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## SERVICES

### SERVICES AT THE NATIONAL LIBRARY OF CANADA:

# A Commitment



The Reference Room.

**I**n the 1994 Budget, the federal government made a commitment to establish clear standards for service, to find out if clients are satisfied and to get their suggestions for improvement, and to develop simple procedures for responding to complaints. Service standards generally set performance objectives for the delivery of government products or services

to the public, specifying the quality or level of service which a department or agency commits to, or can be expected to deliver to clients. Treasury Board specifies that departmental service standards are to include a description of the organization, service pledge, mission statement, key services, delivery targets, information on costs, and a description of the department's comments, complaints and redress mechanism.

The Government of Canada has determined that its clients can expect to receive service that:

- is prompt, dependable and accurate;

- is courteous, and respects individual rights, dignity, privacy and safety;
- is good value for money, and is consolidated for improved access and client convenience;
- reflects a clear disclosure of applicable rules, decisions and regulations;
- respects the Official Languages Act;
- is regularly reviewed and measured against published service standards, and these reviews are communicated to clients; and
- is improved wherever possible, based on client suggestions, concerns and expectations.



The Reading Room.

What follows is the National Library of Canada's Service Standard Declaration, which was developed in consultation with staff from all areas of the Library.\*

**OUR MISSION**

The National Library is dedicated to building a world-class national resource to support the study, understanding and continued vitality of Canada's cultural heritage, and to facilitating access for Canadians to national and worldwide networks of information resources.

**OUR SERVICE PLEDGE**

We are committed to responding to your information needs in a professional manner, clearly and accurately. We will treat all users equitably and courteously, with respect for individual rights, privacy, and safety. Our services are bilingual, and we will be pleased to serve you in the official language of your choice.

**OUR SERVICE STANDARDS**

**ACCESS AMICUS, THE NATIONAL LIBRARY'S ONLINE DATABASE SERVICE**

The AMICUS database contains over 11 million bibliographic records repre-

senting items held by the National Library, publications listed in the national bibliography, and holdings reported to the national union catalogues by more than 500 other libraries across Canada, as well as Library of Congress and CONSER records.

Access AMICUS is available Monday through Friday (except statutory holidays) from 5:00 a.m. to 9:00 p.m. Eastern Time, and from 5:00 a.m. Saturday right through Sunday.

**Our targets for system availability**

The system will be available at least 98 percent of the time during scheduled service hours. Downtime over a one-year period will not exceed sixty hours. There will be no period of continuous downtime lasting longer than 24 hours.

**CANADIANA, THE NATIONAL BIBLIOGRAPHY**

*Canadiana* is Canada's national bibliography, a comprehensive listing of books, periodicals, music scores, sound recordings, videos, and other materials published in Canada as well as works by

NATIONAL LIBRARY

**NEWS**



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WWW URL: <http://www.nlc-bnc.ca/nl-news/enlnews.htm>

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Canadian authors and works about Canada published in other countries.

The complete file of bibliographic records listed in *Canadiana* is included in the AMICUS database and is accessible to users of Access AMICUS. Segments of *Canadiana* are also available via file transfer, in magnetic tape and microfiche formats through subscription.

#### **Our targets for adding records for newly published items to the *Canadiana* file**

Records for publications covered by the Canadian Cataloguing in Publication (CIP) program, and for federal government publications available to libraries participating in the federal government's Depository Services Program (DSP), will be added to the database within 10 days of receipt of the publications by the National Library.

Records for at least half of all other current publications listed in *Canadiana* will be added to the database within three months of receipt of the publications.

#### REFERENCE AND INFORMATION SERVICES

The National Library provides researchers and other libraries with in-depth reference, research and referral services centred on the Library's *Canadiana* collections. The service provides users with clear, accurate responses to enquiries that may be placed in person, by telephone, fax, mail or via the Internet.

#### **Our targets for responding to enquiries**

Information on how to use the services and collections of the Library will be provided immediately on request.

Requests for simple, factual information will be answered within two business days.

Information requests requiring extended analysis and research will be answered within five to ten business days.

## The service provides users with clear, accurate responses...

#### ON-SITE CONSULTATION OF COLLECTIONS

Materials in the National Library's collections are available for consultation on-site by registered users. Photocopying services are also available to on-site users.

#### **Our targets for delivering items to users for on-site consultation**

Materials stored in the Library's main



The Reading Room.

### Did you Know...

that on December 5, 1996, more than 300 records from the library of the Canadian National Institute for the Blind were loaded into the National Library's AMICUS union catalogue? The CNIB library is the first library supplying CANUC:H (Canadian Union Catalogue of Library Materials for the Print-Handicapped) records for alternative-format materials to submit MARA accession reports to the Library.

building will be delivered to the user within one hour of receipt of the user's request.

Most materials stored in other buildings will be delivered to the user within 24 hours of receipt of the user's request.

On-site requests for photocopies of materials in the National Library collections will be handled on a first-come, first-served basis, and copies will normally be provided on the same day.

#### INTERLIBRARY LOAN AND LOCATION SERVICES

The National Library provides interlibrary loan and location services to libraries across Canada and around the world. Requests to borrow items held in



the National Library collections are responded to with the loan of an item or with a photocopy of the material requested. Requests for items that are not held in the Library's collections are responded to by giving locations of other libraries that hold the item. Requesting libraries should specify whether a Basic or In-Depth search is required. For a Basic search, the bibliographic information as supplied by the library is used; no further research is carried out. An In-Depth search should be requested for items that are likely to be difficult to locate or that could require further research.

#### Our targets for responding to interlibrary loan and location requests

Requests submitted for a Basic search will be responded to within two to four business days of receipt of the request. Requests submitted for an In-Depth search will be responded to within 10 business days of receipt of the request.

