MULTITYPE LIBRARY BOARD MEETING MINUTES

February 5 and 6, 2001

Conference Room
Provincial Library, 1352 Winnipeg Street, Regina

Monday, February 5, 2001

In attendance: Audrey Mark, Sharon Doepker, Alice Risling, Helénè Stewart, Janet Merkosky, Valerie Laliberte, David Fox, Bob Foley, Merrilee Rasmussen, Joylene Campbell, Marilyn Jenkins, Melissa Bennett.
Regrets: Jeffrey Barber

1. WELCOME AND INTRODUCTION

Merrilee Rasmussen called the meeting to order and welcomed new board members – David Fox, Bob Foley, Audrey Mark. Members introduced themselves.

Merrilee reviewed the objectives for the meeting:

(1) Business Plan 2001
(2) Demo of Public Library Gateway
(3) Updates from sectors

Merrilee reviewed Board operation: (1) Consensus style decision making – everyone agrees or, at least, no one has serious objections to the decision; (2) Board does not have power to tell autonomous libraries what to do – has a facilitator role.

2. AGENDA, MINUTES, COMMUNITQUE

Agenda, minutes and Communiqué were approved as distributed.

3. UPDATE FROM MULTITYPE LIBRARY BOARD MEMBERS

School Sector
The Communiqué was distributed to the Saskatchewan School Trustees’ Association (SSTA) and Directors of Boards of Education. Alice has indicated to SSTA that there must be ongoing financial support for multitype database licensing on the part of SSTA. $100,000 has been provided by the Saskatchewan Education, but Alice emphasized that financial commitment must continue.

Janet Merkosky, as Vice-President of the Saskatchewan School Libraries Association (SSLA), has sent the Communiqué to members. SSLA would like a Multitype session at their annual conference in Prince Albert, May 10-12, 2001.
Special Library Sector
Sharon is participating in a special libraries network in Saskatoon that focuses on getting special libraries to work together and share resources.

Helene reported that the Information Technology Office is developing an information management framework for government. Librarians and archivists in government have met to identify issues related to creation, use and preservation of information. The hope is to develop an information management council for government that will be concerned with preserving government information (electronic and all other formats). Libraries need to be integrated into management of information decisions in government.

Saskatchewan Library Association (SLA)
Jeff and Joylene provided a Multitype Board report to the SLA Board. They discussed concerns about library staff recruitment and succession planning. A bursary program, possibly administered by SLA, might be a solution. SLA’s Continuing Education Committee has also been looking at distance education in partnership with the Saskatchewan Communications Network (SCN).

Provincial Library
The Board may need to look at visibility of libraries in multitype projects; e.g. home access to databases and Gateway. Giving visibility and credit to participating libraries is becoming more important.

The Provincial Library Collection Dispersal Project is proceeding. As Saskatchewan materials are dispersed, a "V-SASK" identifier is created in the 440 field of the MARC record to support the creation of a Virtual Saskatchewan Collection. Provincial Library offered materials to the school sector but the materials were largely not suitable for schools. All libraries in Saskatchewan will be offered the opportunity to select books from shelves during the month of April 2001.

Public Library Sector
Exhaustion of staff at local levels is a serious issue in public libraries, particularly in branches with only one staff person and few open hours. Not enough staff and too many changes to cope create added need for education, training and support. Clerks are expected to be able to function like technicians or teacher-librarians. Public libraries need to make it easier for the local level to handle the technology. Pahkisimon Nuye:äh Library System (PNLS) has a bursary at for anyone wanting to do library training. Need to find ways to deliver distance education directly to local levels.

The Internet is creating the need for expert mediation as the information marketplace becomes more complex. Need to market the reasons why libraries and trained informational professionals are needed and that clerical level salaries are inadequate.

Northern Saskatchewan
Funding at local levels is still the same. Salaries are still at low levels. It is difficult to communicate with the entire north as a sector. InfoTrac has made a difference in the
North. Education is very important in northern communities and on reserves. Prince Albert Grand Council area appreciates the magazine databases.

Saskatchewan Library Trustees Association
Communique was distributed to Regina Public Library Board. There is a general and growing awareness of the potential of Multitype and positive attitude towards it. May want to insert Communiqué into the next issue of the SLTA newsletter. Merrilee gave a Multitype presentation to Southeast Regional Library trustees. They were excited about Multitype and are eager to go ahead with other initiatives like the universal library card.

