

VALL REVIEW

Vol. 3, No. 2

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VALL 1990/91 Executive

Vancouver Association of Law
Libraries
P.O. Box 48252, Bentall Centre
Vancouver, B.C. V7X 1A1

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Librarian, Freeman & Company

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**VALL REVIEW Editor and
Desktop Production:**
Nancy Cotter, Administrator,
Western Legal Publications

From the Editors of VALL

*Anna Holeton
Nancy Cotter*

All good things must come to an end, and this marks our second and last issue to **Volume 3** of the *VALL Review*,

Our feature article in this issue focuses on improving our communicating skills. Those of you who attended the workshop with Doug Deane, have already seen that there are *numerous* ways we can work on making ourselves understood more clearly. Doug's article reminds us that successful communication, much like any other skill, requires constant checking of old habits and a concerted effort to practice new ones.^{VR}

From the Executive of VALL

Annabel Knispel

Nominations for next year's Executive have now been completed and the following individuals have graciously accepted positions on the 1991/92 *VALL* Executive:

President:	<i>Judy Atkins</i> , Librarian, McCarthy Tetrault
Treasurer:	<i>Eve Porter</i> , Head of Technical Services & Branches, B.C. Court Library Society
Secretary:	<i>Barbara Weisbeck</i> , Library Technician, Swinton & Company
Membership Secretary:	<i>Judy Deavy</i> , Librarian, Department of Justice
Program Coordinator:	<i>Carol Williams</i> , Librarian, B.C. Securities Commission
Newsletter Editors:	<i>Teresa Gleave</i> , Assistant Librarian, Ladner Downs <i>Joan Honeywell</i> , Electronic Accounts Representative CCH Canadian

I would like to take this opportunity to thank the Nominating Committee: Anne Beresford (Chair), Dorothy Cameron, and Susan Daly for their great efforts. I would also like to wish the new Executive the best of luck. My deepest thanks goes out to this year's Executive for all their support and contributions during the year, and to all those who contributed to the Association during the 1990/91 season.^{VR}

Improving our Communicating Skills

by Doug Deane

Successful communicators do not blame others when difficulties arise; they accept the responsibility to adapt and change. By so doing, successful communicators acquire a higher level of competence in overcoming the challenges of understanding others *and* making themselves understood.

When misunderstandings arise, it is easiest to "react" to a "familiar" situation in a familiar way. But, this "reaction" is often defensive in nature. The urge to place blame on the other party often supercedes the desire to communicate effectively. Finger-pointing can be habit-forming because it absolves us from acknowledging that *we might need to change*. And, although comfortable at the time, taking the defence does not lead to resolution of the problem or to altering the surrounding environment that often fuels the problem. Finger-pointing leads to becoming a Non-Adaptor.

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Improving our Communicating Skills, *continued...*

Alternatively, those who succeed (Adaptors), acquire an enlightened understanding of the dynamics at play in communicating. This understanding provides an advantage; an invisible edge that enhances clearer communications. It also saves valuable time - while Non-Adaptors waste time allocating blame - Adaptors *invest* their time learning to win. Adaptors realize that no matter how foreign a problem appears to be at first, someone, somewhere, has learned to handle it, and Adaptors invest their time emulating skills that have proven to be successful.

This does not mean Adaptors stop at the first sign of success. They continue to learn from *every* encounter in preparation for those which will inevitably follow. Each new encounter is then met with increasing confidence, competence, and success.

And, communication challenges do tend to follow one another in a chain of expected occurrences. The successful communicator learns that presenting information, *without bias*, helps to break this chain. The Non-Adaptor, however, continues offering "advice" in order to reinforce their misperception that others seek help rather than information.

This leads us to another important communication skill - learning to "listen with" others. Listening with others is a catalyst to making a major adaptive transition. Non-Adaptors hear "just enough" to snap off a judgment; Adaptors wait to hear what's actually being communicated by listening between the spoken words.

Learning to give "unqualified acceptance" is another invaluable communicating tool. This skill is closely tied to listening with others but it focuses on avoiding the temptations of forming opinions, making evaluations, and offering self-serving comment.