#### HOW YOU CAN HELP US

##### CANADIANA, THE NATIONAL BIBLIOGRAPHY

If you know of a Canadian publication that has not been listed in *Canadiana*, or if you find an error in the national bibliography, please contact:  
Director, Bibliographic Access  
Acquisitions and Bibliographic Services  
National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
CANADA  
Telephone: (819) 994-6879  
Fax: (819) 953-0291  
TTY: (613) 992-6969  
Internet: access@nlc-bnc.ca

##### ACCESS AMICUS

If you are unable to access the system, please contact:  
Director, Client Information Centre  
Information Technology Services

National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
CANADA  
Telephone: (819) 997-7227  
Fax: (819) 994-6835  
TTY: (613) 992-6969  
Internet: cic@nlc-bnc.ca

##### REFERENCE, INFORMATION, INTERLIBRARY LOAN AND LOCATION SERVICES

We encourage you to check the resources and services at your local public, community college, or university library before requesting the services of the National Library. Your local library may be able to provide the service you need. If your needs can be better met by the National Library, your local librarian will assist you in accessing our services or you may access us directly.

When you are seeking reference or research assistance or requesting an interlibrary loan or locations, please provide us with as complete and accurate a request as possible.

When using our services, consulting collections on-site, or borrowing through interlibrary loan, please respect the conditions governing the use of the Library's collections and facilities.

##### FOR REFERENCE:

Reference and Information  
Services Division  
National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
CANADA  
Telephone: (613) 995-9481  
Fax: (613) 943-1112  
TTY: (613) 992-6969  
Internet: reference@nlc-bnc.ca

##### FOR INTERLIBRARY LOAN AND LOCATION SERVICES:

Interlibrary Loan Division  
National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
CANADA  
Telephone: (613) 996-7527  
Fax: (613) 996-4424  
TTY: (613) 992-6969  
ENVOY: OONL.ILL.PEB  
Internet: illser@nlc-bnc.ca

##### COMMENTS AND COMPLAINTS

Please let us know what you think of the service we provide you. Comments forms are available at service points throughout the Library. The forms can be deposited in the drop-off boxes on-site or they can be mailed back to the Library. Comments forms are also distributed regularly to users outside the National Library.

If you are not satisfied with the service you receive, we encourage you to speak directly to the staff member

#### Did you Know...

that the National Library of Canada's Web service, "Canadian Information By Subject", includes more than 1 000 links to sites with information about Canada? New links are added weekly.  
Address: <http://www.nlc-bnc.ca/caninfo/ecaninfo.htm>

For more information, see "Canadian Information by Subject", *National Library News*, vol. 28, no. 6, June 1996, pp. 14-15, or contact:  
Beverly Kouri  
Acquisitions and  
Bibliographic Services  
National Library of Canada  
395 Wellington Street  
Ottawa, Ontario  
K1A 0N4  
Telephone: (819) 994-2481  
Fax: (819) 953-0291  
TTY: (613) 992-6969  
Internet: canada@nlc-bnc.ca



servicing you. If the response does not satisfy you, please ask to speak to the unit's manager. The manager will document the complaint, investigate and respond within five business days.

#### CONTINUOUS IMPROVEMENT PRACTICES

The National Library is committed to offering quality information services that answer your needs. Surveys, follow-up and communication will keep you informed about your requirements and help us to adapt and improve our services.

We hope that you are satisfied with our services. If you are not, please let us know what we can do to improve them.

#### FOR MORE INFORMATION

If you have questions or would like more detailed information on the National Library, its mandate, its products and services, or its performance in comparison to its service standard goals, please read the information at the National Library's World Wide Web site (<http://www.nlc-bnc.ca>) or contact: Director, Planning and Policy Corporate Policy and Communications National Library of Canada 395 Wellington Street Ottawa ON K1A 0N4 CANADA Telephone: (613) 995-4135 Fax: (613) 996-7941 TTY: (613) 992-6969 Internet: [corp.policy.com@nlc-bnc.ca](mailto:corp.policy.com@nlc-bnc.ca) ♦

\* Copies of the National Library's Service Standard Declaration can be obtained free from Marketing and Publishing, National Library of Canada, 395 Wellington Street, Ottawa, Ontario K1A 0N4, telephone: (613) 995-7969, fax: (613) 991-9871, TTY: (613) 992-6969, Internet: [publications@nlc-bnc.ca](mailto:publications@nlc-bnc.ca), or from the Library's Web site (<http://www.nlc-bnc.ca/about/servst.htm>). More information on federal government service standards can be found at the Treasury Board Web site (<http://www.tbs-sct.gc.ca/tb/iqe/mnngen.html>).

# Finding Out about AMICUS

#### INTRODUCTION

AMICUS is the National Library of Canada's bilingual system of more than 11 million bibliographic records. It supports bibliographic verification, locations searching, subject searching, and derived cataloguing, and provides access to Library of Congress source records and the holdings information of many Canadian libraries.

AMICUS has many aspects and offers various services, including

#### NLC CATALOGUE ON THE INTERNET

The records in the AMICUS database that describe the National Library's collection of books, periodicals, Canadian sound recordings, doctoral and masters' theses, microforms, federal and provincial government publications, alternative-format materials, electronic books and serials, newspapers, films and videos are accessible free of charge on the Internet. Using the *NLC Catalogue on the Internet*, researchers can carry out author, title and keyword searches using a character-based interface via Telnet.

#### ACCESS AMICUS

Access AMICUS is the fee-based search service intended primarily for libraries. There are more than 700 subscribers across Canada. Subscribers have access to the entire database, including bibliographic records and holdings information contributed by Canadian libraries, and

can request to borrow items from the National Library on interlibrary loan.

Further information about Access AMICUS and the *NLC Catalogue on the Internet* is available from the National Library Web Service at <http://www.nlc-bnc.ca>.

#### RESANET

Development of a Web-based interface to the *NLC Catalogue on the Internet* is currently underway. This interface, resAnet, will enable researchers to do author, title and subject searches via the Web. An alpha version of this interface is currently available at the Library's Web site (<http://www.nlc-bnc.ca/resanet/introe.htm>).

AMICUS and the services it supports continue to evolve as do the



needs of researchers, libraries and publishers across Canada and the work of National Library staff in answering those needs. Representatives from different areas of the Library have compiled a list of some of the questions most frequently asked about AMICUS, and provided the answers. Read on...



ABOUT AMICUS

**What is AMICUS?**

AMICUS is the National Library of Canada's bilingual information system. It has more than 11 million records containing bibliographic and holdings information on Canadian publications, as well as information on books and periodicals in all formats published elsewhere and held by the National Library and other Canadian libraries.

