



Check It Out!

Volume 1, Issue 1

CUCBC Information Centre newsletter

April 2002

May we help?

Welcome to the first issue of a new quarterly newsletter, designed to help familiarize you with the services offered by the Corporate Information Centre at Credit Union Central of British Columbia. Our services are available, at no charge, to all staff and directors of BC credit unions and related organizations.

Results of a "customer satisfaction" survey, conducted in October 2001, showed that 95% of respondents found our services helpful, but were not aware of the full range of services provided.

To address that problem, we will publish four issues of this newsletter to determine whether this helps in getting the information about our services to the people who need it - YOU!

Please read on... and give us your feedback. We would be pleased to hear from you.

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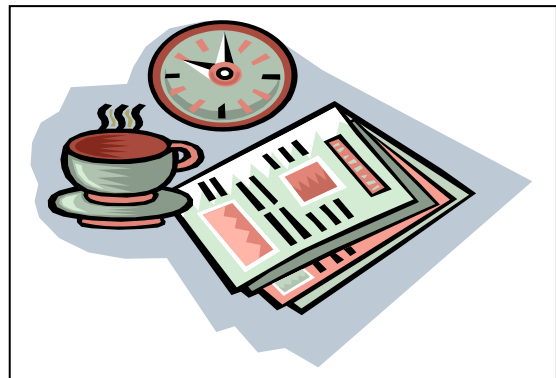
A nose for news!

Approximately 400 people in the BC credit union system have found an easy way to keep up on the news each day. They receive the Information Centre's *Daily News Service*, e-mailed to them each morning. The service provides links to news stories from a variety of sources, arranged by topic, each business day.

Here's the scoop on the *Daily News Service*...

- **WHAT** is it? A free e-mail news service, created specially for the BC credit union system. Between 20-30 stories from about 10 different sources are included each day.
- **HOW** does it work? Article titles and story links from Canadian, U.S. and international sources are included in an e-mail message, and arranged by topic.
- **WHEN** is it sent? Each business day morning, barring "technical difficulties."
- **WHY?** To provide you with a quick overview of the day's news, with a specific credit union and British Columbia focus.

Interested? To start receiving the news service, just send an e-mail request including your full name, the name of your credit union, or related organization, and your e-mail address to: Infocentre@centralonline.com.



Did you know?

The past can live again...

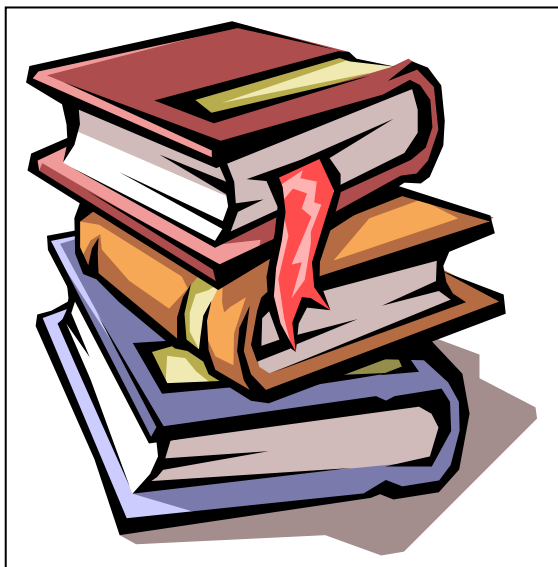
The Corporate Information Centre can help you get in touch with your credit union's past! To find out important dates, mergers, name changes, or other significant events in your credit union's history, just ask us.

Through extensive records, dating back to the beginning of the credit union system in B.C., credit union materials kept in off-site secure storage, and an array of annual reports, news clippings and other resource materials kept on site, we can usually provide the information you are looking within 48 hours.

We also have a full collection of the system magazine, Enterprise (previously BC Credit Unionist) and an index to articles published there.

The Information Centre website, at <https://www.centralonline.com/infocentre>, is a great place to start your investigations through the Statistics pages accessible there.

You will find information on name changes, mergers and other B.C. credit union statistics since 1990. For more information on this service, e-mail infocentre@centralonline.com, or phone (604) 737-5971.



Special Libraries Day

International Special Libraries Day is celebrated each year on the Thursday of National Library Week in mid-April. This year, on Thursday, April 18, please join with us in noting the importance of a growing knowledge base for success in work and life.

On Special Libraries Day or any day, be sure to ask if we can help you in continuing on that lifelong knowledge quest!

Do you find that sometimes you don't even know where to begin in looking for information? With the range of inquiries we get, that happens to us with some regularity. In situations like this, we need to get some basic background information on the topic before we can search for relevant information resources.