Watching the behaviour of others for signs of upset is imperative to opening up the lines of communication. When people are upset, they tend to go "deaf." The

Adaptor has the skill to read the situation in mid-stream and adjust. Meanwhile, the Non-Adaptor's advice and commentary is falling on deaf ears.

At our meeting on January 10th, we barely touched on all the "Do's" and "Easers" of communicating. Nor did we manage to get through the long list of "Don'ts." At first glance, this all seems like a lot to remember, *but do not lose heart!* Once the positive effects of the "Dos" and "Easers" are recognized, it becomes easier to use them than to avoid using them: a change in the "path of least effort" occurs. Remember, only opportunity and success await the Adaptor.

(Ed. Note: For those of you who did not attend the January workshop, the highlights from Doug's Do's and Don'ts lists are reproduced in this issue in Appendix A at the back of this issue. A bibliography of Doug's reference material is available upon request from Nancy Cotter at Western Legal.)

Doug Deane has been a part-time instructor for twenty years at B.C.I.T., recently focusing on interviewing techniques. While teaching, Doug was also Director of Personnel at St. Paul's Hospital. After receiving his B.Sc. he served in the R.C.A.F. and then with "The Bay" in a number of management positions. Since our January workshop, Doug has accepted appointments to the Surrey Memorial Hospital's Board of Directors, and the Hospice Society. He has also been busy lecturing to various groups and societies on improving their communicating skills. VR

What's New?

We asked legal publishers to provide profiles on new publications, staff, moves, etc. Their input has been reproduced here for your information. Publishers' contributions are presented in alphabetical order.

Butterworths

Pat McKittrick

Spring has sprung and new books are arising from Butterworths! *Canadian Forms & Precedents, Banking and Finance* is presently being shipped out, after months of anticipation. Mr. Douglas Hyndman of Freeman & Company has participated in this project.

Speaking of local authors, Mr. Gordon Hilliker of Harper Grey has written *Liability Insurance Law in Canada*, due out this month.

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What's New? *continued...*

Doctors & Hospitals is co-authored by Peter J. Marr, a member of the Bar & Medical Society of B.C.

Labour Arbitration Yearbook by Sack has three contributions from B.C. authors:

1. Allan Hope, Q.C.
2. M.A. Hickling
3. Peter Gall

Another Western author is Beth Bilson, *The Canadian Law of Nuisance*.

Other new products in our "Spring Line:"

- *Crown Law*, by Lorden - mainly dealing with the civil side of the Crown - a must for litigators!
- Palmer, *Collective Agreement Arbitration*, 3rd Ed. This classic is well known by labour specialists.
- Hathaway, *The Law of Refugee Status*: "on point" for immigration lawyers.
- Last but not least, *Access to Canadian Income Tax*, is now being published by Butterworths. The author, Mr. Desy, will continue to offer his innovative and unique expertise.

Exciting times at Butterworths! My personal thanks go to all my friends at V.A.L.L. for your patience and professionalism.

CCH

Joan Honeywell

CCH is dedicated to excellence as the primary provider of value-enhanced tax, legal and business research information necessary to the achievement of its customers' goals. In 1991, we will begin to provide the same reliable, accurate, easy-to-use information through other media.

The CCH ACCESS Disk Library

With the introduction of the CCH ACCESS Disk Library, CCH combines over 75 years of topical law reporting experience with the speed, convenience, and innovation of the personal computer.

The CCH ACCESS Disk Library contains CCH Publications you are familiar with in paper but in a new, computerized format. Once the disks are installed on your computer's hard disk, the publications may be accessed in an instant by keyword SEARCHing, by SUBJECT MENUS, or by a combination of the two. In addition, a LINK function allows you to jump from a citation within the text or the Topical Index to the paragraph itself. Another function called RELATE lists documents related to the one you are on.

1991 CCH tax guides

Five 1991 tax guides are being issued as CCH ACCESS Disk Library publications, each the electronic version of a paper edition:

- 1991 *Canadian Master Tax Guide*
- 1991 *U.S. Master Tax Guide*
- 1991 *Guidebook to California Taxes*
- 1991 *Australian Master Tax Guide*

All of these electronic publications provide authoritative discussions of tax laws, regulations and leading court decisions. They include tax rate schedules and tax tables, annuity tables, and checklists of income items and deductions that go into the makeup of most tax returns. They also include references to CCH tax reporters.