**How do I search the database?**

Access AMICUS is the Library's fee-based search service. Searchers can use Access AMICUS for a variety of tasks, including cataloguing support, interlibrary loan, reference and information

search and verification. Datapac, CA\*net, Telnet, iNet or a dedicated line can be used to login to Access AMICUS. Subscribers to Access AMICUS have the benefit of a user's manual, online help, or telephone assistance from the Library's Client Information Centre.

**What equipment do I need to access the part of the AMICUS database that gives information on the items held by the National Library if I am using, for example, Telnet?**

Users need support for VT220 terminal emulation to access the *NLC Catalogue on the Internet* via Telnet. There are commercial and share ware versions of Telnet available for both IBM PC and Apple MacIntosh systems. If a Web

browser is used to access the *NLC Catalogue on the Internet*, a Telnet helper application that supports VT220 terminal emulation is required. These applications can also be readily downloaded from the Internet. The AMICUS Internet address is: amicus.nlc-bnc.ca.

**Is training obligatory?**

No, new users are not required to take a training course before signing on with Access AMICUS. However, training is recommended if a user is unaccustomed to searching bibliographic databases.

USING AMICUS

**Can I use AMICUS to send ILL requests to other libraries?**

Access AMICUS clients can send ILL requests only to the National Library and document delivery requests to the Canada Institute for Scientific and Technical Information (CISTI). AMICUS records give locations of other libraries, and requests to these libraries are made outside the Access AMICUS system. Users can request further locations from the National Library if an AMICUS record has no locations or too few locations.

**Where should I send questions concerning the status or renewal of interlibrary loan requests previously submitted to the National Library via Access AMICUS? What is the procedure?**

All interlibrary loan requests must be sent to the National Library's Interlibrary Loan Division, not to the Client Information Centre. There are five ways to ask for renewal or follow-up of an ILL request submitted to the National Library by Access AMICUS. The fastest way is to use the ILL generic script in ENVOY 100, No. 4 on the menu for a renewal request and No. 6 for a general message referring to an existing request. This is the most efficient method, since your request is received directly in PEB/ILL, the ILL

Access AMICUS Price List

**User Set-up**

Set-up of user account	\$40.00
Documentation or instruction manuals	\$50.00 per set
Training	\$225.00 per 2-day session per participant
Set-up for bulk transfer of records	\$40.00
<b>Telecommunications Support</b>	\$40.00 per month per dedicated line

**Use of Bibliographic Database**

Connect-time while logged onto AMICUS via commercial packet-switched network (Datapac)	\$27.50 per hour per terminal with a minimum quarterly charge of \$40.00 where an invoice is issued
Connect-time while logged onto AMICUS via CA*net	\$24.50 per hour per terminal with a minimum quarterly charge of \$40.00 where an invoice is issued
Connect-time while logged onto AMICUS via dedicated line	\$10.00 per hour per terminal with a minimum quarterly charge of \$40.00 where an invoice is issued
Schedule file transfer (bulk electronic transfer of bibliographic records)	\$17.90 per submission \$0.60 per record transferred
Downloading (user-initiated electronic transfer of bibliographic records)	\$0.60 per record transferred

**Note:**

Prices may be subject to change. Taxes are not included in this price list.

**For more information,**

please contact the Client Information Centre at (819) 997-7227.



request-processing system at the National Library. Your renewal request can be processed in an hour without human intervention.

When using this generic script in ENVOY 100, you must answer the guide-operator "Request Number" prompt by entering the request number assigned by AMICUS to your original request, i.e., the prefix AM in uppercase letters followed immediately by seven figures (for example, AM2016406). This enables PEB/ILL to link your renewal or follow-up request to your original request.

It is also possible to send a status or renewal request to OONL.ILL.PEB, the Interlibrary Loan Division ENVOY address reserved for general messages. Only renewal and follow-up requests can be received at this address, not ILL requests. The request number assigned by AMICUS to the original request must be provided, and preferably the title of the work requested, for the request to be readily traced in PEB/ILL and renewed or followed up by a staff member. Messages sent to this address are read only once a day by Interlibrary Loan Division personnel.

Libraries that do not have ENVOY access but do have Internet access can send their renewal or status requests to [illser@nlc-bnc.ca](mailto:illser@nlc-bnc.ca), the Interlibrary Loan Division Internet address reserved for general messages. Status or renewal requests can also be submitted by calling the Interlibrary Loan voice mailbox at (613) 996-3566. Finally, these requests can also be faxed to (613) 996-4424.

#### **How can I print information from AMICUS?**

If you use Telnet, software such as Pathways Telnet has options that can be modified to permit screen printing within any database being accessed via Telnet, including Access AMICUS. For instance, at the Library, we use Pathways Telnet software and choose

the following sequence of commands to change the default settings.

On the Telnet main menu bar, choose "Commands", then "Options", then "Preferences". Activate the box for "Use Print Setup" and return to Telnet main menu bar. Choose "File", and then "Print Screen".

If you are using Datapac with Windows-based telecommunication software, then you should be able to use the cut and paste functions. If you dial up to AMICUS using DOS-based software, you can take advantage of the "screen capture" function. In both cases, you should refer to your software users manual or speak with your technical support staff.

#### **How can I download records from AMICUS?**

Users with Telnet can search and download records from Access AMICUS and retrieve their file of downloaded records by using their local FTP software.

Searchers using Datapac can employ the "screen capture" capabilities of their telecommunications software. There is a per record charge for each downloaded record.

#### **Is AMICUS up and working?**

There are sometimes urgent unscheduled interruptions to AMICUS availability. We ask that users phone the AMICUS System Status line (819-994-0150 or 1-800-665-6045). Scheduled down times of which we

advise our clients are more usual. We urge users to read the "news" function within the application to keep up-to-date on current and future events affecting Access AMICUS.

#### **Why can't I logon to AMICUS?**

There are several reasons why AMICUS might be unavailable. For example, you must be a registered user who has



requested an account and signed an agreement. Or perhaps your password has expired. All passwords must be changed every six months, and if your password expires before you change it, you will not be able to access with your old password. In such cases, please call the AMICUS Client Information Centre and we will gladly reset your password for you. Another possibility: is your user logon correct? Again, you can call the AMICUS Client Information



Centre, and we will be pleased to verify your user sign-on and your access method. Finally, have you checked the AMICUS System Status line to verify if AMICUS is available?