Merrilee attended a Consortia Canada meeting at the Canadian Library Association Conference last June. This meeting confirmed that we are headed in the right direction and that Saskatchewan is further along in cooperative development. We may have some issues with participating in national level database licensing because our licenses cover the population of the entire province rather than only members of the consortium.

Post-secondary education libraries sector
The university libraries are involved in the Canadian National Site Licensing Project (CNSLP), which is part of a broader initiative by The Canadian Foundation for Innovation (CFI) to develop an infrastructure for world class researchers in Canada. COPPUL libraries organized a joint library proposal for 64 university libraries to develop access to online information resources. The project totaling $50 million, was funded by the CFI, the provincial government, and universities.

Resources are licensed for researchers, students and faculty. The pilot project may not be a good model for national site licensing because all participants got the databases but they did not get to choose databases according to their priorities. It is a tenuous project to sustain beyond 5 years. The process was cumbersome and not responsive to users needs. Letting libraries opt in or out by product would be preferred.

The university libraries are analyzing cost savings and benefits of the project. The process advanced thinking on site licensing in Canada and provided a massive injection of resources for researchers in Saskatchewan. Integrating these resources into library collections and services is the challenge. Bob Foley will present a session on the CNSLP at the SLA Conference, April 21, 2001.

15 university libraries in COPPUL participated in a Z39.50 virtual catalogue trial. They tested OCLC Site Search and a Simon Fraser system. Results were mixed and further developments are on hold for the moment. The process surfaced advantages, disadvantages and policy issues often overlooked in these projects. More policy work is needed to not create disgruntlement at the patron level.

COPPUL's interlibrary loan group is investigating purchase of an ILL system. Evaluation of products is underway; a recommendation will be made in March. Products under evaluation are: RSS, Wings/Pegasus, System by Downing, AG Canada.
4. GATEWAY

Marie Sakon and Calvin Sadowski (Provincial Library) gave a presentation on the public library Gateway project. Marie provided an overview of the project and issues involved in developing Z39.50 searching on all public library catalogues. Calvin provided a demo of the Gateway system. Board members may try out the Gateway by going to the following address: 192.197.149.153/servlet/zgateway

The Gateway provides a single place to search to obtain information on the current holdings of all the public libraries in Saskatchewan. A Gateway committee, made up of representatives from the public library systems and Provincial Library, established functional technical requirements and specifications for a Request for Proposal. The responses were evaluated and Blue Angel Technologies, Inc. was selected to provide the gateway software.

The Multitype Board discussed opportunities for multitype library cooperation in the Gateway initiative.
- For special libraries, not very many have Z39.50 platforms and lending policies would be an issue.
- There may be potential for schools in the future but few would be able to participate now. It would be wise to provide guidance on requirements for future participation including the indexing and cataloguing standards to adopt.
- Post-secondary education libraries sector - Any modification to University of Regina server affects RegLIN and they need time to discuss with this group.
- David will take the issue back to University of Saskatchewan to see if they want to be involved but there will likely be some qualifications re: use of University of Saskatchewan collection.

DECISION:

- The Gateway project should consolidate what has been achieved so far before we pursue future multitype involvement.
- Multitype involvement in the Gateway should be explored further including researching policy and technology issues including: lending policies; expectations of patrons; cataloguing standards; indexing practices; stability of library catalogues; managing authentication; and delivery of materials.

5. BUSINESS PLAN

The Board reviewed the draft Business Plan created by the previous board. The purpose of the Plan is to identify the work that the Board wishes to accomplish in the next year or two. Priorities need to be added. Board Members, Committees and Provincial Library staff carry out the work. Issues need a “champion” in at least one Board member.
5.1 **Education and Awareness**

Ideas identified were:

- Promotion is a high priority; should start this year, but may not complete this year.
- Promotion is needed to counter under-valuation of libraries across all sectors.
- Must market Saskatchewan libraries outside of the province. Saskatchewan has a thriving library system and this is a good news story. Pick the selling points such as the Gateway that have value to people.
- Hire marketing experts to do a thorough needs assessment and create a comprehensive promotional plan and package.
- Identify partners in the library community we can work with on promotion. e.g. Saskatchewan Library Association, Sask Culture, Economic Development, Tourism, Industry Canada, Heritage Canada, and/or National Library of Canada.