About CCH ACCESS

For the 1990s, CCH is presenting a wide range of electronic tax research tools under the name of CCH ACCESS. These include:

- CCH ACCESS Online brings a huge mainframe repository of information to your personal computer via telecommunications, its sophisticated soft-ware provides a unique approach to information retrieval, designed to maximize precision, power, and ease of use.
- CCH ACCESS CD-ROM employs a new storage medium to place complete tax information at your personal disposal, free of telecommunications and connect charges; this product will be available in 1991.
- CCH ACCESS Disk Library publications, including the tax guides, contain the texts of well-respected CCH paper publications coupled with software research tools.

All CCH ACCESS products are united by a common "look and feel," with the same keys exercising similar functions wherever possible. Learning how to use one Disk Library publication trains you for using CCH ACCESS Online, CCH ACCESS CD-ROM, and other CCH ACCESS Disk Library publications.

Please telephone your local representative for more information. For those of you attending the CALL Conference in Ottawa, drop by the CCH CANADIAN booth for information and a demo of the new online system, CCH ACCESS.

Canada Law Book

Philip Quinn

It's been a very active spring at Canada Law Book. Construction of a new addition (in Aurora) was completed followed by a series of departmental moves.

It's also been very active in terms of the publishing of new titles and new editions.

Pension Division and Valuation: Family Lawyers' Guide by Jack Patterson, F.S.A., F.C.I.A. By comprehensively examining all the steps and actions involved in pension division and valuation following a marriage breakdown, this authoritative work serves as a first-rate introduction to the subject.

Criminal Evidence Handbook, 2nd edition, by Harold Cox. This

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What's New? *continued...*

update on the first edition includes more than 100 pages of new material and case law. The laws of evidence are summarized as precepts and can quickly be located using the detailed keyword index.

Labour Times. *Labour Times* serves up the "inside story" in a fast-paced, hard-hitting tabloid style that covers the entire country and leaves no labour situation unexamined whether it's taking place in the boardroom or union hall.

Martin's Related Criminal Statutes. New 1991 edition. Annotations by Edward L. Greenspan, Q.C. Updated case law and a new and improved format distinguish this year's edition of *Martin's Related Criminal Statutes*. In one convenient annotated volume, you have a collection of the most significant federal non-Criminal Code penal statutes.

The above titles can be ordered by contacting our Western sales representative, Peter Roberts.

Carswell

Leanne Berry

Ken Barnett has retired after 44 years of service with Carswell, recently reorganized as Thomson Professional Publishing Canada (TPPC). In his long career in Sales, Ken has worked closely with law professionals in both Canada and the United States, and his friends will be pleased to know that he will continue to work with TPPC as a consultant on administrative, sales and marketing projects. Ken is actively involved in organizing the Opening Reception for the 1991 CALL Conference to be hosted by TPPC at the National Art Gallery in Ottawa on May 12th.

Following on the reorganization of Carswell and Richard DeBoo Publishers as TPPC, the Carswell Display Centre and Editorial Office and the DeBoo office will be merging in September of this year. In the interim, some DeBoo titles are being stocked by the Display Centre at 815 W. Hastings, in particular the *Canada Business Corporations Act*, the *Ontario Business Corporations Act*, the *Ontario Security Act*, the *Bank Act*, and *Legal for Life*. Popular tax titles such as the *Sikeman Income Tax Act* may still be obtained directly from the DeBoo office at 325 Howe Street.

New Carswell and DeBoo publications of note include *The National Journal of Constitutional Law* with Professor Errol Mendes, Editor-in-Chief, and the *Annotated Goods and Services Tax Act* by David Sherman. The annotation includes GST legislation with Act & Regulations, plus the non-GST portions of the Excise Tax Act. It is current to March, 1991 and available in softcover for \$24.95. Due out this summer is a new British Columbia text, the *Law of Dependents' Relief in British Columbia*, by Leopold Amighetti, Q.C.