#### **When will AMICUS be available on the World Wide Web?**

The National Library recently completed a pilot project to establish a Web browser version of the Library's catalogue. This project has resulted in the addition of a fully functional interface, called resAnet, to the catalogue of the Library's holdings. This additional interface was made available in February 1997 and adds to the Datapac and Telnet interfaces currently available. The resAnet interface makes the records of the National Library's holdings available free of charge. All searches of the full AMICUS database will continue to be fee-based regardless of which interface is used. Future plans to offer Access AMICUS service via a Web browser will also be explored in the coming year. Further information will be published in *National Library News* when it becomes available.

#### **Why is AMICUS sometimes slow?**

Using AMICUS over the Internet can sometimes be slow if there is a great deal of traffic on the network. Depending on your work schedule, you may find that you are able to search AMICUS via Telnet at a time when the Internet is less busy. You can also compare different means of using Access AMICUS (Telnet, Datapac and the Internet) to determine the most efficient method.

#### **What does AMICUS cost?**

There is a general price list offered to AMICUS users outside the federal government (see sidebar).

#### **Why is there a charge for searching the complete AMICUS database?**

Charging for access to large multi-functional databases such as the AMICUS database is the normal practice both within government and in the

private sector. Federal government policy requires departments and agencies to recover the costs of providing such services through user fees. In line with that policy, the connect-time and downloading charges for Access AMICUS are intended only to recover the costs of systems operations incurred in providing the service to users.

#### **What if I have questions about my invoice?**

Questions about items for which you have been billed can be answered by the National Library's User Support. Changes to your billing address should also be directed to User Support. Questions about payment methods can be answered by the Library's financial management area. Telephone numbers for both User Support and Financial Services are listed on your invoice.

#### **Can I have a preview of the system?**

Yes, a sample software that describes the contents and functions of AMICUS is available on the National Library's homepage. To download this sample software, please go to <http://www.nlc-bnc.ca/>

[amicus/access/eamidemo.htm](http://amicus/access/eamidemo.htm) and follow the instructions.

#### **Can my organization become an AMICUS subscriber?**

Currently, subscriptions are available only to Canadian libraries or American universities with a full Canadian studies program. The National Library of Canada is aware of the interest in access to AMICUS from organizations outside Canada. If the policy changes, information will certainly be communicated to the international library community.

#### **HOW TO FIND OUT MORE ABOUT AMICUS**

We welcome your questions! Contact:  
Client Information Centre  
National Library of Canada  
395 Wellington Street  
Ottawa, Ontario K1A 0N4  
Telephone: (819) 997-7227  
Fax: (819) 994-6835  
TTY: (613) 992-6969  
Internet: [cic@nlc-bnc.ca](mailto:cic@nlc-bnc.ca)  
X.400: [cic-its]gc+nl\bn\govmt.canada\ca ♦



## CAN/MARC Update

**A** *Amendment number 4 to the 1994 edition of the Canadian MARC Communication Format for Bibliographic Data is now available.*

Included in this amendment is the new field 720, which may be used to record names in situations where using one or more specific fields is not possible or desirable. A change has also been made to CAN/MARC fields for personal names (fields 100, 400, 600, 700 and 800). All names entered under surname will be coded with value one, whose definition has been expanded to cover single and multiple surname situations. The first indicator value two (multiple surname) has been made obsolete.

The publication is available from:  
Canada Communication Group —  
Publishing  
Ottawa, Ontario K1A 0S9  
Telephone: (613) 956-4802  
or 956-4800  
Fax: (819) 994-1498  
Internet: [publishing@ccg-gcc.ca](mailto:publishing@ccg-gcc.ca)  
Catalogue no. SN3-40/2-1996-4E  
ISBN 0-660-15813-2  
Price: to be determined ♦





## COLLECTIONS

# Building an E-Collection

by Iris Winston,  
Staff Writer

- Analytical Studies Branch Research papers from Statistics Canada — now available electronically.
- Annual report of the Commissioner of Official Languages — now available electronically.
- Bank of Canada monetary policy reports — now available electronically.
- *Weekly Checklist* of the Depository Services Program — now available electronically.

These are just a few examples from a growing list of publications now in electronic format and among the several hundred electronic publications in the National Library's embryonic e-collection.

The impact of the explosion in electronic publishing and networked information on Canada's published heritage — and the National Library's work in preserving that heritage — was studied in the Library's Electronic Publications Pilot Project (EPPP), completed in July 1995 (see "Electronic Publications Pilot Project Completed", and "Electronic Publications Pilot Project: Overview of Technical Services Aspects", *National Library News*, vol. 27, no. 12, December 1995, pp. 1-5, 5-6). One of the recommendations of the EPPP report was that the Library should give priority to acquiring government publications, particularly those whose print versions were being discontinued and those whose elec-

tronic versions are available for limited periods only.

The urgency of acquiring, archiving and providing continuing access to such publications was clear. Unless the Library placed some emphasis on developing an e-collection, the nation's published heritage would be diminished because of the ephemeral character of electronic formats.

"Electronic publications are part of the future," says Electronic Publications Acquisitions Specialist Karen Krzyzewski of Acquisitions and Bibliographic Services. "But this is a format that's easy to lose. A site determines what it will keep based on what it considers to be relevant or on the limitations of the size of its server. Therefore, there is no guarantee that a publication will remain available indefinitely."

The changing and changeable nature of the format meant that issues such as copyright, access, document integrity and standards for electronic publications had to be addressed immediately. As the Library's collection of electronic publications becomes increasingly important, so does the establishment of publication standards to ensure that documents can be easily transported from site to site.

Creating an electronic collection of government publications meant selecting the publications to be acquired, often through the *Weekly Checklist* of federal government publications. Initially, selections were made title by title, according to availability and author permission. Now, the Library is moving towards more system-

atic access to all publications on a department's server.