**DECISION:**

- Add to the Plan a broader promotional approach that includes marketing the value of libraries.
- The Promotion Committee should approach potential partners, determine possibilities for hiring a marketing professional, and report back to the Board.

5.1.1 **Appointments to Promotion Committee**

- The Promotion Committee will be Audrey Mark, Bob Foley (or a designate), and Janet Merkosky (or a designate).

5.1.2 **Speaker for Saskatchewan Library Association Conference**

Space has been reserved for a session, at the Saskatchewan Library Association Conference, on "Multitype Province-Wide Initiatives". It will take place Saturday, April 21, 2001, 3:30 - 5:00 p.m. $1,500 is available to bring in a speaker.

- Names for speakers were put forward: Doug Poff, Maureen Woods, Lucy Pana.

5.1.3 **Communique Distribution**

The Board agreed to use the distribution list, created by the previous Board, to disseminate the Communique. Several corrections and additions to the list were noted.
- Former members of the Multitype Board;
- Intergovernmental & Aboriginal Affairs;
- Information Technology Office (Lynn Oliver, Bob Hersche);
- All special library emails on the Saskatchewan database licensing listserv;
- All special libraries part of the Saskatoon special library network;
- Alice Risling and Valerie Laliberte have email addresses;
- Leslie Polsom is no longer on the SLA Board; Peter Resch is on the SLA Board;
- Librarian at St. Thomas More College is Donna Brockmeyer-Klebaum;
- Minister of Municipal Affairs and Housing has changed to Ron Osika;
- Parkland Regional Library has a new Director.
The Communiqué will be sent to the people on the list via a listserv. The Board approved the proposed cover letter drafted by Provincial Library.

The Communiqué will be sent to the Saskatchewan Library Trustees Association by publishing it in the SLTA newsletter. Paper is better for people in this group.

5.1.4 First Nations Awareness Training

First Nations Awareness Training can be organized through Intergovernmental & Aboriginal Affairs. The training consists of 5 modules that are each a half day. It was noted that Saskatchewan Indian Federated College also offers this type of training.

DECISION:
- The content of each training module will be provided to the Board at the March meeting, so it can determine which modules are required and when they should be scheduled.

5.2 Administrative Structure

5.2.1 Advising more than one Minister

The Board advises the Minister of Municipal Affairs, Culture and Housing (MACH). When situations arise in which it is necessary to advise another Minister, the Board can advise the Minister of MACH that an issue needs to be addressed with another Minister. The Minister would then request a meeting with that Minister on behalf of the Board. The Board is responsible for identifying issues and preparing background materials.

DECISION:
- The Board recommends a joint meeting of the Ministers of Municipal Affairs, Culture and Housing, Education, and Post Secondary Education & Skills Training. Briefing documents need to be created.

Issues to be discussed:
- Status of libraries, particularly in schools;
- Importance of the definition of skill levels, job expectations, and consistent language regarding librarian, library technician, and library clerk job classifications;
- Standards and professional training for library workers in Saskatchewan;
- Need for people with information management skills;
- Sustainable funding for database licensing and information infrastructure.

DECISION:
- The Board recommends a meeting between the Ministers of Municipal Affairs, Culture and Housing and Economic & Cooperative Development. Issue to be discussed: marketing the strong information infrastructure in of our province.

5.2.2 Draft Model Agreements

The Board decided not to pursue action on drafting model agreements at this time.
5.2.3 **Board Structure**

Joylene Campbell provided an overview of the structural issues facing the Board. The current Board structure does not allow the Board to sign agreements or administer funds. This situation presents challenges for multitype projects such as Database Licensing. The Board investigated approaches to the problem. Incorporating would enable the Board to sign agreements. However, a more substantive change in structure, such as moving outside government, would be required to administer funds.

The previous Board decided not to make recommendations to change legislation. It wanted to retain the ability to advise the Minister and to give the current structure some additional time to develop. Public libraries did not support the notion of moving outside of government or becoming a fee-based organization.

Discussion points:
- The Ministerial advisory role of the Board is very important and must be retained;
- The Board is developing its identity and needs more clarity on its future directions before structural changes are considered;
- COPPUL has faced the same issues during its development;
- Liability issues of administering funds for Database Licensing will become urgent.

**DECISION:**
- To support the current structure at least for the short term.

The meeting adjourned for a tour of Provincial Library's collections.

