Health promotion (Indirect)
Human-animal relationships (Indirect)
Intergenerational relationships (Indirect)
Life change events (Indirect)
Living alone (Indirect)
Methaqualone abuse (Indirect)
Near-death experiences (Indirect)
Nonrenewable natural resources (Indirect)
Nuclear arms control--Verification
Nuclear winter (Indirect)
Office politics (Indirect)
Orphan drugs (Indirect)
Panic attacks (Indirect)
Parents of handicapped children (Indirect)
Pestos
Postpartum psychiatric disorders (Indirect)
Privatization (Indirect)
Public art (Indirect)
Salsas (Cookery)
Sports for the aged (Indirect)
Strategic Defense Initiative
Survivalism (Indirect)
Taste disorders (Indirect)
Timeout method
Women--Employment re-entry
Yeast-free diet



Staff Moves

Hellos
Ernest Dick, LA1, Circ.
Susan Pegram, Secl, Admin.

Transfers
Rachel Mines, LA1, from Biomed. to Fine Arts
Theresa Petrala, LA2, from Science to Coll.

Goodbyes
Barbara Burton, LA1, Circ.

The party's over...till next time

There was a good turnout at the staff party held at Cecil Green Park Thursday, April 10. Our thanks to the UBCLA and organizers who worked hard. Prizes were awarded, nibblies were good, and decorations were wonderful! Merry (Graphics) and Dilma (Law) survived blowing up balloons. Merry is the resident expert having blown up balloons earlier that day for the Vancouver Birthday display in the Main Library-the balloons started to shrink! Former Assistant Librarian (Collections) Bert Hamilton supplied the rooms with exotic orchids. We even got to take them home. As a relative UBC Library newcomer, I had the chance to put a lot of faces to names, which was nice and longtime staff met old colleagues whose paths haven't crossed in ages.

The Future of the United Nations
by Donna M. Hedges

Canada's UN ambassador Stephen Lewis was the featured speaker at the Vancouver Institute lecture Saturday, March 1, held in UBC's Woodward Instructional Resources Centre. He spoke to an overflow crowd of about 800.

Mr. Lewis expressed his grief at the assassination of Sweden's Prime Minister Olof Palme that had occurred the night before. "He was a man without guile, suffused with rationality, and the least likely target for assassination. The world has lost a great voice of sanity," said Mr. Lewis.

In addressing what the future holds for the UN, Mr. Lewis said, "It must hold a heavy dose of reality. It needs most a sense of transcendent realism ...there has been too much romanticism for far too long. It is a painful realization that the UN is not going to be the organization that is going to bring peace and disarmament in the world. The UN was formed out of the WW2 aftermath, and its centrepiece was the utopia, the peace that it would exact. But this was not to be. The UN has not ushered in an era of peace, " he said. "It is the emergence of the superpowers and it is the multilateral organizations concerned, and if the world lives or dies - this will be decided in Geneva between Russia and the United States." But Mr. Lewis is optimistic. "Geneva is the crucible... and it is looking better now for peace," he said.

The UN serves as a forum where resolutions are debated. Here, pressure is exacted on all 159 member countries to vote on all matters or abstain with an explanation. "The UN is an indispensable organization. Another reality is that the UN does cope with the crises of regional security. The litany continues with Iran/Iraq, Central America, South Africa. The intractability of regional areas, the conflicts - these are not resolved overnight."

The UN he admitted has both strengths and weaknesses. "Sovereignity is vested in the charter, i.e. the UN cannot enforce peace/compliance to its wishes, but it can mediate, boycott, and pressure. The UN never gives up, but the ground rules must be fashioned to allow the withdraw in regional areas where conflict exists. And the UN appraises regional disputes," he said. "In Iran/Iraq, it moderates the insanity; in Cyprus, where negotiations are going on behind the scenes, we will see a breakthrough in the next 12 months and a constitutional change. The UN needs a political success and Cyprus, many believe, might be it. And in South Africa, the UN seeks to prevent a bloodbath. Bishop Desmond Tutu marched into the UN's Security Council and gave an exposition of the horrors in his country. The dilly-dallying of the international community had to come to an end. The escalation began and selective sanctions began by one country, then another," said Mr. Lewis. "Canada's Brian Mulroney took a strong stand," said Mr. Lewis. "Apartheid must be disbanded or economic sanctions must prevail was the emphasis of the Prime Minister's speech."