The primary methods of acquiring electronic publications are via the Library's e-mail (address: [eppp@infoserv.nlc-bnc.ca](mailto:eppp@infoserv.nlc-bnc.ca)), through file transfer protocol (FTP), either by establishing a guest site to which publishers can transfer copies of their publications, or by mirroring, in which the Library is given direct access to the publisher's site. Some publications are also presented to the Library on diskette, but, says Assistant Chief of Canadiana Acquisitions Francine Bédard, this method is less popular than a form of direct electronic transfer.

As the balance of government publishing programs increasingly shifts from print to electronic format, the National Library of Canada is reflecting new priorities in publishing in its work to develop standards for the acquisition, archiving and access to its rapidly developing e-collection.

For further information on the National Library's electronic collection, contact:

Karen Krzyzewski  
Electronic Publications  
Acquisitions Specialist  
National Library of Canada  
395 Wellington Street  
Ottawa, Ontario K1A 0N4  
Telephone: (819) 994-7513  
Fax: (819) 953-8508  
TTY: (613) 992-6969  
Internet: [e.publications.e@nlc-bnc.ca](mailto:e.publications.e@nlc-bnc.ca)  
or Francine Bédard  
Assistant Chief  
Canadiana Acquisitions  
Legal Deposit  
National Library of Canada  
395 Wellington Street  
Ottawa, Ontario K1A 0N4  
Telephone: (819) 994-7008  
Fax: (819) 953-8508  
TTY: (613) 992-6969  
Internet: [francine.bedard@nlc-bnc.ca](mailto:francine.bedard@nlc-bnc.ca) ♦



# Children's Literature Service Collection Expands Thanks to Gifts

by Louise Tousignant,  
Gift Librarian,  
Gifts and Exchanges Section, Acquisitions and Bibliographic Services

The generosity of donors who provide gifts that enrich the National Library's collection is always a source of great pleasure, while the gifts themselves may offer some surprises. Recently, staff in the Gifts and Exchanges Section received over 400 Canadian publications for children and teenagers. The books were given by Irene E. Aubrey, former

Chief of the Library's Children Literature Service; well-known artist James Houston; and André Marchand of Vaudreuil-Dorion, Quebec. A number of these books are signed by the author. These books are either new titles or additional copies for the collection. They include several works by Eugène Achard, including *Le Corsaire de la baie d'Hudson: exploits d'Iberville* and *Aux quatre coins des routes canadiennes*, and a few works by Marie-Claire Daveluy, including *L'Idylle de Charlot* and *Charlot à la mission des martyrs*. There are also more than 10 publications written by Odette Oigny, including *L'Oie et la dinde*. Finally, the

collection has recently been supplemented by Norma MacKenzie's *The Taddies: A Bedtime Story for Little Children*, Elizabeth Cleaver's *The Fire Stealer* and James Houston's *Long Claws: An Arctic Adventure*.

For more information about donating a gift to the National Library, please contact:  
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## Clarification

In the second paragraph of "Survey on National Policy for School Libraries" (*National Library News*, vol. 29, no. 1, January 1997, p. 7), there was a reference to IFLA's "1993 Policy for School Libraries". This was among the recommendations of the pre-conference seminar on school librarianship in developing countries, described in the first paragraph of the article.



Top: from *L'Idylle de Charlot*, written by Marie-Claire Daveluy and illustrated by James McIsaac (Montreal: Granger Frères Ltée, 1938). Copyright holder unknown.

Bottom: from Elizabeth Cleaver's *The Fire Stealer* (Toronto: Oxford University Press, 1979). Reproduced with permission.

## CANADIANA

# Cleaver Award Presented

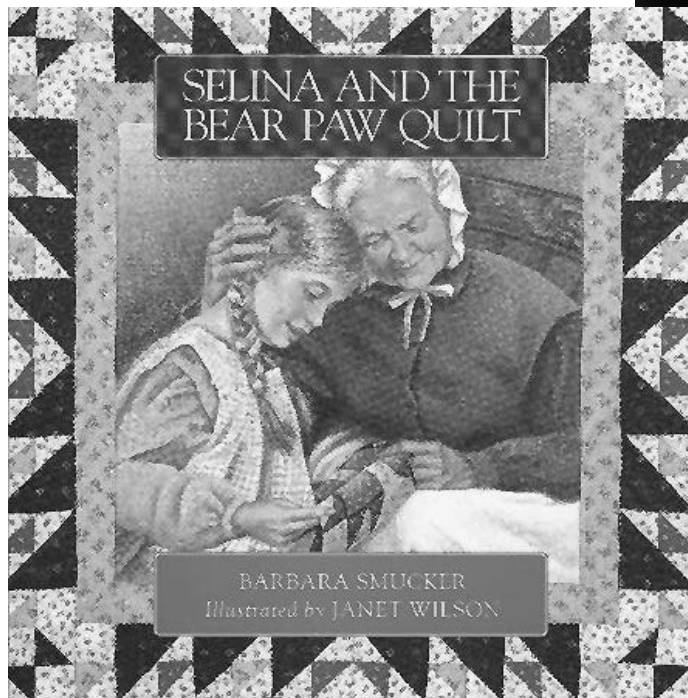
**O**n November 27, 1996, in the cozy children's storytelling corner of the Ottawa Public Library's main branch, Janet Wilson received the 1996 Elizabeth Mrazik-Cleaver Canadian Picture Book Award. Ms. Wilson won the award for her illustrations in Barbara Smucker's *Selina and the Bear Paw Quilt* (Lester/Stoddart, 1995).

The \$1 000.00 award is presented annually by IBBY Canada (International Board on Books for Young People — Canada) for outstanding illustrations in a Canadian children's book written in either English or French.

The award is named for Elizabeth Mrazik-Cleaver, a well-known children's book illustrator who died in 1985 and bequested the original fund for the award. Irene Aubrey, former Chief of the National Library's Children's Literature Service, was instrumental in establishing the award. The 1996 committee comprised Interim Chair Molly Walsh of the Montreal Children's Library, Suzanne Delisle of the Boys and Girls Department of the Ottawa Public Library, and Eva Raby of the Jewish Public Library in Montreal.

The ceremony began with words of welcome from Barbara Clubb, Chief Librarian of the Ottawa Public Library. Then it was Molly Walsh's turn to explain the committee's choice of Janet Wilson as the recipient. Ms. Walsh cited the illustrator's success in the imaginative blending of media and styles with the author's engaging text.