Thomson Canada Limited has acquired Canadian Tax Online (CTOnline), Canada's leading electronic tax information service,

from Ernst & Young and the Canadian Institute of Chartered Accountants. Both of the service's former owners will continue to be involved in developing and managing CT Online's databases. Anne Foster, Vice President of Thomson Electronic Publishing, will manage CT Online which represents the first initiative of Thomson's newly-formed Canadian electronic publishing operating unit launched last September, and Sam MacKenzie will be joining CT Online as a Customer Support Representative. A new 1 (800) number and extended customer support hours will be available starting in June for the convenience of subscribers.

TPPC, A Division of Thomson Canada Limited, has acquired the publishing assets of Bond Street Review Limited, the publishing arm of the Toronto law firm, Stringer, Brisbin, Humphrey which specializes in labour and employment law. Among the titles acquired is *Canadian Occupational Health & Safety Cases*, a unique national reporting service featuring hard-to find cases in this area.

Contact your local sales representative for more information on any of these services.

Continuing Legal Education

Karen Imeson

We're Moving

CLE continues to have an active publishing season and seems to have outgrown its present space. News of a pending move has no doubt reached many of you already, but we want to make sure you all know. CLE will be moving premises sometime within the next nine months. We'll be joining the Law Society and the Canadian Bar Association (B.C. Branch) to occupy new buildings at 839 and 845 Cambie Street. The increased space and facilities will allow us to provide more efficient customer service. Watch for further details.

New Titles

CLE course materials dealing with practice issues in a wide range of law-related topics continue to be popular items in law offices and libraries. CLE's book publishing activity is also growing in leaps and bounds and we are pleased to announce that two new practice manuals are in the works: both *B.C. Motor Vehicle Accident Claims Practice Manual* and *B.C. Mortgage Practice Manual* will be published by the end of 1991. In addition, work is progressing on Volume 2, the companion volume to the highly successful, newly released *Land Title Practice Manual*. Publication of the *Paisley Conference Proceedings* is nearing completion and the book, tentatively called *Donoghue v. Stevenson: The Modern Law of Negligence*, should be published in May. And, by August, we expect to complete *Searching Canadian Law On Line: A Beginner's Guide*, our guide to computer-assisted legal research.

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What's New? *continued...*

Updating Services

CLE has been attempting to streamline our system of updating existing practice manuals. It is our intention to provide customers with top notch updates by supplementing each of these publications on a *regular* basis. We ask you to stick with us as we continue to strive for improved customer service in this area.

Disk Products

We've recently received overwhelming response from customers wishing to purchase forms and precedents on disk produced in conjunction with two of our very popular practice manuals: *B.C. Real Estate Practice Manual* and *B.C. Family Practice Manual*. A number of other CLE books also have forms and precedents, checklists, agreement clauses, or jury charges available on disk - watch for announcements.

We'd Like to Know

Now that CLE's "new and improved" Index to CLE Publications Square One has been on the market for a while (with the 1991 supplement expected soon), we welcome your comments... How do you like to new coil-bound format? the completely revised subject index? Please let us know.

Just Call Us

CLE depends on you, the customer, for comments and criticisms of our products and services. We'd like to hear from you, so please drop us a line or telephone!

QL Systems Limited

Tim Outhit

1990 and 1991 saw some technological changes as well as a great deal of growth in the area of database development. Some of the most recent and forthcoming developments are as follows:

- 1) QL will be continuing the operation and updating of the *Dominion Report Service* (DRS) online pursuant to an agreement with CCH Canadian Ltd., the former publisher.
- 2) Three new databases and a global database are now available containing the summaries of Court and Tribunal decisions from Britain and Europe, as published in three English Newspapers.
- 3) This year saw the introduction of the *Canadian Human Rights* database (CHRD). This database contains all decisions from the Canadian Human Rights Tribunal since January, 1990. The database will be updated as decisions become available and the database will be backdated over the coming months to 1986.
- 4) Three English newspapers are now available on QL and a global database of all three has been created. The stories contained are taken from: *The Independent*, *The Times* and *Sunday Times*, and the *Daily Telegraph* and *Sunday*

Telegraph.