**TUESDAY February 6, 2001**

5.3 **Database Licensing**

Hélène Stewart reported on the Database Licensing Committee. It plans to focus on renewal of current licenses to InfoTrac and CBCA. Their primary goals for 2001/02 are: to resolve interface usability issues, select new products, develop rules and standards for participation, ensure home access for all sectors, and evaluate existing products to be able to make recommendations about renewals versus new products for 2002/03.

New products that the Committee is considering:
- InfoTrac Kids' Edition;
- EBSCO's Canadian Newspaper Source;
- French newspaper database - Biblio Branchee;
- Electric Library Plus.

Books in Print and Canadian Almanac and Directory are not top priorities for all libraries. Interested libraries may be able to obtain these items through Consortia Canada. Specialty databases may be considered in the future.
The Committee has referred two issues back to the Board for resolution:
1) A comprehensive plan for funding for the projects.
2) Enabling remote patron authentication and giving credit to all partners.

DECISION:
- David Fox will work with Provincial Library staff, who are researching the remote patron authentication issue.
- Merrilee Rasmussen would be willing to act as the board champion regarding structural issues and models for funding projects on a long term basis.

5.4 **Implement Multitype Initiatives**

5.4.1 **Electronic Document Delivery**

The previous Board established an Electronic Document Delivery (EDD) Committee that has not yet met. It was to investigate the potential for multitype purchases of EDD services. CISTI is interested in a Saskatchewan bulk purchase and would offer good deals, but it would require a mass of users.

Discussion of this as a multitype project followed:
- The universities are already involved in cooperative purchases of EDD services through COPPUL. It would be difficult to pull out of these arrangements.
- EDD may be a project where not all library sectors participate.
- A cost-benefit analysis should be conducted. There are significant overhead costs involved in setting up cooperative projects which may outweigh the savings.
- Pay-per-use EDD services would create different relationships between patrons, libraries and vendors. Implications should be evaluated.
- Vendors (particularly commercial document providers) are gearing up for direct service to public users.
- Need to do more education and analysis of the possibilities. Cost benefit analysis would have to be based on the anticipated number of documents needed by a library.

DECISION:
- Educate the Board and libraries. David Fox will provide a demonstration on GODOT.
- Work with the SLA to offer a workshop on EDD in the next year - at the Annual Conference or as a separate workshop. Vendors might be willing to contribute.
- EDD Committee members may act as resource people for workshops.
- Other Committee work will be put on hold.

5.4.2 **Charging for Interlibrary Loans**

Issues and concerns identified: regarding charging for interlibrary loans er:
- Libraries think that billing for ILL generates revenue; however, a cost benefit analysis might show that the cost of generating the invoice is more than the amount received.
- ILL billing practices within the province are not cost-efficient.
- The Universities are currently installing ILL systems, which need to be established before undertaking an analysis of ILL.
- Discontinuing charging for ILL may not be viable for "net-lender" libraries, such as the Health Sciences Library at the University of Saskatchewan. However, payment of set amounts may be an alternative (to eliminate costly invoicing procedures).
- Analysis of ILL demand and flow throughout the province is required.
- Could be integrated with an overall government information strategy. May want to discuss this issue with the Minister of Health.

DECISION:
- The issue will stay on the work plan but work will be postponed until a needs assessment can be done.
- University of Regina, University of Saskatchewan, and Provincial Library will compile year end ILL numbers and provide to the Board at the June meeting.

5.4.3 Delivery System

Discussion of cooperation on a province-wide delivery system that crosses all sectors for books and other library materials identified the following points:

- This issue is urgent for the public library sector. When the public libraries launch their Z39.50 Gateway this spring, ILL and demand for delivery of materials may significantly increase.
- A cost-efficient delivery system would reduce ILL barriers. e.g. Public Library Directors have indicated that they would make more library materials available on ILL if delivery were more affordable.
- Provincial Library will provide a report at a future meeting.
- Delivery models for post secondary distance education materials are moving away from traditional postal services. so this is not as much of an issue for the education and post-secondary education library sectors.

DECISION:
- Provincial Library is developing a report on this issue and will present it to the Board at a future meeting.