Accepting the award, Janet Wilson described her fruitful collaboration with an expert quilter, as well as her use of live models and photography to create a basis for her paintings.



revealed that the model for the grandmother in the story is the author herself, Barbara Smucker!

This fine book, *Selina and the Bear Paw Quilt*, is one of many Canadian titles for young people included in "Yesterday's Stories", the 1996 Read Up On It kit produced by the National Library. It will also be listed in the 1997 kit in the section on award-winning books.



Janet Wilson.

For more information on Canadian children's literature, contact:  
 Mary Collis  
 Children's Literature Librarian  
 National Library of Canada  
 Telephone: (613) 996-7774  
 Fax: (613) 995-1969  
 TTY: (613) 992-6969  
 Internet: mary.collis@nlc-bnc.ca

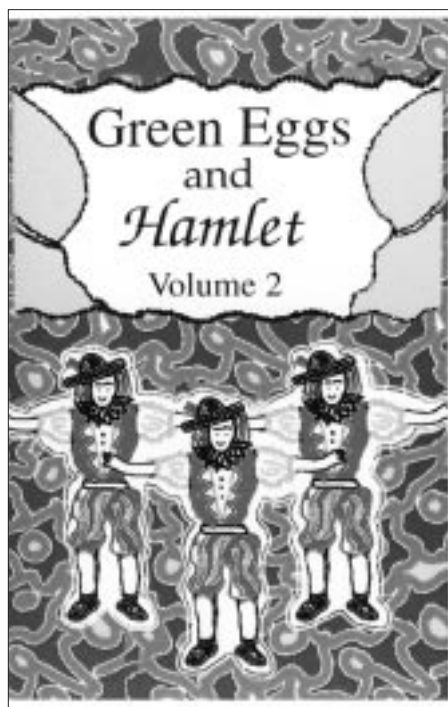
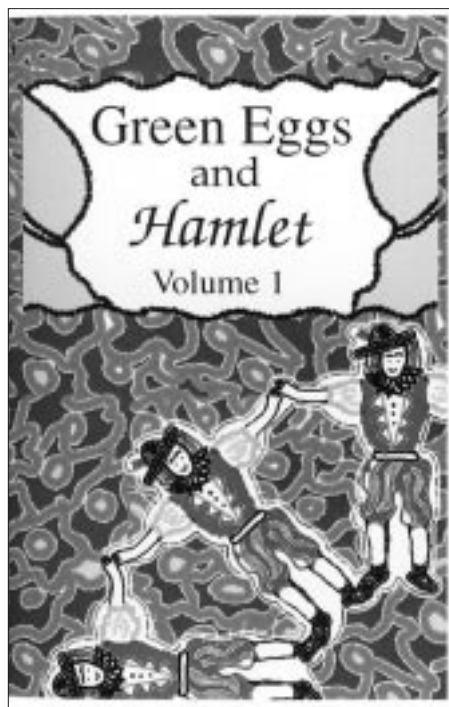
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# Young Authors Add to Canada's Published Heritage

**O**n December 18, 1996, Overbrook Public School in Ottawa launched *Green Eggs and Hamlet*, a two-volume anthology of poetry written and produced by the school's Junior Division students.



One hundred and twenty-one aspiring authors between the ages of nine and 12 worked with artist-writer Sharon Katz for three weeks, learning how to express their thoughts, feelings and visions in various poetic forms. Ms. Katz also introduced them to the art and technology of book production, and discussed the place of literature in society and the role of creativity in communication. The students wrote more than 500 poems, and the best were published in the anthology. The students also learned to use professional computer design to illustrate and lay out the book. As part of the pre-publication process, they sought and received an International Standard

Book Number (ISBN) from the National Library.

*Green Eggs and Hamlet* resulted from a partnership among the Ottawa Board of Education; Xerox Canada Ltd., which donated time and resources to publish 200 colour copies of the book; and the Ontario Arts Council Artists in Education Project, which provided funding.

One of the special guests who were given souvenir copies of the anthology was Mary Jane Starr, Director General, Research and Information Services of the National Library of Canada. She received, on the Library's behalf, the two Legal Deposit copies of *Green Eggs and Hamlet*. In accepting the books, Ms. Starr explained the purpose of Legal Deposit,

noting that the National Library of Canada will use one copy of the anthology for on-site consultation and interlibrary loan requests, while the second copy will be placed in the Preservation Collection for the benefit of future generations. The book will be listed in the National Library's database, AMICUS, which will make information on the anthology available to anyone on the Internet.

Other special guests included Mauril Bélanger, MP; Stella Torontow, Board Member of the Ontario Arts Council; Michel Desjardins, Vice-President of Xerox Canada; and Carola Lane, Director of Education, Ottawa Board of Education. Dwayne Holmes, Principal of Overbrook and Queen Mary Street Public Schools, pointed out that if success is indeed more attitude than aptitude, then "everyone here has a good attitude". Following the presentations, Sharon Katz read a number of the poems to the audience, and the authors mingled with visitors, parents and fellow students, autographing copies of the two volumes.

To find out more about *Green Eggs and Hamlet*, check the National Library's catalogue, at <http://www.nlc-bnc.ca/catalog/ecat.htm> ♦

## Clarification

With regard to "Spotlight on...the Gala" (*National Library News*, vol. 29, no. 2, February 1997, p. 18): Linda Gaboriau won the 1996 Governor General's Literary Award for translating a French book into English, and Christiane Teasdale won the 1996 Governor General's Literary Award for translating an English book into French.



## PUBLIC PROGRAMS

## Third Savoir Faire Lecture

The third lecture in the "Savoir Faire" series was held on November 19, 1996, with researcher Peter Nayler

speaking on "The Crown and Aboriginal Health Care, 1756-1900" (see "Savoir Faire: Presentation and Discussion", *National Library News*, vol. 29, no. 2, February 1997, p. 16). Mr. Nayler spoke on his research on the Medicine Chest Clause of the Indian Act, for which he used official publications in the National Library's collection.