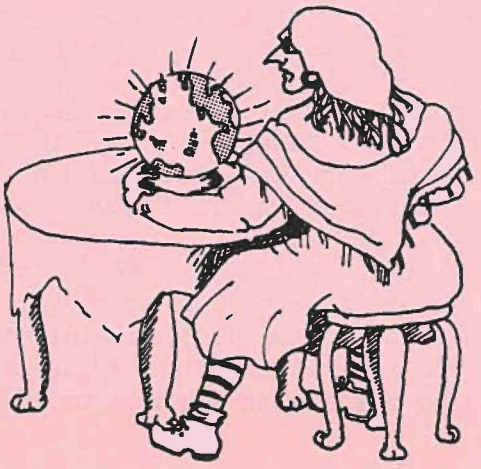
"The UN is an international tool for persistent pressure, and intractable areas must not disappear," said Mr. Lewis. "There will be limitations by individual superpowers and by ideological differences. But, within the limitations, an enormous amount occurs. Without the UN this planet would have invited a cataclysm by now."

The UN response to the African famine was the "UN's finest hour," he said. "Television intervened, and being international culture, it changed everything exponentially. The media is quixotic, but it is useful when it takes a message to its heart, as it did in the aid for hunger. The UN got nations together, arranging with the recipient countries to distribute the aid to the mouths of the starving.

One cannot challenge the legitimacy of an organization that can do such things. Secondly, who else other than the UN is taking a mid-term and a long-term look at South Africa. The UN is devoting sessions in May to Africa alone. The UN is setting out a commitment to Africa's future, looking at commodity prices, the role of women, etc."

"In terms of the UN's agencies, the High Commission refugee camps deal with areas of desperation," said Mr. Lewis. "And UNICEF singlehandedly rationalizes the existence of the UN. 400,000 children alone under the age of one year are saved each year by its work," he said. In the area of Human Rights, beginning with a universal declaration of human rights in 1948 by the UN, behavioral structures are set in place. "Human rights law does not change overnight, but countries are identified which break that law. The UN acts a focus by the international community on these nations to ensure that there are signs of 'significant' human rights improvement," said Mr. Lewis. "The UN will identify the obscenities, and the pressure will continue."

The codification of international law under the aegis of the UN is a considerable accomplishment. "The UN is responsive. It is the vehicle by which passions are expressed, resolutions passed, and laws are codified. For example, there was consensus that in terms of international terrorism no one is exempt. And a code is established to prevent these beserk events in advance," said Mr. Lewis. "The UN is the 'talk shop' where ideological opposites can talk and occasionally fashion a rapprochement, an international focus."

Canada's reputation gives it clout as a strong middle power. "Canada collaborates with Sweden, Finland, Holland, Austalia and New Zealand continually," he said. "Canada is one of the most trusted countries in the world, and is a nonnuclear power. There is an excellent ideological range in Canada from left to right, and this gives us an exemplary status in the world. Our profile is enhanced by making independent and autonomous decisions." Mr. Lewis cited that Canada voted differently from the U.S. (50% of the time) in resolutions dealing with nuclear, economic and other issues. He concluded: "Canada shares the same commitment to multilateralism with Olof Palme of Sweden. The fidelity to Palme's ideals, even though the man is gone - the ideals are unquenchable."

Vancouver Institute lectures continue this spring with the Right Honourable Sir. John Donaldson, Master of Rolls, Court of Appeal, England on March 29. The topic is, "The Courts: The Citizen's Non-Nuclear Deterrent." For further information on the series contact UBC Community Relations, Local 2064.