

LETTERS TO THE EDITOR

Dear Editor

Over the last few years the Victorian editorial committee, under the able guidance of Fay O'Grady, has produced an attractive and high quality national newsletter for our group. It was hard to imagine it even better - but the latest issue with its brand new look and new name was a pleasant surprise! The new look is terrific and the new title better reflects the content which has been far more than a newsletter for quite some time. It is indeed the main professional journal for Australian law librarians. Congratulations to the new editor and the editorial board on an excellent first issue!

(How about trying to get Colin Fong to contribute a regular feature? Many of us miss Colin's interesting contributions from the early days of the newsletter).

Yours sincerely

Ingrid M Zuesse

Manager, Library and Information Services
Attorney-General's Department (SA)

Dear Editor

On behalf of the form ALLG Editorial Board, I congratulate you on the first issue of the Australian Law Librarian. We are proud of the international standard it has now reached and I wish you continued success.

Yours sincerely

Fay O'Grady
Librarian

Dear Editor

Congratulations on *Australian Law Librarian*, Vol 1, No. 1. It is a magnificent issue and the Editorial Board deserves heartfelt thanks from the ALLG. You have taken the right step and I am sure *Australian Law Librarian* will flourish.

As soon as I received my copy I had to read it from cover to cover. I enjoyed Beth Wilson's interview with Ted Glasson. It is a very fitting tribute to my old classmate and colleague.

All the Pacific material was most fascinating and you certainly do not have to apologise for including it. It is really good to see all these initiatives. We have come a long way since 1969. That reminds me that in December 1994 we will be celebrating the silver jubilee of the ALLG!

I like all the practical sections at the end of the issue. It would be good if Steve Porch could share his "experiences in tidying up cases and articles from Lexis" in a subsequent issue of ALL. I am sure that could help a lot of people.

Yours sincerely

Rob Brian

Parliamentary Librarian
New South Wales Parliamentary Library

Dear Editor

A librarian in Canada has forwarded to me a copy of the April 1992, No. 109, issue of the *ALLG Newsletter* which mentions the QUICKLAW service. I was pleased to see that our service was mentioned in your newsletter and I offer the following information which your readers may find useful.

- 1) Unfortunately, our toll free customer service "Help Line" is not available to overseas users since it is only staffed during Canadian business hours.
- 2) QUICKLAW's head office is in Kingston, Ontario. We also have five regional customer service/marketing offices across

Canada located in Vancouver, Calgary, Toronto, Ottawa and Halifax. All overseas customer accounts are managed from our Ottawa Office. Should you or any other QL subscriber have questions or problems they should be addressed either to myself, or to Mr Robin Dewe, QL's National Customer Service Manager, at the address below.

- 3) We find that facsimile communication with our overseas customers is the most efficient way to solve problems or to provide timely answers to your questions. Depending upon the complexity of the problem our goal is to provide answers to your queries within 24 hours.
- 4) An updated version of our QUICKLAW QUICK Study Guide, Database List and Command Card will be distributed free of charge, to all our Australian customers.
- 5) As much as I would like to travel to Australia to offer formal training, the cost is prohibitive and it is unlikely a QUICKLAW representative will be in Australia for this purpose in the near future. If any member of your Association is attending the Canadian Association of Law Libraries Annual Conference in Halifax, Nova Scotia, between May 16th and 19th, 1993, they may attend any of the following training sessions, free of charge:

QUICKLAW Introductory
Saturday May 15 1.30 - 5.00

QUICKLAW Advanced
Wednesday May 19 1.30 - 5.00

QUICKLAW Introductory
Wednesday May 19 1.30 - 3.30

Please note that QL Systems have severed all relationships with INFO-ONE. QL no longer represents INFO-ONE in Canada and INFO-ONE no longer represents QUICKLAW in Australia. Any former subscriber of QL via INFO-ONE should contact me if they wish to subscribe to our services directly.

I apologise if you and your colleagues have experienced frustration when dealing with us in the past. I offer you my personal assurance that all future inquiries will be dealt with promptly and that you will receive the same excellent customer service we are known for in Canada.

If I can provide you with more information or be of further assistance please do not hesitate to contact me via facsimile. We look forward to improving our relations with our Australian customers and welcome any suggestions you may have to achieve this end. I look forward to hearing from you in the future.

Sincerely

Alan B. Dingle
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As others still see us...

Scene: Sydney International Airport. Librarian returning from an overseas conference.

Customs Officer looks at the declaration form. "A Librarians' Conference", he says. Chuckle, chuckle, chuckle. "What's funny?" asks the librarian. "I just have this mental picture of a librarian," he says, puts his finger to his lips and says "sshh". He goes on, "Then I have this mental picture of a whole roomful of librarians ALL going 'sshh...sshh...sshh'...!"

Nothing ever changes, does it?