Medicine chests were regarded as the means of supplying Native medicinal needs from the eighteenth to the early twentieth century, and were available on all Canadian reserves. The chests could be described as medicinal or pharmaceutical dispensaries of commonly used medicines to treat a wide range of ailments. Mr. Nayler described the construction of the chests, which were made of woods such as mahogany or cherrywood, had brass hinges and locks, and came in a variety of sizes, depending on the number of people to be served from them. The chests had wooden dividers to keep the glass bottles separate and sections for scales, mortar and pestle and other instruments. A complete guide to dispensing pharmaceuticals was also included. The medicine chests were kept at the home of the Indian agent or missionaries on the reserve.

Mr. Nayler's presentation sparked some interesting questions from the audience of researchers and federal government staff, including employees of the Library, the National Archives of Canada, Health Canada and the Department of Indian and Northern Affairs. ♦

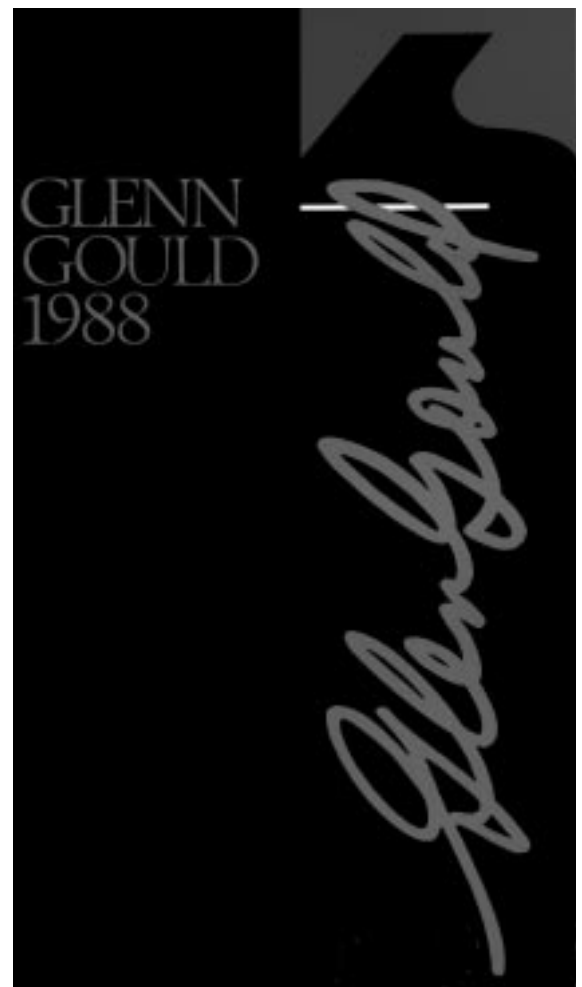
## Electronic Exhibitions at the National Library of Canada:

"Spotlight on... Women's Achievements" (*National Library News*, vol. 29, no. 1, January 1997, p. 13) described the addition of "Women in Canadian Librarianship and Bibliography: 10 Pioneers" to the electronic exhibition, "Celebrating Women's Achievements" at the National Library of Canada's Web site (<http://www.nlc-bnc.ca/digiproj/women/ewomen.htm>). Also at the Web site are virtual versions of five major exhibitions highlighting important aspects of Canadian culture that were held at the National Library.

### THE GLENN GOULD ARCHIVE

This site was developed by the National Library of Canada which is the official repository of the archives of the late concert pianist, Glenn Gould. A supremely gifted artist and Canada's most renowned classical musician of the 20th century, Gould was a recording artist, radio and television broadcaster and producer, writer and an outspoken apologist for the electronic media. Visitors to this site will find two chronologies of his life, a virtual exhibition drawn from his archival papers, a look at the National Library's "Glenn Gould 1988" exhibition which

toured widely, two searchable databases of the National Library's Glenn Gould Papers, research aids such as a Gould bibliography, selections of writings by Gould and writings about Gould, works of visual art and of poetry inspired by him,



a Glenn Gould discussion list, and links to other related internet sites.

Address: <http://www.gould.nlc-bnc.ca/egould.htm>



**NEW WAVE CANADA:**

**COACH HOUSE PRESS AND THE  
SMALL PRESS MOVEMENT**

**IN ENGLISH CANADA IN THE 1960S**

This exhibition examines in detail the workings of one of Canada's most innovative and productive small presses: the Coach House Press. The exhibit illustrates the Press's first ten years of operation from 1965 to 1975. While the exhibit focusses on the formative years of the Coach House Press, it also sets the Press in the larger historical context of the small press movement in English Canada from its beginnings in the 1940s, to the work of the Coach House Press's contemporaries in the 1960s. This exhibition is a tribute to

the printers, poets, artists and founders of the many presses whose contributions characterize one of the most dynamic and creative decades in Canadian literature and publishing history: the 1960s.

Address: <http://www.ncl-bnc.ca/events/coach/e-chp.htm>

**NORTH:**

**LANDSCAPE OF THE IMAGINATION**

The Canadian Arctic has been described in Norse legends, reproduced in paintings and sketches by early seamen or explorers, recreated through hundreds of years of Inuit sculpture, and painted, filmed and photographed by more contemporary artists. It has

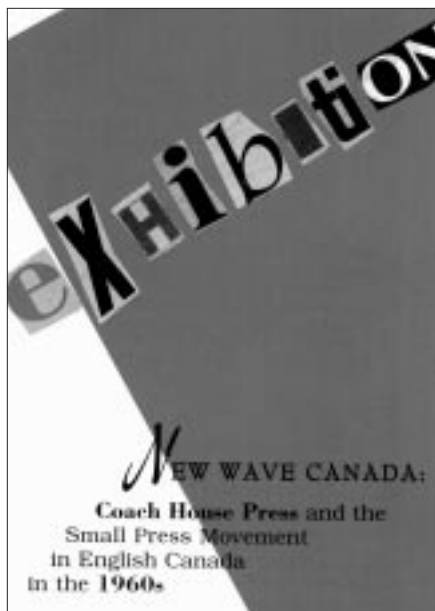
and deeper than can be included in this exhibition. But it is one which lends itself naturally to the retelling of one strand of northern history — the North as experienced and recreated through the imagination of the artist.