- 5) This year will see the introduction of three Labour databases originating out of the province of Alberta. These databases will include:
 1. An index of the Alberta Labour Relations Board decisions.
 2. An Alberta Grievance and Arbitration Decisions Index.
 3. A database containing the full text of the Alberta Labour Relations Board decisions.
- 6) A database containing the Yukon Statutes will be introduced in 1991.
- 7) FREE online "help" screens were introduced in 1990. These screens can be accessed at any time during a search by entering the word "help" or a question mark.
- 8) QL has backdated the British Columbia Securities Commission decisions database (BCSD) to January, 1987.
- 9) The British Columbia Labour Decisions database (BCLD) has been backdated to include decisions of the Industrial Relations Council back to August, 1987. The decisions of its predecessor, the Labour Relations Board, are now available back to April, 1981.
- 10) QL can now offer its subscribers the option of having their account modified so that entering a file or client id is mandatory before a search can proceed.

Should you have any questions or require any additional information, please contact your local QL rep.

- 9) The British Columbia Labour Decisions database (BCLD) has been backdated to include decisions of the Industrial Relations Council back to August, 1987. The decisions of its predecessor, the Labour Relations Board, are now available back to April, 1981.
- 10) QL can now offer its subscribers the option of having their account modified so that entering a file or client id is mandatory before a search can proceed.

Should you have any questions or require any additional information, please contact your local QL rep.

Western Legal

Nancy Cotter

Just to let you know - the 1991 *B.C. Annual Practice* has just been published! Volume discounts still apply (prices are the same as last year, single copy \$75.00, 2-5 copies \$67.50/each, 6-10 \$60.00/each, 11-15 copies \$52.50/each, and 16+ copies only \$45.00/each).

We also recently published a new *Consolidated Index* to the *Charter of Rights Decisions* series, to cover Volumes XI through

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What's New? *continued...*

XV. Standing orders are now being taken to save time ordering each year.

Western Legal welcomes Johanna Sigurdson on board as a new editor. Johanna has compiled a *Consolidated Index to IRC/LRB Decisions* that we will be publishing within the next few months. Watch for your upcoming mailing providing details.

For interested VALL members, updated handouts on the Labour materials available through CAN/LAW, and recommended search strategies, are now available from Western Legal free of charge. Call and request your set - they're handy to keep by the terminal. Join us for coffee at CALL in Ottawa - or feel free to stop by the Canada Law Book booth and visit if you have any questions at all. ^{VR}

Infobits

1991 Line-up

- VALL**
- May 9th - *David Pepper* of H.A. Simons on marketing and public relations and the law firm.
 - June 13th - tentatively scheduled as a social.
 - September meeting - Elizabeth Moys is tentatively scheduled to speak at the September luncheon. Watch for the new edition to *Moys Classification Scheme & Thesaurus*, due out late this summer.

Coming Events...

- BCLA**
- Annual General Meeting is being held June 13, 1991 at 5 p.m. Bob Prittie Metrotown Branch, Burnaby Public Library, 6100 Willingdon Avenue, Burnaby, B.C.

(Use skytrain or free parking under building) Note: Due to the early date of this year's BCLA conference, the Annual General Meeting has been delayed to the above date. At this time the 1990/91 Financial Report and BCLA Annual Reports will be presented for approval by the membership. These reports will also be published in the Reporter. This meeting is scheduled in conjunction with a joint meeting of the old and new Executive which will be held earlier in the day.

News Release from BCLA

National Library Convenes Resource Sharing Consultation in B.C.

Dr. Marianne Scott, National Librarian of Canada, met on February 5th with a number of key representatives of B.C. libraries to consult on the National Library's proposed national resource sharing strategy.

Discussion focused on the National Library's draft paper outlining phase one of the proposed strategy which addresses inter-library loan, information retrieval, file transfer access and management, enhancement of services and telecommunications capabilities.

Two provinces, British Columbia and Ontario, have been identified by the National Library of Canada as being in an advanced stage of network planning. For this reason, B.C. and Ontario have been selected to participate with the National Library in the initial stages of its coordinated resources sharing strategy and plan.

The consultation itself was a cooperative effort, chaired by the Library Services Branch of B.C.'s Ministry of Municipal Affairs, Recreation and Culture and hosted by the Open Learning Agency's Education Library Network. Other B.C. libraries represented were University of B.C., University of Victoria, Okanagan College, Vancouver Public Library, Fraser Valley Regional Library, school libraries, special libraries, and BCLA. Participants reported to Dr. Scott and to Carrol Lunau of the National Library Resource Sharing Strategy Team on the status of B.C.'s resource sharing initiative.