5.5 Determine Potential for Multitype Cooperation

5.5.1 Seamless Access/Gateway

The Board identified issues related to the potential for multitype cooperation on gateway access to library catalogues:
- A multitype gateway is a good concept, but capacity for participation varies from sector to sector. Participation will have to be phased in over time.
- Public libraries need to launch their Gateway this spring and work out the wrinkles in their sector.
- The Board should be future-oriented and broad in its thinking. It should monitor the potential for multitype involvement in seamless access and should alert sectors, as necessary, of cataloguing and system standards required for participation.
- Need to gather more information from small college libraries and remote special libraries about their potential to participate.
- Need to identify policy issues surrounding multitype participation.
- May need to have partitions or groupings of the Gateway by sector.

DECISION:
• Philosophically agree that there should be multitype seamless access, but need a phased approach. Participation may be different for each sector.
• Advise schools of cataloguing standards required for future participation.
• Monitor how seamless access is unfolding and provide an update at each meeting.

5.5.2 Universal Library Card

The Board reviewed the potential for a universal library card for Saskatchewan.

National Library explored the idea of a national library card but has shelved the idea until universal library cards can be achieved on a provincial level. Potential for a Saskatchewan universal library card was discussed:

- Sask Library card could have tremendous political impact. Needed soon.
- A symbolic card could be developed first and a functional card later.
- Excellent for promotion. Very cheap marketing tool.
- Research could be tied into research on remote patron authentication.
- "Branding" issue could present barrier to universal concept.
- COPPUL has a card that provides certain privileges but it is complimentary to your local card (does not replace it).
- Need research on what methods would work politically and technologically.

DECISION:
Refer to the Promotion Committee and the patron authentication teams.

5.5.3 Needs Assessment

The Board has already identified many objectives for which needs-assessment will be conducted.

DECISION:
A formalized assessment of needs by sector might be useful, but it would be better to undertake this later, when the Board is seeking to use it to leverage funds.

5.5.4 Virtual Collection/Cooperative Collection Development

The vision for the Saskatchewan Virtual Collection is:
– to identify Saskatchewan materials around the province;
– to ensure that materials remain available to the public;
– to ensure that these materials are not discarded without consultation;
– to give Saskatchewan items permanent preservation status by using the V-SASK designation.

Discussion yielded the following points:
– Development of a virtual collection would work best with a multitype gateway.
– Need involvement by the Legislative Library and Saskatchewan Archives.
– May be possibility for cooperation with the Online Saskatchewan Bibliography initiative of SLA and the Saskatchewan Publishers Group.
– Intersects with the issue of preserving Saskatchewan government documents.
– Need to establish criteria for what will go into the collection.

DECISION:
• Provincial Library will conduct further research on the Saskatchewan Virtual Collection and report back to the Board.
• Resource people to contact: Merrilee Rasmussen, Shirley Martin, Marian Powell (Legislative Librarian), and Mark Vajcner (University of Regina Archivist).

5.5.5 Virtual Reference

The Virtual Reference Project includes key initiatives: Saskatchewan Libraries: Ask Us! (a cooperative public library online reference service); the Saskatchewan Web Sites Collection (catalogue of Saskatchewan web sites to make them available in an online database); the Saskatchewan Library Directory; and a cooperative infrastructure to digitize local library materials.

Discussion:
– Local histories are an important reference for hospitals for the medical history they provide for patients.
– A characterization of the nature of the questions being submitted would be useful.

DECISION:
• Copies of the Ask Us! Evaluation Report will be distributed to the Board.
• A demonstration will be provided at an upcoming meeting.

5.5.6 Aboriginal Library Services

A proposal to establish a Minister's Advisory Committee on Aboriginal Library Services in public libraries is before Cabinet.

DECISION:
• Joy will provide updates to the Board about work of the Committee.
6. OTHER BUSINESS

6.1 Future Meeting Dates
   March 19, 2001 (Monday)
   June 7 & 8, 2001 (Thursday - Friday)
   September 27 & 28, 2001 (Thursday - Friday)
   November 8 & 9, 2001 (Thursday - Friday)
   February 7 & 8, 2002 (Thursday - Friday)

Meetings will adjourn by 1 p.m. on the second day. Three members’ terms expire September 1, 2001. Re-appointments or new appointments must be in place to proceed with September meeting.

6.2 Vice Chair

   David Fox accepted the position of vice-chair.

6.3 GATS

   Provincial Library will prepare information on GATS, including the stance of the Canadian Library Association, for a future meeting.

The meeting adjourned at 12:30 p.m.