For a basic, but thorough overview of a wide array of topics, you might want to check out the How Stuff Works website at www.howstuffworks.com. The website offers in-depth articles that explain the world, and all sorts of strange things, in it, in simply written, yet detailed articles.

Some of the current favourites are:

- ✓ How car engines work
- ✓ How pinball machines work
- ✓ How cell phones work
- ✓ How Easter works

We needed to know "how application service providers work" and found it there. Send your favourite "start your information search" websites to dwalker@cucbc.com and we will publish a list of them in the next newsletter issue.

Hot topics: Coping with Change

Are you concerned about changes coming in your and your credit union's future?

Judging from the requests that we get here in the Information Centre, it seems that many of us are. Here are some resources that you might be helpful for you or others in dealing with this "fact of life"! All of these materials are available from the Information Centre. To place your request, e-mail infocentre@centralonline.com or visit the electronic catalogue at InfoCentre Online (<https://www.centralonline.com/infocentre>).

BOOKS ON CHANGE MANAGEMENT

Managing Transitions by William Bridges

In this 1991 "classic", the author provides a clear understanding of what change does to employees and what employees in transition can do to an organization. He also discusses how to minimize the distress and disruptions caused by change in this 100 page book. He also looks at the effect of nonstop change and the important task of taking care of yourself – and others -- in times of stress.

Thank God, It's Monday! by Tim Hoerr

Feeling stressed? Here's a toolkit for for aligning your life vision and work. Achieving a balance between them can make all the difference.

Who Moved My Cheese? by Spencer Johnson

Everyone seems to love this "a-mazeing" short story about a group of workers trying to cope with change. Though the workers are mice, the workplace is a maze, and the reward is cheese, we can all recognize ourselves somewhere in this story.

VIDEO ON STRESS MANAGEMENT

"Managing Stress Before It Manages You" , Briefings Publishing Group

Use this 30 minute video as part of a meeting to help defuse tension arising from workplace change. It discusses stress release and prevention mechanisms for both individuals and teams.

PERIODICAL ARTICLES ON COPING WITH CHANGE

"Become a champion of change," Lisa Aldisert, [ABA Bank Marketing](#), November 2001, 37.

"Change happens," John L. Bennett, [HR Magazine](#), September 2001, 149-156.

Interested in knowing more, or would you like information with a specific focus? Just ask and we will be pleased to gather information just for you. Our contact numbers are on the following page.

Food for thought

In an article in the Province newspaper March 24, Martha Piper, UBC President and Vice-Chancellor, shares some tips for succeeding in the workplace.

- **Value other people**
It's all about the people you work with – figure out ways to motivate them, enjoy their company, inspire them and help them get connected.
- **Be relentlessly curious**
An essential quality is a fundamental curiosity about lots of things and lots of issues and the world in general.
- **Accept that talent or intelligence are not enough by themselves.**
They must be stiffened with courage and hard work. Courage in action means standing up for your beliefs and showing a willingness to take risks.
- **Learn to say 'thank you' in a thoughtful, meaningful way.**
- **When you must say 'No' to a request, try to offer an explanation for your response.**
- **Develop the ability to question yourself in a positive way.**
Healthy self-doubt lets you reflect on whether you have made the right decision.
- **Try seeing leadership as a jigsaw puzzle.**
Be concerned about each piece of a puzzle but don't necessarily be an expert on each piece of the puzzle.
- **Learn to listen.**
Staying open to people's diverse points of view lets you weave their thoughts into a coherent vision.
- **Read, read, read.**
Reading is another form of listening – it provides inspiration and keeps you in touch with events and trends.

Contact us – please!

The Corporate Information Centre is here to assist you in working for your credit union's success. Here's how you can reach us...

Credit Union Central of British Columbia
CORPORATE INFORMATION CENTRE

1441 Creekside Drive, Vancouver

2nd floor, near the stairs

Hours: 8:30 a.m. – 4:30 p.m. Monday-Friday

Fax: (604) 737-5966

INFOCENTRE ONLINE WEBSITE

Website: <https://www.centralonline.com>

E-mail: infocentre@centralonline.com

CENTRE STAFF

Diane Walker, Supervisor

dwalker@cucbc.com, (604) 737-5971

Linda Dmytryshyn, Co-ordinator

ldmytryshyn@cucbc.com, (604) 730-5172

A two-page Information Centre services overview is available, in print or on the Centre website. Check it out!

To request a copy of the services overview or information about any Centre service, just e-mail infocentre@centralonline.com.