The group will re-convene at the BCLA's annual conference in April to continue to formulate strategies which will ensure that all British Columbians have equitable access to the informational resources of its major libraries.

CALL 91 • May 12-15

Pre-Conference Workshop on Libraries - May 12th - Rosemary Murray-Supreme Court of Canada, Merilees Associates, Maraynsingh from Statistics Canada, and Frank White of the University of Windsor.

Ottawa

Automation in Law
Speakers include: Lachapelle from the Bobbie Merilees of Toronto, Tara



May 13th *Law Library Networking* - guest speakers Marianne Scott of the National Library of

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Infobits, *continued...*

Canada, M. Kathleen Price of the Library of Congress

Memoirs of a Crown Attorney - a chance to hear Me Francois Handfield of the Law Reform Commission of Canada

Human Rights: where are we? - Join Professor William Black from the Human Rights Reserach and Education Centre in Ottawa, Ed Broadbent of the International Centre for Human Rights and Democratic Development, and Catherine Frazee of the Ontario Human Rights Commission

May 14th *The Future Direction of Intellectual Property Law in Canada* - Speakers Don Cameron of Sim Hughes Dimock, Kent Plumly of Osler Hoskin & Harcourt, and Peter Wells of Lang Michener Lawrence & Shaw

Lobbying in Ottawa: a new set of rules? - by Huguette Young, a journalist at Canadian Press

May 15th *Feminist Law: an historical perspective and a prospective* - Professor Elizabeth Sheehy from the University of Ottawa's Faculty of Law

and much more! See you in Ottawa...^{VR}

Wanted/For Sale

Bradbrooke Crawford & Green, at 600-171 W. Esplanade in North Vancouver, V7M 3J9, are looking to purchase the following Volumes of the *Reports of Family Law*:

2nd series: Vols. 19-50 plus Vols. 3 & 4 of the Index

3rd series: Vols. 1-28 or most current Volume.

Contact Jane Wells or Gerry Green

☎ 980-8571

Lang Michener Lawrence & Shaw, at 2500 Three Bentall Centre, Box 49200, 595 Burrard Street, Vancouver, B.C. V7X 1L1, have a number of Law Society of Upper Canada Special Lectures available at a nominal sum.

If you are interested, please contact Susan Daly.

☎ 689-9111^{VR}

Membership Matters

VALL welcomes the following new members:

Carol Graham

Christine Marbry, Freelance ☎ 266-5901

David Pleasance, CCH ☎ 688-7510

Eve Porter, B.C. Courthouse Library Society

☎ 660-2841

Cynthia Slatten, Thorsteinsson's ☎ 688-1261

Lauren Smith, Russell & DuMoulin ☎ 688-3411

Chris Taylor, B.C. Courthouse Library Society

☎ 660-2841

Evelyn Taylor, Revenue Canada Taxation

☎ 666-4765

Esther Wan, Student, University of Toronto

☎ (416) 928-5953^{VR}

VALL REVIEW

Second Run for "Mainstreaming"

SLA's popular 1990 Regional Continuing Education program, "Mainstreaming the Special Library" taught by Alice Sizer Warner, will take a second tour through the United States and Canada as part of the 1991 Regional CE Program. The first stop will be in Kansas City, March 8; followed by Minneapolis, May 10; Vancouver, May 17; Ann Arbor, October 25; New York, November 1; and Pittsburgh, November 8. The course will also be offered in conjunction with the 1991 Winter Education Conference in Washington, DC and the 82nd Annual Conference in San Antonio.

"Mainstreaming the Special Library" is a course not to be missed. Your colleagues who attended in 1990 consistently gave high evaluations for course content, relevance to their work, and instructor's presentation. Ms. Warner's strategy on *positioning*, *money*, and *marketing* are the key elements presented in the mainstreaming process. This course examines how libraries/information centers become and remain vital to their organizations and the people in them.