Address: <http://www.nlc-bnc.ca/north/norint-e.htm>

**OUT OF THIS WORLD:**

**CANADIAN  
SCIENCE FICTION AND FANTASY**

"Out of This World: Canadian Science Fiction and Fantasy" is an exhibition produced after four years of time, travel and research into Canada's considerable body of science fiction and fantasy literature. Produced by the National



provided a compelling setting for fiction, and has inspired countless legends, poems and stories.

In "North: Landscape of the Imagination", the National Library has drawn on its collection of books, magazines, manuscripts and music to reveal the North of the artist. The collection contains a rich legacy of publications related to the North, one much broader

Library of Canada in conjunction with the Toronto Public Library's Merrill Collection of Science Fiction, Speculation and Fantasy, this is the electronic version of the exhibition which originally opened May 13, 1995 at the National Library of Canada in Ottawa.

The purpose of this exhibition is both to celebrate and define the rich



Illustration: Paul Rivoche.

heritage of Canadian science fiction and speculative fiction within a historical and international context. The items presented represent a variety of media including books and magazines, as well as the artistic and intellectual achievements of an evolving high-tech world in the form of sound, visuals, music and animation.

Address: <http://www.nlc-bnc.ca/events/sci-fi/esci-fi.htm>

**SIR ERNEST MACMILLAN  
(1893-1973):**

**PORTRAIT OF A  
CANADIAN MUSICIAN**

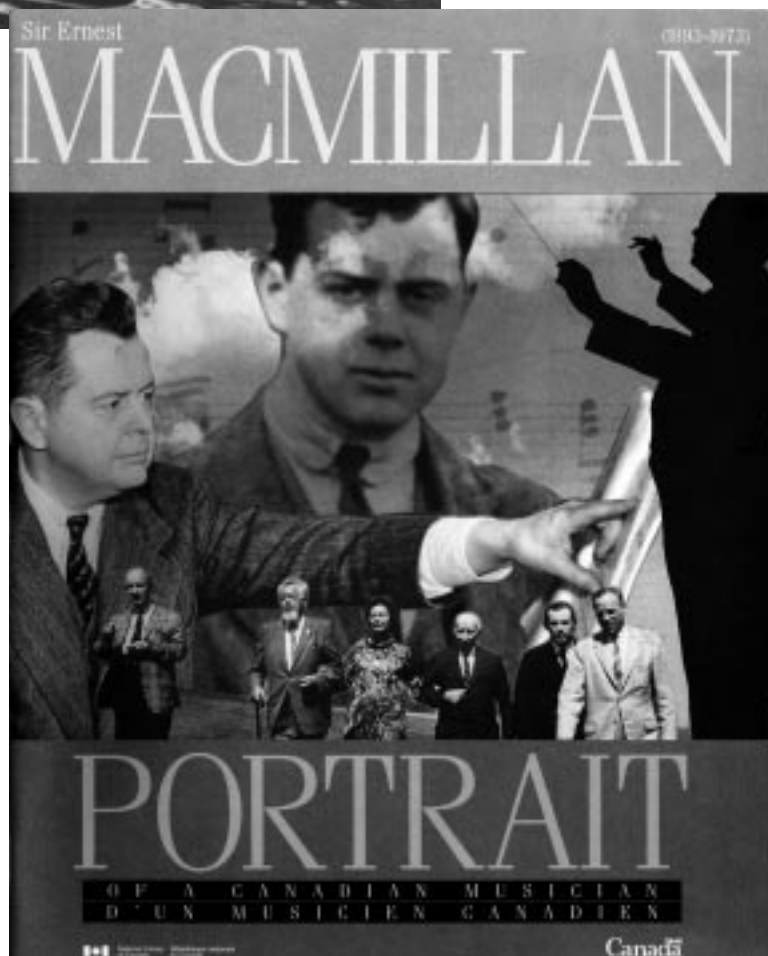
Sir Ernest MacMillan was one of the most influential Canadian musicians of his time, having devoted his life and energies to the service and advancement of music in our country. He is a pioneer to whom we owe much for the depth and richness of Canada's musical heritage.

MacMillan's archives, acquired by the Music Division of the National Library of Canada in 1984, consist of 21.78 linear metres of textual docu-

ments, as well as photographs, drawings and sound recordings, a testimony to the many facets of his brilliant career as conductor, organist, pianist, composer, educator, writer and administrator.

An exhibition of manuscript scores, correspondence, writings, photographs, art, sound recordings, concert programmes and memorabilia such as one of MacMillan's batons, medals and kilt was on display at the National Library of Canada from October 17, 1994 to March 12, 1995.

Address: <http://www.nlc-bnc.ca/events/macmil/home.htm> ♦





THE NATIONAL LIBRARY AND CANADIAN LIBRARIES:

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Edited by Jean-Rémi Brault, Gwynneth Evans and Richard Paré and co-published by the Canadian Library Association and the Association pour l'avancement des sciences et des techniques de la documentation with the assistance of the National Library of Canada, it can be purchased from CLA and ASTED.

ISBN 0-88802-277-8, price \$27.95 (paperback)

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### New Exhibition

"The Art of Illustration: A Celebration of Contemporary Canadian Children's Book Illustrators" is the title of the new exhibition at the National Library of Canada. Running from April 24, 1997 until December 7, 1997, the exhibition celebrates the illustrators of contemporary Canadian children's books.

Selected from the Canadian Children's Literature Service and the Literary Manuscript collections of the National Library, the original art and published work of many popular and award-winning artists are being shown, including illustrations by

Marie-Louise Gay, Elizabeth Cleaver, Ann Blades, Dayal Kaur Khalsa, Gilles Tibo, Laszlo Gal and Stéphane Poulin. Other artists such as Ted Harrison, Maryann Kovalski, Sheila McGraw and Ben Wicks have agreed to lend original works.

Draft sketches, storyboards and correspondence illuminate the combined work of author, illustrator and publisher. A version of the exhibition is being made available on the World Wide Web (<http://www.nlc-bnc.ca>) and features selected bibliographies and biographies.

Interesting, intriguing, inspiring, informative and imaginative —

but find out for yourself. The exhibition is open from 9:00 a.m. to 10:30 p.m. daily, free of charge, and you are invited to come in and feast your eyes.

For further information, contact:  
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Public Programs  
Research and Information Services  
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