For more information or a brochure contact SLA's Professional Development Section (202)234-4700. SLA members can look for the 1991 Regional brochures in the mail. SLA's second 1991 Regional CE course is "Management of Information Technologies" (a preview of the course will appear in the next issue of *Specialist*). ■



SLA's Regional CE Program

Mainstreaming the Special Library

Vancouver, BC May 17

For further information contact SLA's Professional Development Section, 202/234-4700.

SLA's 1991 Regional Continuing Education Program

Mainstreaming the Special Library

Vancouver, BC May 17

Learn how libraries and information centers become vital to their organizations and to the people they serve. SLA's newest regional course examines how libraries and information centers become and remain vital to their organizations and the people in them.

Ms. Warner's strategy focuses on *positioning*, *money*, and *marketing*, key elements in the mainstreaming process. A compendium of examples, advice, and pragmatic how-tos gathered from information professionals in the field will be presented. Participants will have ample opportunity to share ideas and experiences about what works and what doesn't!

Specific points of discussion will include:

- *Positioning* the library
- *Money*, including four budget-defending how-to tactics
- *Being visible*
- *Marketing* and *public relations*, including tips on getting free or almost free publicity.

For further information contact SLA,
Professional Development Section, 202/234-4700.

Attention: Western Canada Library Professionals!

The Regional CE course "Mainstreaming the Special Library" will take place at the Hyatt Regency on May 17. Registration begins at 8:30 AM; the course runs from 9 am to 4 pm, lunch is included.

To register send completed form with appropriate payment to: Special Libraries Association, Professional Development Section, 1700 Eighteenth Street, NW, Washington, DC 20009. If you are paying by credit card you may fax this form to SLA at 202/265-9317.

Name _____

Organization _____

Address _____

S.S. # _____

Business Telephone (____) _____

SLA Member \$160____ SLA Nonmember \$190____

VISA _____ MasterCard _____

Check payable to Special Libraries Association _____

APPENDIX A

Communication Do's and Don'ts

Doug Deane has kindly loaned us short-lists of the "Do's" and "Don'ts" referred to in his article on *Improving Communicating Skills*. Doug refers to Do's as "Easers" or "Greasing Techniques;" the Don'ts are techniques best avoided. The Don'ts are also known as "Prods," because people do not like to be *pushed* into participating. It is far more effective to "Grease" or "Ease" the lines of communication.

The following indicates the recommended "Easer" in the left column, versus the counter-productive "Prod" listed in the right column.

Easers

ACCEPT
PROVIDE INFORMATION
EXTERNALIZE
LISTEN WITH
FEEDBACK
CLARIFY/REFLECT
USE OPEN QUESTIONS
REWARD
ASSERT
EASE FEELINGS
BE TENTATIVE
LEVEL
COMMENT
BE "WITH"

Prods

PASS JUDGMENT
ADVISE
CAST BLAME
CUT-OFF
CHANGE TOPIC
ASSUME
USE CLOSED QUESTIONS
PUNISH
AGGRESS
IGNORE
BE EMPHATIC
PERSONALIZE
INTERROGATE
DOMINATE

APPENDIX B

Special thanks to the B.C. Courthouse Library Society for this handy chart of Who To Call when ordering copies of full text reasons for judgment.

TITLE	PUBLISHER	ADDRESS	FAX NO. *	PHONE NO.	CASE NAME	JUDGMENT DATE	NO. OF PAGES	VOL. OF REFERENCE	DIGEST/ PARA/ CASE NO.	PAGE NO. OF REFERENCE
ACWS	CANADA LAW BOOK	240 EDWARD ST. AURORA, ONT. L4G 3S9	*	1-800-263-2037 (416)841-6472 (416)841-5085	*		*		*	
BCWLD	CARSWELL (WESTERN)	815 W. HASTINGS ST. VANCOUVER, B.C. V6C 1B4	*	685-8171 685-5343 1-800-663-1946	*	*		*	*	
CLAS	SAME AS ACWS, WCB									
DRS	CCH CANADIAN LTD.	DRS UNREPORTED JUDGMENTS EDITORIAL DEPT. 6 GARAMOND COURT DON MILLS, ONT. M3C 1Z5	*	(416)441-2992 1-800-268-4522 (416)444-9011 (416)441-3418	*	*			*	MUST BE UNREPORTED
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